

Assigning Program Contacts in ISAM

Summary

Local Education Agencies (LEAs) identified for interventions with the TEA Division of Program Monitoring and Interventions (PMI) must assign one or more program contacts in ISAM. The purpose of this document is to provide step-by-step instructions on how to do so. To assign a program contact in ISAM, two steps must be completed:

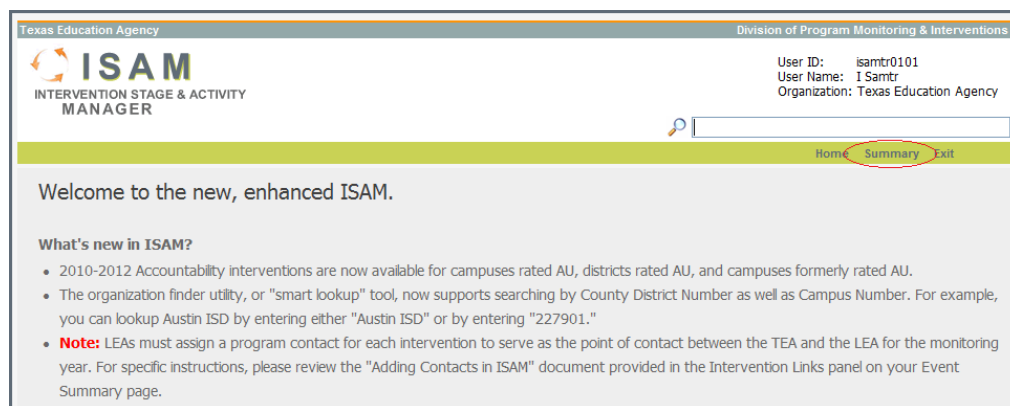
1. Add the contact to the LEA's main contact list.
2. Assign the program contact to the review for the current monitoring year.

Please note that users must have a TEASE account with access to the ISAM application to complete this process. If you do not yet have access to ISAM, go the TEASE application website at <http://www.tea.state.tx.us/index2.aspx?id=2684>, find the "ISAM" application link, and click "Request Access On-line." Note that the district superintendent must approve the request. Once you have gained access to ISAM, log in to TEASE (<https://seguin.tea.state.tx.us/apps/logon.asp>) then click the "ISAMEnhanced" application link. When the ISAM home page will appears, you are ready to begin assigning program contacts.

How To Assign Program Contacts

Step 1: Add the contact to the LEA's main contact list.

- 1.1. From the ISAM home page, click the "Summary" link in the top navigation bar.



- 1.2. The Event Summary screen for your LEA is loaded for the current monitoring year.
 - o **TIP:** If you have Shared Service Arrangement (SSA) access to ISAM, the “Summary” link will take you to the Event Summary page of the fiscal agent for the SSA. If you need to assign program contacts for another district in your SSA, simply type the district name or county-district number into the “smart lookup” tool (next to the magnifier icon) then click the appropriate district in the search results to load its Event Summary screen.
- 1.3. Click the “Contacts” link in the left navigation bar.

The screenshot shows the ISAM web application interface. At the top, it displays 'Texas Education Agency' and 'Division of Program Monitoring & Interventions'. The user information on the right includes 'User ID: isamtr0101', 'User Name: I Samtr', and 'Organization: Texas Education Agency'. The main header shows 'Sample ISD (101010)' for the '2011-2012' year. On the left, a navigation menu has 'Contacts' highlighted with a red circle. The main content area is titled 'Performance-Based Monitoring (PBM)' and lists four programs: 'Bilingual Education/English as a Second Language (BE/ESL)' at Stage 1B, 'Career & Technical Education (CTE)' at Stage 2, 'No Child Left Behind (NCLB)' at Stage 3, and 'Special Education' at Stage 4. Below this is a section for 'Data Validation Monitoring (DVM)' with a message: 'No monitoring events found for Data Validation Monitoring (DVM)'. On the right, there are two boxes: 'Intervention Links: 2011-2012' with links to the website and file uploads, and 'Program Contacts: 2011-2012' showing 'Acct.: Nancy Nelson'. At the bottom right, 'Staging Dates: 2011-2012' are listed for various programs.

- 1.4. The Contacts screen is loaded, which displays a list of all contacts for the LEA.
 - o **TIP:** If the program contact to be assigned already appears in the list, click the “View” link to review the information to verify it is correct. Specifically, review the entries in the “Organization Info” section including the dates shown in parenthesis as well as the program areas assigned. If you are unsure if the information is entered correctly, see *Step 1.6* below for guidance on how to enter these data. If the contact already exists and was entered correctly, *please skip to Step 2*.
- 1.5. If the program contact to be assigned does not appear in the list, click the “Create New” link to add the person to the LEA contact list.

This screenshot shows the 'Contacts' screen in the ISAM application. The left navigation menu has 'Contacts' selected. The main area displays a table of contacts for 'Sample ISD (101010)' for the '2011-2012' year. The table has columns for 'Action', 'Name', 'Position', 'Programs', and 'Active Dates'. There is one entry for 'Nancy Nelson' with the position 'CIT Member' and 'Acct.' '2012-Present'. Above the table, there is a 'Show 20 entries' dropdown and a 'Search all columns:' search bar. Below the table, it says 'Showing 1 to 1 of 1 entries' and includes pagination buttons: 'First', 'Previous', '1', 'Next', and 'Last'. A red circle highlights the 'Create New' link at the bottom left. On the right, the same sidebar information from the previous screenshot is visible, including 'Intervention Links', 'Program Contacts: 2011-2012' (Acct.: Nancy Nelson), and 'Staging Dates: 2011-2012'.

- 1.6. The Contact Edit screen will be displayed. Follow these steps to enter the contact:
- o In the “Basic Info” section, enter the contact information for the person to be assigned, including name, e-mail, phone number(s), and address.
 - o In the “Organization Info” section:
 - Click “Add Position.” In the first dropdown, select the appropriate position for the contact (e.g. “Program Contact”). The next two fields represent the start and end years for this position. The default selections should be correct (current monitoring year and “Present”).
 - Click “Add Program.” In the first dropdown, select the appropriate program area (e.g. “BE/ESL”). The next two fields represent the start and end years for this program assignment. The default selections should be correct (current monitoring year and “Present”).
 - Note that if the person serves as the program contact for more than one program area, repeat the previous bullet for each program area until all program areas have been added. It is imperative that each program area to which the contact is assigned be added to the system in order to complete *Step 2* below.
 - o Click the “Save” button.

ISAM
INTERVENTION STAGE & ACTIVITY
MANAGER

Division of Program Monitoring & Interventions

User ID: isamtr0101
User Name: I Santr
Organization: Texas Education Agency

Home Summary Exit

Sample ISD (101010)
2011-2012

Events
Contacts
Escalations
Suspensions

Basic Info

Salutation: --Select--
First Name:
Middle Name:
Last Name:
Email:
Phone: [Add Phone](#)
Address: [Add Address](#)

Organization Info

Organization: Sample ISD (101010) 2011-2012 - Present [Remove](#)
[Add Organization](#)

Position: Program Contact 2011-2012 - Present [Remove](#)
[Add Position](#)

Program: BE/ESL 2011-2012 - Present [Remove](#)
[Add Program](#)

[Save](#) [Cancel](#)

Intervention Links: 2011-2012
1. Program Monitoring and Interventions Website
2. Downloading Templates and Uploading Files in ISAM

Program Contacts: 2011-2012
Acct.: Nancy Nelson

Staging Dates: 2011-2012

Program	Week Of
Acct.	08/15/2011
BE/ESL	TBD
CTE	TBD
NCLB	TBD
Sped	TBD
Nonpublic	N/A
RF	TBD
SPP	TBD
DVV	N/A
PAR	TBD

- 1.7. The page will refresh to show the saved information for the program contact that was entered.
- 1.8. Next, click the “Contacts” link on the left navigation bar to return to the Contacts screen and note that the new contact now appears in the list.

Texas Education Agency Division of Program Monitoring & Interventions

ISAM
INTERVENTION STAGE & ACTIVITY
MANAGER

User ID: isamtr0101
User Name: I Samtr
Organization: Texas Education Agency

Home Summary Exit

Sample ISD (101010)
2011-2012

Events
Contacts
Escalations
Suspensions

Show 20 entries Search all columns:

Action	Name	Position	Programs	Active Dates
View Delete	Nancy Nelson	CIT Member	Acct.	2012-Present
View Delete	Tommy Thompson	Prog. Contact	BE/ESL	2012-Present

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

[Create New](#)

Intervention Links: 2011-2012
1. Program Monitoring and Interventions Website
2. Downloading Templates and Uploading Files in ISAM

Program Contacts: 2011-2012
Acct.: Nancy Nelson

Staging Dates: 2011-2012
Program Week Of
Acct. 08/15/2011

- o **TIP:** To add additional contacts, repeat *Steps 1.5* and *1.6* until all LEA contacts have been added.
- o **TIP:** Any LEA contacts may be entered into the system (Superintendent, Special Ed Director, etc.), but the critical ones are those will serve as TEA’s main point of contact for a specific intervention.

Step 2: Assign the program contact to the review for the current monitoring year.

- 2.1. After all contacts have been added to the LEA contact list in *Step 1* above, click the “Events” link in the left navigation bar.
- 2.2. The Event Summary screen for the current monitoring year is loaded. Click the link that represents the intervention to which you will assign the program contact. For the purpose of this example, we will use the Bilingual/English as a Second Language (BE/ESL) intervention for Sample ISD.
 - o **TIP:** If you need to assign a program contact for a previous year’s review, select the appropriate year in the dropdown list in the page header. Once the page reloads with the selected year’s data, click the link that represents the intervention to which you will assign the program contact

Texas Education Agency Division of Program Monitoring & Interventions

ISAM
INTERVENTION STAGE & ACTIVITY
MANAGER

User ID: isamtr0101
User Name: I Samtr
Organization: Texas Education Agency

Home Summary Exit

Sample ISD (101010)
2011-2012

Events
Contacts
Escalations
Suspensions

Performance-Based Monitoring (PBM)
Bilingual Education/English as a Second Language (BE/ESL) Stage 1B
Career & Technical Education (CTE) Stage 2
No Child Left Behind (NCLB) Stage 3
Special Education Stage 4

Intervention Links: 2011-2012
1. Program Monitoring and Interventions Website
2. Downloading Templates and Uploading Files in ISAM

Program Contacts: 2011-2012
Acct.: Nancy Nelson

Staging Dates: 2011-2012
Program Week Of
Acct. 08/15/2011
BE/ESL TBD
CTE TBD

Data Validation Monitoring (DVM)
No monitoring events found for Data Validation Monitoring (DVM).

- 2.3. The Review Summary screen for the selected intervention is loaded. Click the “Review Contacts” link in the left navigation bar.

Texas Education Agency Division of Program Monitoring & Interventions

ISAM
INTERVENTION STAGE & ACTIVITY
MANAGER

User ID: isamtr0101
User Name: I Samtr
Organization: Texas Education Agency

Home Summary Exit

Sample ISD (101010)
Bilingual Education/English as a Second Language (BE/ESL)
Stage 1B
2011-2012

Templates
Review
Submissions
Indicators
Follow Ups
Communication Log
Extensions
Review Contacts

[<<Back to Summary](#)

Intervention Status: Awaiting Review

Review Type: Desk Review

On-Site Reason:

On-Site Visit Start Date:

On-Site Visit End Date:

Submission Due Date: 12/15/2011

Submission Status: Pending

Random Submission: ☐

Noncompliance: ☐

Review Start Date:

Review End Date:

Approving Manager:

Approval Date:

Response Sent Date:

Intervention Links: 2011-2012
No links found for the selected year.

Review Contacts
TEA Contacts
Primary: Bertha Jones
Monitoree Contacts

- 2.4. The Review Contacts screen is displayed, which allows you to assign one or more contacts to a particular review. Click the “Edit” link.

Texas Education Agency
Division of Program Monitoring & Interventions

ISAM
INTERVENTION STAGE & ACTIVITY
MANAGER

User ID: isamtr0101
User Name: I Samtr
Organization: Texas Education Agency

Home Summary Exit

Sample ISD (101010)
Bilingual Education/English as a Second Language (BE/ESL)
Stage 1B
2011-2012

Templates
Review
Submissions
Indicators
Follow Ups
Communication Log
Extensions
Review Contacts

TEA Contacts
Primary Reviewer: Bertha Jones

Monitoree Contacts

Intervention Links: 2011-2012
No links found for the selected year.

Review Contacts
TEA Contacts
Primary: Bertha Jones
Monitoree Contacts

[Edit](#)

- 2.5. In the “Monitoree Contacts” section, click the “Add” link.

Texas Education Agency
Division of Program Monitoring & Interventions

ISAM
INTERVENTION STAGE & ACTIVITY
MANAGER

User ID: isamtr0101
User Name: I Samtr
Organization: Texas Education Agency

Home Summary Exit

Sample ISD (101010)
Bilingual Education/English as a Second Language (BE/ESL)
Stage 1B
2011-2012

Templates
Review
Submissions
Indicators
Follow Ups
Communication Log
Extensions
Review Contacts

Monitoree Contacts

[Add](#)

Save Cancel

Intervention Links: 2011-2012
No links found for the selected year.

Review Contacts
TEA Contacts
Primary: Bertha Jones
Monitoree Contacts

- 2.6. In the first dropdown, select “Monitoree Contact.” In the second dropdown, select the name of the program contact to be assigned to the review.

Texas Education Agency
Division of Program Monitoring & Interventions

User ID: isamtr0101
User Name: I Samtr
Organization: Texas Education Agency

Home Summary Exit

Sample ISD (101010)
Bilingual Education/English as a Second Language (BE/ESL)
Stage 1B
2011-2012

Templates
Review
Submissions
Indicators
Follow Ups
Communication Log
Extensions
Review Contacts

Monitoree Contacts

Monitoree Contact ▼ Tommy Thompson ▼ Remove

Add

Save Cancel

Intervention Links: 2011-2012
No links found for the selected year.

Review Contacts
TEA Contacts
Primary: Bertha Jones
Monitoree Contacts

- o **TIP:** If the desired program contact does not appear in the dropdown, click the “Back to Summary” link to return to the Event Summary screen, click “Contacts,” then click “View” to open the details page for the missing contact and verify that everything listed in *Step 1.6* (above) was entered exactly as instructed.
 - o **TIP:** If more than one person will serve as the LEA contact for this review, assign additional monitoree contacts by repeating *Steps 2.5* and *2.6* until all program contacts have been assigned to the review.
- 2.7. When all program contacts have been assigned, click the “Save” button. The page is put back into view mode and the program contact is now successfully assigned to the review in ISAM.
- o **TIP:** Confirm successful assignment of the program contact by checking the “Review Contacts” panel at the lower right of the page, which should now display the name(s) of the newly-added monitoree contact(s).

Review Contacts

TEA Contacts
Primary: Bertha Jones

Monitoree Contacts
Mon. Contact: Tommy Thompson

Troubleshooting

If the program contact does not appear in the dropdown list on the Review Contacts screen, one of three things listed below was not done correctly. Please verify each of the following:

1. Was the contact added to the LEA's main contact list as detailed in *Step 1* (pages 1-4)?
2. Was the contact's program information entered correctly as described in *Step 1.6* (page 3)?
3. Were the contact's start and end years entered correctly as described in *Step 1.6* (page 3)?

If the answer to any of these questions is "No," please return to the step indicated to correct the entry before proceeding.

Conclusion

You have now successfully assigned one or more program contacts in ISAM. If you have any problems or questions completing these steps, you may contact your Educational Service Center (ESC) or the TEA reviewer assigned to your intervention. If additional assistance is still required, you can send an email to isam@tea.state.tx.us and someone will respond to your inquiry as soon as possible.