Discrepant Records Resolution

Revised 11/25/19

Contents
Introduction .................................................................................................................................................. 2
Discrepancy Resolution Task .................................................................................................................. 2
Resolving STUDENT NOT FOUND Records ......................................................................................... 4
Resolving DUPLICATE Records ............................................................................................................. 8
Resolving NON-MATCHING SCHOOL Records .................................................................................... 10
Data Cleanup – Student Enrollment History .......................................................................................... 14
  Purpose of the Student Enrollment History Task ............................................................................... 14
  Accessing and Using Student Enrollment History in TIDE .................................................................. 15
  Editing an Existing Student’s School Relationships ........................................................................... 16
  Adding a New Student ......................................................................................................................... 20
Introduction

The purpose of this document is to provide district test coordinators with information on resolving discrepant scanned paper records from the 2019-2020 Ohio’s State Tests and Ohio English Language Proficiency Assessment administrations.

In order for a student’s paper test results to appear in the Online Reporting System, the student must have only one paper record per test and the student’s Pre-ID record must be in TIDE and must match with a paper score record.

District test coordinators use the Discrepancy Resolution Task in TIDE to identify and resolve:
- Duplicate records for students who have multiple paper score records for the same test; or
- Records for which a matching student cannot be found within TIDE’s Student Information (Pre-ID) Task during the test window; or
- Records for which the school information on the paper document does not match the school information associated with the student record in TIDE.

It is suggested that districts maintain a record of the test opportunities that are resolved in the Discrepancy Resolution task. This will help test coordinators identify changes in test scores or new scores reported to the Online Reporting System (ORS).

Upon resolution of discrepant records, student test data will flow into the Online Reporting System, unless the resolution creates additional discrepancies.

Important: Review all information closely before taking action to resolve the record. Be sure that each score record is associated with the correct student. Once a record is resolved and flows into the Online Reporting System, no further change can be made to the score record in the Online Reporting System. If a record is incorrectly associated, the district will need to correct the student data in EMIS when submitting the results to the state.

Discrepancy Resolution Task

The Discrepancy Resolution Task is available under the “Ohio State Tests 2019-2020” administration in TIDE.

From the Data Cleanup task menu on the dashboard, select Discrepancy Resolution.

Under the Search for Discrepancies to Edit task bar:
- Select the district
- Select the school (or “Select All”)
- Leave unchecked the box beside Search Discrepancies With No School Association
- Click [Search].
Within the task, district test coordinators will see the number of discrepancies found and the discrepancy table with the following columns:

<table>
<thead>
<tr>
<th>Column Heading</th>
<th>About This Column</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Resolve</strong></td>
<td>Use the Resolve icon to resolve the record. Steps are included in the tables that follow.</td>
</tr>
<tr>
<td><strong>Status</strong></td>
<td><strong>ACTIVE</strong> – the student’s record requires resolution in order to be reported in the Online Reporting System.</td>
</tr>
</tbody>
</table>
| **Type** | Three types of records may be listed:  
  - **Duplicate** — If the student has two paper records for the same test, the student’s records will appear with a DUPLICATE status.  
  - **Student Not Found** — If a student has a paper test record but no corresponding Pre-ID record in TIDE, the student’s record will appear with a StudentNotFound status.  
  - **Non-matching School** – If the school information on a paper document does not match the school information associated with a student’s record in TIDE, the student’s record will appear with a NonMatchingSchool status. |
| **SSID** | Student ID (or Nonpublic Student ID) based on the Pre-ID label applied. |
| **Student’s First Name** | Student’s First Name based on the Pre-ID label applied. |
| **Student’s Last Name** | Student’s Last Name based on the Pre-ID label applied. |
| **Enrolled Grade** | Student’s Enrolled Grade based on the Pre-ID label applied. |
| **Test Name** | Test Subject based on the document |
| **Opportunity ID** | Test opportunity ID number; a unique record identifier |
| **School ID** | School IRN |
| **District ID** | District IRN |
| **Test ID** | Internal test identifier based on the document |
| **View** | Click the View icon to see a PDF copy of the student’s demographic page. This image may be helpful in determining which student is associated with the discrepant record. |
Resolving STUDENT NOT FOUND Records

Why is the record discrepant?
Here are common examples of STUDENT NOT FOUND discrepancies:

- A student’s paper answer document (grades 5 and above) or scorable test booklet (grades 3 and 4) has a Pre-ID label applied, but the student’s record was not added to TIDE before the end of the test window.
- A student’s paper answer document (grades 5 and above) or scorable test booklet (grades 3 and 4) was returned without a Pre-ID label applied.

Reminder: Review all information closely before taking action to resolve the record. Be sure that each score record is associated with the correct student.

Associate the Student:

Step 1. Click the Resolve icon for STUDENT NOT FOUND records to bring up a pop-up window.

Step 2. Click the Associate icon to search for the student’s Pre-ID record.

Step 3. Select the district and school from the drop-downs.

- The SSID and Name fields may pre-populate with the information based on the Pre-ID label applied to the document. If the information is incorrect, remove the incorrect information and enter the correct search criteria.
- Be sure that there are no unnecessary spaces or characters in the search fields.
- It is suggested that districts try searching only the SSID or name.
- Enter search criteria and click [Search] to check whether the student’s Pre-ID record is available.
Resolving STUDENT NOT FOUND Records

Step 4. If the student’s Pre-ID record is available, click the Associate icon. On the confirmation dialog box, click [Continue] to match the student’s score record with his/her Pre-ID record.

- If the student’s Pre-ID record is not available, follow the steps in the next section for adding the student.

Step 5. After associating the test record with the student, the student’s record will flow into the Online Reporting System if the resolution did not create a new discrepancy. Check the Online Reporting System for the student’s record.

- It is suggested that districts maintain a record of the test opportunities that are resolved in the Discrepancy Resolution task. This will help test coordinators identify changes in test scores or new scores reported to the Online Reporting System.

- It is possible that when a STUDENT NOT FOUND discrepancy is resolved, it will result in the creation of a DUPLICATE discrepancy or a NON-MATCHING SCHOOL discrepancy. If this occurs, follow the directions in the subsequent sections for resolving the new discrepancy.
Resolving STUDENT NOT FOUND Records

Add the Student:
If the student was not preidentified in TIDE during the test window, the district test coordinator must enter required attributes under Add Student in order to associate the test record with a student.

Step 1. Clicking the Resolve icon for STUDENT NOT FOUND records brings up a pop-up window. Select the Add Student icon. The Student Enrollment History page will open.

Step 2. You will be prompted to search for the student. Enter the student’s SSID and click [Search].

Step 3. Select the Add New Student button. You will be prompted to provide key demographic information for the student. Click [Save] after all fields have been completed.

Step 4. You will be directed back to the Student Enrollment History page. Enter the student’s SSID and click [Search].

Step 5. From the search results, click [Select] next to the student’s record. You will have the option to adjust the student enrollment history. If the correct student enrollment history dates are listed, click [Save].

Step 6. On the confirmation dialog box, click [Continue]. The student’s record will flow into the Online Reporting System. Check the system for the student’s record.
### Resolving STUDENT NOT FOUND Records

#### Troubleshooting

- **I cannot successfully add or associate the student’s record. What should I do?**
  - This occurs because the student was preidentified to a different school in TIDE during the administration window.
  - I. Use the Data Cleanup task (described below) to view the student’s enrollment history.
  - II. Adjust the student’s enrollment history so that the student is present in the correct school during the administration window.
  - III. Return to the Discrepancy Resolution task to associate the test record with the student’s record.

- **I cannot view the demographic page. What should I do?**
  - Contact the Ohio Help Desk at 1-877-231-7809 and provide the SSID and opportunity ID for each record.

- **The student’s SSID is incorrect in the Discrepancy Resolution System (DRS). What should I do?**
  - The SSID field is populated based on the Pre-ID label applied to the document. If this is incorrect, enter the correct SSID when searching for the student.
  - If the student is not present in TIDE under the correct SSID, use the Add Student feature in the Discrepancy Resolution System and enter with the correct SSID.

- **I associated the score record with the wrong student. What should I do?**
  - The district will need to correct the student data in EMIS when submitting the results to the state. The result record in the Online Reporting System cannot be changed after the discrepancy has been resolved.
Resolving DUPLICATE Records

Why is the record discrepant?

Here are common examples of DUPLICATE discrepancies:

- A student took a test twice; resulting in two records for the student for the same test. The district test coordinator may need to reach out to the Department to determine which record is valid and which one is invalid.
- The school misapplied a Pre-ID label to a student’s paper answer document (grades 5 and above) or scorable test booklet (grades 3 and 4), resulting in two records for the same student. In this instance, one of the records may belong to a different student.
- A test coordinator assigned a STUDENT NOT FOUND record to a student with an existing test record. The student now has two records for the same test.

There are two ways to resolve duplicate records. Instructions are provided in the sections that follow.

- Resolving records for duplicate tests for the same student
- Resolving records for duplicate tests for different students

Important: Do not invalidate a record that should be associated with a different student. It is important to carefully review both PDF documents before taking any action.

Reminder: Review all information closely before taking action to resolve the record. Be sure that each score record is associated with the correct student.

Resolving records for duplicate tests for the same student:

Carefully review both PDF documents before taking any further action. Review the student information marked in Box A and compare it to the student information on the Pre-ID label.

Clicking the Resolve icon for DUPLICATE record brings up the Resolve Discrepancy: Duplicate window.

Click the Invalidate icon next to the test that is to be invalidated. This test will not be scored or reported. TIDE will automatically mark the other test as VALID.

Upon selecting the invalidation for the test, the student’s other record will flow into the Online Reporting System. Check the system for the student’s results.
Resolving records for duplicate tests for different students:

These steps address resolving duplicate records that belong to two different students.

- Do not invalidate a record that should belong to a different student.
- It is important to carefully review both PDF documents before taking any action. Review the student information marked in Box A and compare to the student information on the Pre-ID label.

To reassign a duplicate test to another student, do the following:

**Step 1.** Identify the record that does **not** belong to the student listed. Clicking the Resolve icon next to the record brings up the Resolve Discrepancy: Duplicate window.

**Step 2.** Click the Reassign icon next to the same record.

**Step 3.** TIDE displays a list of search fields to retrieve the other student’s information.
- Select the student’s school from the drop-down.
- Enter search criteria to retrieve an existing student. At a minimum, specify one demographic field. A search by SSID alone is recommended.
- Click [Search].
- From the list of found students, click the Select Student icon for the student to whom you want to reassign the test.
- If the student record cannot be found, refer to the section below on Student Enrollment History. Use that task to add the student or adjust the student’s enrollment history so that the student is present in the correct school during the administration window. Once this is complete return to the Discrepancy Resolution task and complete the reassignment.

**Step 4.** In the confirmation dialog box, click [Continue].

**Step 5.** The remaining duplicate record will automatically be assigned and reported to the student information listed for that record.

**Important:** There is one scenario that currently cannot be resolved. If none of the demographic pages are associated with the student information listed in the Discrepancy Resolution task, do not attempt to resolve the duplicate records. In this instance, contact the Ohio Help Desk and provide the following information:
- Description of the issue (neither record of the duplicate discrepancy is associated with the student listed in the task.)
- The Ohio Help Desk will then work with you to collect the correct student information.
Resolving NON-MATCHING SCHOOL Records

Why is the record discrepant?

Here are common examples of NON-MATCHING SCHOOL discrepancies:

- A student’s paper answer document (grades 5 and above) or scorable test booklet (grades 3 and 4), has a Pre-ID label applied but the student was preidentified to a different school before the start of the administration window.
- A student is preidentified to the middle school but took an algebra test at the high school. The high school bubbled the high school IRN on the document.

There are three ways to resolve NON-MATCHING SCHOOL discrepancies. Instructions are provided in the sections that follow.

- Report the record to the currently enrolled school in TIDE by using the Ignore action to ignore the school and district information on the paper document.
- Associate the record with another student.
- Update the student’s enrollment history in TIDE to match the school listed on the document.

Reminder: It is important to carefully review the PDF document before taking any action to resolve the document. Review the student information marked in Box A and compare it to the student information on the Pre-ID label. Be sure that each score record is associated with the correct student.

Use TIDE Enrollment/Ignore:

Use this resolution method if the student’s school information in TIDE is correct and the result should be reported to that school. To verify the student’s school, use the Student Enrollment History task described in the next section. If it is correct, follow these steps.

Step 1. Click the Resolve icon for a NON-MATCHING SCHOOL record and a window will pop-up offering three resolution methods.

Step 2. Click the Ignore icon to ignore the IRNs on the document and have the record report to the IRNs associated with the student’s TIDE enrollment information.

Step 3. On the confirmation dialog box, click [Continue].

Step 4. Return to the discrepancy listing and verify that the discrepancy is no longer listed.

Step 5. Confirm that the record flowed to the Online Reporting System.
**Resolving NON-MATCHING SCHOOL Records**

**Associate with Another Student:**

Use this resolution method to associate the record with a different student than the one listed. After reviewing the PDF associated with the record to determine the correct student, follow the steps below to reassign the record to that student.

**Step 1.** Click the Resolve icon for a NON-MATCHING SCHOOL record and a window will pop-up offering three resolution methods.

**Step 2.** Click the Associate With Another Student icon.

**Step 3.** TIDE displays a list of search fields to retrieve the other student’s information.

- Select the student’s school from the drop-down.
- Enter search criteria to retrieve an existing student. At a minimum, specify one demographic field. Searching by SSID alone is recommended.
- Click [Search].
- From the list of found students, click the Associate icon for the student to whom you want to associate the test.
- If the student record cannot be found refer to the section below on Student Enrollment History. Use this task to add the student or adjust the student’s enrollment history so that the student is present in the correct school during the administration window. Once this is complete return to the Discrepancy Resolution task and complete the reassignment.

**Step 4.** In the confirmation dialog box, click [Continue].

**Step 5.** Return to the discrepancy listing and verify that the discrepancy is no longer listed.

**Step 6.** Confirm that the record flowed to the Online Reporting System.
Update Student Enrollment

Use this resolution method to change the student’s enrollment history in TIDE to match the school listed on the document.

**Step 1.** Click the Resolve icon 🗑️ for a NON-MATCHING SCHOOL record to access the Resolve Discrepancy: Non-Matching School window.

**Step 2.** The window offers three resolution methods: Ignore, Associate With Another Student, and Update Enrollment. Click the Update Enrollment icon ✍️.

**Step 3.** The Student Enrollment History task appears in the pop-up window below the record. Enter the student information in the search fields to the right. Searching by SSID alone is recommended. Click [Search].

**Step 4.** From the list of search results, click [Select] for the student’s record. This will display the selected student’s enrollment history for the current school year.
Resolving NON-MATCHING SCHOOL Records

**Step 5.** Adjust the student’s enrollment history so that the student is present in the correct school during the administration window. Click [Save].

**Step 6.** From the confirmation dialog box, click [Continue] if the enrollment history information is correct. If the information is not correct, click [Cancel] and repeat Step 4.

**Step 7.** You will be directed back to the discrepancy listing page.

**Step 8.** Verify that the discrepancy is no longer listed on the discrepancy listing page.

**Step 9.** Confirm that the record flowed to the Online Reporting System. If the record cannot be found in the Online Reporting System, contact the Ohio Help Desk for assistance with adjusting the student’s enrollment history.
Data Cleanup – Student Enrollment History

Purpose of the Student Enrollment History Task

The purpose of the Student Enrollment History task is to add or modify a student’s school and district relationship information during a school year (or portion of the school year). **A student’s enrollment history should only be modified to reflect where the student tested.** This feature should only be used to help resolve discrepancies.

- **Student Not Found**
  - Modifying the student enrollment history can help resolve Student Not Found discrepancies in situations where you can neither associate the student to an existing record nor add a new record. For example:
    - The student changed schools mid-year and was preidentified by the prior district in TIDE.
    - The student’s new district tested the student on paper, but never preidentified the student in TIDE.
  - By using the Student Enrollment History feature, you can modify the student’s school/district relationships so that the student will be associated with the testing district during the test window. This will allow the student’s record to be resolved and reported to the testing district.

- **Duplicate**
  - Modifying student enrollment history can help resolve Duplicate discrepancies in situations where one of the records needs to be assigned to a different student, but you are unable to find the student when searching in DRS. For example:
    - A student was never preidentified in TIDE, but tests on paper.
    - This student’s test has a Pre-ID label applied erroneously for a different student.
  - By using the Student Enrollment History feature, you can add a student record to TIDE so that the student will be associated with the testing school during the administration window.

- **Non-Matching School**
  - Student Enrollment History will be used as a primary method for resolving Non-Matching School discrepancies. For example:
    - The student moved mid-year and was preidentified by the prior district in TIDE
    - The student’s new district tested the student on paper but did not preidentify the student until after the administration window closed.
Accessing and Using Student Enrollment History in TIDE

- From the Data Cleanup task menu on the dashboard, select Student Enrollment History.
- There will be a drop-down for year selection, which will have the current school year to select from.
- Test windows for the administrations are displayed in the table to the left.
  - The test windows are important because they should guide you to determine the date range for the relationship to be created or modified.
  - Hovering over each test window in the table will show the date range associated with that test window.
  - A student’s pre-ID record must be associated with the school/district that tested them during the applicable test window.
    - For example, for a student to be reported for the fall 2019 Ohio’s States Tests (OST) administration, the student must have a relationship (be preidentified) in TIDE with the tested school and district between 10/21 – 1/27.
Editing an Existing Student’s School Relationships

1. Search for a student that already exists in TIDE:
   a. Search using the name for a student that has an active relationship with your district by providing all four fields: first name, last name, district, and school
   b. Or, search by SSID for any student in the state, regardless of current school/district associations.

2. The system will display a student record based on the results of the query.

   a. If this is the correct student, click [Select].
   b. If the query was unable to find the correct student, click [Add New Student]; see Adding a New Student below for more information.
   c. If needed, click [Update] to review and edit the student’s demographic information.

Note: Updating the student demographics under the Student Enrollment History task will only update the demographics that are reported in ORS. The student record in TIDE under the Student Information task will not be updated.
3. After selecting the student, you will be directed to the Add/Edit Student’s School screen.
   a. Under the blue banner on the right-hand side, the following information is listed:
      - Student’s first and last name
      - Student’s school association(s)
      - The start date of each school relationship
      - The end date of each school relationship

   b. Under the Test Windows portion, the student’s school relationship appears below the timeline.
      - **Note**: the end date will never go past the current date
      - When there are multiple relationships, each bar has its own color.
c. **There are two different things you can do on this page.**

1) **Modify the student’s existing relationships.**
   - To modify the existing relationship, click the Calendar icon next to the start and/or end dates. Click [Save].
   - **Why might you want to modify an existing relationship?**
     - If you need to add a different relationship, those relationships cannot overlap. You may need to adjust the student’s existing relationship first to create space to add a new school.

2) **Add a new school relationship.**
   - To add a new school relationship, click [Add New School].
   - The following fields will appear:
     - District drop-down
     - School drop-down
     - Start Date
     - End Date
   - Enter the appropriate information to add a new relationship.
     - **Note:** Start/end dates cannot overlap with other existing relationships.
     - Adjust existing relationships as needed.
   - Click [Save].

d. **After clicking [Save], you will be able to confirm the changes and be given the option to either continue or cancel.**
   - **By clicking [Cancel], the changes to the school relationships will NOT be saved.**
   - **By clicking [Continue], the changes to the school relationships will be saved.**
e. After clicking [Save], you will be directed back to the student’s record and test windows.
Adding a New Student

Step 1. Go to the Student Enrollment History tab in TIDE.

Step 2. Select a year from the drop-down

Step 3. Search to see if the student already exists in TIDE:
   - If the query was unable to find the correct student, click [Add New Student].

Step 4. You will be directed to add the student’s key demographic information.
   - Fill out the information.
   - Then click [Save].
   - You will get a confirmation screen that the student’s information was successfully saved/added. Click [Continue].
Step 5. You will be redirected back to the Search Student pages. Search by the student’s SSID.

Step 6. Select the student’s record from the search results. Then you will be able to review the student’s relationship and make modifications as needed.