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Executive Summary

The Office of Postsecondary Education (OPE) in the U.S. Department of Education has developed the Teacher Shortage Areas (TSA) application to ensure the delivery of high-quality, timely, accurate, and responsive services to Chief State School Officers (CSSOs) and State representatives who provide the required data. The TSA Solution provides all customers and employees access to the same, current teacher shortage data from states and jurisdictions.

The system is designed to collect data from States and jurisdictions and generate Teacher Shortage Areas Reports intended to be reference documents that show where States and schools are looking to potentially hire academic administrators, licensed teachers, other educators and school faculty in specific disciplines/subject areas, grade levels, and/or geographic regions; and where recent graduates of Schools of Education are trained, experienced teaching professionals aiming to serve school districts with shortages can find (prospective) positions and fill the current voids in each State’s and territory’s Pre-Kindergarten through Grade 12 classrooms, in areas that match their certification credentials; as well as to inform Federal financial aid recipients on reducing, deferring, or cancelling/nullifying/discharging student loan repayments and meet other specified (e.g., teaching) obligations.

Document Organization

This document comprises the following sections:

Section 1 - Introduction: This section provides the background, purpose and scope for this document.

Section 2 – User Management: This section provides instructions on how to access the TSA application, register, and change your password.

Section 3 – Submit Teacher Shortage Areas: This section provides instructions on how users will progress through the steps required for Teacher Shortage Areas submissions.

Section 4 – Technical Support – Help Page: This section provides instructions that can help users better use the application.

Section 5 – Reporting: This section provides instructions for generating reports.

Appendix A – Acronyms and Abbreviations
Section 1. Introduction

The Teacher Shortage Areas (TSA) application allows States to submit proposed teacher shortage areas for designation to comply with requirements under the regulations for the 34 CFR 682.210(q), 34 CFR 674.53(c), and 34 CFR 686.12 programs.

1.1 Purpose

This User Guide is a user-friendly, non-technical document that communicates TSA system processes and provides step-by-step instructions to internal users in order to complete required tasks in the system.

1.2 Resources

1.2.1 Determine Teacher Shortage Areas

A teacher shortage area is designated by the Secretary and determined by the following:

(A) A geographic region of the State in which there is a shortage of elementary or secondary school teachers; or

(B) A specific grade level or academic, instructional, subject-matter, or discipline classification in which there is a statewide shortage of elementary or secondary school teachers; and Designated by the Secretary.

In identifying teacher shortage areas to propose for designation consider data from the school year in which the recommendation is to be made, unless that data is not yet available, in which case use data from the immediately preceding school year.

The data to use includes:

(A) Teaching positions that are unfilled;

(B) Teaching positions that are filled by teachers who are certified by irregular, provisional, temporary, or emergency certification; and

(C) Teaching positions that are filled by teachers who are certified, but who are teaching in academic subject areas other than their area of preparation.

If the total number of unduplicated full-time equivalent (FTE) elementary or secondary teaching shortage areas positions does not exceed 5 percent of the total number of FTE elementary and secondary teaching positions in the State, the Secretary designates those areas as teacher shortage areas. That is total number of shortage FTE/total number of FTE in the state or territory x 100 is less than or equal to 5 percent.

If the total number of unduplicated FTE elementary and secondary teaching shortage areas positions exceeds 5 percent of the total number of elementary and secondary FTE teaching positions in the State, please submit:

(D) List of proposed areas,

(E) Ranking of the proposed shortage areas according to priority,

(F) Explanation why the Secretary should nevertheless designate those areas as shortage areas.

An alternative written procedure may be submitted to the Secretary for approval to use to select the teacher shortage areas. If the Secretary approves the proposed alternative procedure that procedure, once approved may be used instead of the procedure described above.
Alternate methods should include the following in an initial request for approval:

(A) Justification for why an alternate is needed.
(B) Replicable method for selection
(C) Annual Submission based on proposed alternate method.

Results of an alternate method must be submitted annually. Submission must include any variations from approved method, any values used by the method that change your year-to-year, output of the method, proposed TSAs.

Collect the following info prior to logging into the system:

(A) Method you used (regulatory or alternate)
(B) Any explanation for the Secretary
(C) Any supporting documentation
(D) Data used by your method
(E) Total teacher FTE
(F) List of Critical Teacher Shortage Areas with FTE shortage for each area
(G) Optional: Priority ranking for each TSA.
(H) CSSO Name
(I) CSSO Certifications

1.2.2 Related Regulations

34 CFR Part 682: Federal Family Education Loan Programs; Final Regulations- regulations explaining teacher deferment and teacher shortage areas designation (Highlighted in yellow)

Enclosure B.pdf

34 CFR Part 674; et al. Federal Perkins loan Program, Federal Work-Study Programs, and Federal Supplemental Educational Opportunity Grant Program; Final Rule- regulations pertaining to cancelations of loans for teachers (Highlighted in yellow)

Enclosure C.pdf

34 CFR Parts 668, 673, 674, et al. The Teacher Education Assistance for College and Higher Education (TEACH) Grant Program and Other Federal Student Aid Programs; Final Rule- regulations pertaining to Teach Grant (Highlighted in yellow)

Enclosure D.pdf
1.2.3 Teacher Cancellation Low Income (TCLI) Directory
https://studentloans.gov/myDirectLoan/tcli.action?ga=2.250189830.1897530272.1551282761-760205512.1508418763

1.2.4 Teacher Shortage Areas Data Collection Website
https://tsa.ed.gov/

1.2.5 Loan Server Website used for certifying TEACH
https://myfedloan.org/borrowers/special-programs/teach-grants

1.2.6 TEACH Grant Certification Form
Section 2. User Management

This section of the document provides step-by-step instructions on application login, user registration as well as how to change your password.

2.1 User Registration

1. Type the URL https://tsa.ed.gov into an Internet browser, the Teacher Shortage Areas welcome screen appears. Click on the Register link located at the top of the screen.
2. Alert screen appears. Click on **Continue Registration**.
3. The **TSA Registration** screen opens. Enter the required information and click **Register**.

![Register with your TSA Account]

*User Type*: Select user type

*First Name*: Enter your first name

*Middle Initial*: Enter your middle initial

*Last Name*: Enter your last name

*Email Address*: Enter your email address

*Phone Number*: 

*Password*: Enter your password

*Confirm Password*: Enter your confirm password

*Security Question 1*: Select security question

*Response*: Enter your response

*Security Question 2*: Select security question

*Response*: Enter your response

![Register]

4. The **Registration Success** screen opens informing you that your registration was successful. You will receive an email informing you that your login credentials have been approved.

![Confirmation]

Success! Registration successful. Click here to login.
2.2 System Navigation

This section describes the screen navigations for the system and focuses on the top navigation menu. The top navigation menu will be visible throughout the site for all States/Jurisdictions registered users.

![Header/Top Navigation Menu](image)

Table 1 Header/Top Navigation Menu Item Descriptions

<table>
<thead>
<tr>
<th>Navigation Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Icon</td>
<td>U.S. Department of Education icon is linked to the home screen of <a href="https://www.ed.gov/">https://www.ed.gov/</a></td>
</tr>
<tr>
<td>Welcome User Name</td>
<td>Redirects users to their Profile screen</td>
</tr>
<tr>
<td>Change Password</td>
<td>Redirects users to Change Password screen</td>
</tr>
<tr>
<td>Sign Out</td>
<td>Signs users out of the application and redirects users to the TSA home screen</td>
</tr>
<tr>
<td>My Home</td>
<td>Opens the user’s home screen</td>
</tr>
<tr>
<td>My Profile</td>
<td>Opens the user’s Profile screen</td>
</tr>
<tr>
<td>Request Subject Area/Discipline</td>
<td>Opens the Subject Area/Discipline submission screen</td>
</tr>
<tr>
<td>View Report</td>
<td>Opens the screen where users can enter criteria and generate a Report.</td>
</tr>
<tr>
<td>Contact Us</td>
<td>Opens the Office of Postsecondary Education’s Contact screen</td>
</tr>
<tr>
<td>FAQ</td>
<td>Opens the Frequently Asked Questions screen</td>
</tr>
<tr>
<td>User Guide</td>
<td>Opens the User Guide</td>
</tr>
</tbody>
</table>

2.3 Change Your Password

After you have registered and your account has been created, you can change your password as follows:

1. Select **Change Password** located at the top of the screen. The **Change Password** screen opens.
2. Enter the information and click **Save**.

3. A **Confirmation message** appears at the bottom of the screen informing you that your password has been changed successfully.

### 2.4 Forgot Your Password

If you forgot your password, you can retrieve it as follows:

1. On the **TSA Sign In** screen, select the **Forgot Password** link (click here) located at the bottom of the screen.
2. The **Forgot Password** screen opens. Enter your **Email Address** and click **Next**.
3. Your **Security Question** appears. Enter a **Response** and click **Send Email**.

![Image of the Forgot Password screen](image1.png)

4. The **Forgot Password Confirmation** screen appears informing you that your password reset link has been sent to your registered e-mail address.

![Image of the success message](image2.png)
Section 3. Submit Teacher Shortage Areas

This section provides step-by-step instructions on how to submit teacher shortage data where States and schools are looking to potentially hire academic administrators, licensed teachers, other educators and school faculty in specific disciplines/subject areas, grade levels, and/or geographic regions.

3.1 Login

To login to Teacher Shortage Areas application proceed as follows:

1. Once you receive the email confirmation after successful registration on the TSA application, click the login link provided. You may also type the URL, https://tsa.ed.gov into an Internet browser.

2. The Teacher Shortage Areas Warning screen appears. Click on Accept to accept the terms and conditions.

3. The TSA Sign In screen opens. Enter your Email Address and Password and click Next. The system will send a verification code to your registered email.
4. *Enter Verification Code Screen* appears. Enter the 6 digit verification code sent to your email and click **Sign In**.

5. The *My Submissions* screen appears.
After receiving the successful registration email confirmation, when you login to the TSA application for the first time and accept the **Warning**, you will see the **Rules of Behavior** page. Read the Rules of Behavior, check the box to agree, click **Next** to go to the **Sign in with your TSA Account** screen.
3.2 My Home/My Submissions

After logging in to TSA application, *My Submissions* screen appears.

1. The Teacher Shortage Area screen opens with data prepopulated from previous year. User can edit existing information by clicking on *Edit*.

![Image of My Home/My Submissions screen]

3.3 Submitting Data

To submit Teacher Shortage data proceed as follows:

1. After logging into TSA application, *My Submissions* screen appears. Click *Start Submission*.

![Image of Submitting Data screen]
2. The **Teacher Shortage Area** screen opens. User can enter new information for the current year.
3. Enter the value for question 6.

If total FTE count is greater than FTE in any one of the shortage areas that is already in the system then, the system will display the message as follows. Click on OK before moving on to question 7.

```
Note

You have at least one shortage area with FTE count greater than Total FTE
```


When “Yes” is selected for Question 7, then Question 8 appears.

If “No” is selected for Question 8, then Question 9 appears.

7. Does the total of proposed teacher shortage areas exceed the automatic designated limit of 5 percent of the total of all of the full time equivalent (FTE) teaching positions?
   * Yes ☐ No

8. Has the Department previously approved the alternate methodology used for determining this year’s teacher shortage areas?
   ☐ Yes ☐ No

9. Is the state proposing an alternate methodology for first use in this year?
   ☐ Yes ☐ No
5. Supporting documents are required if you are requesting approval of a new alternative method. You can upload supporting documents under **Submission Documents** section by clicking on **Choose Files**.

6. Review the shortage areas listed in the data summary table.
   (A) You may delete any shortage areas that are not on this year's list.
   (B) Update the FTE for each area that is not still on your list.
   (C) You may also make any other edits needed to the pre-populated shortage areas.

7. You need to add additional shortage areas. To do so, click the **Add New Record** to enter Teacher Shortage Areas in the **Data Submission**.
a. The **Add New Record** dialog box appears allowing you to select the type of shortage area.

   Note: Entering the geographic area is optional.

b. If you select **Geographic**, the **Geographic Record** screen appears. Enter the requested information and click **Add**. Note: the FTE percentage will calculate automatically.
c. If you select **Subject Area**, the **Subject Area Record** screen appears. Enter the requested information and click **Add**. Note: the FTE percentage will calculate automatically.
d. If you select **Both**, the *Geographic/Subject Area Record* screen appears. Enter the requested information and click **Add**. Note: the FTE percentage will calculate automatically.
e. The Teacher Shortage Area is added and listed in the **Data Summary** section of the screen. To make changes to the record you entered, click **Edit**.

![Data Summary](image)

f. The **Edit Record** screen appears. Update the ‘Number of FTEs’ field with the desired value and click **Update**. Note: the ‘FTE percentage’ will calculate automatically.
The changes you made are listed in the **Data Summary** section.
h. If you are not ready to submit the application, click **Save as Draft** on the bottom of the Teacher Shortage Areas screen. You can edit the information anytime before you submit. The application will not be considered for review until you click on **Submit**.
8. The **Confirmation** screen appears, click **Close**.

![Confirmation Screen]

9. The **My Submissions** screen appears, click **Edit**.

![My Submissions Screen]
10. The **Teacher Shortage Area** screen appears displaying the record you entered. Edit the information as needed and click **Submit** when finished.
11. The *Submission Confirmation* screen appears informing you that your application has been submitted successfully. Click **Close**.

![Submission Confirmation Screen](image1)

12. The *My Submissions* screen appears with the updated status.

![My Submissions Screen](image2)

### 3.4 My Profile

To view your Profile proceed as follows:

1. Select the **My Profile** from the top menu.
2. The **My Profile** screen opens allowing you to view your information.
To request a new subject area and/or discipline proceed as follows:

1. Select **Request Subject Area/Discipline** from the top menu.
2. The **Request New Subject Area/Discipline** screen opens.

3. Select **Subject Area or Discipline** from the drop-down list.
4. If you select **Discipline**, you will have to enter both **Subject Area** and **Discipline**. Click **Submit**.
5. The **Request Confirmation** screen appears informing you that your request was successful. Click the link to submit additional requests or click **Close**.

### 3.6 Contact Us

If you have comments or concerns regarding the status of your individual submission, contact the U.S. Department of Education as follows:

1. Select **Contact Us** from the top menu.
2. The **Contact** screen opens. Enter the required information and click **Send Message**.
Section 4. Technical Support – Help Page

If you have any technical issues logging in to the application, contact the U.S. Department of Education as follows:

1. Select Contact Us from the top menu. The Contact screen opens.
2. Enter the required information in the Message box and click Send Message.
3. You can also send an email to the Technical Department at ciss_tsa@ci-ss.com
Section 5. Reporting

Note: Reports can be generated without logging in or registering.

To generate a new report proceed as follows:

1. Select **View Report** from the top menu.
2. Select **Criteria for different fields** from the drop-down list. (Hint: The fewer criteria selected, the better the results. For ex. begin with School Year and State then choose other criteria based on the results.

3. For ex. Select School Year as ‘2018-2019’, State as ‘VA’ and Click **Submit**
4. The teacher shortage area report is generated. Data may be exported to either excel or pdf, if desired by clicking on Export to Excel or Export to Pdf.
Section 6. Frequently Asked Questions

1. Click on FAQ from the top menu to view the Frequently Asked Questions about TSA application.
Section 7. User Guide

1. Click on User Guide from the top menu to view the TSA application User Guide which has the details about the application. Also, users can download this User Guide in PDF format.
# Appendix A - Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFEL</td>
<td>Family Federal Education Loan</td>
</tr>
<tr>
<td>OPE</td>
<td>Office of Postsecondary Education</td>
</tr>
<tr>
<td>TSA</td>
<td>Teacher Shortage Areas</td>
</tr>
<tr>
<td>SLS</td>
<td>Supplemental Loans for Students</td>
</tr>
<tr>
<td>TEACH</td>
<td>Teacher Education Assistance for College and Higher Education</td>
</tr>
</tbody>
</table>