MICHIGAN CTEIS

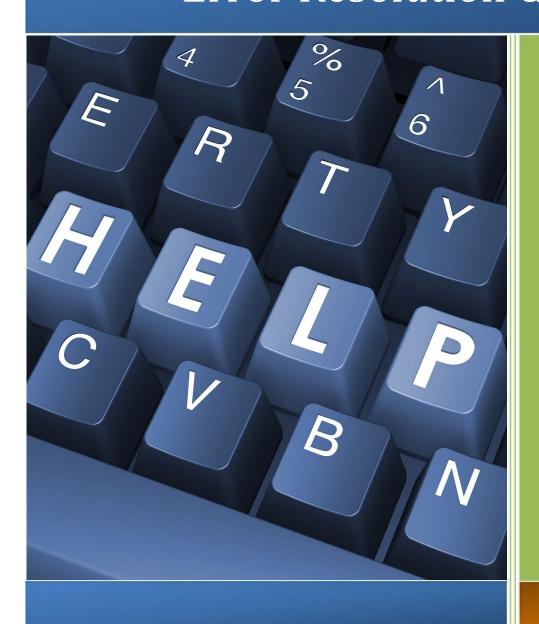# Enrollment & Completion Collection Error Resolution Guide

For

Building Reporters

ENROLLMENT ISSUES

During your reporting process, you may encounter three different types of issues:

1. UIC errors that occur either when you are on the **Manage Students ➜ UIC Panel** and push the "Check UIC" button, or when you run a validation check from the **Enrollment Completion ➜ Enrollment Collection Completion** page.

2. Non-UIC errors that occur when you run a validation check from the **Enrollment Completion ➜ Enrollment Collection Completion** screen.

3. Warnings that appear when you run a validation check from the **Enrollment Completion ➜ Enrollment Collection Completion** screen.

The following tables are divided into three sections, and each section addresses one of the above issues. The first column is italicized and displays whether your data is affected at the UIC, program, student, class, enrollment, or another level. Each error code that you might potentially encounter within CTEIS is displayed in red within the second column of this guide. The third column provides a suggested course of action for resolving 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 such as:

- Students become enrolled in the wrong course.
- Students receive credit for incorrect segments/ competencies.

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.

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, the report submission, and the review process may be directed to the Office of Career and Technical Education by 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.

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.

Students who are not enrolled but have credentials or work based learning experiences in the current year are subject to UIC checks and may cause these validation errors.

Error Level	Error Message	Resolution
Error Messages for Enrollment Report Processing		
Program	FCS program did not meet requirements; students cannot be counted:	FCS requires a program to run at least 1 Parenthood class and 3 unique non-Parenthood classes in a given year for the students to be counted for funding. Please ensure all classes are entered; if not, they will need to be removed.
Program	Invalid CIP:	If you believe this is a valid CIP code that your building is authorized to run, please contact OCTE for further instructions.
Program	Program [PSN] - [programName] missing credentials:	Go to the Manage Credentials screen and ensure that students within the program have had proper credentials assigned.
Program	Program [PSN] - [programName] missing WBL:	Go to the Manage Work Based Learning screen and ensure that students within the program have had proper WBL experiences assigned.
Program	PSN not in Building [building number]:	Contact the CTEIS Help Desk for assistance.
Student	• 27 or older, cannot be funded: • Younger than 12, cannot be funded:	Use the "Manage Students" screen to check that the student's date of birth has been entered correctly.
Student	Graduated Student must have an exit date:	Contact OCTE for assistance.
Student	• Invalid/Wrong Gender: • Invalid/Missing/Wrong Race Ethnic: • Invalid/Missing/Wrong School Grade: • Handicap w/o Handicap Type/ or Invalid Handicap Type:	Contact the CTEIS Help Desk for assistance.
Student	Must be Michigan resident:	Verify that the student does live in Michigan and then press the "Update Student" button on the Student Demographics screen.

Error Level	Error Message	Resolution
Student	UIC has no current MSDS record:	Students who are not enrolled but have credentials or work based learning experiences in the current year are subject to UIC checks and may cause this validation error. Contact the CTEIS Help Desk for assistance.
Student	Sending Building cannot be 0000-Contracted Programs	Use the Manage Students screen to select a sending building for the student. Students cannot have a sending building of 00000.
Class	Building is closed:	Contact your Level 5 Fiscal Agent for assistance.
Class	• Course Missing Dual Enrollment Eligibility Type: • Dual Enrollment Eligibility Type [eligibility type code - description] Invalid:	Select the appropriate Dual Enrollment Eligibility type from the Manage Courses screen.
Class	• Course Missing Virtual Delivery value: • [virtual delivery code] is an Invalid Virtual Delivery Value:	Select the appropriate Virtual Delivery type from the Manage Courses screen.
Class	• Invalid Class Dates: • Invalid Class Dates for 1st Semester: • Invalid Class Dates for 2nd Semester: • Invalid Class Dates for Summer Semester:	Check the course section record dates in Data Entry ⟶ Manage Courses. The dates must occur within the current school year and should reflect actual class dates.
Class	Invalid PSN:	If you believe this is a valid PSN that your building is authorized to run, please contact OCTE for further instruction.
Class	No Classes found for this Building:	If there should be courses running in the named building, enter them under Manage Courses. If no course sections need to be entered for this building, no further action is needed.
Class	No or wrong Semester Type:	In Manage Courses (under the Data Entry menu) choose the appropriate semester type for this course section record.

Class	No Primary Teacher:	At the bottom of the Manage Courses screen, select the primary teacher.
Class	Only 1 Segment Identified. Please Review:	Verify segment information for this course section record with the instructor.
Class	Only Virtual Delivery courses can have a mentor:	Uncheck the "Mentor" checkbox for this course on the Manage Courses screen.
Class	Op. Fac. Not Found:	Contact OCTE and, if classes should be reported for this building, ask that the building be marked as a building that is able to submit CTEIS reports.
Class	Subsect [subsection A, B, C, or D]: Subsections with Seg Q cannot have other segs:	Edit the class on the Manage Courses screen so that the program contains either some Segments 1 - 12 or Segment Q.
Class	• Teacher [teacher's last name] Missing PIC: • Teacher [teacher's last name] PIC invalid:	Contact OCTE for assistance.
Class	Dual Enrollment Eligibility Type • [eligibilityTypecode] [eligibilityTypeDesc] Invalid for Program Type	Verify Eligibility Type. For example, an active course in this building whose eligibility type is 10 or 11 but whose program type is not Reg or RegE, or whose eligibility type is 12 or 13 but whose program type is not EMC or EMCE.

Error Level	Error Message	Resolution
Class	Cannot have multiple Primary Teachers.	Edit the course on the Manage Courses screen. An active course in this building has more than one teacher marked as primary.
Enrollment	[uic] ([studentLastName], [studentFirstName]) - Graduated Student cannot be enrolled:	Contact OCTE for assistance.
Enrollment	[uic] ([studentLastName], [studentFirstName]) reported in both Reg and EMC programs for [cipCode] - Report student in one PSN for this CIP Code - either REG OR EMC - not both:	Districts may not report students in both Reg and EMC PSNs with the same CIP Code in the same building in a given year. The student must be reported (for the entire year) only in the PSN in which he or she was enrolled at the end of the year. All courses taken during the year (in a given CIP Code and building) should be reported in only the PSN in which the student ended the school year.
Enrollment	Enroll Error - [uic] ([studentLastName], [studentFirstName]) - Dual Enrollment without college credit	Review this student and update college credit using the Manage Enrollment screen.
Enrollment	Enroll Error - [uic] ([studentLastName], [studentFirstName]) - Student Enrolled [number of times] times in a class [course section code]	Delete the excess enrollment in Manage Enrollment so that the student has ONE correct enrollment record.
Enrollment	Enroll Error - [uic] ([studentLastName], [studentFirstName]) - Student Enrollment dates out of alignment [course section code]	Check the student enrollment dates in Manage Enrollment. The student dates should be within the dates that the course section record runs.

Error Level	Error Message	Resolution
Enrollment	Enroll Error - [uic] ([studentLastName], [studentFirstName]) - Student Enrollment has no End Date [course section code]	Go to the Manage Enrollment screen and make sure that the end date is entered correctly.
Enrollment	Enroll Error - [uic] ([studentLastName], [studentFirstName]) - [subsection value] is an invalid subsection for [course section code]	Verify the student enrollment information using the Manage Courses screen or use the Manage Courses screen to check class subsection information.
Enrollment	One or More Enrollments Missing Semester Grades - Please Review the Missing Grades Report:	Enter the appropriate grade for the student using the Manage Enrollment screen.
Enrollment	Zero enrollment for this class:	This often occurs when improper start and end dates are chosen. Use the Manage Enrollment screen to verify enrollment data or deactivate the class if it is no longer running.
Enrollment	[UIC] ([Lname, Fname]) -MSIX Course Section [MSIXcoursesectionidvalue] Invalid for Migrant Student	Verify Migrant Student Course Section ID in the Manage Students screen. A student is enrolled in a course and is marked as a migrant, but the MSIX course section ID is not 01, 02, or 03 on the enrollment record.
Other	• First semester course without enrollments or without Beg Date or End Date: • Second semester without enrollments or without Beg Date or End Date: • Summer session without enrollments or without Beg Date or End Date: • Special/Trimester without enrollments or without Beg Date or End Date:	Check Manage Enrollment and make sure to enroll students in the class. If the class is not running or should not be reported, then deactivate the course section record using the Manage Courses screen.

Error Level	Error Message	Resolution
Warning Messages for Enrollment Report Processing		
Enrollment	Enroll Warning - [uic] ([studentLastName], [studentFirstName]) - Dual Enrollment without college credit	Review this student and update college credit using the Manage Enrollment page.
Enrollment	Enroll Warning - [uic] ([studentLastName], [studentFirstName]) - Student Enrolled [numberOfTimes] times in a class [courseSectionCode]	Delete the excess enrollment in Manage Enrollment so that the student has ONE correct enrollment record.
Enrollment	Enroll Warning - [uic] ([studentLastName], [studentFirstName]) - Student Enrollment dates out of alignment [courseSectionCode]	Check the student enrollment dates in Manage Enrollment. The student dates should be within the dates that the course section record runs.
Enrollment	Enroll Warning - [uic] ([studentLastName], [studentFirstName]) - Student Enrollment has no End Date [courseSectionCode]	Go to the Manage Enrollment screen and ensure that the end date is entered correctly.
Enrollment	Enroll Warning - [uic] ([studentLastName], [studentFirstName]) - [subsectionValue] is an invalid subsection for [courseSectionCode]	Verify the student enrollment information using the Manage Courses screen, or use the Manage Courses screen to check class subsection information.
Other	Counted students less than total	Check Manage Enrollment and Building Reports to ensure students are properly enrolled in all classes.
Other	Course no longer reported for collections	Contact the CTEIS Help Desk for assistance.