Title II Primary User Guide

It is the responsibility of each teacher preparation program to have a Title II primary user with an account where the primary user is actively employed and available to manage secondary accounts. To protect the security of an institution's data and any personally identifiable information, there may only be one Primary User per service each institution. A Primary User for ETS Title II Reporting Services is most often the individual responsible for both State and Federal reporting for the institution's teacher preparation program. This individual is typically the Dean of Education or Interim Dean, however, also eligible for approval are Department Chair, Associate Dean, Provost, or Director.

ETS sends communications to approved users to keep them informed of annual reporting requirements, submission deadlines, report availability, and other essential information. These emails are from the Title2@ets.org mailbox (please add this to your safe sender list). Changes to personnel within an institution are not a valid reason for failure to comply with student data submission and score match verification responsibilities which are part of federal reporting requirements. ETS sends notifications and reconciling all non-deliverable emails, but each institution bears the responsibility for federal pass rate reporting and is subject to the USDOE for noncompliance.

Responsibilities

The two key responsibilities of a Title II Primary user are to ensure that only the correct individuals have access to these confidential data and that all deadlines are met. You are also responsible for sharing appropriate communications and resources with your Secondary Users.

Transitioning Responsibility

If you are leaving your position at the institution or transitioning to another role within the institution, you may need to transition your role to another staff member. In addition, you should transfer responsibility for times when you are on sabbatical, medical leave, out of the country, or away from the institution for any length of time.

Primary users who need to transition their role to another person must contact ETS (Title2@ets.org) and their state Title II coordinator prior to the transition to ensure a continuous channel of communication. ETS will work with the existing primary user to transition the role. This process involves identifying the successor, determining if the existing primary must retain access as a secondary user and providing the successor with the information to obtain access. As part of our security policy, when a primary user changes, ETS removes access for all approved user accounts (primary and secondary). Therefore, it is important that the new primary create an account as soon as possible after this access is removed to ensure uninterrupted communications from ETS about Title II pass rate reporting and submission deadlines.

Once approved, the new primary user will be able to re-approve up to three removed secondary users. Additionally, the primary user will be prompted by auto-generated email to approve any new requests for access; these emails are from the TLClientServices@ets.org mailbox (please add this to your safe sender list).

Managing Secondary User Access

A key responsibility for a Title II primary user is to control access for secondary accounts who have access to your students' personally identifiable information (PII). For small programs, the primary may also be the individual who enters and verifies student data, and a secondary user is not necessary.

It is against security protocol to share or re-use Title II accounts. Everyone who needs to access the Title II site for purposes of federal pass rate reporting must have an approved account in their own name and affiliated with their institution-issued email address. The Title II website holds multiple years of PII necessary to prepare federally mandated pass rate reports. To ensure the security of this data per the USDOE Family Educational Rights and Privacy Act (FERPA), which prohibits improper disclosure of PII derived from education records, a primary user should only approve secondary accounts for individuals who need to perform tasks related to Title II pass rate reporting.

The Title II secondary user is the individual who will input, review, and verify student data. Each institution may have up to three accounts with the secondary role type, determined by the average number of enrolled students over a three-year period. Based on 20 years of historical data, below is the number of approved secondary users necessary to manage Title II tasks based on program size. Adherence to this recommendation is important to support a safe environment for student PII.

Recommended Number of Approved Secondary Users

Enrolled Students	Approved Secondary Users
1 – 200	One
201 – 400	Two
401+	Three

When deciding to approve or reject a request for access you should consider the following:

1. *Does this individual need to perform tasks related to Title II pass rate reporting?*
   Individuals who only need to see the final pass rate report results or receive updates on progress should not be approved as secondary users. Final pass rate data can be downloaded from the site and shared with necessary individuals. It is important not to expose student PII.
2. *Does the request contain an email address that is affiliated with your institution (not gmail, yahoo, or other type of personal account)?*
   As the Primary User you should not approve a request for access for an account without an institution-affiliated email address. Additionally, you should not approve access for accounts assigned to a group or email distribution list as they pose a security risk.
3. *Is the requestor replacing an individual who has changed roles or has left the institution?*

Managing your list of users involves regularly reviewing your list of approved secondary users and keeping the number of secondary users at or below the maximum number of three per institution.

Approve or Reject a Pending Secondary User

Follow the steps below when notified by email that a secondary account is pending approval.

1. Log in to https://tlcs.ets.org or use the link provided in the notification email
2. Select *Approve and Manage User Accounts* under Client Services
3. Change the User Group to Title II Reporting Services
4. Change the Status to Pending Users
5. Click the *Search* button
6. Place a check next to the pending account(s) to approve
7. Select *Approve* or *Reject* from the Action drop-down menu
   a. Approve will grant access to the application for the user
   b. Reject will prevent access to the application
8. Click *Apply*

Remove Access for a Secondary User

Primary users should promptly remove access for any secondary user who will be on sabbatical, medical leave, out of the country, or away from their institution for any length of time as a measure of data security. In addition, a primary user should promptly remove access for any secondary user who is no longer employed by the institution or changes roles within the institution where access to this secure data not needed.

1. Log in to https://tlcs.ets.org
2. Select *Approve* and *Manage User Accounts* under Client Services
3. Change the User Group to Title II Reporting Services
4. Change the Status to Approved Users
5. Click the *Search* button
6. Put a check next to the account to remove
7. Select *Reject* from the *Actions* drop-down menu
8. Click *Apply*

Reapprove Access for a Removed Secondary User

When a primary user changes, ETS removes access for all approved user accounts (primary and secondary). The new primary can reapprove these accounts by following these steps:

1. Log in to https://tlcs.ets.org
2. Select *Approve* and *Manage User Accounts* under Client Services
3. Change the User Group to Title II Reporting Services
4. Change the Status to Show All Users
5. Click the *Search* button
6. Place a check next to the secondary account to be reapproved
7. Select *Approve* from the *Actions* drop-down menu

8. Click *Apply*

Deadlines and Sharing Communications

The Primary User is responsible for ensuring all deadlines are met for Title II pass rate reporting. You should ensure your Secondary Users are aware of the schedule, tasks, and are meeting all deadlines as well as having access to necessary resources. Many resources, such as the Title II User Guide, are accessible directly from the Title II Reporting Services application. You can request copies of resources and other types of support by emailing Title2@ets.org.