



PowerUPs

Data Delivery Overview, FAQ/Common Error Troubleshooting

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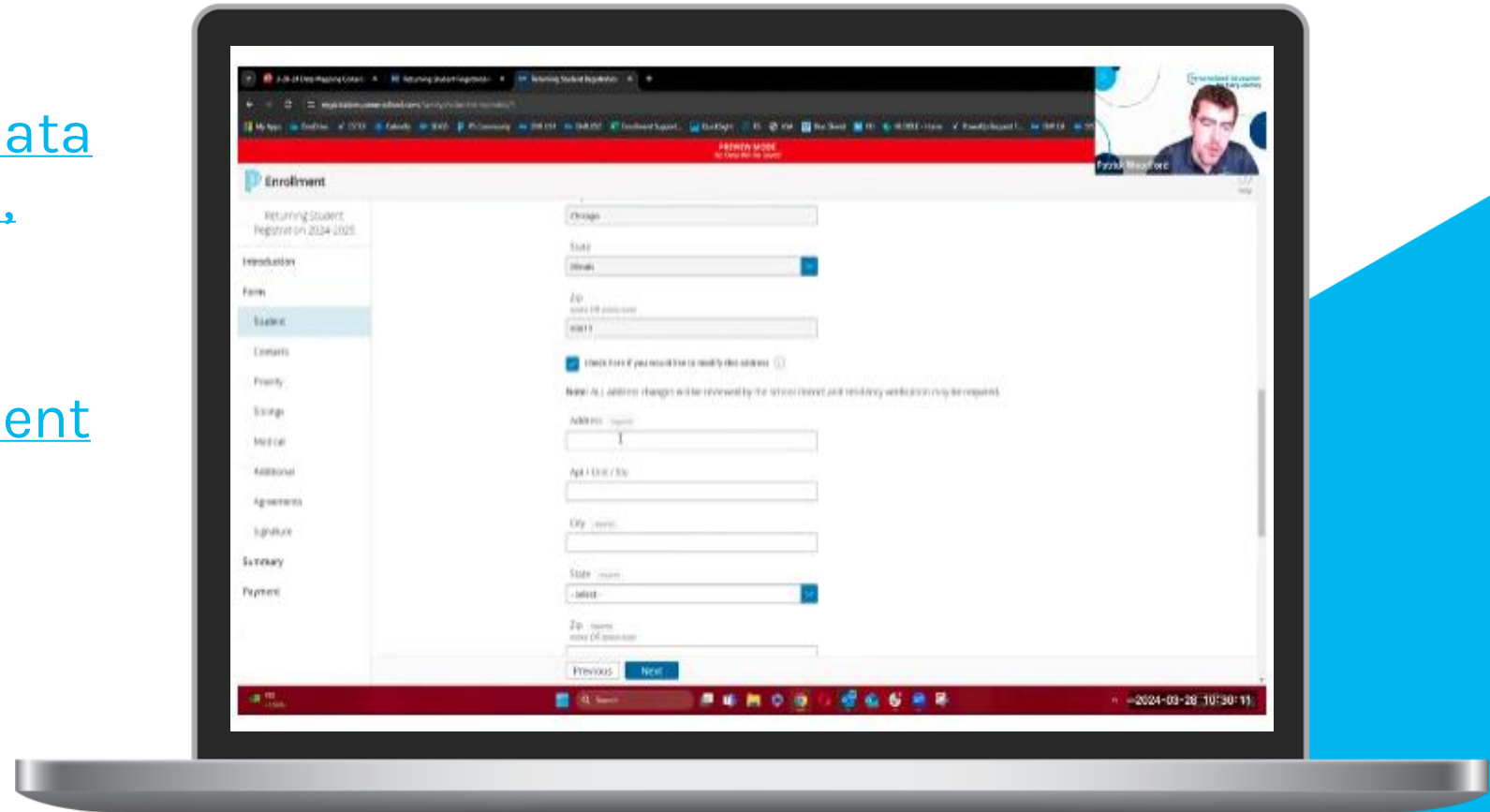
Technical Support Engineer

4/11/24



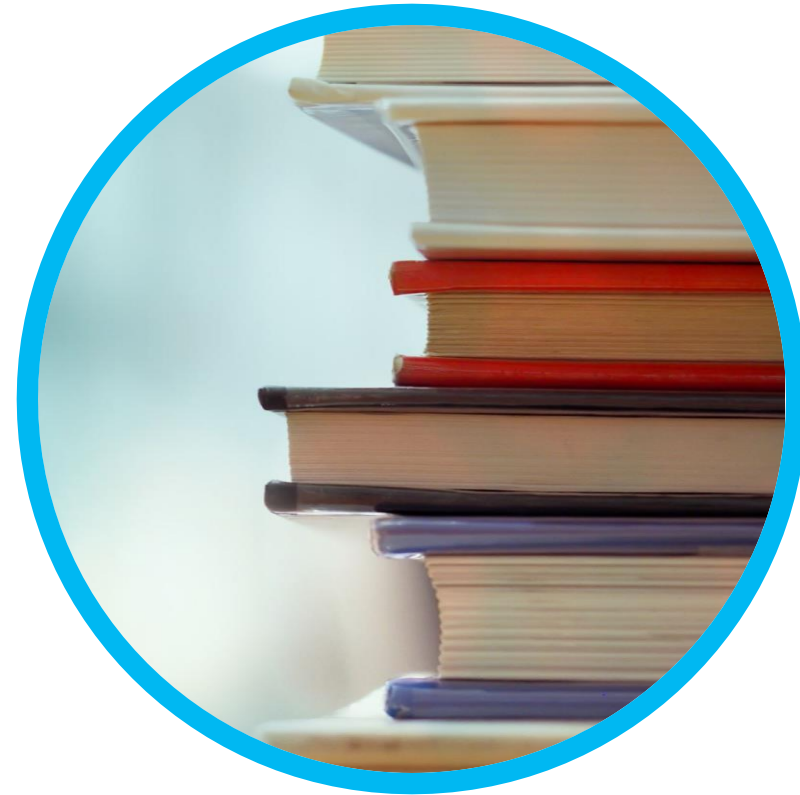
Previously on "PowerSchool PowerUps: Enrollment"...

- 3/28/24
- [Enrollment PowerUps - Data Mapping Considerations, Data Import Process \(Returning Students\)](#)
- [Register Now for Enrollment PowerUps - 2024](#)



Agenda

- 1 Data Delivery Overview
- 2 Data Mapping Considerations
- 3 Student Data Life Cycle
- 4 Data Delivery Testing
- 5 FAQ/Common Error Troubleshooting





Data Delivery Overview

Data Delivery Overview

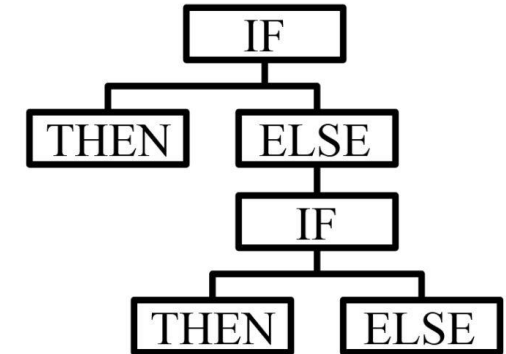
- Data Delivery is the process of updating existing records OR creating new records within your SIS based on the data collected within Enrollment.
- During your Enrollment project, support will provide you with a Data Mapping Spreadsheet.
 - If it's your first year using Enrollment, you'll need to be sure to work with support on filling out this spreadsheet since the mappings will be brand new.
 - If it's NOT your first year using Enrollment, the spreadsheet you'll receive will include all the data mappings that already exist on your solution based on the previous year's setup.
 - You'll be able to add, remove, or modify these data mappings as needed.
- If this process seems overwhelming, don't worry! Support will help guide you through each step – from data mappings to thorough testing – making sure you're 100% comfortable and confident in your data delivery setup!



Data Mapping Considerations

Data Mapping Considerations

- Must consider ALL places data flows when mapping fields
 - SIS -> ENR (Data Import – Returning Students)
 - ENR -> SIS (Data Delivery – All Students)
- Formatting matters!
 - Which format are your fields within SIS using/expecting?
 - Which format are your fields within ENR using/expecting?
 - Utilize Polish Rules within Enrollment
 - Increase automation
 - Decrease manual effort to clean up student data
- Better/cleaner SIS data = better/cleaner ENR data, and vice-versa
- Don't be afraid to ask for help when it comes to cleaning up your data!





Student Data Life Cycle





Data Delivery Testing

Data Delivery Testing

Ask yourself the following questions in preparation for your delivery review:

- **Will any revisions to your form impact your current data delivery configuration?**
 - Did you remove a field on your form that should be removed from your delivery?
 - Did you add a field on your form that should be added to your delivery?
 - Did you edit a field on your form that should be edited within your delivery?
- **Will any revisions to your student information system impact your delivery?**
 - Did you migrate an existing field to a new table/extension?
 - Did your state implement a change to your database that needs to be reflected within your delivery configuration?
- **Were there any issues or pain points in last year's data delivery phase that should be discussed this year?**

Data Delivery Testing (continued)

Ask yourself the following questions during your delivery review:

- **Based on the delivery record you're looking at, what *should* the record look like in the SIS after delivery?**
 - What *should* stay the same on the student's record? What should be different?
 - Student name? Grade? School? Birthdate?
 - Phone numbers? Addresses? Email addresses?
 - Race and ethnicity? Homelessness and residency information? Language and ESL information?
 - Health information? Vehicle information? Agreements?
 - What *should* stay the same on the contact's record(s)? What should be different?
 - Contact name?
 - Phone numbers? Addresses? Email addresses?
 - Custodial and guardianship information? Relationship to student?
 - How should removed contacts be handled?

Data Delivery Testing (continued)

- **After the record has been delivered from Enrollment, does the record in the SIS look the way that I expect it to?**
 - What *actually* changed on the student's record?
 - What *actually* changed on the contact's record?
- **Did the API match to the proper student record/contact record?**
- It's not ideal to receive delivery errors, but please understand that often these errors are preventing invalid data from being inserted into your database.
- Troubleshooting delivery errors is a skill that gets developed over time. Don't get discouraged!



FAQ/Common Error Troubleshooting

Data Delivery Troubleshooting

- No one likes getting error messages... but it's OK! Don't panic... there are several steps you can follow to make delivery troubleshooting faster and more efficient.
 - Review the error – read the error message, compare it to the delivery record, see if there's a simple fix.
 - Review the data – it's possible that the submitted data is in an invalid format, wasn't considered when updating your delivery, or exceeds a character length restriction.
 - Determine impact - see if you can figure out if the error is also likely to impact other student records/delivery batches... is the error unique to one student record, all student records, or just a specific group of records?
 - Follow the data flow - consider working backwards... the updated SIS record is based on the delivery record, which is based on submitted data.
 - **Always check to make sure your API connection is working properly before diving deeper into troubleshooting any errors!**

Common Data Delivery Errors

Error 1:

- *An error was encountered delivering this record. Check the schemata below for details.*
- *"error_description": "Value must match (somebody@example.com)"*

Description of Situation:

The issue occurs when an email address in the SIS has an invisible character (e.g. a space or a line break). The system doesn't detect a change on the delivery screen but the difference is detected on delivery and gives an error.

Steps to Resolve:

An administrator must go into the Student Information System (SIS) and correct the contact's email address before able to deliver.

Common Data Delivery Errors

Error 2:

- *SKIPPED: Student Name. DETAILS: ',', hexadecimal value 0x00, is an invalid character.*

Description of Situation:

The student record has an invalid hexadecimal value on their record that prevents batch creation from occurring. This typically happens with PowerSchool Student fields such as ALERT_GUARDIAN.

Steps to Resolve:

An administrator needs to go into the student record, look for an invalid character, delete it, and save the record before they're able to deliver.

Common Data Delivery Errors

Error 3:

- *An error was encountered delivering this record. Check the schemata below for details.*
- *The contact data provided was invalid*
- *"cannot insert NULL into ("PS"."PERSONPHONENUMBERASSOC"."PHONENUMBERID")"*

Description of Situation:

The error occurs when a contact's phone number and phone type is being added to the record while having the same phone number with a different phone type updated.

Workaround:

An administrator will need to adjust the phone type values manually so the phone type in the submission workspace matches what's in the SIS. There are two methods to do this:

- Use the "copy-back" button (the green arrow) on the delivery screen to move the Existing Data value into the Delivery value and then update the SIS after delivery.
- Manually update the data in SIS to its new value prior to delivery.

Resolution:

This will be resolved in an upcoming release.

Common Data Delivery Errors

Error 4:

- *Message from server: Unknown Error during validation. result returns more than one element for field*
- *WARN com.pearson.powerschool.core.api.StudentBusinessValidationServiceImpl - Error invoking student business validation studentSchoolEnrollmentBusinessValidationRule with exception javax.persistence.NonUniqueResultException: result returns more than one elements*

Description of Situation:

The district configured duplicate “default” Full Time Equivalency’s for grades so when we create a student record, the SIS doesn’t know which FTE to assign to the student based on grade level.

Steps to Resolve:

An administrator must go in and correct their FTE configuration **Start Page > School Setup > Full-Time Equivalencies (FTE)**.

Refer to [Enrollment Delivery Error](#) for more information.

Common Data Delivery Errors

Error 5:

- *An error was encountered delivering this record. Check the schemata below for details. First Name: John does not match First Name for ID:12345 in PowerSchool
Last Name: Smith does not match Last Name for ID:12345 in PowerSchool*

Description of Situation:

The issue occurs when a space has been placed within the first and/or last name field by a parent while filling out the form. The space could be before or after the name characters. When delivering the record, the spaces will not be visible in the delivery screen data.

Steps to Resolve:

An administrator must go into the students record in the Submission workspace and manually remove the spaces in the first and last name field. This will allow the record to be delivered successfully as it will no longer trip our validation settings that requires a match on first name, last name and date of birth when a match is established with a student number.

Resources

- [Video: Data Management - API Delivery](#)
- [Video: Data Management - Delivery Testing](#)
- [How do I test my form? How do I test my data import? How do I test my data delivery?](#)
- [Data Management – Delivery Troubleshooting](#)
- [Enrollment and PowerSchool SIS Student Contacts Extensions](#)
- [Enrollment and PowerSchool Student Health Integration](#)
- [Troubleshoot: Common Errors When Delivering](#)
- [Delivery Error: result returns more than one elements for field student](#)
- [Issue: Enrollment Delivery Error - result returns more than one elements for field student](#)

Upcoming Events

- Enrollment PowerUps
 - April 25th
 - May 9th
 - May 23rd
 - Time: 10 AM PT
 - Topics: TBD/Coming Soon... Any requests/suggestions?



Thank you!