

Help Desk

MSIS 

mdek12.org



MISSISSIPPI
DEPARTMENT OF
EDUCATION

October 2024



VISION

To create a world-class educational system that gives students the knowledge and skills to be successful in college and the workforce, and to flourish as parents and citizens



MISSION

To provide leadership through the development of policy and accountability systems so that all students are prepared to compete in the global community



1

ALL Students Proficient and Showing Growth in All Assessed Areas



2

EVERY Student Graduates from High School and is Ready for College and Career



3

EVERY Child Has Access to a High-Quality Early Childhood Program

EVERY School Has Effective Teachers and Leaders

4



EVERY Community Effectively Uses a World-Class Data System to Improve Student Outcomes

5



EVERY School and District is Rated “C” or Higher

6












Help Desk

mdeapps@mdek12.org

Technical assistance, support with errors,
reports not displaying correctly, etc.

Include...

-  Your Name
-  District Number
-  School Number
-  Student Name
-  MSIS IDs
-  Screenshots
-  Specific details about the issue



Automated
response within
minutes

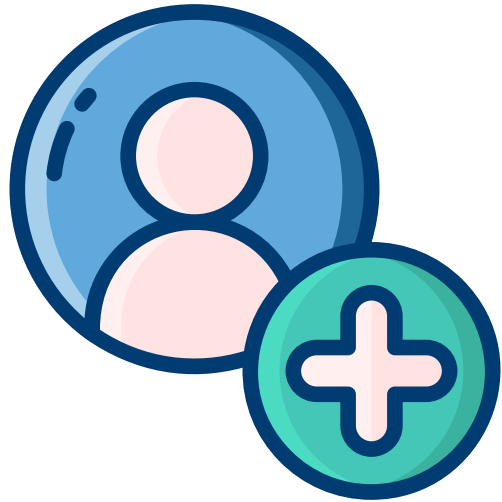


Allow 24-48
hours for a
response from a
Customer
Support Team
Member



Respond to any
follow up
questions





Enrollment



Students cannot enter and exit on the same day.

Example: Student withdraws from School A on October 9 and enrolls with School B on October 10.

School A records an exit date for the last day the student attended the school. (May have to adjust as needed once documentation, etc. is received.)

Exit Date = 10-09-2024

School B records an entry date for the day the student enrolled.

Entry Date = 10-10-2024



Attendance



Attendance will be reported for each day (present or absent), not just absences.

Data Element option set:

- **Present** - Present
- **ExcusedAbsence** - Excused Absence
- **UnexcusedAbsence** - Unexcused Absence



Students **MUST** have attendance marked for the day of enrollment and the day of withdrawal.

SAMS has deployed a fix for this.



Students **CAN** be absent on the first day of enrollment.
(Ex: Suspension carrying over from prior year.)

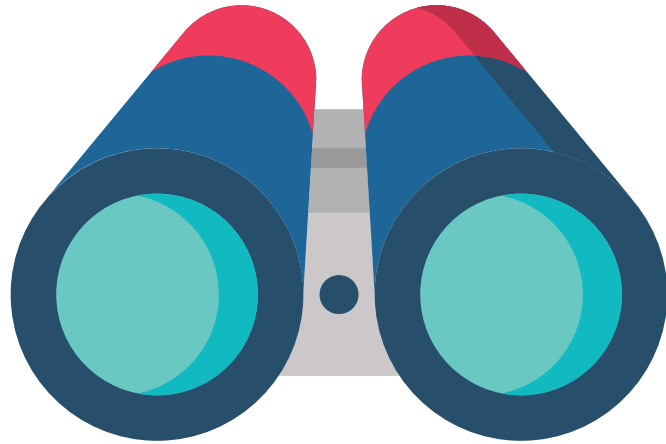
Follow local district policies for absence reporting and no shows.



Data will be transferred nightly via API from the SIS as a **rolling 45-day attendance record** for each student. This allows any edits made to a student's attendance in the past 45 days to be captured.

On June 30, the API will send a student's attendance for the complete school year, allowing for any changes to be captured that were made after any of the previous 45-day windows.

Any changes made to attendance after a certification period has passed will not change the certified attendance. However, the student's attendance will be correctly reflected in MSIS.



MSIS IDs

- 2 Request Age Drop-down (1, 3, 10, 30, 60, or 90 days)
- 3 Request Status
- 4 Request Actions
- 5 Student Name

The screenshot shows the 'MSIS ID Requests' page. At the top, there is a 'Max Request Age' dropdown menu set to '10 Days' (callout 2). To the right are buttons for 'Export IDs' and '+ Add New'. Below this is a table with columns: Name, Date of Birth, Request Age (Days), MSIS ID (callout 3), Status, and Actions (callout 4). The table contains five rows of data. The third row has a callout 5 pointing to the student name 'Butts, Alya'. The table also features status buttons like 'Review Needed', 'New ID Assigned', and 'Existing ID Assigned'.

Name	Date of Birth	Request Age (Days)	MSIS ID	Status	Actions
Butts, Alya	04/13/2009	6		Review Needed	✕
Butts, Alya	10/04/2000	6		Review Needed	✕
Butts, Alya	01/07/2017	6	777777123	New ID Assigned	
Gray, Lucian	08/02/2018	6	888888123	New ID Assigned	
Johnson, Jeremy Maurice	09/21/2005	4	999999123	Existing ID Assigned	

Review MSIS ID Requests

MSIS will search for existing students in the system for matches based on:

- First Name
- Middle Name
- Last Name
- Date of Birth
- SSN

Strength of matches will be determined based on exact matching of DOB or first/middle/last names, or the first 1-3 letters of the first/middle/last name.

New ID Assigned

No student match was found, and MSIS has assigned a new MSIS ID to the student. No further action is required by district staff.

Existing ID Assigned

A student match was found, and MSIS has assigned the student an existing MSIS ID. No further action is required by district staff.

Review Needed

Similar student matches were found. District staff must confirm the match to assign an existing MSIS ID or deny the potential match to assign a new MSIS ID.

5 Amelia Grace Bedelia

MSIS ID Date of Birth SSN
 11/04/2015 ###-##-6677

Please review students for potential matches

If you see more than one match, please contact your MSIS Primary for assistance.

Bedelia, Amelia Ann Strong Match

Matched Data

Amelia Bedelia 11/04/2015

Unmatched Data

Ann SSN:
 -

Confirm Match

6

Amelia Grace Bedelia

MSIS ID Date of Birth SSN
 11/04/2015 -

Please review students for potential matches

If you see more than one match, please contact your MSIS Primary for assistance.

Bedelia, Amy Possible Match

Matched Data

Bedelia 11/04/2015

Unmatched Data

First Name: Middle Name: SSN:
Amelia **Grace** -

Confirm Match

7

None of the students are matches

9

Are you sure this is a match? ✕

Highlighted fields do not match.

MSIS ID Request Data	Matched Student
First Name: Amelia	First Name: Amy
Middle Name: Grace	Middle Name: ...
Last Name: Bedelia	Last Name: Bedelia
DOB: 11/04/2015	DOB: 11/04/2015
SSN: -	SSN: -
Additional Context	
Address: -	Address: -
Parent/Guardian: -	Parent/Guardian: -
District: (4420)	District: -
School: (4420-032)	School: -

No, cancel Yes, students match

8





Resources



Resources

