

Agency Name

Managing Uniq-IDs, supporting LEAs, and sharing Best Practices: Perspectives from LA, NM and TX

2018 eScholar Uniq-ID Conference

Session Overview

Three panelists will discuss how they are managing IDs, specifically tips for resolving duplicate and shared IDs. In addition they will discuss their approaches to supporting LEA users with issues in using the application and resolving near matches. Finally they will share best practices developed over the years.

Audience participation is encouraged!





Brief introduction for each state profile

- How many students & LEAs do you have in your state?
- Do you use UID for Students and Staff or only for Student?
- How often do you update UIDs?
- Do you use/feed UID in some other systems at state?



Identifying and resolving near matches and duplicate and shared IDs

- What does this process look like in your state?
- Do you have any tips that you have learned?
- What are the most common issues you face around resolving them?
- Do you have suggestions to reduce the number of duplicates and shared IDs that are created?



Communicating with LEAs or other system users

- What process do you use? Is it effective? What could be improved?
- What issues most commonly arise?
- How have you managed a uncooperative or non-compliant user?
- Provide an example of a difficult situation that needed to be shared with the LEAs



Supporting LEAs and Users

- What's your support structure in your state?
- Do you staff a Help Desk?
- Do you have a ticketing system for issues?
- Scheduled meetings either in person or remotely using Webinars, etc.



Best Practices

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Questions?

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