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# Edwin Analytics

## General:

###  What is Edwin Analytics?

Edwin Analytics, or Edwin, provides authorized users access to student data as well as information for and about educators that support planning and decision-making in classrooms, schools, and districts.

Edwin integrates data sources to give educators a richer, more comprehensive view of student trends, performance, and outcomes. The resulting reports, dashboards and analytical tools can provide educators statewide – from superintendents to teachers – with information and knowledge to make important decisions that continually improve teaching and learning across the state.

Using Edwin Analytics, classroom teachers, principals, professional support personnel, and district leaders will be able to access a wide range of data, including attendance, course enrollment, and student’s growing acquisition of new knowledge, skills and abilities, to postsecondary enrollment, persistence and completion. Student, teacher, and course data coming in through the SIF exchange (Schools Interoperability Framework), as well as historical data including state assessment data, will give educators new actionable information and tools to serve their current students and grow as professionals.

### What does ‘Edwin’ stand for?

Edwin is not an acronym. The name Edwin conveys ESE’s goals of providing accessible tools to help educators and students “win.”

### Why does Edwin look different than the last time I logged on?

The Education Security Portal has been updated and the Edwin application has had to undergo some changes as a result. This new version looks and operates slightly differently. Some of the changes, especially in selecting prompts and running reports, as well as how to download data, are important to review to assist you in using Edwin. For more information, review [*Using Edwin*](http://www.doe.mass.edu/edwin/UsingEdwin.docx).

## Access and Support:

###  How do I get access to the reports in Edwin Analytics?

Edwin Analytics is available through the ESE’s security portal. The security portal can be found above the search box on the upper right side of the ESE website: <http://www.doe.mass.edu/>. If you already have a user ID, the next step is to have your district’s directory administrator assign the Edwin Analytics security roles to you. Please see the [*Security Roles*](http://www.doe.mass.edu/edwin/SecurityRoles.docx)document on the Edwin public website for an explanation of these roles.  For more information, review [*Getting Access*](http://www.doe.mass.edu/edwin/GettingAccess.docx).

### I used to have access to Edwin. Why am I now having trouble logging into Edwin?

The Education Security Portal (ESP) was upgraded in August 2023. Edwin users should have preregistered for the New Security Portal and received information on how to log on. Logging in to the ESP is now a multi-factor authentication process. If you are having difficulty logging ing, try to reset your password using the forgot password link on the [ESP Login page](https://gateway.edu.state.ma.us/). Users who did not preregister will need to reactivate their account. Please contact your [local Directory Administrator](https://www.doe.mass.edu/infoservices/data/diradmin/list.aspx) or the [ESP help desk](https://massgov.service-now.com/eoe) at 781-338-MESP(6377) for assistance, or visit <https://www.doe.mass.edu/esp/help.html> for additional help on how to log on to the ESP.

### Who will have access to my district's data in Edwin Analytics?

All users can access state data in aggregated form, as they currently do with the ESE’s public school/district profile reports; but only those users assigned the authorized roles in Directory Administration will have access to more confidential data pertaining to the students in their school or district. At the state level, only ESE staff who have a need for the data to fulfill their professional responsibilities, will be given access to confidential student and educator classroom and assessment information, in line with current ESE policies.

For more information about the Edwin Security roles, see the [*Security Roles*](http://www.doe.mass.edu/edwin/SecurityRoles.docx)document.

###  Can I log into Edwin Analytics from home?

Edwin Analytics applications are web-based and can be accessed from any location. If you are not able to log in, first verify that you have an active Internet connection at home and that your Internet Service Provider (ISP) is not experiencing technical difficulties. Also, be sure to log in using the browsers supported by the system. Please see [*Web Browser Configurations*](http://www.doe.mass.edu/edwin/BrowserConfigs.docx) for this information. As always, remember that student information is confidential data and users should consider the security of the system and the location that is being used to access the site.

###  Is Edwin Analytics Smart phone compatible?

Edwin applications are available via the web and can be accessed through most Internet browsers on desktops, laptops, tablets and smart phones (see [*Web Browser Configurations*](http://www.doe.mass.edu/edwin/BrowserConfigs.docx) for more information). However, Edwin Analytics is not optimized for mobile devices. Edwin Analytics is best viewed on desktop and laptop computers.

###  Where do I go for help with Edwin Analytics?

Visit the [Edwin](http://www.doe.mass.edu/edwin/) website for support and guidance on using Edwin. We recommend that you first review the referenced support documents to get answers to your questions, such as [*Using Edwin*](http://www.doe.mass.edu/edwin/UsingEdwin.docx), [*Getting Access and Support*](http://www.doe.mass.edu/edwin/GettingAccess.docx),[*Security Roles*](http://www.doe.mass.edu/edwin/SecurityRoles.docx), and [*Web Browser Configurations*](http://www.doe.mass.edu/edwin/BrowserConfigs.docx). If these documents do not address your questions, please contact the person or office in your district that is responsible for supporting data use. The [Edwin](http://www.doe.mass.edu/edwin/) website will also link to various webinars and training opportunities to support Edwin usage.

## Edwin Analytics Data:

###  What data is available in Edwin Analytics?

Edwin Analytics contains information that spans the entire education spectrum (preschool to post-secondary) by integrating data from the following three state agencies, and other sources:

* Massachusetts Department of Early Education and Care (EEC) data:
	+ Program type and student participation level
* Department of Elementary and Secondary Education (ESE) data:
	+ Student outcome data (MCAS performance and ACCESS for ELLs growth and levels)
	+ Student demographics (SIMS)
	+ Student courses, schedules, and teachers (SCS)
	+ Student discipline and risk indicators (SSDR and EWIS)
	+ Student growth and acquisition of new knowledge, skills and abilities
	+ Student Views on Climate and Learning, school climate information (VOCAL)
	+ Teacher demographic and licensing information (EPIMS and ELAR)
	+ Finance data
	+ Educator Prep Program Data
* Department of Higher Education (DHE) data:
	+ Developmental coursework and credit obtainment
	+ Postsecondary enrollment, persistence and completion
* Other Sources:
	+ National Student Clearinghouse (NSC) data: college enrollment, persistence and completion.
	+ Free Application for Federal Student Aid (FAFSA): FAFSA submission and completion

###  What if I see an error in the data in a report?

First, please read all available definitions and footnotes associated with the report. Next, check with your local student information system to check how the data appears locally. If you still believe that the data is wrong, you can report errors to the [Edwin Analytics Help Desk](https://massgov.service-now.com/eoe). Please include a clear description of the data you believe is an error, why you believe it is in error, the data that you expected to see, the report name, and the prompts used in running it.

## Reports:

###  Why do Edwin reports look different than the last time I was in Edwin?

The Education Security Portal was updated in August 2023 Edwin application has had to undergo some changes as a result. This new version looks and operates slightly differently. Some of the changes, especially in selecting prompts and running reports, as well as how to download data, are important to review. Prompts should not be read horizontally, and users must click the view report button to load any new data. View the *Using Edwin* guide for help navigating Edwin.

### Why cannot I get new data to load in the reports?

Since the Education Security Portal update, anytime you make changes to a filter selection in the prompt area of the report, you hit the “view report” button to the right of the prompts to rerun the report. The button will be green when new filters have been selected. Even if the report screen goes momentarily blank or you see a “fetching data” box appear on the screen, new data will not be displayed until the view report button is selected. Once you have made all the changes to the prompts that you want, hit the green “view report” button to see new info.

### What types of Reports are there in Edwin?

Edwin reports are grouped into several categories/sub categories

* Assessment
	+ MCAS, ACCESS for ELLs
* Early Education
* Educators
* Ed Prep Programs
* EWIS (Early Warning Indicator System)
* Finance
* High School & Beyond
	+ Postsecondary Readiness (Masscore, FAFSA), Postsecondary Success, Workforce, CVTE, ABE
* Student Enrollment & Indicators
	+ Attendance, Demographics, Discipline, English Learners, Special Education
* School Climate (VOCAL data)

There are aggregate and student-level reports. Most reports can be run at the school or district level (sometimes these are separate reports, in the case of aggregate level MCAS reports). Some reports include state level data for comparison. Some reports have hyperlinks and allow users with access to student level data to click through to student level reports. For a list of reports in Edwin, visit the [Edwin](http://www.doe.mass.edu/edwin/) website.

###  How do I find a report I am looking for?

You can either browse for reports through Edwin Analytics folders or use the Search function to search for reports by keyword. Reports and tools are grouped in folders by topic area (and in some cases, subfolders). When you have selected a folder, a list of available reports will appear. This may include aggregate and student level reports if your security role gives you access to student level data. To use search, select *Search* in the navigation panel and enter a term of interest in the search box. This will scan the report names and descriptions and return a list of potential reports. If you get too many results, you may need to be more specific in what terms you use.

###  Can I download a report as a PDF or Excel file?

Yes. The export button is on the right of the report task bar at the top of the reports. This allows you to export to excel, csv, pdf or other formats. Note: Not all reports are optimized for all export options.The PDF format displays and prints the report exactly as it appears on your screen. Downloading to excel may be helpful to do additional filtering and merging with other data. See [*Using Edwin*](http://www.doe.mass.edu/edwin/UsingEdwin.docx) for additional guidance if you run into trouble.

 

###  Can I share Edwin Analytics reports with my colleagues?

Student level reports are considered confidential and are subject to federal Family Educational Rights and Privacy Act (FERPA) rules. They should not be shared with individuals who are not directly responsible for the education of the student. Aggregate level reports are considered public information and may be shared as long as they contain only non-personally identifiable aggregate data.

### What if I do not see all my students in an Edwin report?

For reports reflecting current enrollment (e.g., EWIS reports), student claiming is required and necessary to have students appear in Edwin Analytics reports. Student claiming is almost immediate for most student level reports, but some will require an overnight process to show the updated information. Student claiming, whether through SIF or by uploading a claiming file, frees districts from having to wait until October 1st in order to see their students. For more on student claiming please review the updated student claiming document: <http://www.doe.mass.edu/infoservices/data/guides/student-claiming.docx>, or contact Data Collection for assistance.

###  Whom do I contact if I have a question or problem while running a report in Edwin Analytics?

Please contact your local Edwin Analytics Contact first. A list Edwin Analytics Contacts by district is available on [School/District Profiles](http://profiles.doe.mass.edu/search/search.aspx?leftNavId=11239) using the People Search tool. If your Edwin Analytics Contact cannot answer your question, use the contact us button in the corner of most Edwin reports or visit the [Edwin Analytics Help Desk](http://eoe.state.ma.us/contactus.aspx?orgcode=ATAC_IT09&subject=Edwin%20Analytics). Please provide as much information as possible about your question and concern including the date, name of the report, time you ran the report and any specific error messages you received.

###  Whom do I contact if I have ideas for a new Edwin Analytics Report or improvement to an existing Edwin Analytics Report?

We appreciate feedback on how to improve existing reports and design future reports. Please use the contact us button in the corner of most Edwin reports or visit the [Edwin Analytics Help Desk](https://massgov.service-now.com/eoe) to share your ideas.

## Troubleshooting:

###  Why do the filters keep resetting sometimes?

As part of the Education Security Portal upgrade, the prompts have been reordered to improve the performance of the reports. It is best to review the prompts horizontally, starting in the top left and read the first row of prompts across and then review the second row of prompts from left to right, the third, etc. Sometimes if you make a change to a prompt in the top row, other prompts will be reset to their default option.

### Edwin navigation is not working properly (e.g., the Edwin Analytics menu is blank)

Make sure you are using one of the approved browsers. [*Web Browser Configuration*](http://www.doe.mass.edu/edwin/BrowserConfigs.docx) for more information on browsers.

### E3. When I click on a folder I see “There’s nothing in this folder.”

You will only see the names of Edwin reports that you can run based on your security role(s). If you are seeing this message, you do not have the security roles needed to see reports housed in those folders. See the [*Security Roles*](http://www.doe.mass.edu/edwin/SecurityRoles.docx)document for more information.

### E4. I cannot type SASIDs in the SASIDs box when running a report by SASID search.

When using the “SASID Search” option on applicable reports, you can type in SASID(s) or copy and paste a list of SASIDs from a spreadsheet or other document. Hit the down caret after “Enter SASIDs, if applicable” for a larger box to appear and move the cursor into the larger box to type or paste SASIDs. SASIDs should appear on separate lines or with a comma separating them. It is okay to leave the “Enter SASIDs, if applicable” in the box as long there is a space between it and any SASIDs.