

UID Student Frequently Asked Questions (FAQ)

Last updated 2/1/2011

General

1. What does the acronym CEDARS stand for?

NC Common Education Data Analysis and Reporting System.

2. How does CEDARS relate to UID, NCWISE, and reporting?

CEDARS have multiple projects that fall within it - UID, Data Warehouse and Reporting. NCWISE provides the preferred student id to the UID system (UID integrates this id to multiple systems. NCWISE is the primary system for student demographic therefore it will also provide information to the CEDARS-data warehouse.

3. In CECAS when we are entering a new student do we need to leave the NCWISE field blank?

CECAS has informed the users that if they definitely know the ID then put it in, but if any doubt then leave it blank.

4. Where can I find an updated list of contacts for each LEA?

Statewide UID Student User Contact List

<http://www.ncpublicschools.org/docs/cedars/uniqueid/student/training/support/contact.pdf>

Statewide UID Student Program Users Contact List

<http://www.ncpublicschools.org/docs/cedars/uniqueid/student/training/support/program-list.pdf>

5. How does NCWISE relate to UID?

NC WISE data is considered to be the Authoritative Source for data in UID. All submitted student records are compared against NCWISE student information.

6. Who do we contact when we have questions?

Submit a help desk ticket to the Service Desk (dpi.incidents@its.nc.us).

7. What do we use for the username and password to sign-in to the UID Student System?

User your NCID username and password.

8. What is AFP?

Automatic File Processing is how the student records are submitted to the UID system from the Source Systems.

9. What is a UID Batch?

A UID batch is a file that is submitted to UID from the source systems and processed. The Batch contains records which can be in various states: Canceled, Near Matches, IDs assigned, etc... It encompasses everything that has happened with the records from the Student Extract file that was submitted by the Source System to UID.

10. What is the Student Extract File?

This file is created and submitted by the Source Systems. It contains student demographic information and is used by the UID Matching Engine for match or near match comparison.

11. When are the Student Extract files submitted / scheduled?

NC WISE – Daily at 8:00 pm

MIS2000 (Migrant) – Every 2 weeks on Friday morning.

More At Four – 28th Day of Month

CECAS (EC) – 22nd of Month 4:00 pm

LEP – Daily (no time provided)

Neglected and Delinquent (N&D) – Daily at 3:00 pm

12. What is the UID Matching Engine?

The UID matching engine determines if two students are the same or different. The Matching Engine will return one of three decisions:

Match: If a Match is encountered, the UID Matching Engine will automatically assign the NCWISE ID of the matching student to the record being submitted.

Near Match: If the UID Matching Engine encounters a Near Match, multiple Matches, it will mark the record as 'Resolve Near Matches'. These records need to

be reviewed and resolved by LEAs and Charter Schools on a **daily basis**.

No Match: If the UID Matching Engine finds no matching student(s) records this is considered to be a No Match. The UID Matching Engine will then automatically assign a new NCWISE ID to the record being submitted.

13. What is a Near Match?

When the submitted student record contains some demographic information that matches one or more records it was compared to from NCWISE.

14. What fields does the UID Matching Engine use to determine if the submitted record is a No Match, Near Match, or Match?

First Name	Gender
Middle Name	Social Security Number <i>(when provided)</i>
Last Name <i>(includes suffix if specified)</i>	Alternate Last Name <i>(if Last Name is not given).</i>
Date of Birth	

15. Why are the Program Schools submitting the file to UID?

NCWISE is the system of record for demographic data for all students in the state. Programs have students that are not in NCWISE public schools and need to be accounted for; therefore, they submit students to UID and in turn are put into NCWISE.

16. In the Program Schools; who does what, when, and why?

The program schools submit students to UID on a bi-weekly or monthly basis automatically. Some programs have regional, LEA or state personnel that resolve near matches within UID and also maintain student data within NCWISE as long as the student is in the program and not a public school.

17. How does a Data Manager know if they are doing what they are expected to do?

If they are managing student batches in a timely manner and being cautious about their decision when resolving near matches and reporting inconsistencies to the

service desk, then they are doing what is expected.

18. What does resolving the Near Match records really do?

Resolving the Near Matches, resolves the submitted record as a Match or No Match to the correct student ID. It also prevents duplicate student records from being created in NCWISE.

19. Who at the School and Charter School level deals with resolving near matches?

Schools – LEA Coordinator or Data manager depending on how the district decided to manage.

Charters – Data manager or contracted vendor depending on how structured.

20. Are students entered into NCWISE compared to all students already in NCWISE in all counties?

Yes, because NCWISE communicates with the UID Matching Engine on a nightly basis, every new student entered into NCWISE goes through the same comparison process even though they are being entered into NCWISE.

Technical

1. What Internet Browser versions does UID support?

UID supports Internet Explorer 6, Internet Explorer 7, and Firefox 3 (Mozilla). If you are using Internet Explorer 8 (or higher) do the following:

- Within Explorer 8, at the top, there is an icon that looks like a ripped piece of paper called "compatibility mode." If you click that, it will ask if you want all of the state.nc.us domain to use compatibility mode. Click yes, and it all works.

OR

- Download Mozilla Firefox and use that instead of Explorer 8.

Registration

1. How do I obtain instructions to access the UID Student system?

The UID website contains links to UID Student Account Registration at:
<http://www.ncpublicschools.org/cedars/uniqueid/student/registration/>

2. Why do I need an NCID? What is the purpose of the UID registration?

NCID is the State's single sign on User ID and password. (<http://www.ncpublicschools.org/ncid/>) DPI is slowly phasing in applications to use the NCID username and password to authenticate. Over the next few years, more and more systems will begin using NCID. In order to access the UID Student system, a user must first have an NCID. You need only one NCID that you will then use for ALL systems that integrate with NCID for authentication purposes.

3. Are UID Student and UID Staff the same application?

No, UID Student and UID Staff are separate applications. If you need to access both UID Student and UID Staff, you will need to register separately for each application. Registering for one application will not grant you access to the other. Training is also different for each application so please review materials for both UID Student and UID Staff if you are using both applications. Training materials can be found at <http://www.ncpublicschools.org/cedars/uniqueid/>.

4. I have tried to log in to the UID Student system but it says I am not registered. (i.e., invalid login credentials)

Make sure you have received notification that your account has been approved and allow up to 4 hours for the system to be updated. If you still are unable to access try the following:

- Enter the User ID in lowercase (password is case sensitive and must be entered exactly as created)
- Verify your NCID account is active - <https://ncid.nc.gov/>

If the actions above fail, contact the DPI Service Desk at 919-807-4357 or help@dpi.state.nc.us .

5. What is the process for adding additional LEA users?

Additional LEA users are entered into the system following the steps outlined in the UID Student registration instructions provided from the UID website. See #1 above for more information on UID Student registration. You will need to contact DPI via email using studentid@dpi.state.nc.us to request approval for the new LEA user.

6. I am an LEA administrator but I do not see school users that need to be approved.

Ensure the user has completed all three steps for UID Student registration. See FAQ #1 for more information on UID Student registration. If the user has completed the UID Student registration process, upon reentering UID Student registration they will receive a welcome message indicating they have already registered.

If the user has completed all registration steps, they may have registered at the LEA level rather than at the school level. You will need to contact DPI via email using studentid@dpi.state.nc.us to request a change in the user level.

If an additional LEA level needs to be approved, you will also send that request to studentid@dpi.state.nc.us, so that we know to approve the new user at the LEA level.

ID Process

1. Please elaborate further on the Preferred NCWISE ID.

The Preferred NCWISE ID will always be the NCWISE number assigned to the submitted student recorded / already NCWISE student.

2. How are they creating new numbers when the student already exists?

We have encountered many instances recently in which UID Student system users have made poor match decisions (usually by clicking “No match” when they should have clicked “Match”) that have caused students to be assigned additional unique student IDs and appear in NCWISE more than once.

3. Please explain why you would add the other sources as a new ID instead of sending the NCWISE ID to those other sources, creating a ton of duplicates.

IDs that come from NCWISE are sent to the other source systems. The only time a new ID comes from another source is if the student does not exist in the UID system. Then a new student number is assigned and sent to NCWISE.

4. What is the internal ID?

ID assigned by the UID system – not used by the LEA. We use the Preferred NCWISE ID.

5. What is the Preferred ID v/s Local ID?

Preferred ID is the NCWISE ID of the student.

Local ID is used in the source system to uniquely identify the student. The Local ID is unique to the Source System.

Resolving Near Matches

- 1. If there are multiple near matches (for example 3) and one is a match, while the others are not; how should that be handled?**

When a student has more than 1 near match record, you must review each student to determine if either of the records is a match. Clicking No Match means that none of the matching records are a match to the student under review and creates a new ID. If one of the records is a match, then you need to click the radio button next to that record and click the Match button to match the two records.

The selection of No Match applies to ALL near match records and does not remove a specific record from the comparison.

- 2. What do we do about possible matches with Charlotte/Meck and Wake County?**

Some Charlotte and Wake students were loaded into the UID system and if you are sure about the student number then resolve the student but if not then report to Service Desk.

- 3. When we get the screen to compare Student ID and we see info from another school, is this info current or could it be info that was held after a student has moved?**

The info could be current (verify in NC WISE) or the student moved and still needs to be resolved.

- 4. When I access the system, I see some batches but they all say Download IDs. How do I know if I have any Near Matches to resolve?**

When you initially log into the system you see the most recent batches for your LEA or school (depending on your level of access). If you only want to see batches that have near matches remaining, you can apply a filter. At the top of the screen, change the Processing Stage to 'Resolve Near Matches', then click the Filter Results button. You will now see only batches that have near matches you need to resolve. Use the navigation at the bottom of the page to the Next page, etc.

- 5. When will the script to remove a student from multiple batches be run and how often will it be run?**

The script has already been implemented and is currently being run every two weeks.

6. How does UID decide which LEA gets the record as a near match?

The records are produced based on the information sent from NCWISE regarding where the student existed at the time the file was generated.

7. On the compare screen if the student information of the NCWISE record is more accurate than the student record submitted by CECAS, do we make corrections in CECAS and then click match?

No, NCWISE is the authoritative source when resolving Near Matches. In this instance the NCWISE data is more accurate than the data of the submitted record. When you resolve the record as a Match the NCWISE data will be updated in UID and sent to CECAS (or other source systems).

8. What should I do if the Preferred NCWISE number is not the same as the issued NCWISE number?

Submit a ticket to the Service Desk with the student information. This could be a possible duplicate student record in NCWISE due to a wrong decision being made during the Near Match Resolution process or duplicates created by users in NCWISE.

9. When looking at the compare screen, how are you sure which student record is from NC WISE?

Always look at the Source System field to verify where the record is coming.

10. Why is the school year different on the compare screen?

UID records the year by the end of the school year, so the 10-11 school year will be presented as 2011

11. What happens when both records are from NCWISE?

The process is still the same, you will compare the two records and determine if they are a “No Match” or “Match”. If they are a “Match” and the NCWISE IDs are different, **do not resolve the record by clicking the “Match” button**, notify the Service Desk via e-mail informing them of the duplicate student record. They will conduct research and determine which record to keep. You will be notified once the process has been completed.

12. When you match, which record merges to which record?

If the submitted record is from NCWISE and it is a “Match” compared to the “Near Match” record then the submission data will overwrite the “Near Match” data. **This is only if the submission record is from NCWISE.**

If the submitted record is from LEP, More at Four, Migrant, N&D, or CECAS the “Near Match” record will not be updated by the submission record. The existing data from the system will be sent to the source system that submitted the record.

13. We have found that when a school updates the student’s demographic information, the latest changes appear in the submission record section (student under review). If we match, does the near match overwrite the submission record even though the submission record is the most recent update?

If the submitted record with the most recent updates is from NCWISE and it is a “Match” compared to the “Near Match” record then the submission data will overwrite the “Near Match” data. **This is only if the submission record is from NCWISE.**

If the submitted record is from LEP, More at Four, Migrant, N&D, or CECAS the “Near Match” record will not be updated by the submission record. The existing data from the system will be sent to the source system that submitted the record.

14. Why is there such a high maintenance task with resolving the Near Match batches?

If Near Matches are managed on a daily basis the task is small. If multiple batches are left unattended for long periods of time there is more work. This year we also had a federal change regarding race and ethnicity that affected all students causing a high volume of work to resolve.

15. When a record is resolved as a match does the demographic information from NC WISE get populated in the Program Schools system?

Yes, if the program systems are consuming all data from UID.

15. How often should near matches be resolved within Student UID?

Users should resolve near matches on a daily basis.

16. I noticed the data in the matching record is not correct. What should I do?

If you see the incorrect data in an existing record, contact the NCWISE LEA or School coordinator to request that the data be corrected. Once the data is correct in NCWISE, it will be loaded that night and will update the UID system. The change will appear on the near match screen with a note stating the record has been modified since the near match was created. You can now resolve the Match and the correction will update the original source of the student under review.

17. What is the "Notes" link on the 'Compare Student Information' page used for?

Student notes can be added during the Near Match Resolution process to help clarify information on a student. If an existing NCWISE record has demographic information in Student UID that is not current, a call should be made to the appropriate NCWISE data manager and a note should be made to indicate that the request was made to update the data in NCWISE. A note should also be made if two student records are very similar, but are not a match (Twins for example).

18. I am looking at a near match and it is obviously two different students. Why did this near match appear?

Check the SSN field. If you notice that the SSN field, even though it is masked, is not highlighted or italicized, this means they are the same. There is a rule in the system that forces a near match between students who have the same SSN. This brings the issue to your attention so you can fix whichever record(s) has the incorrect SSN.

19. I notice the Comments field has what seems to be the NCWISE ID in it. Should I use this information to make my Match choice?

No. The Comments field appearing on the Student record under review programmatically includes the IDs for all the records in a near match status with this student. Do not use the Comments field to make any decisions. Users should review the demographic fields, especially noting the fields highlighted in yellow and italicized to guide your research and decisions.

20. What is Download State ID?

Once all records are resolved, the batch status will change to Download State ID. There is currently no reason for a user to download the IDs. DPI source systems are automatically notified of assigned IDs and work to integrate them into their systems. If for some reason your LEA wants to have a listing of the IDs locally, you can click the Download State ID button to save a local copy. Users may either open the file or save it to their local computer.

Duplicate Students

1. Why are there some IDs being inserted into the Schools database?

New students should show up in the program schools, but some duplicate students are showing the student is resolved incorrectly and is given a new id by the UID system and then added to regular schools in NCWISE.

2. If a query in the repository causes no student to show, do we assume it was a duplicate and has already been taken care of?

Yes

3. We have the issue with pulling 401/402 students (UID students) into our LEA. Once we pulled them in we reassigned them to “Member Standard” rather than “Visitor”. When processing the PMR all of the 401/402 student were still being counted as visitors for their current schools. Is this a known issue that will eventually be resolved or is it something we now have to look out for?

It is a known issue and being investigated. In order to resolve it the “Ignore Flag” can be checked or activated until further instructions are given.

4. What should be done if we have already identified a student to be a duplicate and report that information to the Service Desk, then that same student shows up in a different batch?

Once the duplicate has been reported, there will be no need to report it again. When UID receives the list of records to delete and keep, it will cancel all near matches in which the duplicate student is found.

5. In trying to match a CECAS record to NCWISE, the Preferred NCWISE number showing in the UID system is different from our NCWISE number in our NCWISE system. Why would this happen?

The number in CECAS may be incorrect or there could be a duplicate student in NCWISE.

6. What happens with merging if both records are from NCWISE?

This could be a duplicate student in NCWISE and the IDs need to be reported to the service desk via e-mail. Include the First and Last Names, the Batch number for the record, along with the NCWISE ID for each record.

7. What is happening that's causing duplicate records to be created?

We have encountered many instances recently in which UID Student system users have made poor match decisions (usually by clicking "No match" when they should have clicked "Match") that have caused students to be assigned additional unique student IDs and appear in NCWISE more than once.

8. Can someone at the District level make the appropriate changes or do we contact the school to make the official changes in NCWISE?

This answer is dependent upon your LEA's process for making data changes in NCWISE.

9. Middle names are not required in CECAS but are required in NCWISE. Are we now required to enter middle names for new students entered in CECAS?

Middle names are not required to be entered into CECAS.

10. What will happen in the case where the determination has been made that a Migrant record is a match to the NCWISE record and the student information needs to be corrected. Is it corrected by the DPI Migrant dept?

If the student in question exists in a public school and not the program school then the data manager for the school needs to update the student data in NCWISE. If the student is in the migrant program school then the Migrant dept will need to update the data NCWISE.