Frequently Asked Questions: Enrollment Data Entry

General Enrollment Questions	
Q: How do I recover a lost or forgotten CTEIS username or password?	**A:** Visit the MEIS homepage at https://mdoe.state.mi.us/meis to recover your account information.
Q: When is my Enrollment data due?	**A:** Due dates can be found on the cover of the Enrollment and Completion Collection Instructional Guide. You may also view all report due dates on the CTEIS homepage at www.cteis.com.
Q: When is Enrollment training?	**A:** A training schedule can be found via the CTEIS homepage at www.cteis.com. Within the Explore Documentation section, click the **Training** tile, then navigate to **Training ➔ Registration & General Info** to view the calendar of training events.
Q: What information should I report in my Enrollment data?	**A:** You will need to report on your CTE courses and the associated segments and instructors as well as CTE students and their enrollments within CTE programs. Further, you will be asked to identify student participation in dual enrollment and Early Middle College courses. You will also be expected to enter credentials students may have received. More information can be found on the **CTEIS Knowledge Base** at support.cteis.com.
Q: Am I required to report certifications my students earn?	**A:** Yes. You may link credentials to students using the **Manage Credentials** feature found within the CTEIS Data Entry menu. More information can be found on the **CTEIS Knowledge Base** at support.cteis.com.
NEW Q: Am I required to report work based learning experiences for my students?	**A:** Yes. You may import WBL experiences along with your enrollments, or you may import or enter them via the **Manage Work Based Learning** feature found within the CTEIS Data Entry menu. More information can be found on the **CTEIS Knowledge Base** at support.cteis.com.

Q: What resources are available to assist me with Enrollment reporting?	**A:** Besides attending training, you may view tutorials and download manuals via the CTEIS Knowledge Base. You may also contact OCTE with questions regarding reporting policies or the CTEIS Help Desk for technical assistance. **CTEIS Knowledge Base:** support.cteis.com (517) 335-0360 **Joan Church, OCTE:** ChurchJ@michigan.gov (517) 335-0360 **CTEIS Help Desk:** cteis.help@PTDtechnology.com (517) 333-9363 Ext. 128 or (800) 203-0614 Ext. 128
Q: How long will newsletters and announcements remain on the CTEIS website?	**A:** All newsletters and announcements are permanently archived on the CTEIS Knowledge Base.
Q: What is the MSDS?	**A:** The MSDS, or Michigan Student Data System, is an upgraded version of the SRSD. The MSDS shares student demographic information with CTEIS such as grades, special populations, and school enrollment status. For more information on this system, please visit CEPI's website at www.michigan.gov/cepi.
Q: What do I do if I have UIC resolution problems and cannot contact my local UIC Resolver?	**A:** You may contact the CEPI help desk at either cepi@michigan.gov or (517) 335-0505. Please only do this if your resolver is unavailable.
Q: How do I know which segments I should include in the course section records I am creating?	**A:** All segment information should come from your course instructors and is often collected using an instructional design form. From CTEIS, you may access reports to verify subsections and segments by selecting **Reports ➔ Building Reports** and then selecting the **Instructional Design Reports**. If you are unsure which segments to include, please contact your CTE advisor or CEPD Administrator.
Q: I am not sure how many of my students count for funding purposes. How many students can I report as enrolled in a course?	**A:** Please report ALL students who are enrolled in a CTE course section. CTEIS will then count the number of students who are eligible for funding.

Q: I put students in the wrong course. How do I remove them without deleting and re-enrolling all of them individually?	**A:** A Copy/Transfer feature is available in CTEIS. From the **Manage Enrollment** screen, find the course section in which the students are enrolled, then: 1. Click the **book icon** beside the course name. 2. Click the rows of students to transfer. 3. Click the **Copy/Transfer Student** button. 4. Select the **New Course** to transfer into, then add enter and exit dates as well as a subsection within the appropriate fields. 5. Click the **Transfer Enrollment** button.
Q: I have a lot of students who take year-long courses. Do I have to re-enroll them all individually every marking period?	**A:** While OCTE does require you to create course records for each marking period that your classes are in session, enrollment lists may be duplicated in CTEIS to save time. Use the Copy/Transfer feature as described above, but instead of transferring students, use the **Copy Enrollment** button. This will preserve a record of enrollments within the original class while also adding students to the selected course. For added convenience, you may also import your enrollments.
Q: Why are some student demographic fields left blank when I add the student into CTEIS?	**A:** Some data fields are populated with information obtained via the MSDS. These fields remain blank after a student is added to CTEIS until the next update is pulled from an MSDS collection, which is dependent on the CEPI collection timeline.
Q: What are the student data core fields I keep hearing about?	**A:** The core fields used for matching your data to that of the MSDS are the student's **UIC, First Name, Last Name, Date of Birth,** and **Gender**. These fields are marked with asterisks within Manage Students.

Questions Regarding Errors

Q: I am a Fiscal Agency Authorized Official/CEPD Administrator. How do I get an "X" to appear under the FA/CEPD column on the Report Submission page?	**A:** Fiscal Agency Authorized Officials cannot submit a report until data is marked complete at the building level, and they must use the **Fiscal Agent Monitoring ➔ Enrollment Collection Submission** menu in CTEIS to do so. Similarly, CEPD Administrators cannot complete a data review until an FA submits a report, and they must use the **CEPD Admin. Monitoring ➔ Enrollment Collection Review** menu to complete the process. Directions for both FAs and CEPD Administrators are available on the CTEIS homepage in the Explore Documentation section.
Q: What should I do about the warnings I get when I run my report validation?	**A:** Warnings do not prohibit you from submitting your Enrollment information; however, they can be an indicator of improperly entered data that may lead to a loss in Completers and Concentrators, thus affecting funding. They may also indicate a potential TRAC review. Please examine warnings closely and contact the CTEIS Help Desk for assistance.
Q: I generate a lot of error messages when I run the validation process. How do I resolve these issues?	**A:** See the Enrollment and Completion Collection Error Resolution Guide on the CTEIS website for a complete list of validation errors and their resolutions. Contact the CTEIS Help Desk for further assistance.