

Frequently Asked Questions for Using SED Monitoring Surveys

System Access and Roles

Who can fill out surveys?

When a survey is assigned to an institution, the institution's CEO is given access to SED Monitoring through the NYSED Delegated Account System (SEDDAS). The Delegated Administrator (DA)/Entitlement Administrator (EA) role has been created for each nonpublic school BEDS code, based on the CEO of record in SEDREF. The CEO can fill out and submit any survey that has been assigned to that institution.

If additional users should be given access to fill out or view surveys to assist the CEO, the CEO can create and entitle additional users to SED Monitoring. For details on creating and entitling user accounts, please read the [SEDDAS User Guide](#) or the [Entitling Users Mini-Guide](#). For technical questions about SEDDAS accounts your CEO or DA/EA may have, they can contact the SEDDAS Help Desk at SEDDAS@nysed.gov with a BEDS code, a phone number where they can be reached, and a description of the technical issue they are having.

Who should I contact if I can't remember my User ID or password?

- Users can reset their own passwords if they have forgotten or wish to change them, or if their account becomes locked. Please read the [SEDDAS Password Reset Guide](#) for more information on password management. If you need further assistance with logging in or password resets, please email SEDDAS@nysed.gov with a phone number where we can reach you and a screenshot of where you are having difficulty.
- If you are the CEO and do not think you have a SEDDAS account or entitlements to the survey, please contact SORIS@nysed.gov.
- If you are the CEO and do not know your User ID, please contact SEDDAS@nysed.gov.
- If you are not the CEO, please request your CEO or DA/EA provide the information you need.

What are Roles in SED Monitoring and which Role do I have?

You can see your Role within SED Monitoring written next to your name, on the top right of your screen. The SUBMIT/CERTIFY role allows users to certify and submit the surveys they are assigned to. DATA ENTRY means the user can fill out surveys assigned to their institution, only the CEO can submit it. DATA VIEW means the user can view surveys assigned to their institution but not fill them out.

Who should I contact if I have been given the wrong Role?

An institution's CEO should have the SUBMIT/CERTIFY Role, and other users within an institution are usually given the DATA ENTRY role. If you believe your Role is incorrect, please contact your CEO or DA/EA.

Viewing Assigned Surveys

Why can't I find the survey I'm trying to fill out?

Any survey you're assigned to fill out should appear on your Dashboard screen, under the Inbox tab. If the survey was already submitted, it may appear under the Outbox tab. For surveys that can be filled out more than once, a new submission can be created from the Create New Survey tab. If the survey you're looking for is not appearing, there may be an issue with the survey's assignments, or it may have been unpublished temporarily for corrections. Please contact SORIS@nysed.gov if you have tried this and still cannot find the survey.

I was assigned a survey that is not applicable to my institution. How do I correct this?

If the content of a survey does not seem applicable, or you have been assigned multiple versions of the same survey, there may have been an error in the assignment process. Please contact the SORIS@nysed.gov if you believe there is an error.

Filling Out A Survey

Why can't I submit a survey?

Only users with the SUBMIT/CERTIFY Role can submit a survey when it's complete. If you have the correct role but do not have the option to Save and Submit a survey, the survey may contain errors which need to be corrected before it is allowed to be submitted. Check for pages that have not been completed or that may contain errors when saved. Some surveys cannot be submitted after the due date; make sure the due date for the survey has not passed. If you are still unable to submit, please contact the program area that manages the survey for further guidance (SORIS@nysed.gov).

I accidentally created another survey that is not necessary. How do I delete it?

If the Create New Survey tab was used in error and the new survey is not needed, view the survey and set the Identifying Label as the word "DELETE" and Save the page. The system will automatically delete surveys with DELETE in the label every hour.

Other Questions

Who should I contact if I have more questions about a survey?

Each survey is managed by the program office (or owner) that created it. The survey instructions should provide details on who to contact for additional help. You can also click on the Help menu at the top of the screen and select Contact Us, which will give you a list of survey owners, their contact emails, and the surveys they manage.

Who should I contact if I have questions or issues relating to SED Monitoring in general?

If you're having trouble using SED Monitoring or encounter errors in the system, you can check with the program area that manages the survey you're filling out (SORIS@nysed.gov), or email ITS-SEDMON@nysed.gov for general system issues.

Who should I contact if I have questions or issues relating to SEDDAS accounts?

If you need assistance with SEDDAS account maintenance or entitlements, please refer to the [SEDDAS User Guide](#).

If you are unable to log into the system or having problems with your password, please consult the [SEDDAS Password Reset Guide](#).

If you need further assistance with logging in or password resets, please email SEDDAS@nysed.gov with a phone number where you can be reached and a screenshot of where you are having difficulty.

For technical questions about SEDDAS accounts your CEO or DA/EA may have, they can contact the SEDDAS Help Desk with a BEDS code, a phone number where they can be reached, and a description of the technical issue they are having.