UIC ERROR RESOLUTION GUIDE

BEST PRACTICES FOR UIC RESOLUTION

Should you encounter errors related to student UICs, you can attempt to resolve the issues by following these steps:

1. Check your student's core information (last name, first name, date of birth, and gender) within CTEIS to determine whether it matches the fields found in the MSDS.

   - The **Last Name** field should include any necessary suffixes (Jr., II, etc.).

   - The student's middle initial is NOT required to match the record in the MSDS, but including it may assist you in obtaining a match.

2. In the MSDS, if a student has multiple primary UICs, ensure that they have been linked by your UIC Resolver.

   - You can search for your students' core information within the MSDS to help determine their primary UICs.

3. If primary UICs can NOT be linked due to students having similar names, contact OCTE or the CTEIS Help Desk for assistance in overriding the error.

> If you do not have access to the MSDS, contact your UIC resolver.

> Newly-linked UICs generally require 1-3 days to resolve. You can check for a resolution by pressing the **Update Student** button on the **Manage Students ➜ Student Details** tab within CTEIS.

TROUBLESHOOT ENROLLMENT DATA ENTRY ISSUES

The process of validating your enrollment data generates a list of errors and warnings discovered within your entries. You can troubleshoot problems by first determining the type of problem CTEIS is showing you.

- The **ErrType** column will describe whether your issue is an error or a warning. The **Error Level** and **UnitName** columns will indicate if the error is linked to a course, student, or enrollment record and will also indicate which entry contains the error.

Should you encounter errors related to student UICs, you can attempt to resolve the issues by following these steps:

1. Check your student's core information (last name, first name, date of birth, and gender) within CTEIS to determine whether it matches the fields found in the MSDS.

> The "Last Name" field should include any necessary suffixes (Jr., II, etc.).

> The student's middle initial is **NOT** required to match a record to the MSDS; however, entering a full middle name can greatly improve the system's matching capability.

2. In the MSDS, if a student has multiple primary UICs, ensure that they have all been linked by your UIC resolver.

> You can search for student core information within the MSDS to help determine a primary UIC.

3. If primary UICs can **NOT** be linked due to students having similar names, contact the CTEIS Help Desk for assistance.

Please note that you will need to contact your UIC Resolver if you do not have access to the MSDS. Remember that CTEIS generally requires 1-3 days to resolve newly-linked UICs, but you can manually update them by clicking the **Update Student** button on the **Manage Students** screen.
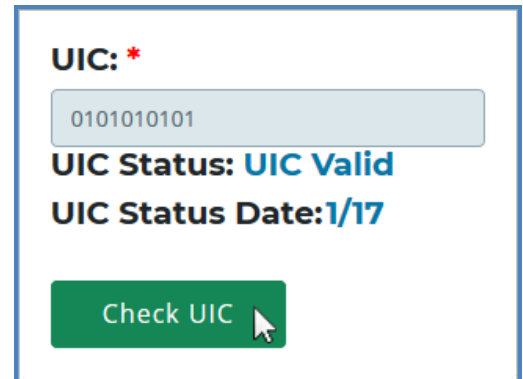
ISSUE TABLES

Error Level	Error Message	Resolution
Student Core Information Error Messages Resulting from using the "Check UIC" Button or CTEIS Validation		
UIC	Core fields do not match submitted UIC (NNNNNNNNNN) – Check the student's Core field (First name, Last Name, DOB and Gender against what was submitted in MSDS)	Review this student on the Manage Students screen and contact your MSDS resolver if necessary.
UIC	Last Name, First Name, and DOB found with different Gender for submitted UIC (NNNNNNNNNN) – May need resolution by your UIC resolver (link the two UICs) or check the gender of the student	Review this student on the Manage Students screen and contact your UIC resolver if necessary.
UIC	No UIC found matching these core fields – – Check the student's Core field (First name, Last Name, DOB and Gender against what was submitted in MSDS)	Review this student on the Manage Students screen and contact your MSDS resolver if necessary.
UIC	Submitted UIC (NNNNNNNNNN) Invalid; UIC found based on fields (XXXXXXXXXX) – Contact CTEIS Helpdesk to change the UIC to the new primary UIC	Contact the CTEIS Help Desk for assistance.
UIC	Submitted UIC: NNNNNNNNNN does not match core fields. – Check the student's Core field (First name, Last Name, DOB and Gender against what was submitted in MSDS)	Review this student on the Manage Students screen and contact your MSDS resolver if necessary.

You may use the following reports to troubleshoot data entry errors linked to student UICs and grades:

CHECK UIC BUTTON

- UICs are checked every time a student record is stored manually.

- In the **UIC** panel of the **Manage Students** screen, you can enter a student's core fields and click the **Check UIC** button to verify a student UIC without saving the student record.

UIC: *

0101010101

UIC Status: UIC Valid

UIC Status Date:1/17

Check UIC

- CTEIS automatically checks UICs included with imported records but may take 2-3 days to do so. To expedite this process, use the Check UIC button.

- The results from using the Check UIC button will tell you if the UIC provided is recognized as a primary or secondary UIC, or if it is unlinked. This is useful for resolving UIC errors.

To use the Check UIC button:

1. Open the **Manage Students** screen.

2. Choose the student's sending facility from the **Select Building…** drop-down menu to load students from that building into the student grid. Alternatively, enter the student's UIC or last name into the **Search By UIC/LastName** search box and then click the **Search** button.

3. Click the **student icon** of a student whose UIC you wish to verify. **UIC information** is displayed in a panel.

4. Click the **Check UIC** button to ensure that the entered UIC is valid and that CTEIS is able to locate the student's core information within the MSDS.

BAD UIC BY BUILDING REPORT

This report displays invalid UICs. It also shows the UIC, student name, gender, date of birth, and associated errors for all the enrolled students within a building. Use this report to locate and print students who do not pass the enrollment validation check.

Michigan Department of Education
Office of Career and Technical Education - CTEIS Report

Invalid UICs

CEPD 99
Fiscal Agency School District (22222)
Building High School (33333)
Home Facility High School

UIC	Student Name	Gender	DOB	Reason
8888888888	Aman, N.	M	5/21/2001	Core fields do not match submitted UIC (8888888888)
9999999999	Bman, H.	M	4/4/2002	Core fields do not match submitted UIC (9999999999)

UIC WITH NO CURRENT MSDS REPORT

This report displays a list of students with invalid or expired UICs. Use this report to verify that all of your students have been updated through CTEIS and contain matching records within the MSDS. Check with your UIC Resolver to fix student UIC and MSDS issues.

Michigan Department of Education
Office of Career and Technical Education - CTEIS Report

UICs with No Current MSDS Record

CEPD 99
Fiscal Agency School District (22222)
Building High School (33333)
Home Facility High School

UIC	Student Name	MSDS Date	Exit Status	Grade Level
8888888888	Aman, N.	5/2	19	
9999999999	Bman, H.	4/4	19	

Please refer to the Directions for Updating MSDS Records within CTEIS document found on the CTEIS home page under the 4483 links.

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FURTHER ASSISTANCE

The following resources are available if you need further assistance troubleshooting CTEIS errors and warnings:

- Requests for technical assistance with CTEIS may be directed to the CTEIS Help Desk at cteis.help@PTDtechnology.com or (800) 203-0614 x128.

- General questions regarding CTEIS and the report submission and review process may be directed to the Office of Career and Technical Education at Fax: (517) 241-5347.

- If you have UIC resolution problems and cannot contact your local UIC resolver, you may contact the CEPI Help Desk at (517) 335-0505. Please contact CEPI only if your resolver is unavailable.