



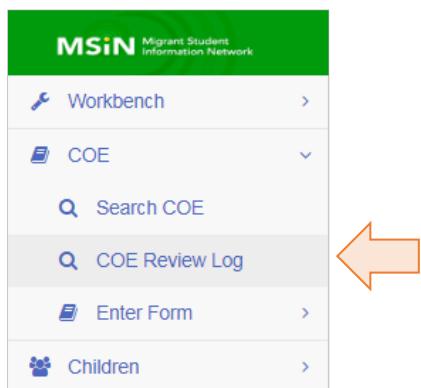
COE Review Log

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 | Current City |
| COE Number | Current City |
| Recruiter's Name | Reviewer's Name |
| Recruiter's Name | Reviewer's Name |
| Regions: 03 | Select COE Status |

| Recruiter COE Signature Date Range | |
|------------------------------------|-------------------|
| Start Date | End Date |
| September 01, 2017 | February 01, 2018 |

1. Enter search parameters

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 Doe | John Doe | 09/26/2017 | 09/26/2017 | Completed Approved | |
|   | D314928 | 09/14/2017 | 03 | John Doe | John Doe | 09/14/2017 | 09/15/2017 | Completed Approved | |
|   | D314929 | 09/06/2017 | 03 | John Doe | John Doe | 09/06/2017 | 09/07/2017 | Completed Approved | |
|   | D314963 | 09/01/2017 | 03 | John Doe | John Doe | 09/01/2017 | 09/07/2017 | Completed Approved | |
|   | D314964 | 09/01/2017 | 03 | John Doe | John Doe | 09/01/2017 | 09/07/2017 | Completed Approved | |

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

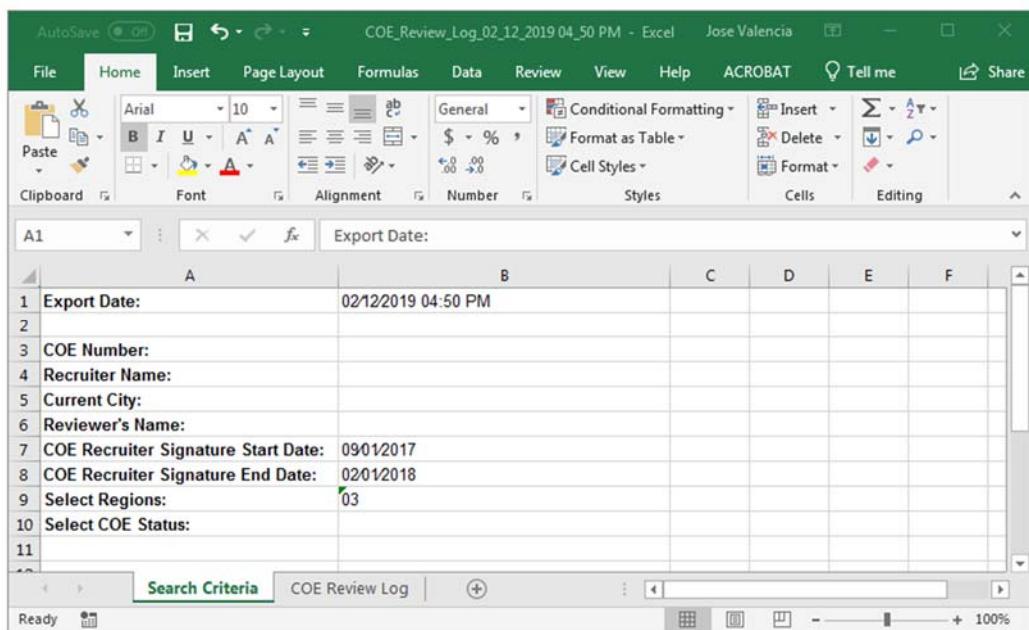


Exporting COE review data

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 | |
|--------|------------|----------------|--------------------------|-----------|---------------------|----------------|--------------|-----------------------|---------------------|--------------|--------|-------------------|-----------------------|---------------|
| 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 |
| 03 | D314766 | Electronic COE | Completed Approved | | 09/26/2017 | 09/26/2017 | | 07/19/2017 | 09/26/2017 | 2 | | 09/26/2017 | | |
| 03 | D314996 | Paper COE | Completed Approved | | 09/01/2017 | 09/01/2017 | | 09/02/2017 | 09/09/2017 | | | 09/14/2017 | | |
| 03 | D315310 | Paper COE | Completed COE Ineligible | | 10/13/2017 | 10/13/2017 | | 10/17/2017 | 10/17/2017 | | | 10/17/2017 | 10/25/2017 | |

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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

Approved

I. QUALIFYING MOVE & WORK

1. The child(ren) listed on this form moved due to economic necessity from a residence in
Holtville Unified HOLTVILLE California United States
To a residence in
School District BAKERSFIELD California United States

2. The child(ren) moved (complete both a. and b.)
a. on own as worker with the worker to join or precede the worker
b. The worker, is the
 child or the child's parent/guardian spouse.
(Complete if to join or precede is checked in #2a.)
The child(ren) moved on
The worker moved on (provide comment)

3. The Qualifying Arrival Date was: June 10, 2016

PASSED DID NOT PASS

4. The worker moved due to economic necessity on June 10, 2016 from a residence in
School District HOLTVILLE California United States
To a residence in
School District BAKERSFIELD California United States, and.
a. engaged in new qualifying work soon after the move (provide comment if worker engaged more than 60 days after the move); OR
b. actively sought new qualifying work AND has a recent history of moves for qualifying work. (provide comment)

5. The qualifying work, was (make a selection in both a. and b.).
a. seasonal OR temporary employment
b. agricultural OR fishing work * if applicable, check: personal subsistence (provide comment)

6. (Complete if “temporary” is checked in #5a.) The work was determined to be temporary employment based on:
a. worker's statement (provide comment), OR
b. employer's statement (provide comment), OR
c. State documentation for

PASSED DID NOT PASS

II. COMMENTS (Must include 2b, 4a, 4b, 5, 6a and 6b of the Qualifying Move & Work Section, if applicable)

For 4c comments, complete Section III instead.

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.

4

Last Saved:3/18/2019 2:39:00 PM



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

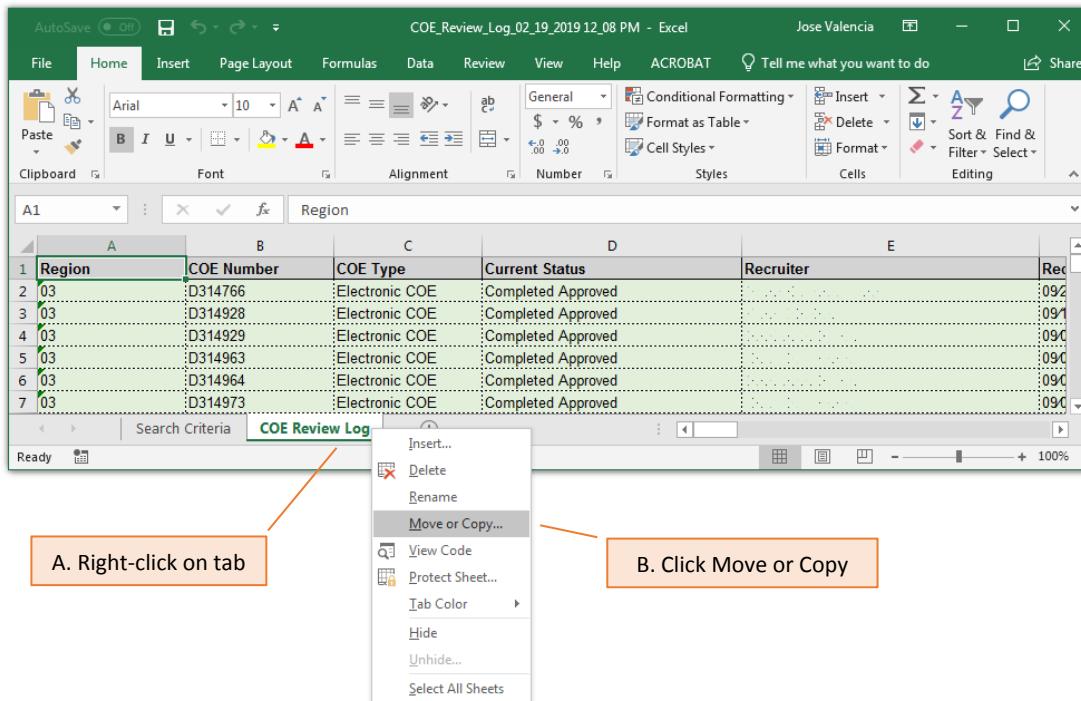
SEA Reviewers may want to analyze their work history to answer the following questions:

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

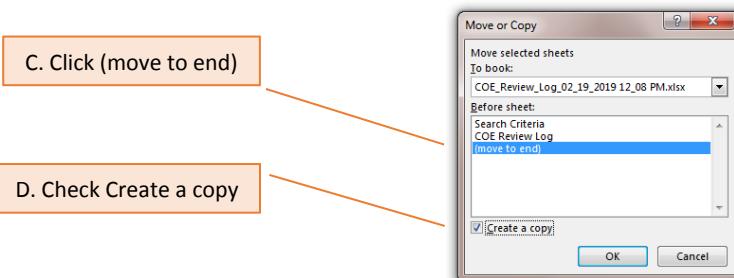
Knowing this information could lead to insights about their own reviewing practices and how to improve them.

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.

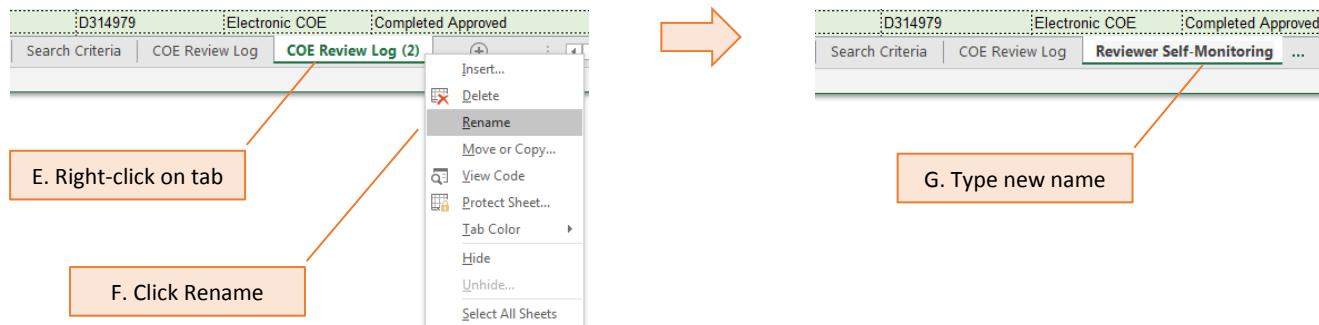


Next, select the following copy options.





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.

| Region | COE Number | COE Type | Current Status | Recruiter |
|--------|------------|----------------|--------------------|-----------|
| 03 | D314766 | Electronic COE | Completed Approved | :091 |
| 03 | D314928 | Electronic COE | Completed Approved | :091 |
| 03 | D314929 | Electronic COE | Completed Approved | :091 |
| 03 | D314963 | Electronic COE | Completed Approved | :091 |
| 03 | D314964 | Electronic COE | Completed Approved | :091 |
| 03 | D314973 | Electronic COE | Completed Approved | :091 |

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.

COE_Review_Log_02_19_2019 12_08 PM - Excel

Jose Valencia

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

Font Alignment Number Styles Cells Editing

A2 03

Recruiter Sign Date Date Submitted SEA Reviewer Review Date - init Review Date - fine Times in Fix Status

09/26/2017 09/26/2017 07/19/2017 09/26/2017 2

09/14/2017 09/14/2017 08/29/2017 09/14/2017 1

09/06/2017 09/06/2017 08/30/2017 09/06/2017 1

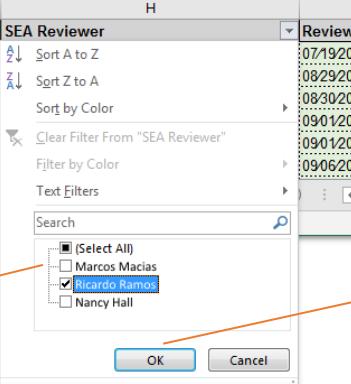
09/01/2017 09/01/2017 09/01/2017 09/01/2017 1

09/01/2017 09/01/2017 09/01/2017 09/01/2017 1

09/05/2017 09/05/2017 09/06/2017 09/06/2017 1

Ready Search Criteria COE Review Log

A. Uncheck to hide **B. Click to apply filter**



COE_Review_Log_02_19_2019 12_08 PM - Excel

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Font Alignment Number Styles Cells Editing

A2 03

Recruiter Sign Date Date Submitted SEA Reviewer Review Date - init Review Date - fine Times in Fix Status

10/11/2017 10/11/2017 Ricardo Ramos 10/13/2017 10/13/2017

10/02/2017 10/02/2017 Ricardo Ramos 10/13/2017 10/13/2017

10/12/2017 10/12/2017 Ricardo Ramos 10/13/2017 10/13/2017

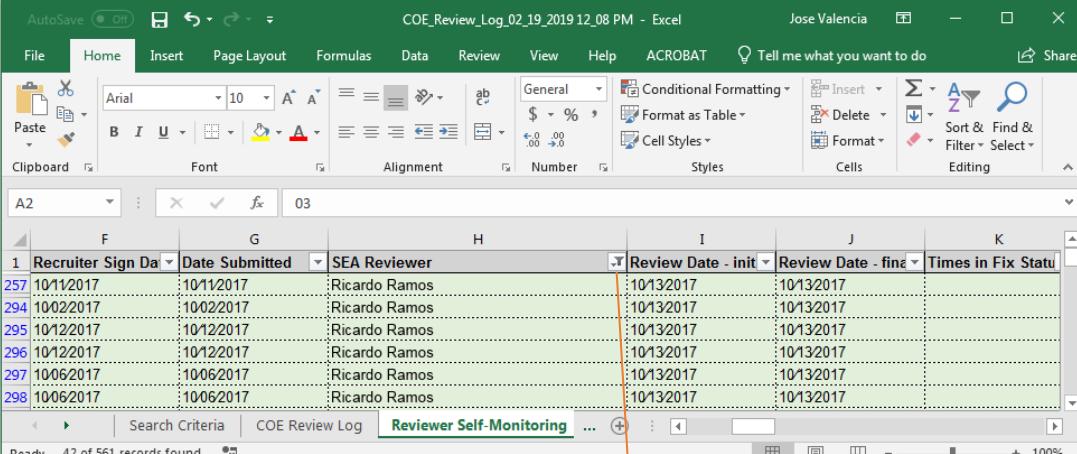
10/12/2017 10/12/2017 Ricardo Ramos 10/13/2017 10/13/2017

10/06/2017 10/06/2017 Ricardo Ramos 10/13/2017 10/13/2017

10/06/2017 10/06/2017 Ricardo Ramos 10/13/2017 10/13/2017

Ready 42 of 561 records found

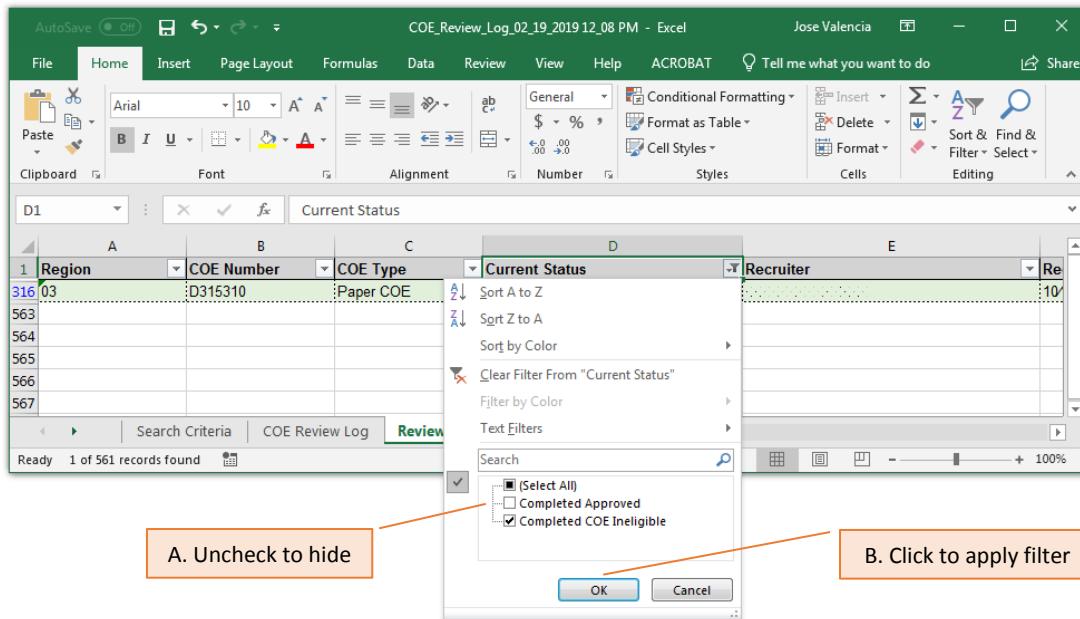
C. Filtered count **D. Filter indicator**



The resulting count means that "Ricardo Ramos" appears 42 times (out of 561 rows) in Column H. Ricardo can now answer how many COEs 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.



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:

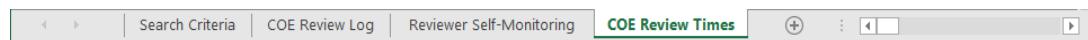
- How long is it taking to review COEs?
- What is our “processing rate” for each SEA Reviewer?

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.”



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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.

A. Select J and K

B. Right-click column

C. Click Hide

| SEA Reviewer | Review Date - initial | Review Date - final | Times in Fix Status | COE marked ineligible |
|---------------|-----------------------|---------------------|---------------------|-----------------------|
| Ricardo Ramos | 07/19/2017 | 09/26/2017 | 2 | |
| Ricardo Ramos | 08/29/2017 | 09/14/2017 | 1 | |
| Ricardo Ramos | 08/30/2017 | 09/05/2017 | 1 | |
| Ricardo Ramos | 09/01/2017 | 09/01/2017 | | |
| Ricardo Ramos | 09/01/2017 | 09/01/2017 | | |
| Ricardo Ramos | 09/06/2017 | 09/06/2017 | | |

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

D. Right-click column

E. Click Insert

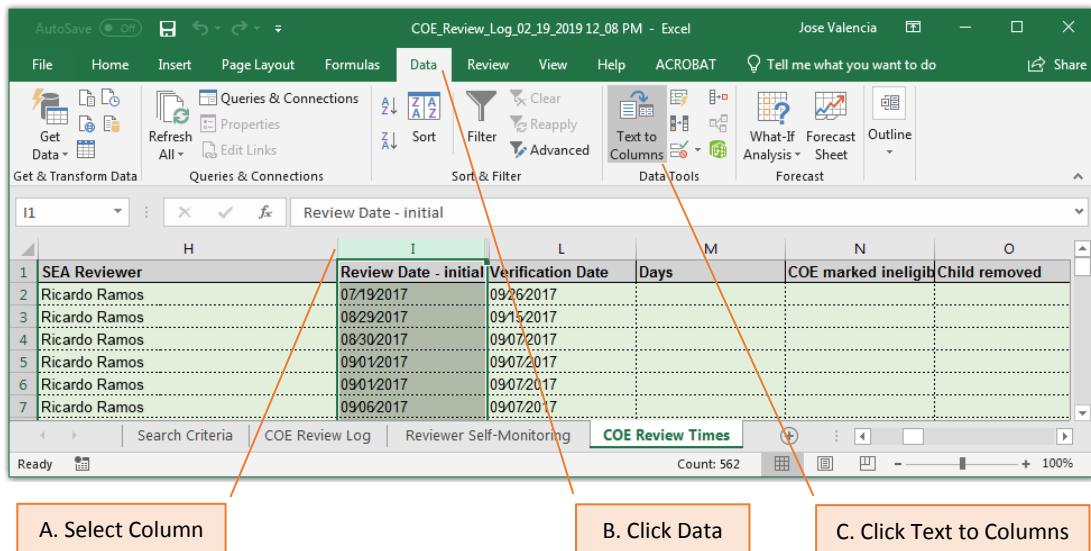
F. Enter “Days”

| SEA Reviewer | Review Date - initial | Verification Date | COE marked ineligible | COE Section 1a passed |
|---------------|-----------------------|-------------------|-----------------------|-----------------------|
| Ricardo Ramos | 07/19/2017 | 09/26/2017 | | |
| Ricardo Ramos | 08/29/2017 | 09/15/2017 | | |
| Ricardo Ramos | 08/30/2017 | 09/07/2017 | | |
| Ricardo Ramos | 09/01/2017 | 09/07/2017 | | |
| Ricardo Ramos | 09/01/2017 | 09/07/2017 | | |
| Ricardo Ramos | 09/06/2017 | 09/07/2017 | | |

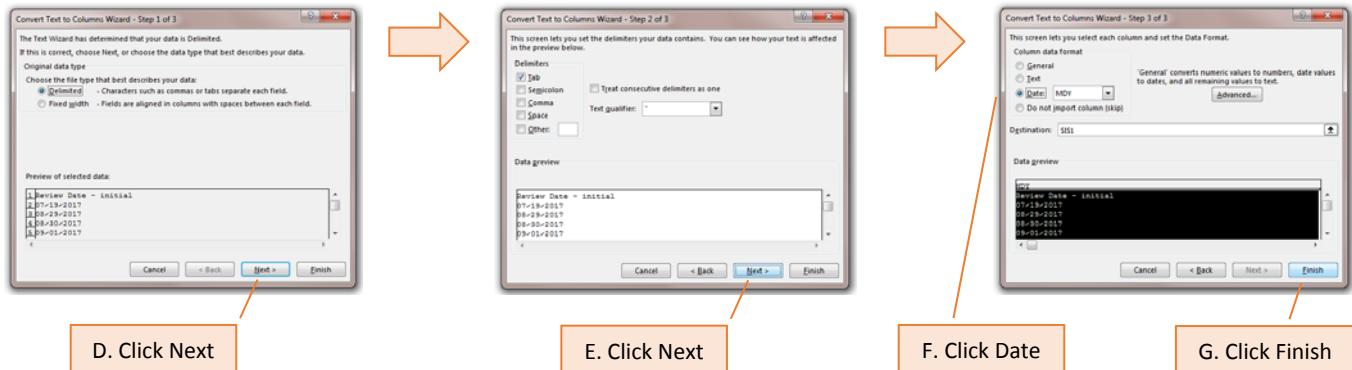
MSIN 6.0

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.



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



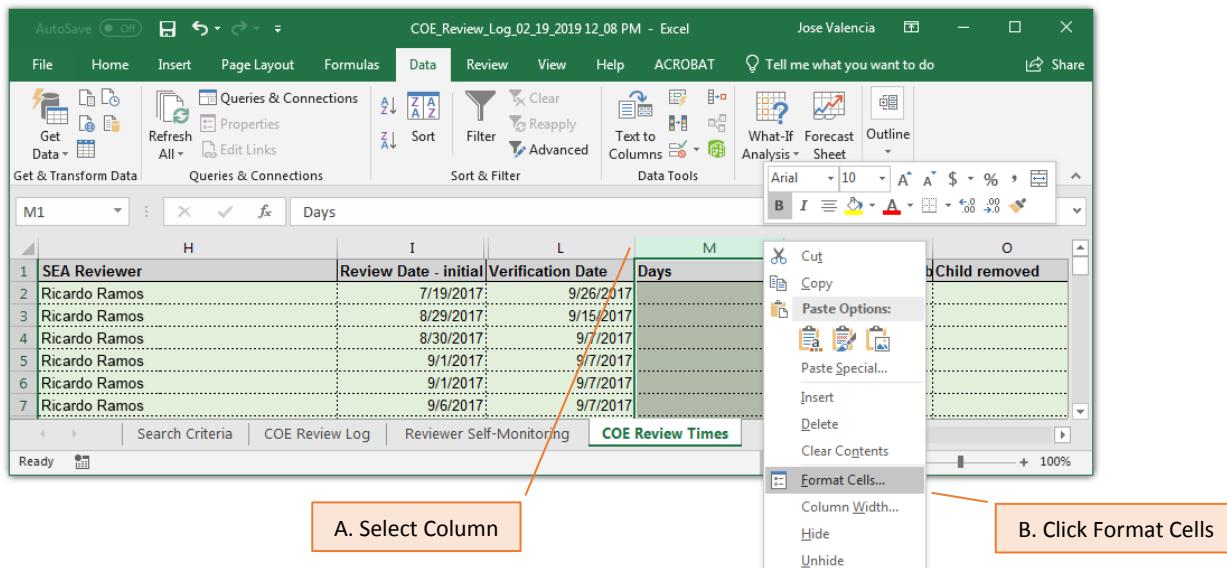
Notice that the formatting changes slightly and the dates are now right justified.

| 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 |

| 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 |

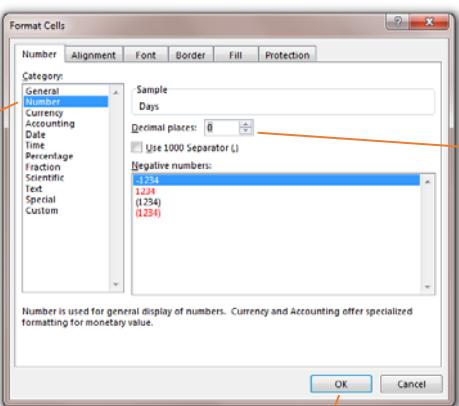
MSIN 6.0

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.



The screenshot shows an Excel spreadsheet titled "COE_Review_Log_02_19_2019 12_08 PM - Excel". The Data tab is selected. A context menu is open over the header of Column M, listing options like Cut, Copy, Paste Options, Paste Special..., Insert, Delete, Clear Contents, and Format Cells... A callout box labeled "A. Select Column" points to the "Format Cells..." option. Another callout box labeled "B. Click Format Cells" points to the "Format Cells..." option in the menu. The spreadsheet contains data in columns H, I, L, and M, with the header "Days" in cell M1. The data shows various dates for Ricardo Ramos.

Next, make the following selections.

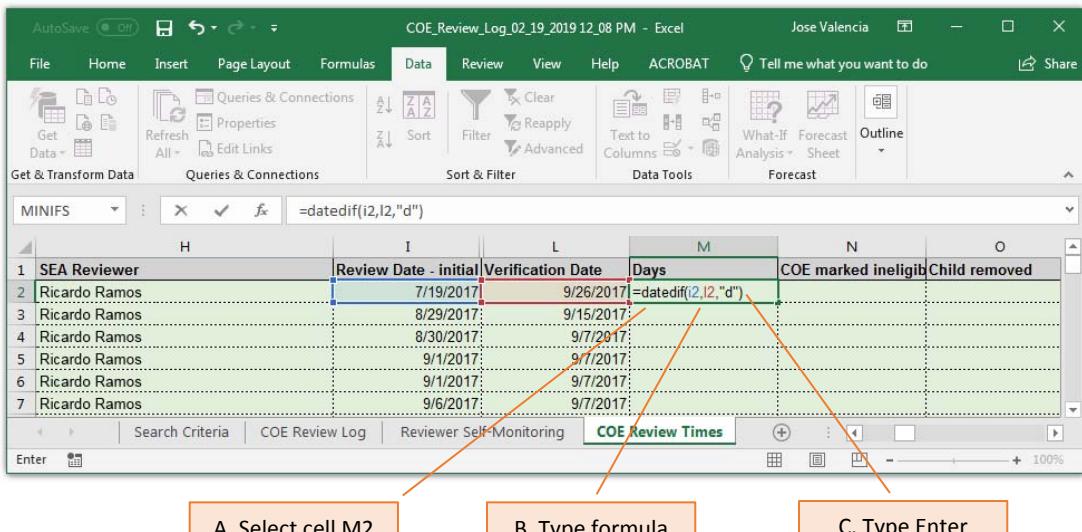


The screenshot shows the "Format Cells" dialog box with the "Number" tab selected. The "Category" list is set to "Number". The "Decimal places" dropdown is set to 0. The "Sample" cell shows "Days". The "Negative numbers" dropdown is set to "1,234" (with a comma separator). A callout box labeled "C. Select Number" points to the "Category" list. A callout box labeled "D. Remove decimals" points to the "Decimal places" dropdown. A callout box labeled "E. Click OK" points to the "OK" button at the bottom right of the dialog.

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

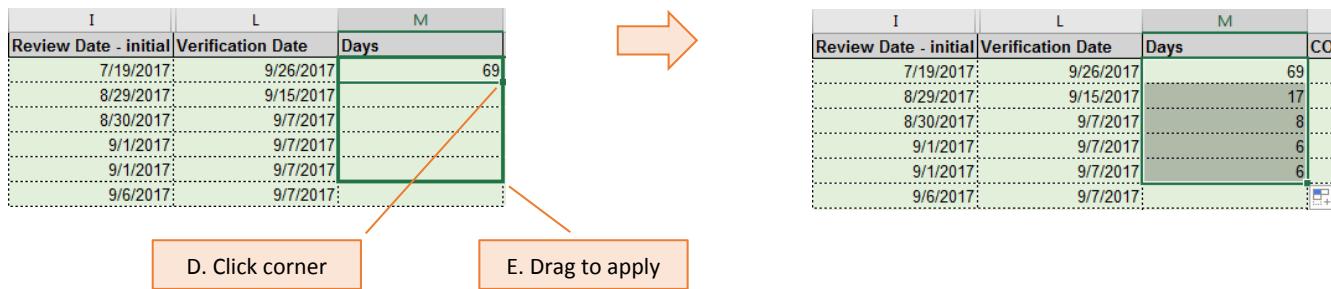
Fortunately, it is easy to find Excel formulas for this purpose on the internet. In this example we will use **=DATEDIF (I2, L2, "d")** to compare the date in Column I to the date in Column L and provide the number of days between them. I2 and L2 refer to the column and row. Note that the row number 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.



The screenshot shows an Excel spreadsheet titled "COE_Review_Log_02_19_2019 12_08 PM - Excel". The "Data" tab is selected. In the formula bar, the formula `=datedif(i2,l2,"d")` is entered. The cell M2 is selected, showing the result 69. The formula is then copied down to cells M3 through M7. The cells are highlighted in green, and the formula bar shows the formula again. The status bar at the bottom right shows "100%".

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.



The screenshot shows the same Excel spreadsheet. The range M2:M7 is selected, and the formula `=datedif(i2,l2,"d")` is applied. The result 69 is shown in cell M2, and the formula is copied down to cells M3 through M7. The cells are highlighted in green. An orange arrow points from the text "D. Click corner" to the bottom right corner of the selected range. Another orange arrow points from the text "E. Drag to apply" to the bottom right corner of the selected range.

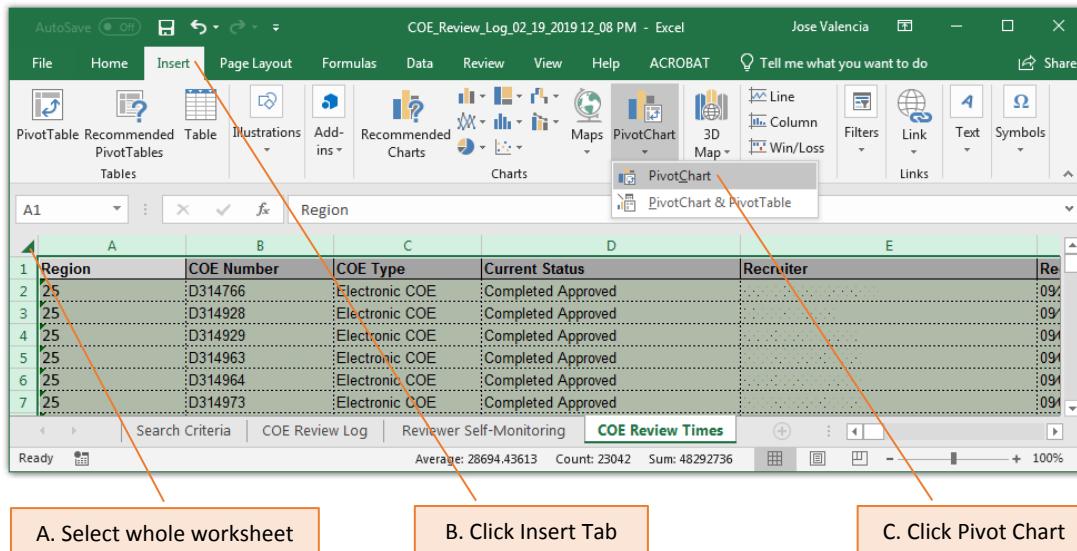
Clicking and dragging the tiny square on the bottom right corner works fine. But there are also other ways to copy and apply a formula, such as by selecting a cell, using the shortcut keys **Ctrl+C** to copy, then selecting cells and using the shortcut keys **Ctrl+V** to paste the copied formula.

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

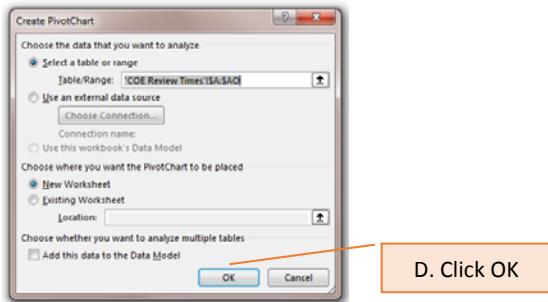
The steps above are enough to help you determine some useful metrics, such as the number of days each COE took to review. If filters are added, as shown in Example 1, you can also look at this data for individual Recruiters or SEA Reviewers.

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.

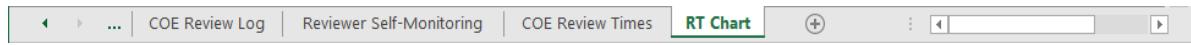
The following steps show how to insert a Pivot Chart to visually convey review times (i.e., Days), relative to each SEA Reviewer and the regional timeframe goal of 10 days.



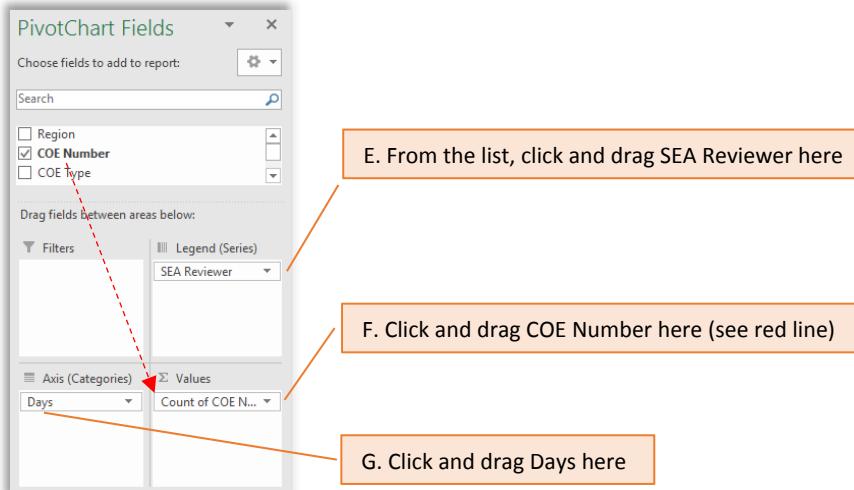
Next, you will see a pop-up window to create the pivot chart. Leave the default selections and click “OK.”



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

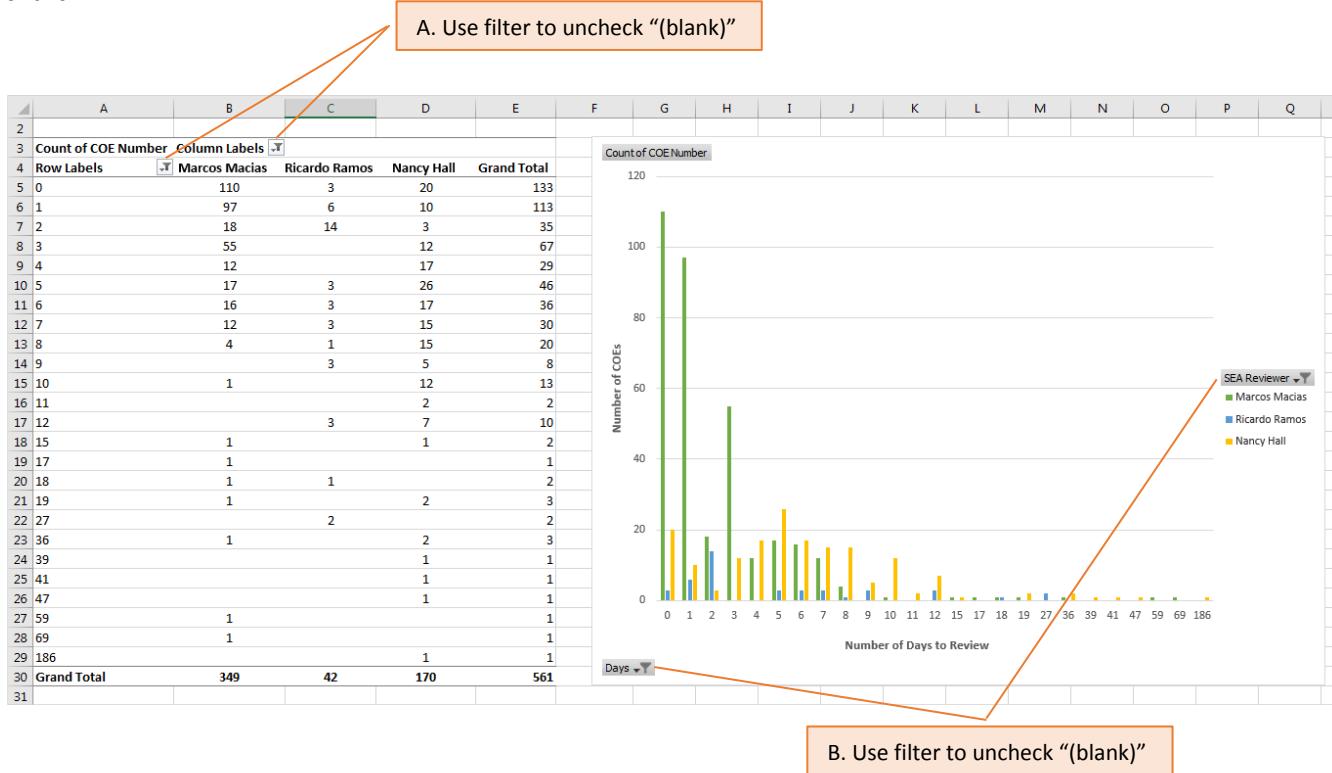


The new tab will contain a pivot chart “control box” where options are selected to create the chart.



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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.





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.

A. Click and drag to select Days 0-10

B. Note sum of highlighted cells

Highlighting the cells above displays the sum in the status bar. Region 25's “processing rate” is the sum of all COEs reviewed within a 10-day window (530) divided by the total number of COEs reviewed (561): $530/561=94.5\%$. The same steps are taken to derive the “processing rate” for each SEA Reviewer, as shown below.

| | A | B | C | D | E |
|----|---------------------|---------------|---------------|------------|-------------|
| 3 | Count of COE Number | Column Labels | | | |
| 4 | Row Labels | Marco Macias | Ricardo Ramos | Nancy Hall | Grand Total |
| 5 | 0 | 110 | 3 | 20 | 133 |
| 6 | 1 | 97 | 6 | 10 | 113 |
| 7 | 2 | 18 | 14 | 3 | 35 |
| 8 | 3 | 55 | | 12 | 67 |
| 9 | 4 | 12 | | 17 | 29 |
| 10 | 5 | 17 | 3 | 26 | 46 |
| 11 | 6 | 16 | 3 | 17 | 36 |
| 12 | 7 | 12 | 3 | 15 | 30 |
| 13 | 8 | 4 | 1 | 15 | 20 |
| 14 | 9 | 3 | | 5 | 8 |
| 15 | 10 | 1 | | 12 | 13 |
| 16 | 11 | | | 2 | 2 |
| 17 | 12 | | | 3 | 7 |
| 18 | 13 | 1 | | 1 | 10 |
| 19 | 14 | 1 | | | 1 |
| 20 | 15 | 1 | | | 2 |
| 21 | 16 | 1 | | | 1 |
| 22 | 17 | 1 | | 2 | 2 |
| 23 | 18 | 1 | | | 1 |
| 24 | 19 | 1 | | | 1 |
| 25 | 20 | 186 | | | 1 |
| 26 | 21 | 186 | | | 1 |
| 27 | 22 | 186 | | | 1 |
| 28 | 23 | 186 | | | 1 |
| 29 | 24 | 186 | | | 1 |
| 30 | 25 | 186 | | | 1 |
| 31 | 26 | 186 | | | 1 |
| | | Grand Total | 349 | 42 | 170 |
| | | | 561 | | |

For Mr. Macias, the sum of all COEs reviewed within a 10-day window (342) is divided by the total number of COEs reviewed (349): $342/349=98\%$.

| | A | B | C | D | E |
|----|---------------------|---------------|---------------|------------|-------------|
| 3 | Count of COE Number | Column Labels | | | |
| 4 | Row Labels | Marco Macias | Ricardo Ramos | Nancy Hall | Grand Total |
| 5 | 0 | 110 | 3 | 20 | 133 |
| 6 | 1 | 97 | 6 | 10 | 113 |
| 7 | 2 | 18 | 14 | 3 | 35 |
| 8 | 3 | 55 | | 12 | 67 |
| 9 | 4 | 12 | | 17 | 29 |
| 10 | 5 | 17 | 3 | 26 | 46 |
| 11 | 6 | 16 | 3 | 17 | 36 |
| 12 | 7 | 12 | 3 | 15 | 30 |
| 13 | 8 | 4 | 1 | 15 | 20 |
| 14 | 9 | 3 | | 5 | 8 |
| 15 | 10 | 1 | | 12 | 13 |
| 16 | 11 | | | 2 | 2 |
| 17 | 12 | | | 3 | 7 |
| 18 | 13 | 1 | | 1 | 10 |
| 19 | 14 | 1 | | | 1 |
| 20 | 15 | 1 | | | 2 |
| 21 | 16 | 1 | | | 1 |
| 22 | 17 | 1 | | 2 | 2 |
| 23 | 18 | 1 | | | 1 |
| 24 | 19 | 1 | | | 1 |
| 25 | 20 | 186 | | | 1 |
| 26 | 21 | 186 | | | 1 |
| 27 | 22 | 186 | | | 1 |
| 28 | 23 | 186 | | | 1 |
| 29 | 24 | 186 | | | 1 |
| 30 | 25 | 186 | | | 1 |
| 31 | 26 | 186 | | | 1 |

For Mr. Ramos, the sum of all COEs reviewed within a 10-day window (36) is divided by the total number of COEs reviewed (42): $36/42=85.7\%$.

| | A | B | C | D | E |
|----|---------------------|---------------|---------------|------------|-------------|
| 3 | Count of COE Number | Column Labels | | | |
| 4 | Row Labels | Marco Macias | Ricardo Ramos | Nancy Hall | Grand Total |
| 5 | 0 | 110 | 3 | 20 | 133 |
| 6 | 1 | 97 | 6 | 10 | 113 |
| 7 | 2 | 18 | 14 | 3 | 35 |
| 8 | 3 | 55 | | 12 | 67 |
| 9 | 4 | 12 | | 17 | 29 |
| 10 | 5 | 17 | 3 | 26 | 46 |
| 11 | 6 | 16 | 3 | 17 | 36 |
| 12 | 7 | 12 | 3 | 15 | 30 |
| 13 | 8 | 4 | 1 | 15 | 20 |
| 14 | 9 | 3 | | 5 | 8 |
| 15 | 10 | 1 | | 12 | 13 |
| 16 | 11 | | | 2 | 2 |
| 17 | 12 | | | 3 | 7 |
| 18 | 13 | 1 | | 1 | 10 |
| 19 | 14 | 1 | | | 1 |
| 20 | 15 | 1 | | | 2 |
| 21 | 16 | 1 | | | 1 |
| 22 | 17 | 1 | | 2 | 2 |
| 23 | 18 | 1 | | | 1 |
| 24 | 19 | 1 | | | 1 |
| 25 | 20 | 186 | | | 1 |
| 26 | 21 | 186 | | | 1 |
| 27 | 22 | 186 | | | 1 |
| 28 | 23 | 186 | | | 1 |
| 29 | 24 | 186 | | | 1 |
| 30 | 25 | 186 | | | 1 |
| 31 | 26 | 186 | | | 1 |

For Ms. Hall, the sum of all COEs reviewed within a 10-day window (152) is divided by the total number of COEs reviewed (170): $152/170=89.4\%$.

EXAMPLE 3: DETERMINING WHICH COE SECTIONS HAVE THE MOST ISSUES

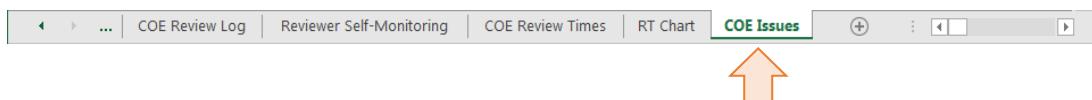
I&R Coordinators and SEA Reviewers may want to analyze their COE reviews to answer the following questions:

- 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.

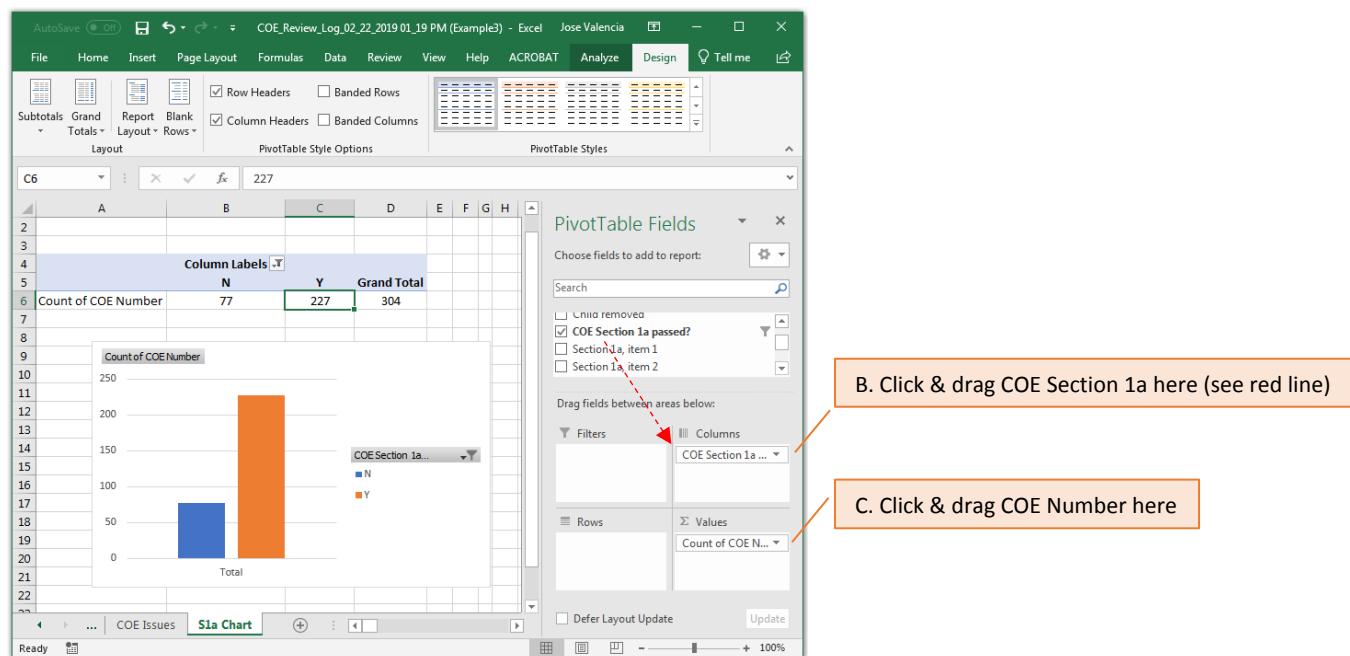
Step 1: Make a copy of the worksheet you wish to analyze

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.”



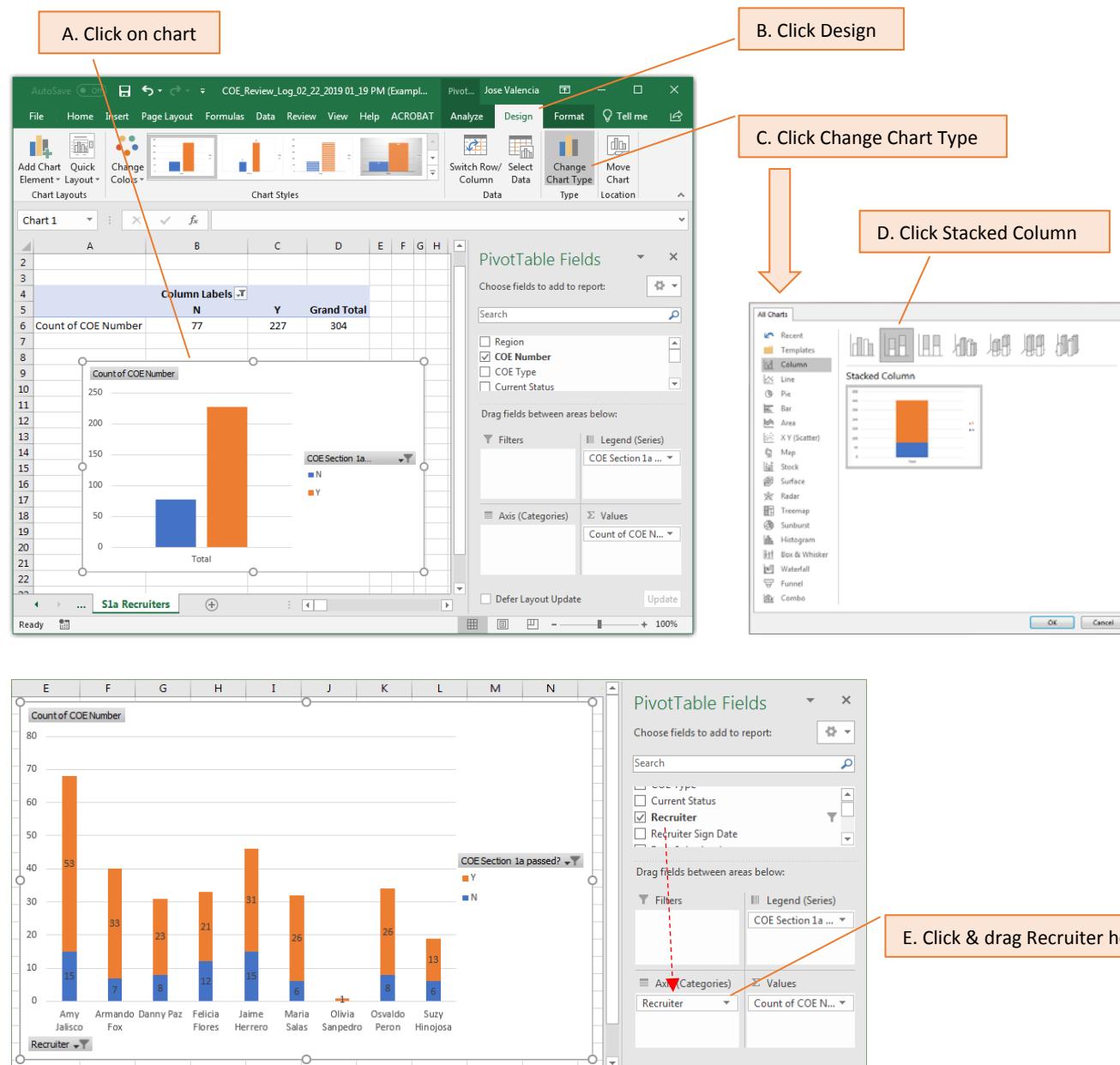
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Based on the information in the pivot table and chart above, Region 26 can calculate their “PASSED rate” as the number of COEs (Count of COE Number) with a “Y” value in Column “COE Section 1a passed?” divided by the total number of COEs: **227/304=74.7%**. 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.

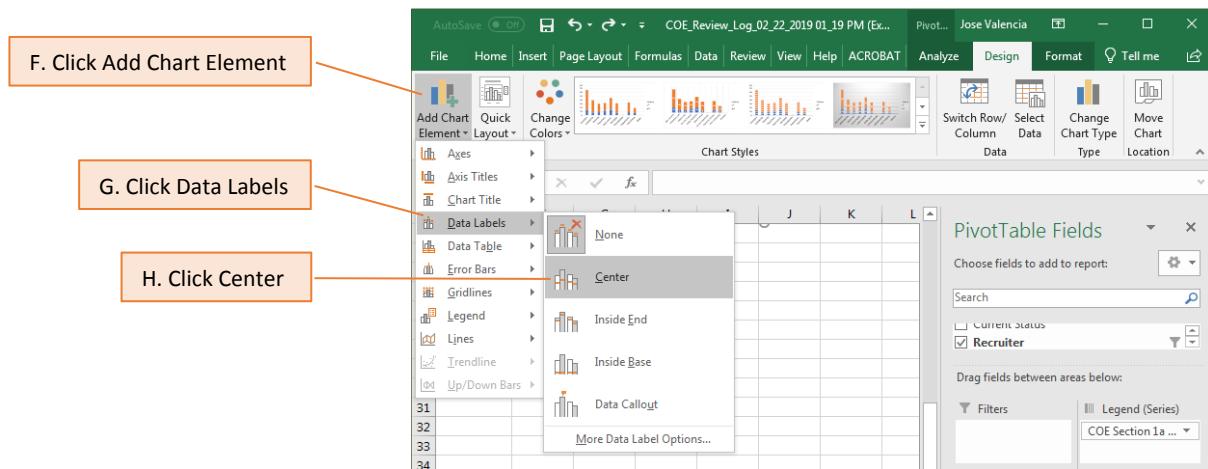
Step 3: Chart Section 1a for each Recruiter

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.

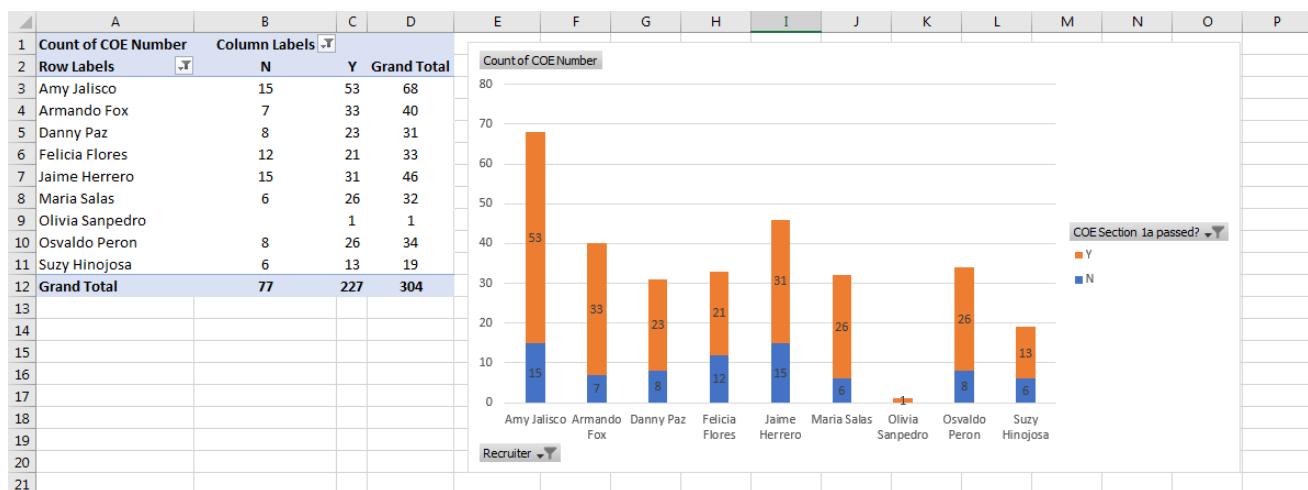


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The final step to get the chart shown above is to add numbers, called “data labels,” to the bars.



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.