# Connecticut IEP and CT-SEDS 2023-24 Support and Training Resources

## CT-SEDS Help Desk
### Supported by the RESC Alliance

**Available for All CT-SEDS Users**

Help desk capacity has been expanded to support our educators using CT-SEDS.

**CT-SEDS Help Desk**
**Ticket Topics:**

- ✓ CT-SEDS Troubleshooting
- ✓ Policy or process-based question
- ✓ Record merges and transfers
- ✓ Reporting functions
- ✓ Student reactivations
- ✓ Training needs
- ✓ All concerns except those noted for PCG

## PCG Message Center
### Supported by PCG Agents

**Available for a Limited Number of Identified Users**

**PCG Message Center (blue envelope)**
**Ticket Topics:**

- ✓ Aggregate user update:
  - o Email changes
  - o Password resets
  - o Add sites to aggregate level users
- ✓ Add school to district school list

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# IEP Quality & CT-SEDS Professional Support

Training options for 2023-24 have been expanded and differentiated based on educators' needs.

### IEP Quality Training
#### 12-Hour Core Training
- ❖ Developing and implementing high-quality IEPs
- ❖ Live demonstration of CT-SEDS functionality
#### Refreshers
- ❖ 1 hour refreshers (3 hours for PreK) for those who previously completed IEP Quality Training
- ❖ May register for one or more sessions
  - • PLOPS, Goals & Objectives, SAS, Service Delivery, Progress Reports, or PreK

### CT-SEDS Proficiency Training
#### CT-SEDS Onboarding
- ❖ Full-day, in-person **OR** two-part, virtual series
- ❖ For those new to CT-SEDS
#### CT-SEDS Targeted Sessions
- ❖ 90-minute, virtual session
- ❖ Focused on a single specific topic such CT-SEDS processes, system updates, and live CT-SEDS demonstrations

### CT-SEDS Collaborative Working Sessions
- ❖ 2-hour, in-person live demonstrations of IEP Process and Progress Reporting modules
- ❖ How to avoid common errors in CT-SEDS
- ❖ Small group collaboration

Click on the links above to register. For technical support with Protraxx registration, e-mail servicedesk@aces.org (hashtag #CT.IEPTraining in the subject line).