UIC Error Resolution Guide

During your reporting process you may encounter UIC errors. This document gives you information on the possible UIC errors and how to resolve the UIC errors. UIC errors happen either when you are on the Student Demographics page and click the **Check UIC button** or when you run a validation check from the Report Submission page**.**

UIC

The **Student Details** tab has the five core UIC fields CTEIS uses to verify your entries with those housed within the Michigan Student Data System (MSDS).

UIC: All students enrolled in state-approved CTE programs, including home-schooled and privately-schooled students, have a Unique Identifier Code (UIC) assigned by CEPI (the Center for Educational Performance and Information). This UIC _must be entered_ before CTEIS will accept student data, and your entry must also match the code on record in the Michigan Student Data System (MSDS). You may use the **Check UIC** butt on to verify the status of a student's UIC, and you may also enter the last name, first name, or date of birth to search for a current UIC on file. In the event of a missing UIC, contact your local UIC Resolver to obtain the relevant information.

Last Name / First Name / MI: Enter the student's full name (last, first, and middle initial) as it appears in your official student database or on a birth certificate. The name you enter must match the one found in the UIC master file. **MI** (middle name) is optional.

DOB: Enter the student's date of birth. This date must match the UIC master file and will be accepted in the mm/dd/yyyy format.

Gender: Choose the student's gender from the dropdown menu. This selection must match the information in the UIC master file.

UIC Status / UIC Status Date: These are read-only fields that display whether a student's UIC is currently valid and the date when the UIC was last verified. You may use the **Check UIC** button in the right pane of the "Student Details" tab to verify that the student's UIC matches the one on record in the MSDS. To view details related to the various UIC codes you may see, please review the _Section: UIC Issues Table._

MSDS Last Updated: This is a read-only field that displays the date when the student's demographic information was last updated from the MSDS. If the student is new, this field will show that an MSDS update is pending. If this date is earlier than the school year start date, CTEIS will flag the student as expired.

Check UIC button

- UICs are checked every time a student record is stored manually.
- On the **Student Details** page of the **Manage Users** screen, you can enter a student's core fields and click on the **Check UIC** button to verify a student UIC without saving the student record.
- Imported records may take up to 2-3 days to have their UIC checked. 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, open the **Manage Students** screen and then follow the steps based on whether the student is an existing student or a new student:

Existing Students:

      a. Locate the existing student either by building or by doing a Last Name/UIC search.

      b. Click on the blue student icon to the left of the student's name to open the Student Details page.

New Students:

      a. Click on the **Add Student** button.
      b. Enter the **Student Core Information.**
      c. Click on the **Check UIC** button to ensure that it is a valid UIC and that the student's core information is correct.

Useful UIC Reports

Use the following reports to review students with UIC errors:

Bad UIC by Building

This report shows the UIC, student name, gender, date of birth, and UIC errors of all the enrolled students within a building. Use this report to locate and print students who do not pass the Enrollment validation check.

UIC With No Current MSDS

This report displays a list of students with invalid UICs. Use this report to verify that all of your students have matching records within the MSDS. Check with your UIC resolver to fix student UIC and MSDS issues.

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.

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 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 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. Also, newly-linked UICs generally require 1-3 days to resolve. You can check for a resolution by clicking the **Update Student** button on the "Student Details" tab within the "Manage Students" screen.

UIC Issues Table

The UIC issues table, given below, displays the error message in the first column. The second column holds an explanation of the message since often the message itself is abbreviated or too technical to understand for basic troubleshooters. The third feedback column gives the resolution, or a course of action, for dealing with the error or warning. Errors MUST be corrected and warnings should be closely inspected to complete the validation process.

Incorrect information may result in issues like:

- Students in the wrong course
- Students with wrong segments

Use the **Bad UIC by Building** report and **UIC with NO current MSDS** report to make sure that your data is correct.

Troubleshooting problems resulting from the "Check UIC" button on the Manage Students Page or the CTEIS validation checks on the Report Submission page.

Error Message	Meaning	Resolution

No UIC Provided. UIC found based on Fields:	No UIC was entered into CTEIS, but a UIC was found in the MSDS using matching data from the core fields.	This UIC is correct; use it in the future for reporting on this student.
Core fields do not match submitted UIC [#] :	Information entered into the core fields in CTEIS match none of the core fields found in the MSDS for the specified UIC.	Make sure that the UIC is typed correctly and verify the core fields. If all of this information is correct, check to see if the student is a new enrollee. Students must be reported to the MSDS before they will match. If this is the first enrollment for a student (as in the case of an exchange student or someone who just moved into the state), the MSDS reporter should report them as enrolled. The student will then have a record in the MSDS.
Submitted UIC [#] Invalid; UIC found based on fields [NewUIC#]:	The UIC entered into CTEIS does not match the UIC stored within the MSDS.	Contact your UIC Resolver. View the student in MSDS by either linking the two UICs or contact CTEIS Help Desk to switch them.
Last Name, First Name, and DOB found with different Gender for submitted UIC [#]:	UIC entered into CTEIS does not match the gender listed for this UIC in the MSDS.	Contact your UIC Resolver. To view the student in MSDS either correct it in CTEIS or update the value in MSDS.
No UIC found matching these core fields:	UIC entered into CTEIS does not match the core UIC fields listed for this UIC in the MSDS.	Contact your UIC Resolver. To view the student in MSDS examine the spelling of Names and Date of Birth.
UIC Invalid (return code: [returnCode]. See UIC Resolution Guide:	UIC entered into CTEIS is invalid.	Contact your UIC Resolver.
UIC [#]: Missing required information:	Required student information is missing.	Check the student's profile and verify that all required fields contain the proper information.

> "UICErrors" may also appear alongside the error reasons noted in the above table. Address these errors as suggested in the "Resolution" column.

Further Assistance

- Requests for technical assistance with CTEIS may be directed to the CTEIS help desk at cteis.help@ptdtechnology.com or 1-800-203-0614 x127.

- General questions regarding CTEIS and the report submission and review process may be directed to the Office of Career and Technical Education at 517-373-3373.

- 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 only do this if your resolver is unavailable.