

# Center for Educational Performance and Information

## *MSDS FAQs*

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## GENERAL INFORMATION

**Q: I am new and have never used the Michigan Student Data System. What do I do?**

**A:** Please visit our [Help and Support web page](#) for basic information and the security form you will need to submit to gain access to the MSDS.

**Q: I have gained access to the MSDS application. Now what do I do?**

On the [MSDS web page](#), you will want to view the *MSDS New User Tool Kit*, the *MSDS District User Training Manual*, the *MSDS Collection Details Manual*, and the *MSDS Collection Component Matrix*. The MSDS site also includes many additional resources.

**Q: When is my collection due?**

**A:** All MSDS collection dates can be found on the [CEPI calendar page](#).

## DATA SUBMISSION

**Q: How do I update a student's name, date of birth, gender, etc.?**

**A:** There are a couple of ways you can update a student's demographic information:

1. You can submit the updated information with the student's record in your Fall/Spring/End-of- Year General Collection or your Student Record Maintenance Collection. Student Records will be updated after the collection has been certified and the collection close process has been completed.
2. The primary education providing entity district can update the name, date of birth or gender in the Request for UIC collection. This is done by doing a search for your student, selecting the student and then clicking "submit and go to details." Make sure to update and save the record.

**Q: I am trying to update my students' information for assessment purposes. I've added several records to my Student Record Maintenance Collection, but for some reason, the changes were not submitted to the**

**BAA Secure Site. (BAA stands for the Bureau of Assessment and Accountability, and is now called the Division of Accountability Services.)**

**A:** The first step is to check your Student Record Maintenance Collection in MSDS to make sure you certified the collection once the students and their changes were added. Once you have certified the SRM, you can click on each student's record to make sure your records included the corrections you meant to submit. If your student record is corrected in the MSDS, and you don't feel DAS has current information, you can call DAS at 1-877-560-8378 or email them at [baa@michigan.gov](mailto:baa@michigan.gov) for assistance. For more information on the DAS and their deadlines visit the [MDE Assessment and Accountability web page](#).

**Q: Is it possible to totally delete a collection? I have not yet certified. If so, how do I do this?**

**A:** Yes. In the staging area overview you should see a hyperlink labeled "Delete." Click this link to delete all records in the collection.

**Q: I am a nonpublic school, working in the Early Roster Collection. What operating district number and ISD number do I use?**

**A:** You will want to use Operating District Number 84000 and ISD number 84.

**Q: I am trying to resubmit my certified collection. Do I need to decertify the one I sent before I send the corrected version?**

**A:** If the collection is still open, you must "decertify" the collection before uploading your corrected data. In the data staging area, you should see a "decertify" hyperlink next to the collection name.

If the collection is closed, you cannot decertify or update your data. If you discover a problem with your data immediately after the collection closes, please contact CEPI customer support at [cepi@michigan.gov](mailto:cepi@michigan.gov) for assistance in requesting to reopen your collection. Please note that we cannot guarantee your request will be approved.

**Q: I am the MSDS authorized user. When I try to certify my SRM, the screen just spins and never processes.**

**A:** The MSDS is currently compatible with Internet Explorer 8. If you are working in IE 9, 10, 11, Firefox or Chrome, then this may cause the quality review process to hang. If you are working in IE 9 or 10, you can click on the tools menu and make sure compatibility mode is checked. Then you will need to log out and back in again. If that doesn't work, CEPI recommends trying a different internet browser or finding a computer with IE8 installed.

## WORKING WITH UICs

**Q: My request for a new UIC was denied. How can I get this student a new UIC?**

**A:** When submitting a request for a new UIC, CEPI looks at the justification to try to understand where the student came from and why the student doesn't already have a UIC. If you do not provide this justification, your request will be denied.

Examples of justification are "the student was home-schooled," "the student is a new kindergartener," or "the student moved to Michigan from out-of-state."

**Q: I am linking my UICs. Which UIC should be the primary UIC?**

**A:** Instructions for linking UICs are found on page 46 of the [District User Training Manual](#). Once you submit the two UICs to be linked, CEPI decides which UIC is the primary based on the most recent "continuing record." Submit the UIC with the most recent, continuing record as the primary UIC.

**Q: I searched for a student and the student does not come up. But when I request a UIC, it says "record already exists." How do I correct this?**

**A:** It is likely your student has already been added to your Request for UIC Collection, but requires resolution. You can go to the "Request for UIC collection" by clicking "Student Data Submission," then "Data Staging Area." Enter your Entity Code, select the Request for UIC Collection from the drop-down menu (you can leave the certification status blank), then click "filter." You will want to click on the name hyperlink for the "Request for UIC Collection."

In the Request for UIC Collection, you should see your student listed in the list of students. To the right of the student, under Resolution status there will be a "Requires Resolution" link. Click the "Requires Resolution" link to bring up the UIC resolution screen. You will be asked to confirm whether the possible match record is the same as your submitted student. If so, you will use that UIC. If they are different students, you will click the "Request New UIC" button. Please note that if you request a new UIC for a student who requires resolution, that request must be approved at the state. It may take up to one week for this request to be approved. If you have submitted a student multiple times, please delete the redundant records.

**Q: Can I delete the UIC that I created? There are already two linked UICs for this student, and I accidentally created a third.**

**A:** Unfortunately we cannot delete UICs. You will need to link the new UIC with the existing two UICs. Instructions for linking UICs are on page 46 of the [District User Training Manual](#).

## FILE UPLOADS

### **Q: How do I upload a collection?**

**A:** On the [MSDS web page](#), please refer to the *MSDS District User Training Manual*, page 18 for instructions.

### **Q: I have a “Failed File Level Validation” error on my uploaded file.**

**A:** Since your file has not made it into the staging area, CEPI cannot see your data. To see your upload error(s), click on “Student Data Submission,” then “Uploaded File Status.” Click on the file name to read the error(s) that need to be corrected. You can review the [XML Validation Guide](#) for assistance. If you are preparing your file through a student information system, you may also want to contact your vendor.

For additional troubleshooting, go to the [MSDS web page](#), click on the collection, then check your XML file against the sample file.

#### Example of a common error:

The 'ZipCode' element is invalid - The value '48328' is invalid according to its datatype

#### **'ZipCodeType' - The Pattern constraint failed.**

In this example there is an extra apostrophe in the zip code (highlighted) which is causing the error.

#### Example of a common error:

The 'UIC' element is invalid - The value '' is invalid according to its datatype 'UICType' - The Pattern constraint failed.

Any time there is an (") it means you have reported a blank/empty field. Your file likely contains one or more bad fields that look like:

```
<UIC></UIC>
```

### **Q: My file uploaded successfully, and I corrected my errors in the staging area. Next, when I click “Quality Review,” I receive additional errors. Why are these new errors popping up in my quality review?**

**A:** For an explanation of why errors occur, you can refer to our [MSDS Collection Component Matrix](#). The business rules contained in these documents define the possible error messages.

There are 3 types of validations:

Schema/File Upload – Uploaded files must pass very basic rules in order to upload successfully (e.g., a file will fail if a required characteristic is not included). This error is called “failed file level validation error.”

Field/Record Level – These are the records you would see in the staging area for your collection, after successfully uploading your file. The majority of the business rules in the Collection Component Matrix are field/record errors. For instance, a student reported with a continuing exit status (19) and an exit date would trigger an error message for those fields.

Quality Review/Certification – These rules are the first items listed in the Collection Component Matrix tables. The Quality Review process looks beyond just the Staging Area of the current collection to determine if there are any problems. For example, a student who was reported with the Special Education Component and no exit data in the Fall General Collection, but was reported without any Special Ed. information in the Spring General Collection, could trigger a quality review error even though all staging area errors had been corrected.

## REPORTS

**Q: What do the different reports in MSDS include?**

**A:** The MSDS Report list, found on the [MSDS web page](#), identifies reports that can be run in the MSDS. It gives the details of the different reports, the location of the reports, what students are included, and what collection(s) the report is available with.

**Q: I am trying to run a report from the staging area. I have certified my collection. Why won't my report come up?**

**A:** Once a collection is certified, you can only run certified reports from the “Certified Reports” area. When a collection has not yet been certified, you can run the report from the “Staging Reports” area. For more information about MSDS reports, refer to the MSDS Report List on the [MSDS web page](#).

**Q: How do I find the direct certification report?**

**A:** You must be an authorized MSDS user with the Supplemental Nutrition role in order to view the direct certification report. Log into MSDS and click on General Reports on the left side of the screen. Click on the Direct Certification Student Status link. Select the School Year from the drop-down box. Select either CSV or PDF report format from the drop-down box. Type in your entity code and click on the Submit button.

**Q: I certified my collection today and I am trying to run my DS 4061. Why won't it come up?**

**A:** The DS4061 Audit Form is available for viewing and printing the day after a district certifies their collection.