

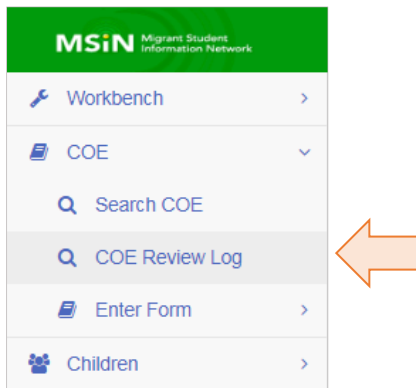
# COE Review Log

## Introduction

The COE Review Log is a feature within the COE section of MSiN. It allows certain users, such as I&R Coordinators and SEA Reviewers, to search for information related to the COE review process. The on-screen results provide basic information about COEs that are progressing through the COE review workflow. If a user would like to see more details about each COE review, they can export the results and use Excel, or other similar software, to conduct their own analyses. I&R Coordinators and SEA Reviewers can use the COE Review Log as a tool to help monitor and improve I&R practices in accordance with their local quality control plans.

## Running the log

The COE Review Log is found within the COE menu, under the Search COE feature.



Once a user navigates to the appropriate screen, the system automatically selects the region. Next, the user can enter a number of parameters, such as COE number, Current City, Recruiter's Name, Reviewer's Name, COE Status, and a Recruiter COE Signature Date Range. Entries can be made in multiple fields to narrow results.

## Certificate of Eligibility - Review Log

Search By

COE Number

COE Number

Current City

Current City

Recruiter's Name

Recruiter's Name

Reviewer's Name

Reviewer's Name

Regions: 03

Select COE Status

Recruiter COE Signature Date Range

Start Date

September 01, 2017

End Date



February 01, 2018

1. Enter search parameters

Search Reset Export i











2. Click Search

In the example above, only a Recruiter COE Signature Date Range was added. The user did not select a specific COE Status, which means the results will include all the options in the menu by default.

The results table displayed on the screen includes the most relevant information to quickly determine a COE's progress in the review process, such as COE Number, Date Submitted, Region, Recruiter, Reviewer, Review Date-final (the last time the COE was sent to Review), Verification Date, and Current Status. Notice that in the example below, the user may also view the original COE form (by clicking the  icon) or the COE review form (by clicking the  icon). The same table therefore provides a summary view and quick access to COE specifics.

## Results (559)

Rows Per Page 10 ▼

Filter	Filter items below							
	COE Number	Date Submitted	Region	Recruiter	Reviewer	Review Date - final	Verification Date	Current Status
 	D314766	09/26/2017	03	John Rodriguez	John Smith	09/26/2017	09/26/2017	Completed <b>Approved</b>
 	D314928	09/14/2017	03	John Smith	John Smith	09/14/2017	09/15/2017	Completed <b>Approved</b>
 	D314929	09/06/2017	03	John Smith	John Smith	09/06/2017	09/07/2017	Completed <b>Approved</b>
 	D314963	09/01/2017	03	John Smith	John Smith	09/01/2017	09/07/2017	Completed <b>Approved</b>
 	D314964	09/01/2017	03	John Smith	John Smith	09/01/2017	09/07/2017	Completed <b>Approved</b>

When reviewing the results table, it is important to understand what each COE status means. In general, a COE status falls under one of two categories: 1) Work Pending (statuses that indicate someone is still working on the COE), and 2) Work Completed (statuses that indicate work has been completed on the COE). The following table helps to visualize the difference and provides specific definitions.

Work Pending	Work Completed
<b>Creation</b> (recruiter working on COE)	<b>Completed: <b>Approved</b></b>
<b>Review</b> (submitted to Reviewer queue)	<b>Completed: <b>Denied</b></b> (never approved)
<b>Second Reviewer</b> (a second person is checking it)	<b>Completed: <b>Voided</b></b> (due to system error); or <b>Voided</b> (marked as voided prior to approval)
<b>My Data Entry + Review</b> (the Data Specialist will also be the Reviewer of the COE)	<b>Completed: <b>Child Removed</b></b> (after approval; due to Quality Control findings)
<b>Fix COE(s)</b> (returned to the Recruiter for corrections)	<b>Completed: <b>COE Ineligible</b></b> (after approval; due to Quality Control findings)

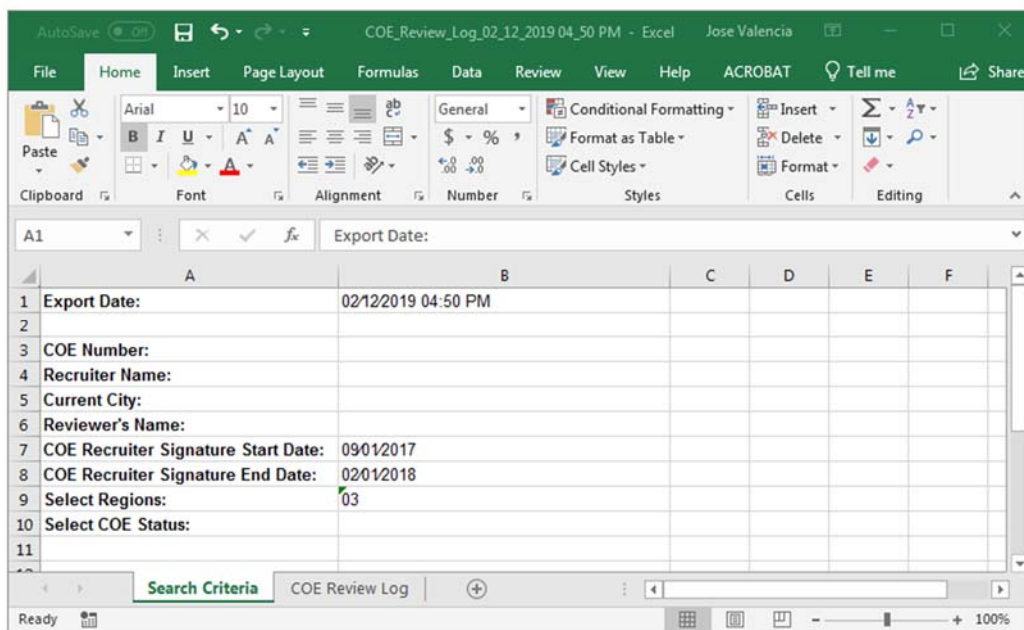
By knowing what each status means under the Current Status column, the on-screen search results can provide enough information for an at-a-glance view of regional COE review progress. Going one step further, an I&R Coordinator or SEA Reviewer may need more data to discover patterns in the COE workflow and potentially improve I&R practices. The Export feature provides additional data from the COE Review Form which can be used to conduct more in-depth analyses. The next section covers how to export all COE review data and how to read the spreadsheet headers and field contents.

## Exporting COE review data

Once a search has been made, the information displayed on the screen --along with additional data from the COE review form-- can be exported as a spreadsheet using the green Export button beneath the search criteria. Click "Export Excel" to trigger the creation of the export file.



The exported file is in XML format (readable with Excel) and it has two workbook tabs along the bottom: Search Criteria and COE Search Results, as shown below.



### First Tab: Search Criteria

In this example, the system auto-selected the region and the user entered a date range. All other parameters were left blank. As mentioned before, when nothing specific is selected in the COE status menu, then all statuses will appear in the log.

### Second Tab: COE Review Log



This tab contains the same information displayed on-screen and additional data from each COE Review Form. The columns shaded light green (reading from left to right) are meant to show a COE's progress through the review process in MSIN, as illustrated in the screenshot below.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Region	COE Number	COE Type	Current Status	Recruiter	Recruiter Sign Date	Date Submitted	SEA Reviewer	Review Date - Initial	Review Date - final	Times in Fix Status	Verification Date	COE marked Ineligible	Child removed
2	03	D314766	Electronic COE	Completed Approved		09/26/2017	09/26/2017		07/19/2017	09/26/2017	2	09/26/2017		
3	03	D314996	Paper COE	Completed Approved		09/01/2017	09/01/2017		09/08/2017	09/08/2017		09/14/2017		
4	03	D315310	Paper COE	Completed COE Ineligible		10/13/2017	10/13/2017		10/12/2017	10/12/2017		10/12/2017	10/25/2017	



This set of columns allows the user to discover patterns in the COE workflow, including key steps in the review workflow. In addition, the user can look for patterns in the COE Review Forms themselves by examining columns O through AN in the worksheet.

	O	P	Q	R	S	T	U	V	W	X	Y	Z
1	COE Section 1a passed?	Section 1a, item 1	Section 1a, item 2	Section 1a, item 3	COE Section 1b passed?	Section 1b, item 4	Section 1b, item 5	Section 1b, item 6	COE Section 2	COE Section 3 passed?	Section 3, sought work	Section 3, move 1
2	Y	1			Y					Y		
3	Y				N					Y		
4	Y				N					Y		

These columns refer to the sections inside the COE Review Form. For example, column O shows that Section 1a in the COE Review Form was marked as “PASSED” (Y). Next, column P corresponds to the comment bubble (either  or  if a comment was added) next to item 1 (i.e., the first statement in the COE Review Form). The number shown in the worksheet indicates the number of comments inside the bubble. There is a column for each comment bubble within each COE section.

The following graphic shows how the first three sections of the COE Review Form map onto columns O through W on the Excel worksheet above (e.g., row 2).

Column P:  
Section 1a, item 1

Column Q:  
Section 1a, item 2

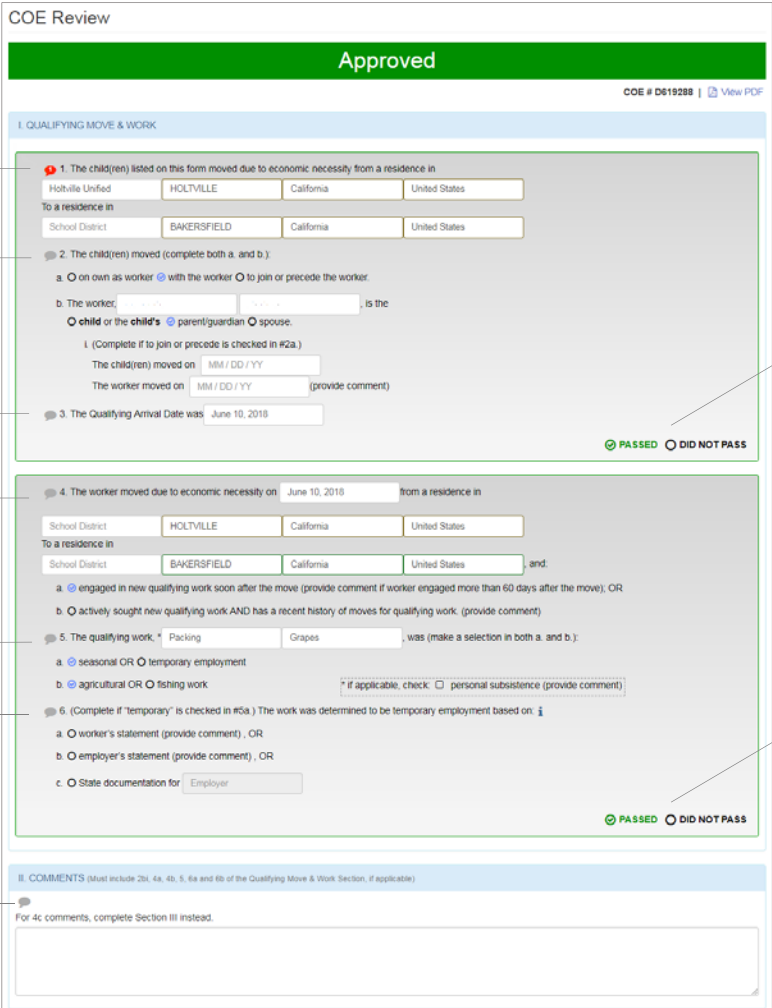
Column R:  
Section 1a, item 3

Column T:  
Section 1b, item 4

Column U:  
Section 1b, item 5

Column V:  
Section 1b, item 6

Column W:  
COE Section 2



Column O:  
COE Section 1a  
passed?

Column S:  
COE Section 1b  
passed?

Sections 3-12 of the COE Review Form are not shown, as they follow the same pattern illustrated above.



Notice that Section 1a is an identical copy of the COE form, items 1-3, which cover the child(ren)'s qualifying move. When SEA Reviewers initially review these items, they may add notes using the comment bubbles (e.g., they added one note in item 1 above) and may decide to approve the section (PASSED) or deny it (DID NOT PASS). The actions taken by the SEA Reviewer are thus captured in columns O-R for Section 1a. The same pattern is repeated in Section 1b (for items 4-6, the worker's qualifying move) and the SEA Reviewer's actions are captured in columns S-V. Note that the COE Review Form has sections with a PASS/DID NOT PASS decision and other sections (such as comment and signature areas) where only comment bubbles are available. For example, Section 2 only contains a comment bubble, as shown above.

## Export Columns

The default columns displayed on-screen also appear first in the export file worksheet.

Field	Description
Region	The regional office or direct-funded district number.
COE Number	Number assigned by MSIN when an eCOE is synchronized with the database or when a paper COE is entered in MSIN using the Enter Form screen for COE 2017
COE Type	Indicates whether the COE is an eCOE or a Paper COE
Current Status	Indicates the COE status at the time the search is run (note that some statuses are not final and will therefore change, such as Creation to Review)
Recruiter	Name of the recruiter who created the COE
Recruiter Sign Date	From COE Section XI, the date when the Recruiter signed the COE
Date Submitted	Date when an eCOE is synchronized to MSIN from a laptop or when a paper COE is entered into the system (the COE Number is assigned on this date)
SEA Reviewer	Name of the reviewer who verified the COE
Review Date - initial	Date when the COE was initially submitted to Review status
Review Date - final	Date when the COE was submitted to Review for the last time (e.g., after FixCOE status)
Times in Fix Status	Number of times the COE was sent to FixCOE status
Verification Date	Date when the COE was verified by the SEA Reviewer
COE marked ineligible	If applicable, date when the COE was marked ineligible (e.g., due to re-interview results)
Child removed	If applicable, date when a child was removed from the COE (e.g., due to re-interview results)

The following fields come from the COE Review Form.

Field	Description
COE Section 1a passed?	Indicates whether Section 1a (i.e., items 1-3; the child(ren)'s move) has passed review or not
Section 1a, item 1	Number of notes in the comment bubble for Section 1a, item 1 (moved from and moved to locations)
Section 1a, item 2	Number of notes in the comment bubble for Section 1a, item 2 (worker information)
Section 1a, item 3	Number of notes in the comment bubble for Section 1a, item 3 (qualifying arrival date)
COE Section 2a passed?	Indicates whether Section 1b (i.e., items 4-6; the worker's move) has passed review or not

Field	Description
Section 1b, item 4	Number of notes in the comment bubble for Section 1b, item 4 (worker's move date and locations)
Section 1b, item 5	Number of notes in the comment bubble for Section 1b, item 5 (qualifying work)
Section 1b, item 6	Number of notes in the comment bubble for Section 1b, item 6 (temporary work notes, if applicable)
COE Section 2	Number of notes in the comment bubble for Section 2
COE Section 3 passed?	If applicable, indicates whether Section 3 of the COE has passed review or not
Section 3, sought work	Number of notes in the comment bubble for Section 3, items 1-2 regarding actively seeking work
Section 3, move 1	Number of notes in the comment bubble for Section 3, Move 1 (items 1-5)
Section 3, move 2	Number of notes in the comment bubble for Section 3, Move 2 (items 1-5)
Section 4 passed?	If applicable, indicates whether Section 4 (e.g., Round Trip Move) has passed review or not
Section 4, item 3	Number of notes in the comment bubble for Section 4, item 3 (economic necessity)
Section 4, item 4	Number of notes in the comment bubble for Section 4, item 4 (change of residence)
Section 5, parent names	Number of notes in the comment bubble for Section 5, parent name information
Section 5, addresses	Number of notes in the comment bubble for Section 5, address information
Section 6 passed?	Indicates whether Section 6 of the COE (Child Data) has passed review or not
Section 6, child data	Number of notes in the comment bubble for Section 6, child demographics
Section 7 passed?	Indicates whether Section 7 of the COE (School and Health Data) has passed review or not
Section 7, school & health	Number of notes in the comment bubble for Section 7, child enrollment and health data
Section 9, signature	Number of notes in the comment bubble for Section 9, interviewee signature
Section 10, signature	Number of notes in the comment bubble for Section 10, FERPA signature
Section 11, signature	Number of notes in the comment bubble for Section 11, eligibility data certification
Section 12, comments	Number of notes in the comment bubble for Section 12, local comments

**Important:** If a COE was never sent to FixCOE state, then the Excel file shows what is currently on the COE Review Form. In contrast, if a COE was sent to FixCOE state, then the Excel file shows the decisions (Y or N) on the COE Review Form when it was initially sent back to fix. For example, the row for a COE that was sent to FixCOE state 3 times will show the decisions (Y or N) that were on the COE Review Form the *first time* it was sent back to the recruiter. This provides a general indication of which COE sections were challenging to review and verify.

## Example Analyses

The following examples are meant to show how the data in the COE Review Log can be used to answer common questions. The first example covers how SEA Reviewers can use the COE Review Log to analyze their own work history, such as their COE approvals versus the COEs they have denied. The second example covers how I&R Coordinators and SEA Reviewers can determine if they are meeting their own goals for COE review times. The

third example covers how I&R Coordinators and SEA Reviewers can determine which sections of the COE have the most issues. This can be analyzed at the regional and Direct Funded District (DFD) level, or by individual recruiter to determine if they would benefit from further support. Notice that in each case, I&R Coordinators and SEA Reviewers are using this feature to evaluate their own local performance relative to their own goals.

## EXAMPLE 1: SEA REVIEWER SELF-MONITORING

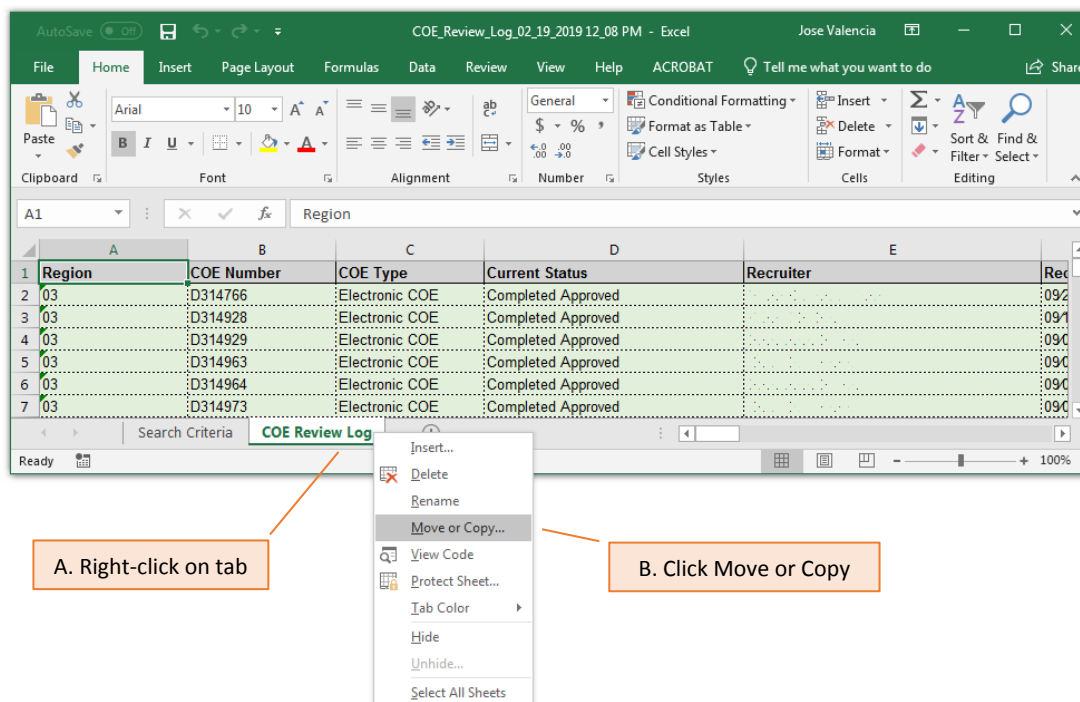
SEA Reviewers may want to analyze their work history to answer the following questions:

- How many COE's did I review?
- How many COE's did I deny?

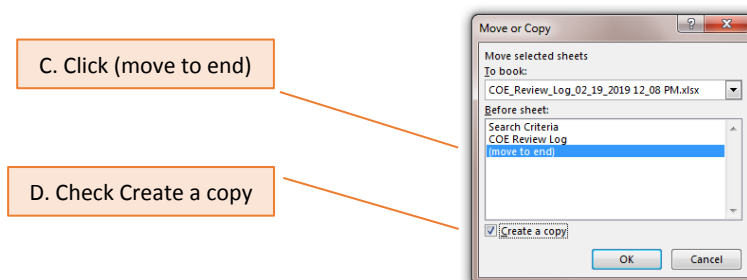
Knowing this information could lead to insights about their own reviewing practices and how to improve them.

Step 1: Using the log file you downloaded earlier, make a copy of the worksheet you wish to analyze

Right click on the "COE Review Log" tab and select "Move or Copy," as shown below.

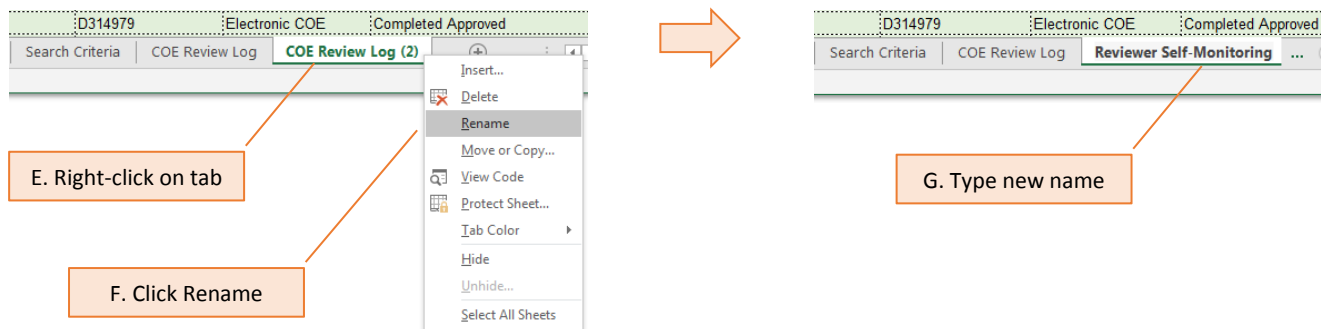


Next, select the following copy options.



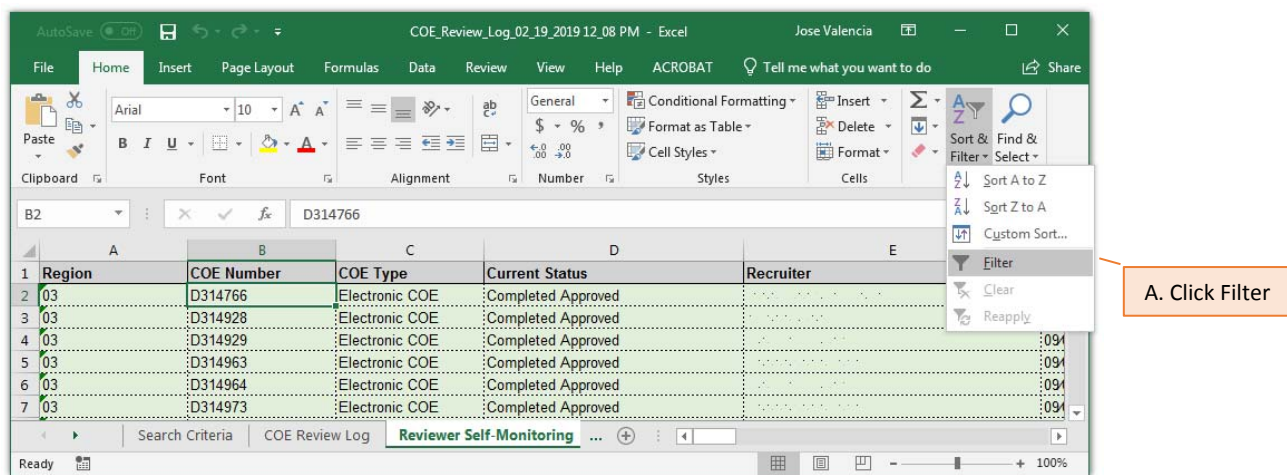


This will create a third tab in the Excel workbook. The new tab should be renamed “Reviewer Self-Monitoring.”

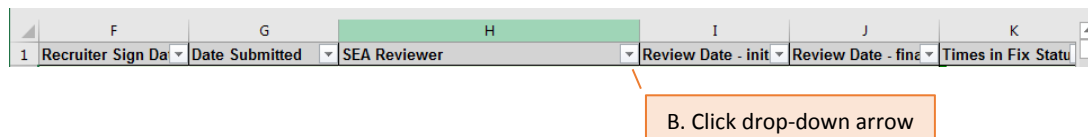


## Step 2: Apply filters to new worksheet

Now that you have a working copy, the next step is to put filters on the columns.



This will add a drop-down arrow to each column, as shown here:



## Step 3: Use the filters to select a specific SEA Reviewer

Suppose there is a reviewer named Ricardo Ramos in this worksheet and he wants to find out how many COE’s he reviewed. Using the filter in Column H (SEA Review), Ricardo will uncheck the other SEA Reviews so that only his COEs will be counted, as shown below.



A. Uncheck to hide

B. Click to apply filter

C. Filtered count

D. Filter indicator

The resulting count means that “Ricardo Ramos” appears 42 times (out of 561 rows) in Column H. Ricardo can now answer how many COE’s he reviewed: 42.

#### Step 4: Use the filters to select a specific Current Status

Having answered the first question, now suppose Ricardo wishes to know how many COEs he denied. This will require the application of a second filter on Column D (Current Status). Ricardo can scroll to the column and follow the same process described above to narrow his results.

A. Uncheck to hide

B. Click to apply filter

Notice that Ricardo did not deny any COEs in this worksheet because “Completed Denied” status does not appear in Column D at all. Instead, Ricardo had just one COE in “Completed COE Ineligible” status, meaning that the COE was found ineligible because of local or statewide quality control procedures (such as re-interviews). The answer to Ricardo’s second question is that he denied zero COEs during the time period covered by this COE Review Log (9/1/2017 to 2/1/2018).

## EXAMPLE 2: DETERMINING COE REVIEW TIMES

I&R Coordinators and SEA Reviewers may want to analyze their work history to answer the following questions:

- How long is it taking to review COEs?
- What is our “processing rate” for each SEA Reviewer?

In this example, suppose that Region 25 (fictitious) wants to know if they are meeting their own goal for COE review times. The I&R Coordinator has met with the region’s three SEA Reviewers and they have decided that 10 calendar days to complete their reviews is a reasonable goal. They also came up with a way to measure progress toward that goal in terms of a percentage. They have called this measure a “processing rate,” meaning the percentage of reviewed COEs that were completed within the 10-day window.

To answer the questions above, Region 25 will compare the columns “Review Date – initial” (Column I) and “Verification Date” (Column L). Remember that “Review Date – initial” means the date when the COE was first submitted to Review status. “Verification Date” means the date when the SEA Reviewer approved the COE.

Step 1: Make a copy of the worksheet you wish to analyze

See Example 1, Step 1, and follow the same process to make a copy. Rename the new tab “COE Review Times.”

## Step 2: Hide the unneeded columns and add a new column for “Days”

The number of days between the initial COE submission to Review status and the verification date must be calculated for every COE in the worksheet. To make this easier, it helps to hide the unneeded columns between the two dates that will be compared.

COE\_Review\_Log\_02\_19\_2019 12:08 PM - Excel

File Home Insert Page Layout Formulas Data Review View Help ACROBAT Tell me what you want to do

Clipboard Font Alignment Number Styles

Review Date - final

	H	I	J	K	L	M
	SEA Reviewer	Review Date - initial	Review Date - final	Times in Fix Statu		COE marked inelig
1	Ricardo Ramos	:07/19/2017	09/26/2017	2		
2	Ricardo Ramos	:08/29/2017	09/14/2017	1		
3	Ricardo Ramos	:08/30/2017	09/06/2017	1		
4	Ricardo Ramos	:09/01/2017	09/01/2017			
5	Ricardo Ramos	:09/01/2017	09/01/2017			
6	Ricardo Ramos	:09/06/2017	09/06/2017			

Search Criteria COE Review Log Reviewer Self-Monitoring COE Review Times Count: 1124

A. Select J and K

B. Right-click column

C. Click Hide

Notice that J and K are now hidden in the screenshot below. Now you can insert a new column for “Days.”

COE\_Review\_Log\_02\_19\_2019 12:08 PM - Excel

File Home Insert Page Layout Formulas Data Review View Help ACROBAT Tell me what you want to do

Clipboard Font Alignment Number Styles

COE marked ineligible

	H	I	L	M	N	O
	SEA Reviewer	Review Date - initial	Verification Date	COE marked in	COE Section 1a pa	
1	Ricardo Ramos	:07/19/2017	09/26/2017		N	
2	Ricardo Ramos	:08/29/2017	09/15/2017		Y	
3	Ricardo Ramos	:08/30/2017	09/07/2017		Y	
4	Ricardo Ramos	:09/01/2017	09/07/2017			
5	Ricardo Ramos	:09/01/2017	09/07/2017			
6	Ricardo Ramos	:09/06/2017	09/07/2017			

Search Criteria COE Review Log Reviewer Self-Monitoring COE Review Times Count: 562

D. Right-click column

E. Click Insert

Days

F. Enter “Days”

## Step 3: Format existing date columns (I & L) and the new Days column

Even though they look like dates in Columns I and L, Excel does not recognize the contents as dates. In order to use any Excel formulas, we need to convert these columns to a format that Excel can process. The following sequence explains how to do this for Column I.

A. Select Column

B. Click Data

C. Click Text to Columns

This will launch the “Text to Columns Wizard,” as shown below.

D. Click Next

E. Click Next

F. Click Date

G. Click Finish

Notice that the formatting changes slightly and the dates are now right justified.

I	L
Review Date - initial	Verification Date
7/19/2017	09/26/2017
8/29/2017	09/15/2017
8/30/2017	09/07/2017
9/1/2017	09/07/2017
9/1/2017	09/07/2017
9/6/2017	09/07/2017

Repeat steps A-G  
for Column L

I	L
Review Date - initial	Verification Date
7/19/2017	9/26/2017
8/29/2017	9/15/2017
8/30/2017	9/7/2017
9/1/2017	9/7/2017
9/1/2017	9/7/2017
9/6/2017	9/7/2017

The last column that needs formatting is Column M, Days. Since the fields are currently blank, this will set the format you want to see after adding content.

A. Select Column

B. Click Format Cells

	H	I	L	M
1	SEA Reviewer	Review Date - Initial	Verification Date	Days
2	Ricardo Ramos	7/19/2017	9/26/2017	
3	Ricardo Ramos	8/29/2017	9/15/2017	
4	Ricardo Ramos	8/30/2017	9/7/2017	
5	Ricardo Ramos	9/1/2017	9/7/2017	
6	Ricardo Ramos	9/1/2017	9/7/2017	
7	Ricardo Ramos	9/6/2017	9/7/2017	

Next, make the following selections.

C. Select Number

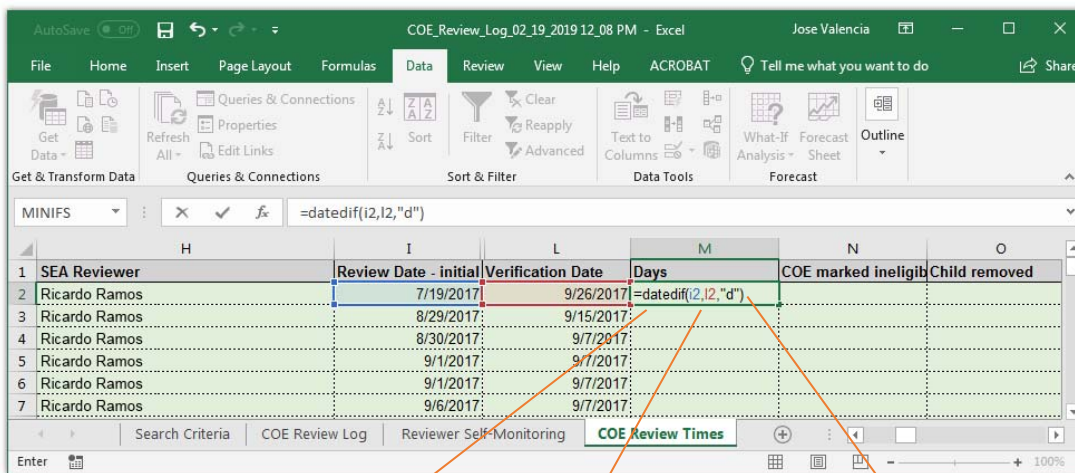
D. Remove decimals

E. Click OK

All the fields in Column M will now display whole numbers when the next step is completed.

## Step 4: Calculate the number of days between Review Date – initial and Verification Date

Fortunately, it is easy to find Excel formulas for this purpose on the internet. In this example we will use **=DATEDIF (I2, L2, "d")** to compare the date in Column I to the date in Column L and provide the number of days between them. I2 and L2 refer to the column and row. Note that the row number will automatically adjust when we paste the formula in the cells. The third variable, "d," means the result will display in days. The following screenshot shows how to enter the formula and apply it to the entire column.

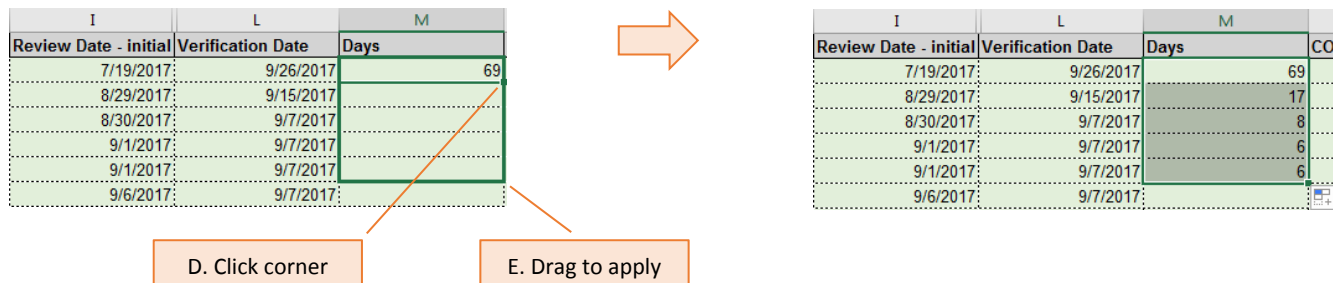


A. Select cell M2

B. Type formula

C. Type Enter

Next, click on the bottom right corner of M2 and drag down to select the rows underneath. This will apply the formula in M2 to the selected rows in Column M.



D. Click corner

E. Drag to apply

Clicking and dragging the tiny square on the bottom right corner works fine. But there are also other ways to copy and apply a formula, such as by selecting a cell, using the shortcut keys **Ctrl+C** to copy, then selecting cells and using the shortcut keys **Ctrl+V** to paste the copied formula.

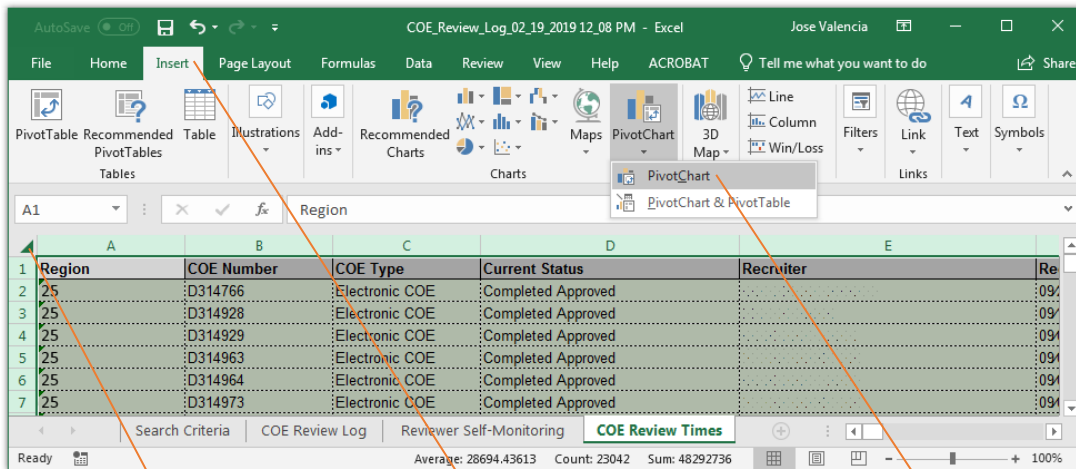
## Step 5: Chart review times (i.e., Days) for each SEA Reviewer

The steps above are enough to help you determine some useful metrics, such as the number of days each COE took to review. If filters are added, as shown in Example 1, you can also look at this data for individual Recruiters or SEA Reviewers.

Taking this one step further, a chart can be added to tell a broader, easier-to-understand story about the numbers. Recall that one of Region 25's goals is to determine if their SEA Reviewers are completing their COE reviews within a 10-day window. They also want to calculate a "processing rate" for each SEA Reviewer.

The following steps show how to insert a Pivot Chart to visually convey review times (i.e., Days), relative to each SEA Reviewer and the regional timeframe goal of 10 days.



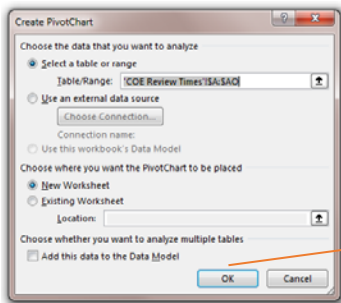


A. Select whole worksheet

B. Click Insert Tab

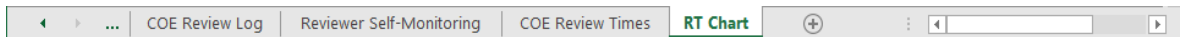
C. Click Pivot Chart

Next, you will see a pop-up window to create the pivot chart. Leave the default selections and click "OK."

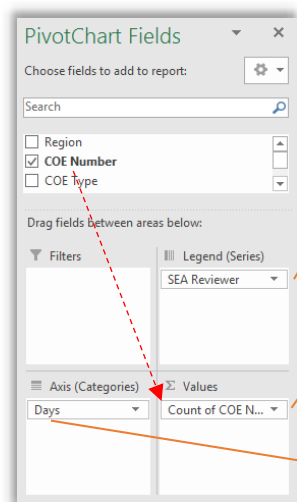


D. Click OK

This will insert a new tab in the Excel workbook. Rename the tab "RT Chart," as shown below.



The new tab will contain a pivot chart "control box" where options are selected to create the chart.

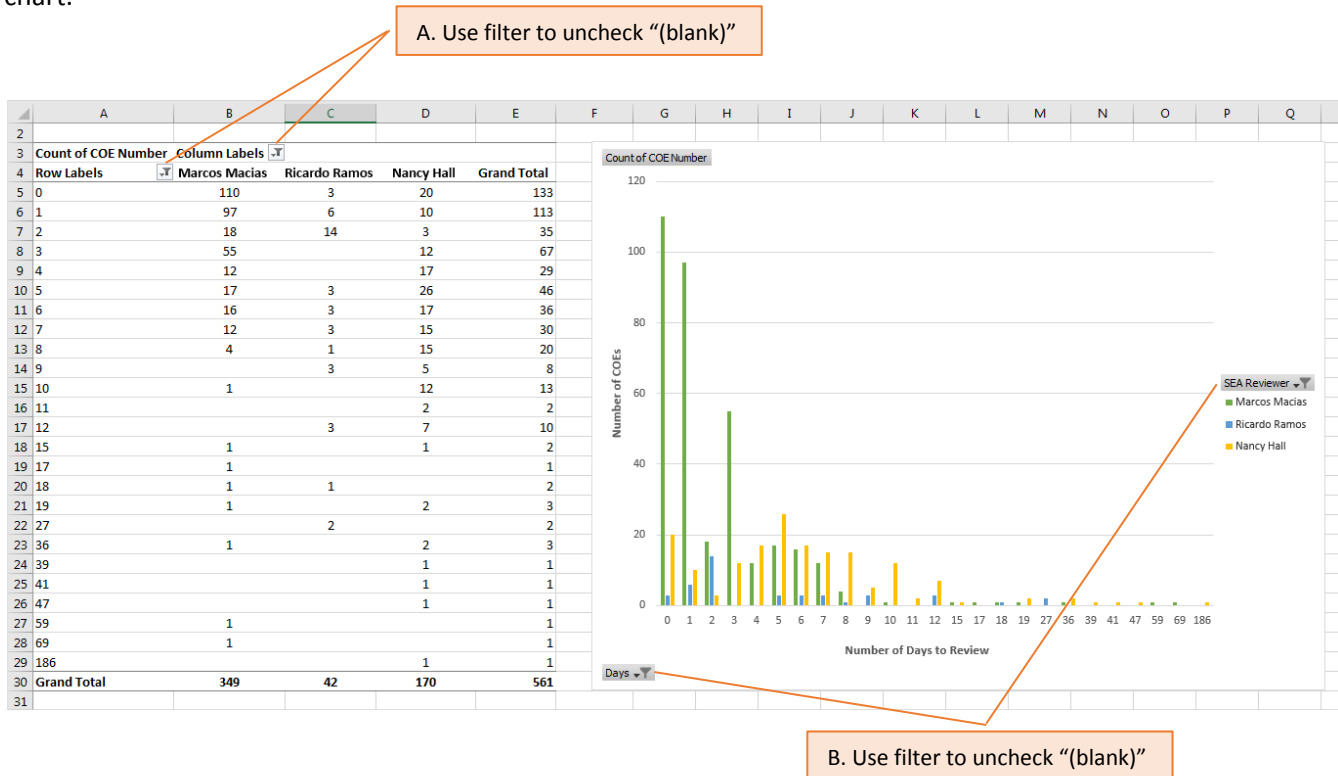


E. From the list, click and drag SEA Reviewer here

F. Click and drag COE Number here (see red line)

G. Click and drag Days here

In this example, we created a chart with **Days** on the X-axis (horizontal) and **Count of COE Number** on the Y-axis (vertical). We also want to show who reviewed the COEs by including the **SEA Reviewer**. Following the previous screenshot, you can drag-and-drop these three variables in the areas shown to produce the following table and chart.

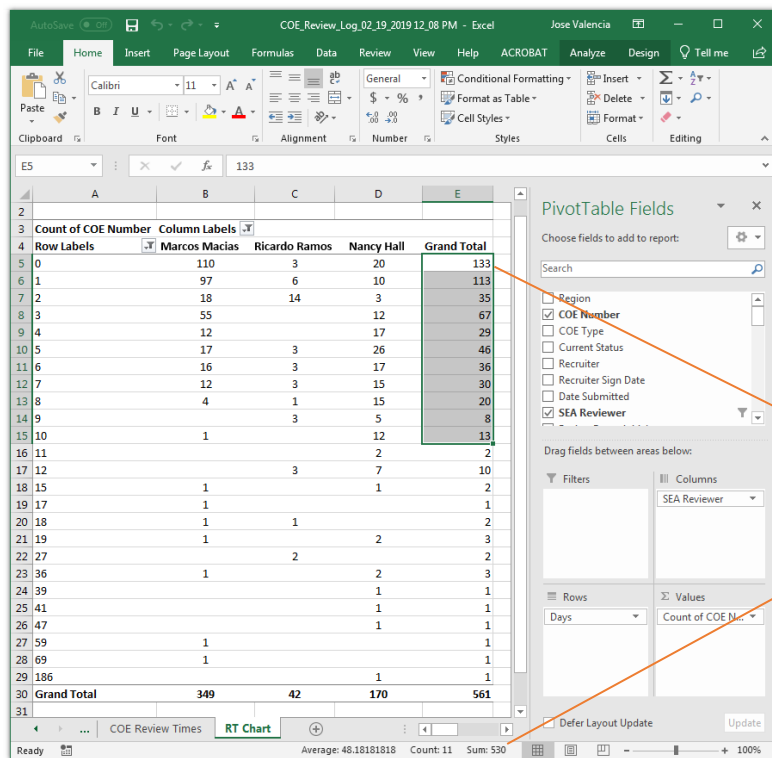


This pivot table (left) summarizes what each SEA Reviewer has done between 9/1/2017 and 2/1/2018 (the date range in the original search). Column A has the number of Days, as calculated in Step 4, starting with 0 and going up to 186. Column B has the count of COE Numbers that were reviewed by Marcos Macias in each Day category. For example, Column B, Row 5, shows that Marcos Macias reviewed 110 COEs in 0 days (i.e., on the same day the COE was submitted to Review status). Column B, Row 6, shows that Marcos also reviewed 97 COEs which took him 1 day to complete (i.e., the Verification Date is one day after the COE was submitted to Review status). This does not mean that in 1 day he reviewed all 97 COEs; it means that anytime from 9/1/2017 to 2/1/2018 Marcos reviewed 97 COEs that took 1 day to complete, from the date each one was submitted. The next columns (C and D) summarize the number of COEs reviewed by Ricardo Ramos and Nancy Hall in each Day category. Notice that Row 30 has a Grand Total for each SEA Reviewer, where one can quickly see how each person contributed to the combined total of 561 COEs.

The pivot chart (right) shows the same information graphically. The chart has Days on the x-axis (horizontal) and the count of COE Numbers on the y-axis (vertical). If we read it from left to right, we can easily see that most tall bars appear within 10 days, meaning that Region 25 probably has a high "processing rate" (percentage of COEs reviewed within 10 days of submission). Other patterns are also easy to spot, such as Marcos Macias reviewed most of his COEs within 3 days of their submission. In contrast, Nancy Hall took anywhere from 0 to 12 days to complete each of her COE reviews, spread out more-or-less evenly. There could be many reasons for this difference, such as the percentage of time each person was assigned to the SEA Reviewer role. I&R Coordinators will need to analyze the results critically and in the context of their own region/DFD.

## Step 6: Calculate a “processing rate” for Region 25 and each SEA Reviewer

Since the goal is to review COE’s within 10 days, use the pivot table to select data in the rows for Days 0-10.



## EXAMPLE 3: DETERMINING WHICH COE SECTIONS HAVE THE MOST ISSUES

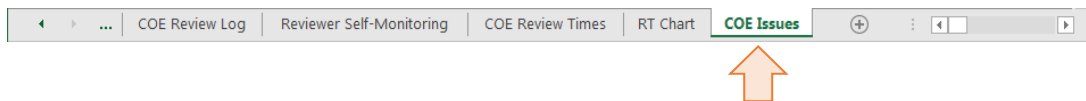
I&R Coordinators and SEA Reviewers may want to analyze their COE reviews to answer the following questions:

- For the whole region or DFD, are there sections in the COE Review Form with low “PASSED rates”?
- Based on this information, which Recruiters would benefit from additional support?

In this example, suppose that Region 26 (fictitious) wants to discover which areas in their COEs are sometimes not passing review. Just as in Example 2, it helps to establish a goal and come up with a way to measure progress toward that goal. The I&R Coordinator and SEA Reviewers at Region 26 agreed to first measure their current numbers to establish a baseline. After that, they will discuss what their improvement goal should be. The following steps show how to get started by determining the “PASSED rate” (i.e., percentage of “Y” entries compared to total entries) for Section 1a of the COE Review Form.

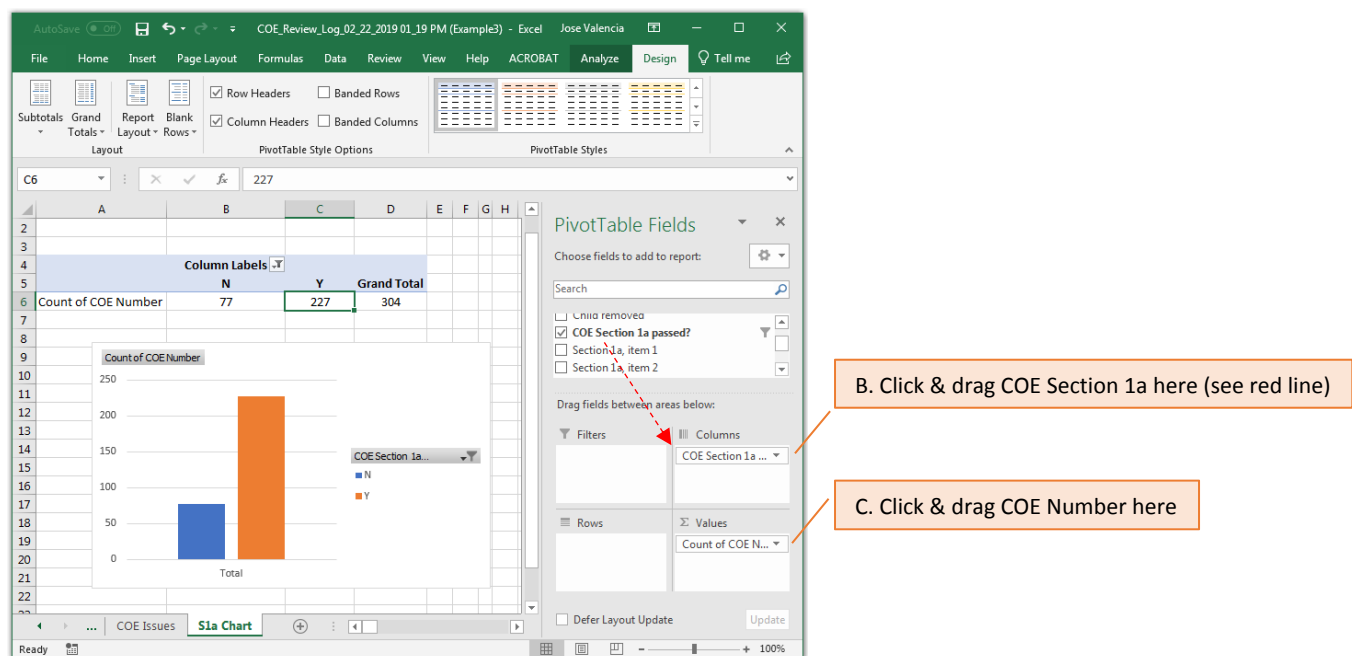
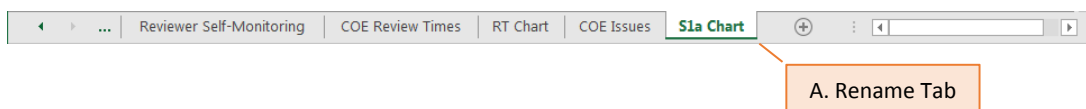
Step 1: Make a copy of the worksheet you wish to analyze

See Example 1, Step 1, and follow the same process to make a copy. Rename the new tab “COE Issues.”



Step 2: Chart Section 1a of the COE Review Form

See Example 2, Step 4, and follow the same process to insert a pivot chart using the COE Issues data. Rename the new tab “S1a Chart.”



Based on the information in the pivot table and chart above, Region 26 can calculate their “PASSED rate” as the number of COEs (Count of COE Number) with a “Y” value in Column “COE Section 1a passed?” divided by the total number of COEs:  $227/304=74.7\%$ . This rate can now be used as a baseline to measure against when the I&R staff at Region 26 develop their annual goals. For example, they could have a goal of improving by 3% every quarter in the next year, thus aiming for a “PASSED rate” of 86.7%.

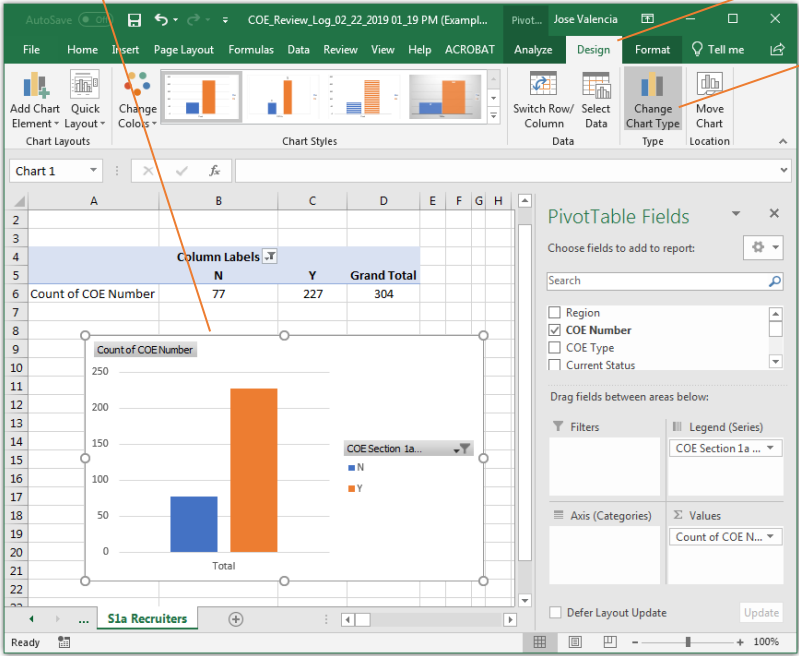
The same steps illustrated above can be repeated for COE sections 1-4 (Part 1) where the eligibility information is recorded. Each section will probably have a different baseline and may require a different goal.

## Step 3: Chart Section 1a for each Recruiter

Insert a new pivot chart using the COE Issues data. Rename the new tab “S1a Recruiters.” Create the same chart shown in Step 2. Next, carry out the following steps in order.

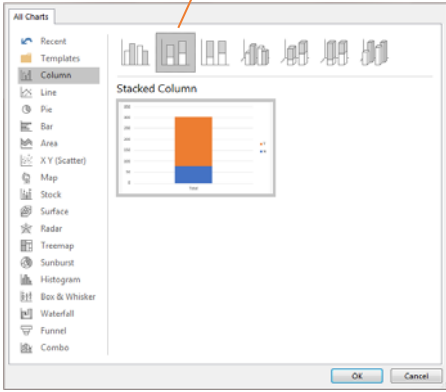
A. Click on chart

B. Click Design

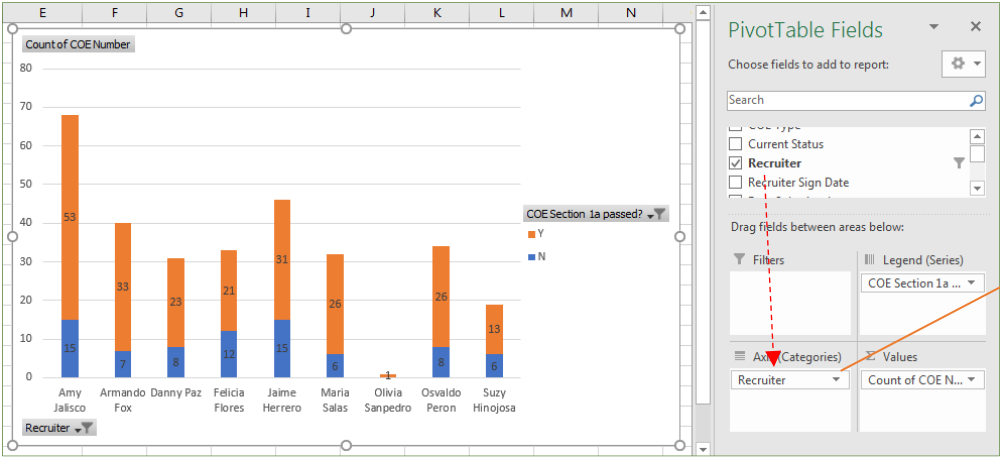


C. Click Change Chart Type

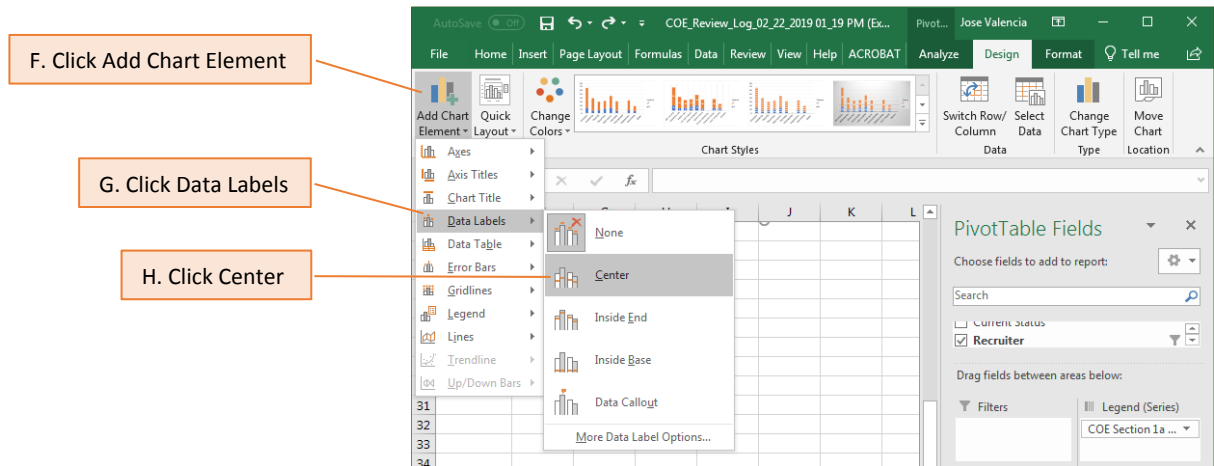
D. Click Stacked Column



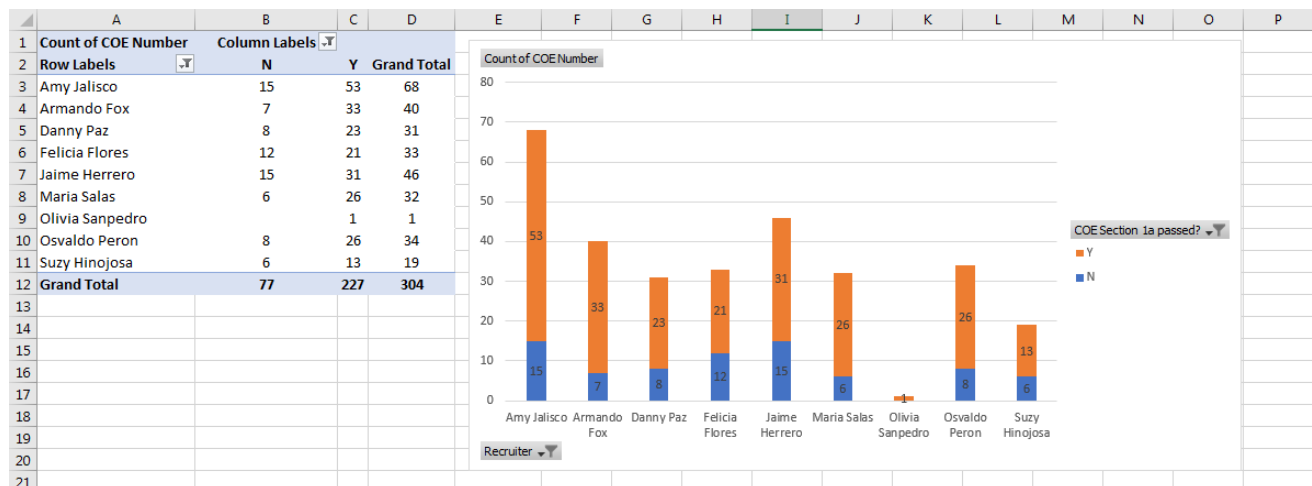
E. Click & drag Recruiter here



The final step to get the chart shown above is to add numbers, called “data labels,” to the bars.



Region 26 staff can use either the table or the chart to calculate each Recruiter’s “PASSED rate” and establish a baseline for measuring progress toward goals.



For example, Amy Jalisco (fictitious person) had 53 COEs with Section 1a marked as PASSED, out of 68 total COEs. Her baseline “PASSED rate” is therefore 78% (53/68=77.9%).

The I&R Coordinator could use similar information from key areas of the COE to determine which Recruiters, if any, would benefit from additional support.

## Additional Details

This document is only a brief introduction to the COE Review Log. There are dozens of ways to manipulate the export file and extract valuable monitoring and I&R planning information. Subgrantees are encouraged to share ideas as they develop new uses for the available data.

*Tip:* As you make changes to the worksheets, save your file in Excel format to retain that same formatting you see on your screen.