District of Columbia
Office of the State Superintendent of Education

SLED: DATA MANAGEMENT

CHARACTERISTICS CONFLICT MANAGEMENT

2/23/2024

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Introduction

Purpose

The Characteristics Conflict Management is a module under the Statewide Longitudinal Education Data (SLED) Data Management tab. This module displays discrepancies by conducting a daily comparison of the two student characteristics data elements: English Learner (EL) Indicator and Homeless Indicator between the local education agencies (LEA), student information system (SIS), authoritative databases (ADBs) and enrollment audit data.

The Characteristics Conflict Management module provides the mechanism for the state and LEAs to resolve these conflicts by either (1) the LEA accepting the authoritative data element value by updating the SIS, or (2) OSSE approving the LEA's submitted documentation to support its SIS value which updates the ADB. The Characteristic Conflicts Management module in SLED provides near real-time information to LEAs of discrepancies within a student's enrollment record.

Who has Access?

LEA staff assigned the two contact types (point of contacts) below in the Integrated Data Submission Tool (IDS) – All Staff data collection_will have access to the Data Management modules, which includes Exit Management, after completing trainings for Statewide Longitudinal Education Data (SLED).

1. School Approver
2. LEA Approver

It is the LEA's responsibility to designate staff members in IDS – All Staff with the LEA/School Approver role to access the Data Management modules in SLED. The contact types are added in IDS – All Staff data collection template.

OSSE staff who are assigned the user role of State Approver will be given access to the Data Management modules to review and either accept or reject supporting documentation.

How are Data Compared?

For the English Learner Indicator, data are compared over several school years regardless of LEA. A student's EL classification is tracked until the student has been formally "exited" from the EL program and is no longer in need of language development services. The Characteristics Conflict Management module identifies a conflict when the students' English Learner Indicator changes either (1) from "Yes" to "No" for the exiting of a student who previously identified as an EL or (2) from "No" to "Yes" for the re-identification of a student who has previously exited EL status. The LEA is required to provide two different forms of documentation to change the English learner Indicator value – see Appendix D: Acceptable Documents to Resolve Characteristics Conflicts for details.

For the Homeless Indicator, data are only compared for the current school year for the LEA. A student's homeless classification is only monitored for one academic year. Once the LEA identifies the student as experiencing homelessness during a school year, OSSE expects the Homeless Indicator value of "Yes" to remain the same while the student is enrolled at the LEA. The Characteristics Conflicts Management module identifies a conflict when the students' Homeless Indicator changes from "Yes" to "No." The LEA is required

to provide one form of documentation to change the Homeless Indicator value – see Appendix D: Acceptable Documents to Resolve Characteristics Conflicts for details.

Both data elements will be compared against the current enrollment audit data for any discrepancies. Changes to the classification of a student as an English Learner or Homeless indicators after being identified and certified as such in the enrollment audit process requires additional review.

Characteristics Conflicts Management in SLED

The SLED Characteristics Conflict Management module is accessible by going to sled.osse.dc.gov. Once the LEA or school Approver has logged in to SLED, the LEA or School Approver must click on the **Data Management** tab located on the navigation bar and then click on **Characteristics Conflicts Management**.

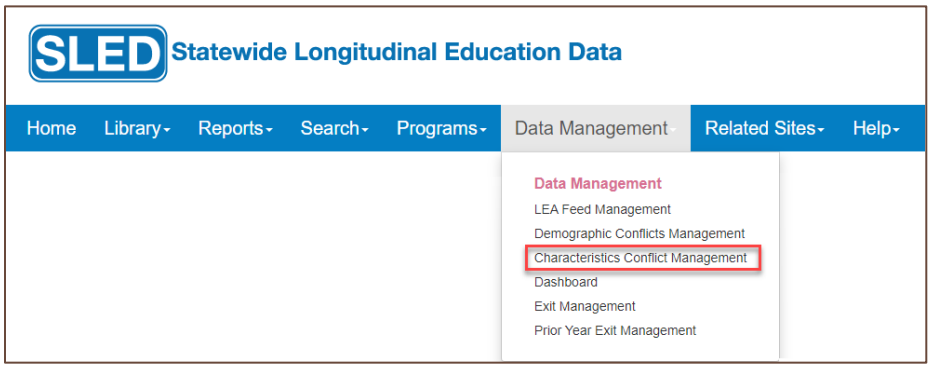


Figure 1: Characteristics Conflict Management Tab in SLED

Quick Tips

Global Search

On the top right corner of the module is a search bar. To search for a student, enter one of the below values with at least two characters.

- USI;
- Conflict ID;
- Student's first name; or
- Student's last name.

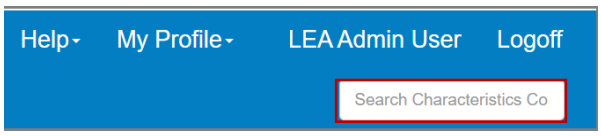


Figure 2: Global Search Function

A **Characteristics Conflict Search Results** page will open with all conflicts associated with the search criteria.

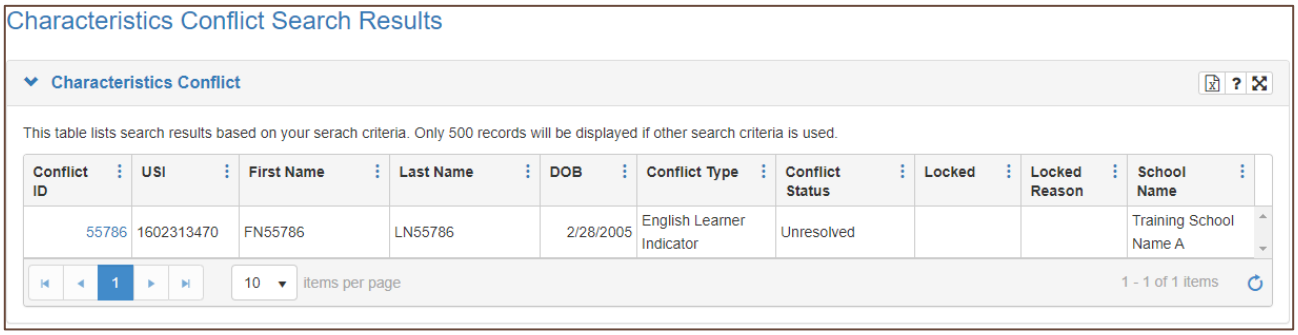


Figure 3: Search Results

Table Search

Tables in the module have a local search bar, use the school name, first name or last name.

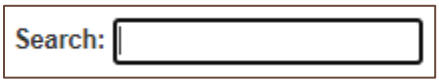


Figure 4: Search Function for Table

Export to Excel File Icon

Tables in the module have the clickable Excel file icon ( ) to export the table contents.

Help Icon

Tables in the module have the clickable help icon ( ) for the column header descriptions.

Resolution Status Flow

To understand the process for how conflicts are resolved, see Appendix A: Resolution Status Flows.

Dashboard

The LEA Characteristics Conflict Summary page is the landing page for the LEA Approver user. It has the three below tables listed.

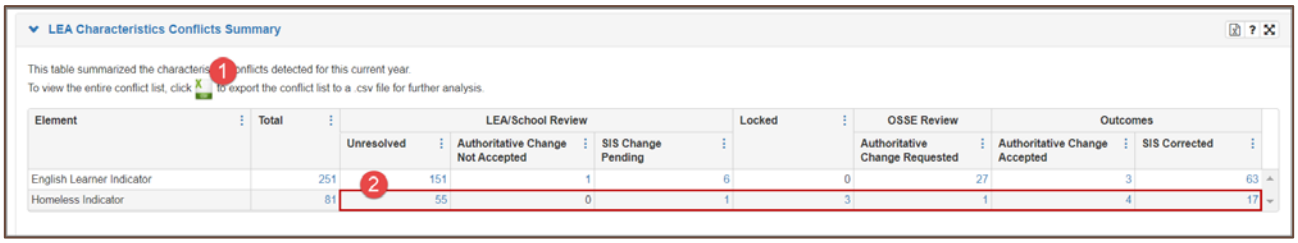
1. **LEA Characteristics Conflicts Summary**
2. **Active English Learner Indicator Conflicts Summary**
3. **Active Homeless Indicator Conflicts Summary**

Note: The School Characteristics Conflict Summary Page is the landing page for the School Approver role.

LEA Characteristics Conflicts Summary Table

1. On the LEA Characteristics Conflicts Summary table, click on the Excel icon ( ) to export the entire characteristics conflicts list for the LEA.

a. The table displays the number of conflicts detected for a LEA and the current resolution status. For an explanation of the statuses, see Appendix C: Glossary.
b. Click on the conflict status counts to view the characteristics conflicts associated with that status. See Characteristics Conflict Page.


LEA Characteristics Conflicts Summary

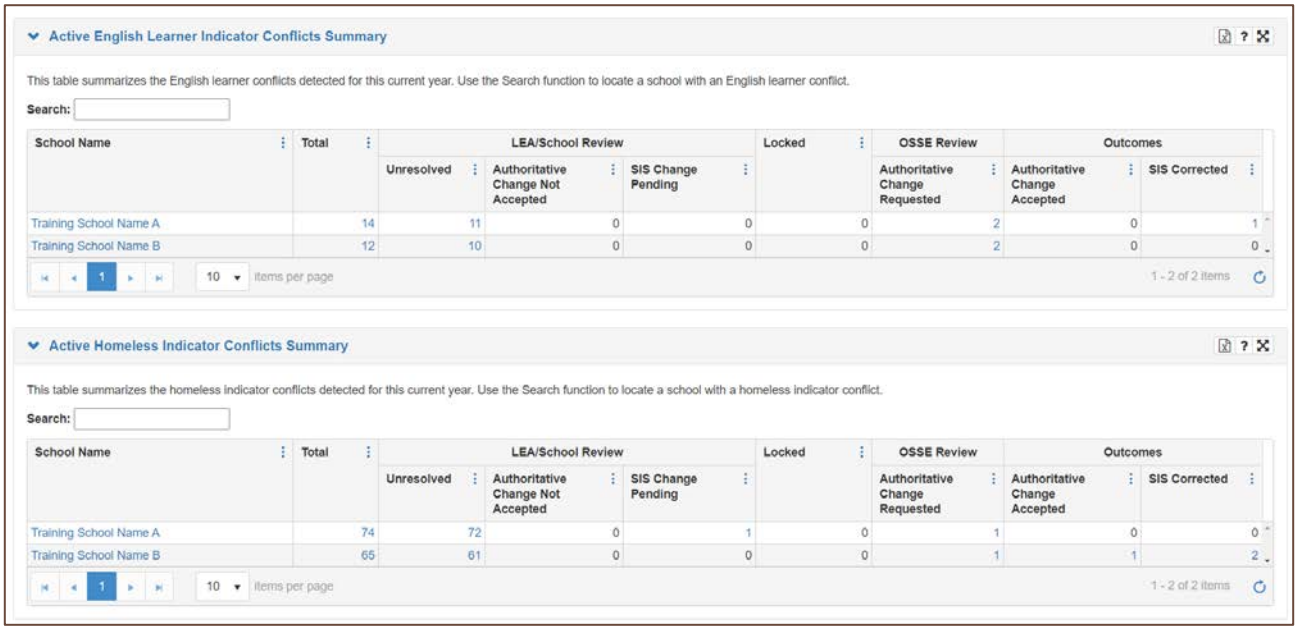
This table summarized the characteris onflicts detected for this current year.
To view the entire conflict list, click to export the conflict list to a .csv file for further analysis.

Element	Total	LEA/School Review			Locked	OSSE Review	Outcomes	
		Unresolved	Authoritative Change Not Accepted	SIS Change Pending		Authoritative Change Requested	Authoritative Change Accepted	SIS Corrected
English Learner Indicator	251	151	1	6	0	27	3	63
Homeless Indicator	81	55	0	1	3	1	4	17

Figure 5: LEA Characteristics Conflict Summary Table

Active English Learner and Homeless Indicator Conflicts Summary Tables

2. The Active English Learner Indicator Conflicts Summary and Active Homeless Indicator Conflicts Summary tables summarize the related conflicts detected for this current year.
   a. Click the school in the School Name column to go to the School Characteristics Conflict Summary page for the school selected.
   b. Click a conflict status count to view the characteristics conflicts. See Characteristics Conflict Page.
   ***TIP**: If a school does not have any conflicts, the school name will not be listed.*


Active English Learner Indicator Conflicts Summary

This table summarizes the English learner conflicts detected for this current year. Use the Search function to locate a school with an English learner conflict.

Search:

School Name	Total	LEA/School Review			Locked	OSSE Review	Outcomes	
		Unresolved	Authoritative Change Not Accepted	SIS Change Pending		Authoritative Change Requested	Authoritative Change Accepted	SIS Corrected
Training School Name A	14	11	0	0	0	2	0	1
Training School Name B	12	10	0	0	0	2	0	0

1 | 10 items per page | 1 - 2 of 2 items

Active Homeless Indicator Conflicts Summary

This table summarizes the homeless indicator conflicts detected for this current year. Use the Search function to locate a school with a homeless indicator conflict.

Search:

School Name	Total	LEA/School Review			Locked	OSSE Review	Outcomes	
		Unresolved	Authoritative Change Not Accepted	SIS Change Pending		Authoritative Change Requested	Authoritative Change Accepted	SIS Corrected
Training School Name A	74	72	0	1	0	1	0	0
Training School Name B	65	61	0	0	0	1	1	2

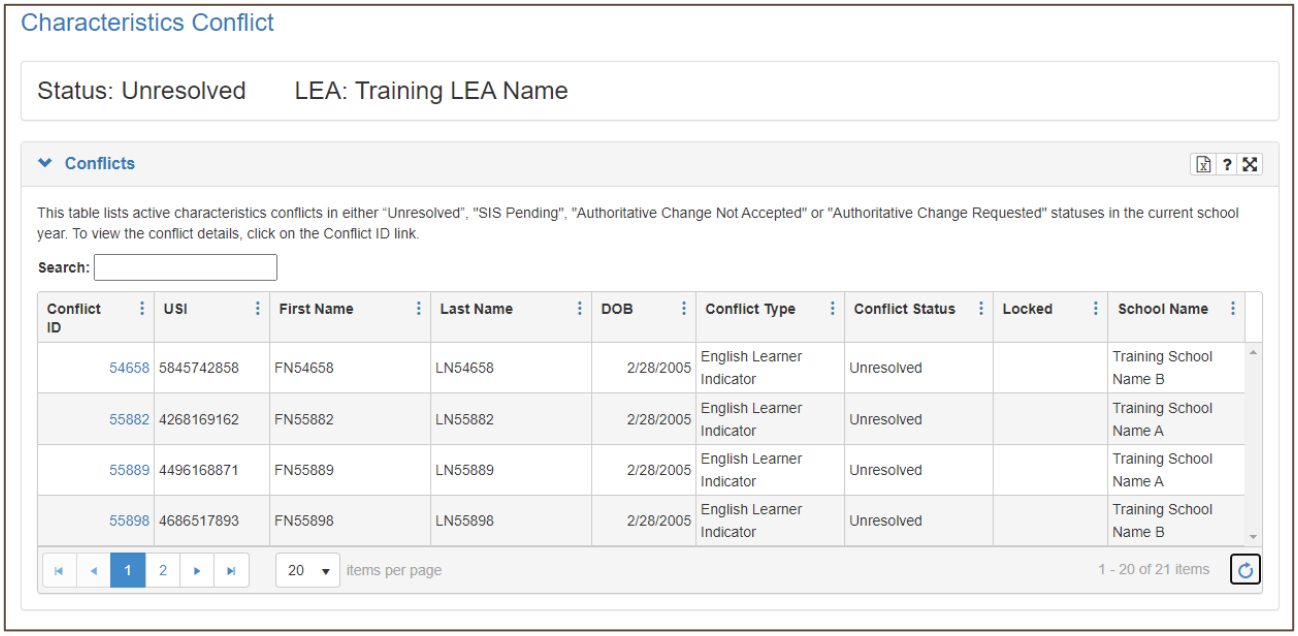
1 | 10 items per page | 1 - 2 of 2 items

Figure 6: Active English Learner Indicator Conflicts Summary and Active Homeless Indicator Conflicts Summary Tables

Characteristics Conflict Page

3. The Characteristics Conflict page has a list of active characteristics conflicts in either the "Unresolved," "SIS Pending," "Authoritative Change Not Accepted" or "Authoritative Change Requested" statuses.

a. Click the Conflict ID to view the characteristics conflicts. See Student Characteristics Conflicts Details Page.

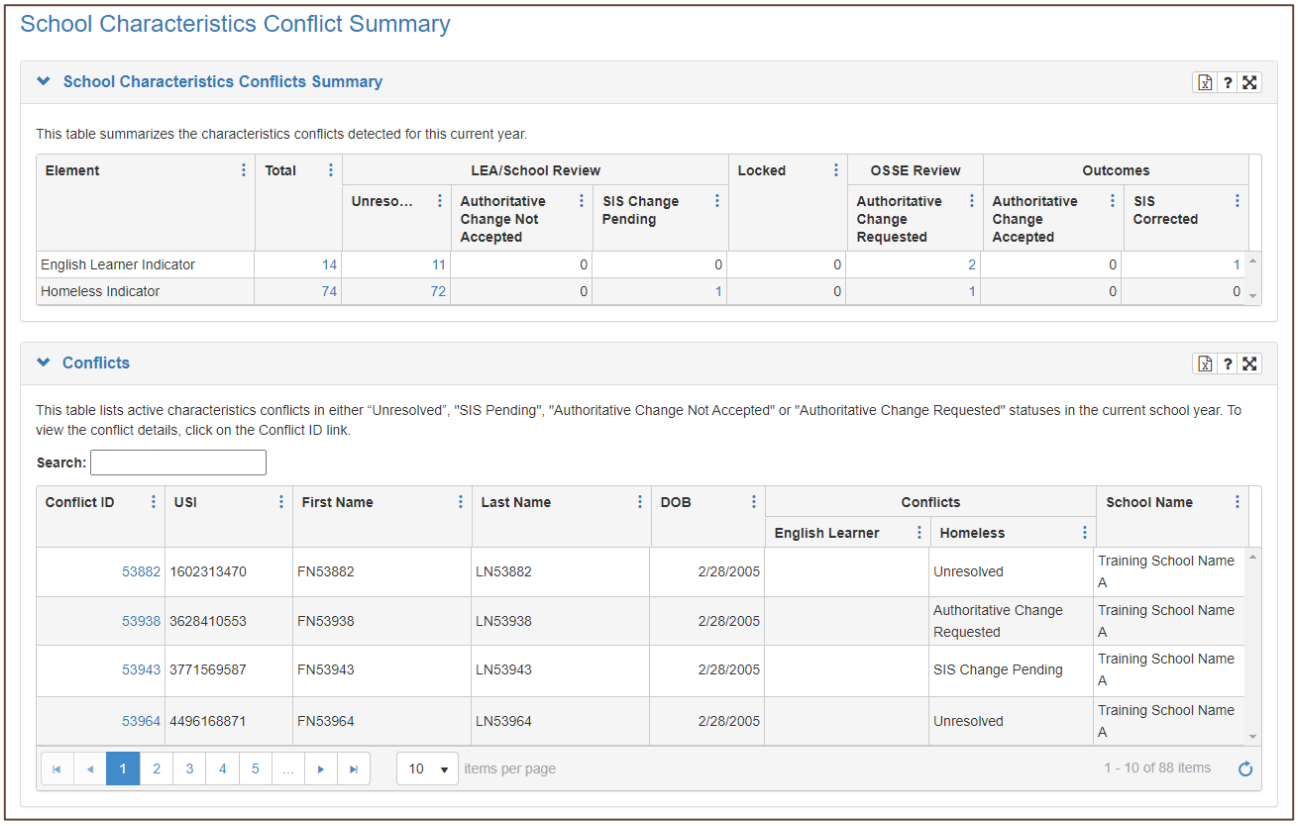


Conflict ID	USI	First Name	Last Name	DOB	Conflict Type	Conflict Status	Locked	School Name
54658	5845742858	FN54658	LN54658	2/28/2005	English Learner Indicator	Unresolved		Training School Name B
55882	4268169162	FN55882	LN55882	2/28/2005	English Learner Indicator	Unresolved		Training School Name A
55889	4496168871	FN55889	LN55889	2/28/2005	English Learner Indicator	Unresolved		Training School Name A
55898	4686517893	FN55898	LN55898	2/28/2005	English Learner Indicator	Unresolved		Training School Name B

Figure 7: Characteristics Conflict Page

School Characteristics Conflict Summary Page

4. The School Characteristics Conflict Summary page has the below reports listed. The School Approver role views this page upon accessing the module.
    a. **School Characteristics Conflicts Summary** – click on the conflict status counts to view the characteristics conflicts associated with that status. See Characteristics Conflict Page.
    b. **Conflicts** – click the Conflict ID to view the characteristics conflicts. See Student Characteristics Conflicts Details Page.



School Characteristics Conflict Summary

School Characteristics Conflicts Summary

This table summarizes the characteristics conflicts detected for this current year.

Element	Total	LEA/School Review			Locked	OSSE Review	Outcomes	
		Unreso...	Authoritative Change Not Accepted	SIS Change Pending		Authoritative Change Requested	Authoritative Change Accepted	SIS Corrected
English Learner Indicator	14	11	0	0	0	2	0	1
Homeless Indicator	74	72	0	1	0	1	0	0

Conflicts

This table lists active characteristics conflicts in either "Unresolved", "SIS Pending", "Authoritative Change Not Accepted" or "Authoritative Change Requested" statuses in the current school year. To view the conflict details, click on the Conflict ID link.

Search:

Conflict ID	USI	First Name	Last Name	DOB	Conflicts		School Name
					English Learner	Homeless	
53882	1602313470	FN53882	LN53882	2/28/2005		Unresolved	Training School Name A
53938	3628410553	FN53938	LN53938	2/28/2005		Authoritative Change Requested	Training School Name A
53943	3771569587	FN53943	LN53943	2/28/2005		SIS Change Pending	Training School Name A
53964	4496168871	FN53964	LN53964	2/28/2005		Unresolved	Training School Name A

1 2 3 4 5 ... 10 items per page 1 - 10 of 88 items

Figure 8: School Characteristics Conflict Summary Page

Student Characteristics Conflicts Details Page

To resolve a conflict, click the Conflict IDiva.gi to view the Student Characteristics Conflicts Details page. It has the below sections.

1. **Student Information**
    a. To view of the student's authoritative demographic information, click on the student's USI. A pop-up window will appear with the Student Details.
2. **Characteristics Conflict**
    a. Lists the conflict associated with the student. To overwrite OSSE's authoritative data with the LEA SIS data, upload and attach the documents to the conflict and enter resolution notes as needed.
3. **Available Student Documents**
    a. Lists all the documents uploaded and associated with the student. The characteristics conflicts will display in red font.
4. **Characteristics Conflict Resolution Notes**
    a. Enter comments (up to 500 characters) that may help LEA, School and/or OSSE to resolve the characteristics conflicts and click the Save Comment button to save the comments. Notes are visible to all users.
5. **Characteristics Conflict Resolution Notes History**
    a. Lists all the resolution notes entered by the LEA, School and/or OSSE for resolving this conflict. Note: OSSE does not receive any notification if only comments are added to the conflict record.
6. **Characteristics Conflicts Resolution History**
    a. Lists the progress of the conflict resolution from the time it is created to the time it is closed.

Resolving Characteristics Conflicts

To correct the conflict, the LEA or School Approver can either:

1. Upload the documentation and request for OSSE to change the authoritative Characteristics data; or
2. If a SIS error, click the **Error in SIS** button to acknowledge a data entry error occurred in the student information system (SIS) and will be corrected in the SIS by the LEA or school.

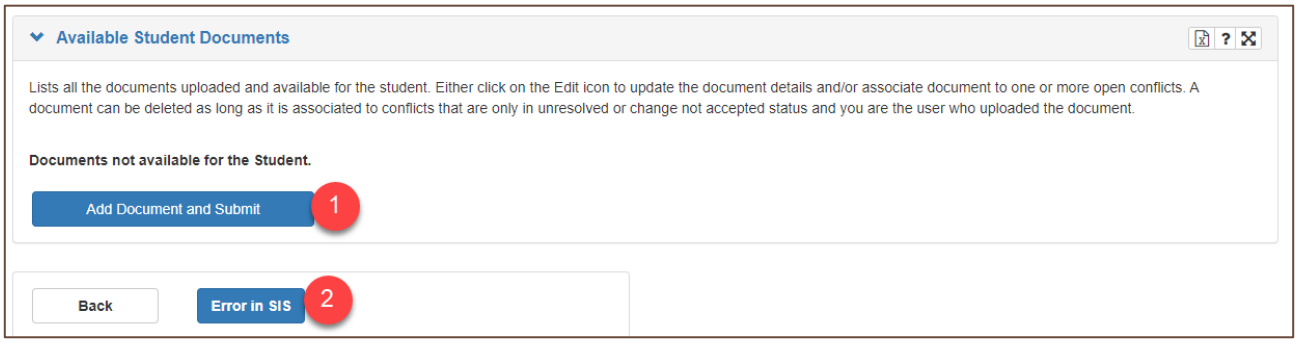


Figure 9: Upload Document or Click Error in SIS

Note: This is the view of Available Student Documents before any documents are uploaded.

Upload Document

To provide OSSE with supporting documentation to request an authoritative characteristic change follow the below steps.

1. Under the **Available Student Documents**, click the **Add Document and Submit** button**.**
2. Complete all required fields. Only PDF files can be uploaded.
3. Upload the supporting documentation that supports the conflict type. See **Appendix C: Acceptable Documents to Resolve Characteristics Conflicts**.
    a. The English Learner Indicator conflict requires the LEA or School Approver to submit two different documents to support an authoritative characteristic change. Simply repeat steps 1-4 to submit a second document.
4. Click one of the below buttons.
    a. **Save** – to save the document to the student record. This will not send the conflict to OSSE for review.
    b. **Save and Submit** – to save the document to the student record and send the conflict to OSSE for review.
    c. **Close** – to exit the window without saving.

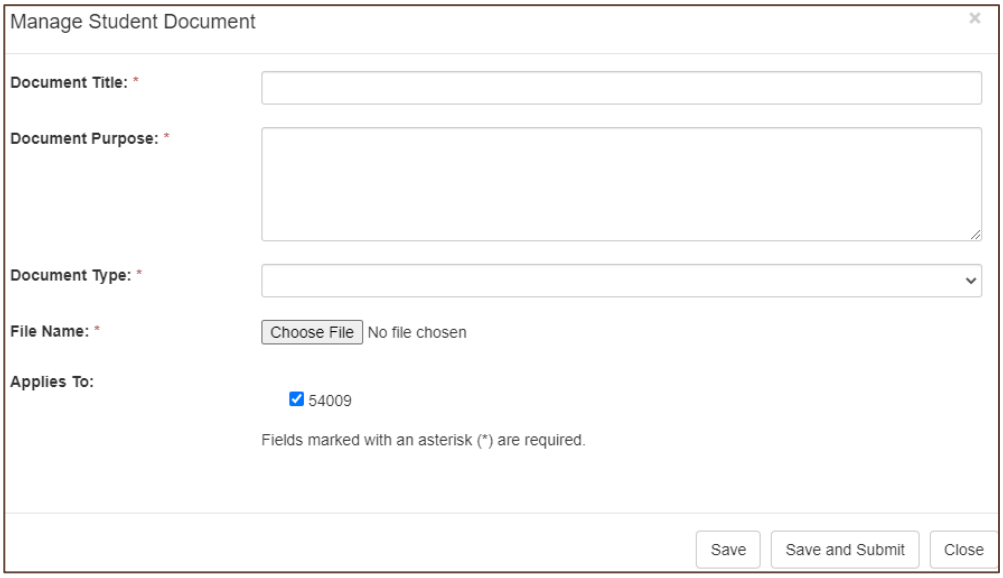


Figure 10: Manage Student Document Popup Window

Available Student Documents

5. The **Available Student Documents** table displays all documents uploaded for the student's conflict.

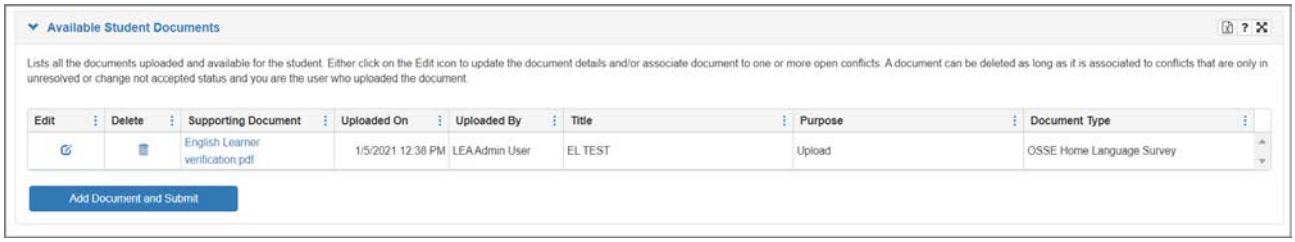


Figure 11: Available Student Documents

6. Once the file is uploaded and the **Save** button selected, the LEA or School Approver will see the **Request Data Change** button. Prior to uploading a document, this button is not visible.
7. Only the LEA or School Approver who uploaded the document may delete the document.
8. Once the LEA or School Approver submits the document to OSSE for review, the LEA or School Approver is unable to modify the document.
9. Once all supporting documents for a characteristics conflict have been uploaded, click the **Request Data Change** button to have OSSE review the documents.

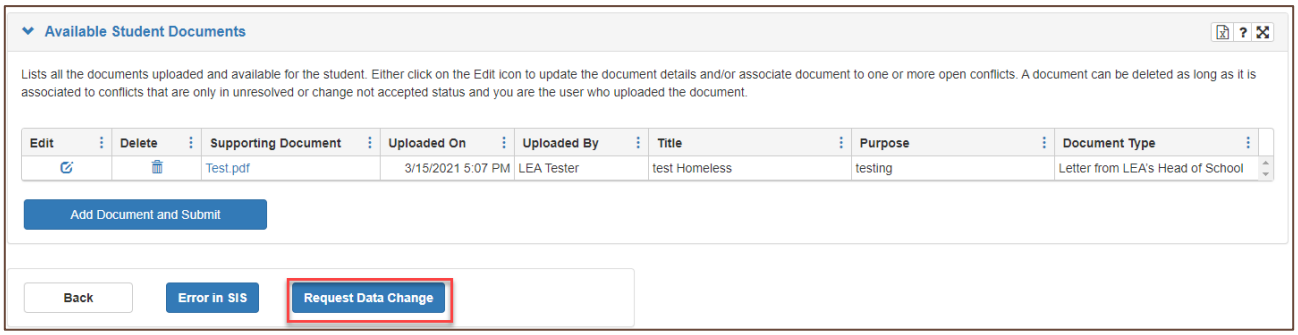


Figure 12: Request Data Change Button Appearance

Resolving Homeless Conflicts

To resolve a Homeless Indicator conflict from “Yes” to “No,” a letter from the head of school must be provided.

Resolving English Learner Conflicts

To resolve an English Learner Indicator conflict from “No” to “Yes,” two different forms of documentation must be provided.

To resolve an English Learner Indicator conflict from “Yes” to “No,” two different forms of documentation must be provided. Upon clicking the **Request Data Change** button, the below questions will appear after a sequence of prompts and must be answered for the student. The values will update those data elements in the EL authoritative database.

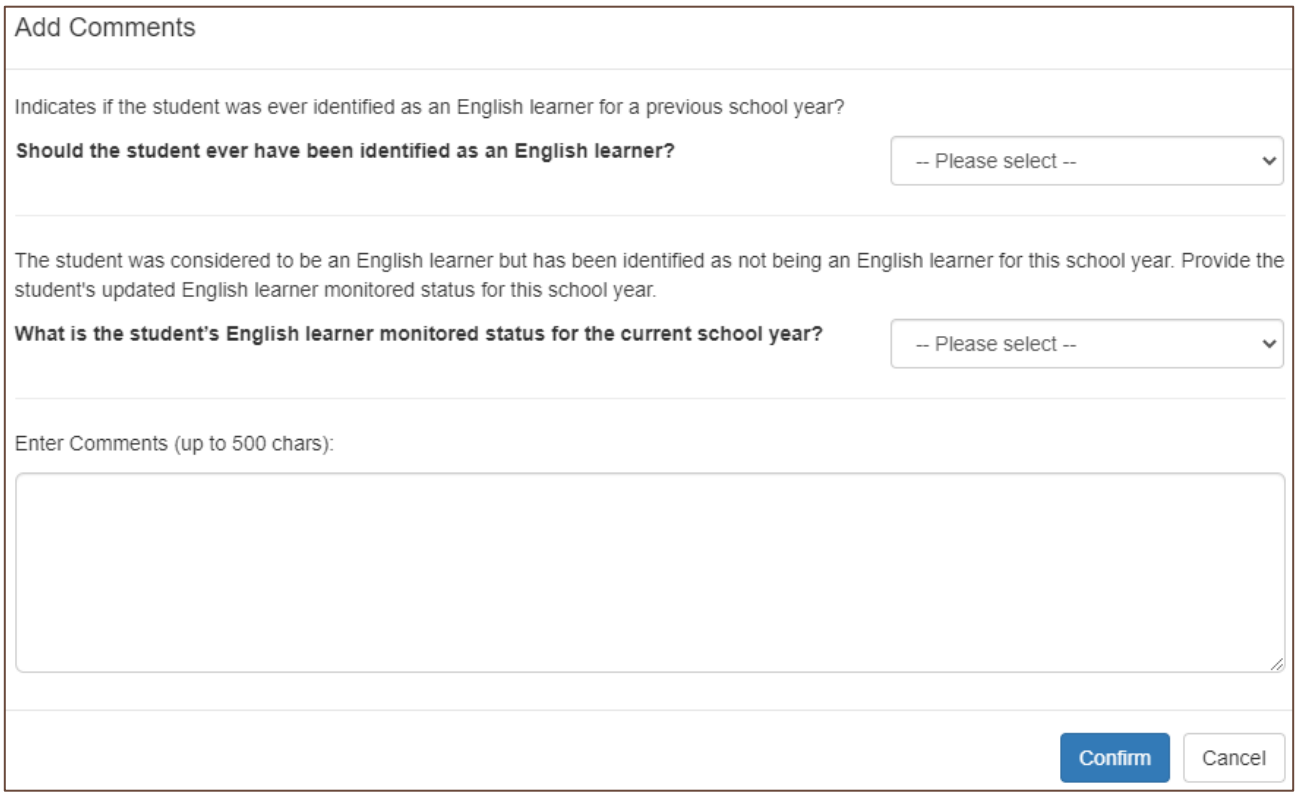


Figure 13: Ever EL and Monitor Status Questions

The values are listed in the Characteristics Conflict Resolution Notes History table on the Student Characteristics Conflicts Details page.

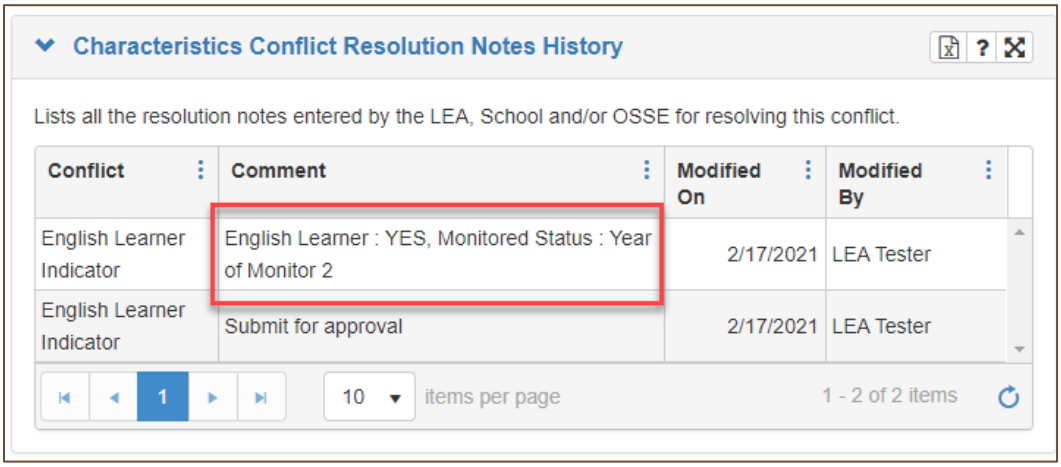


Figure 14: Ever EL and Monitor Status Questions Note

Error in SIS

If the LEA or School Approver selects the **Error in SIS** button, a popup box will appear confirming the selection. Comments should be added and click the Confirm button.

Figure 15: Error in SIS Add Comment Window

1. Enter a comment and select **Confirm**. The page will refresh and display the Characteristics Conflicts page. The conflict record will be available as "SIS Change Pending" under the Status column.
2. Once the required information is updated in the LEA SIS to reflect the authoritative data, the conflict will close and be found under the SIS Corrected status.

TIP: If the **Error in SIS** button was selected by mistake, even after confirming this selection, the LEA or School Approver can modify the record. If the LEA or School approver decides to request a change to the authoritative data, upload a supporting document and select the **Request Data Change** button.

Locked Characteristics Conflicts

A characteristics conflict may be locked if the student has a duplicative enrollment at an LEA or invalid data (i.e., student was deleted from the LEA SIS) for the student. If a characteristics conflict is locked, the LEA must resolve the duplicative enrollment prior to modifying the authoritative characteristics data for the student.

Automatically Closed Conflicts

The Characteristics Conflict Management module automatically closes a conflict for the following reasons:

1. The USI is not in the LEA SIS feed (i.e., this occurs when student record was deleted in the LEA SIS or dropped from the enrollment feed); or
2. SIS correction (i.e., this occurs when the LEA or School Approver corrects the LEA SIS to reflect what is in the authoritative characteristics dataset).

If the Characteristics Conflict Management module automatically closes a Characteristics conflict, for the reasons listed above, the resolution status will state System Closed and the conflict will be removed from the Active Characteristics Conflict list. The LEA or School Approver may view the closed conflicts on the LEA Characteristics Conflicts Summary page by clicking SIS Corrected status.

Appendix A: Resources

The table below lists resources that are available in assisting with resolving Characteristics conflicts.

No.	Title	Location
1.	**Data Collection Template**	https://osse.dc.gov/publication/osse-lea-data-collections-template
2.	**Unified Data Errors Guide**	osse.dc.gov/publication/unified-data-errors
3.	**Data Liaisons**	osse.dc.gov/publication/data-assessment-and-research-lea-liaisons
4.	**OSSE Support Tool**	octo.quickbase.com/
5.	**Enrollment Audit and Child Count Application**	data.osse.dc.gov/enrollmentaudit/
6.	**SLED Resources:** 1. **SLED website** 2. **To receive SLED credential** 3. **Data Management Resources**	1. sled.osse.dc.gov/ 2. To receive SLED credentials, access the OSSE Learning Management System (LMS) 3. SLED Library - LEA Data Management
7.	**Delivering Education Services to English Learners**	osse.dc.gov/publication/delivering-education-services-english-learners-policies-and-procedures-administrators
8.	**OSSE Home Language Survey**	osse.dc.gov/publication/osse-home-language-survey
9.	**Comprehensive Homeless Student Data Guide**	The Comprehensive Homeless Student Data Qlik application is located in the first sheet of the Comprehensive Homeless Student Data Qlik application.

Appendix B: Glossary

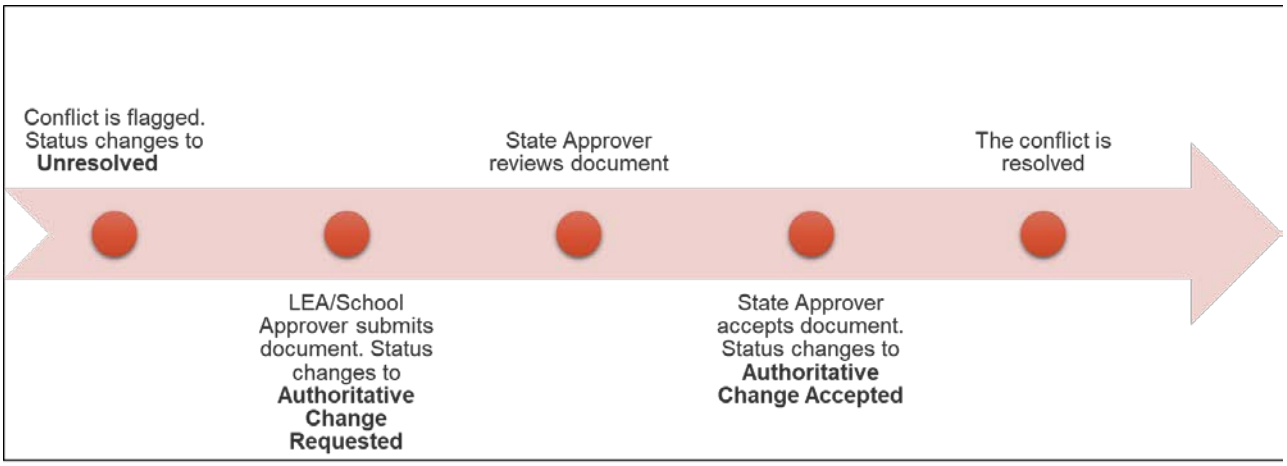
The table below lists the Characteristics Conflict statuses and definitions.

Characteristics Conflict Status	Definition
Authoritative Change Accepted	Status is set to “Authoritative Change Accepted” when the State Approver approves the change submitted by the LEA or School Approver. The change is saved into the Authoritative Dataset.
Authoritative Change Not Accepted	Status is set to “Authoritative Change Not Accepted” when the State Approver rejects the change submitted by the LEA or School Approver. The change is not saved into the Authoritative Dataset; however, the LEA or School Approver can submit different document(s).
Authoritative Change Rejected	Status is set to “Authoritative Change Rejected” when the State Approver rejects the changes submitted by the LEA or School Approver.
Locked	The locked column indicates if the conflict has been locked from edits and approval. System automatically locks a conflict when errors such as duplicative enrollment error, invalid data error occur while the conflict is active. The conflict is automatically unlocked by the system when the error is resolved. A locked conflict can occur with the English Learner Indicator.
Unresolved	Status is automatically set to “Unresolved” status when a new student conflict is created but the LEA or School Approver has not addressed the conflict.
SIS Change Pending	Status is set to “SIS Change Pending” when the LEA or School Approver confirms that the conflicts are due to an error in the SIS. **Note**: The LEA or School Approver needs to fix the data in the SIS, so it matches with the Authoritative Dataset.
SIS Corrected	Status is automatically set to “SIS Corrected” status when the data in the SIS is updated to match the Authoritative Dataset.
Total	The sum of all conflicts in “Unresolved,” “Authoritative Change Not Accepted,” “SIS Change Pending,” “Authoritative Change Requested,” “Authoritative Change Accepted” and "SIS Corrected" statuses for this LEA or school.

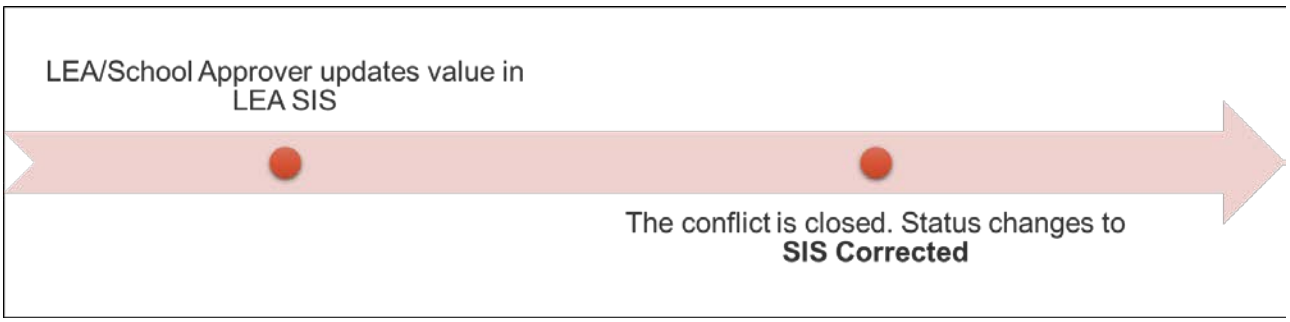
Appendix C: Resolution Status Flows

Once an LEA or school has submitted documentation for review, there are several possible outcomes:

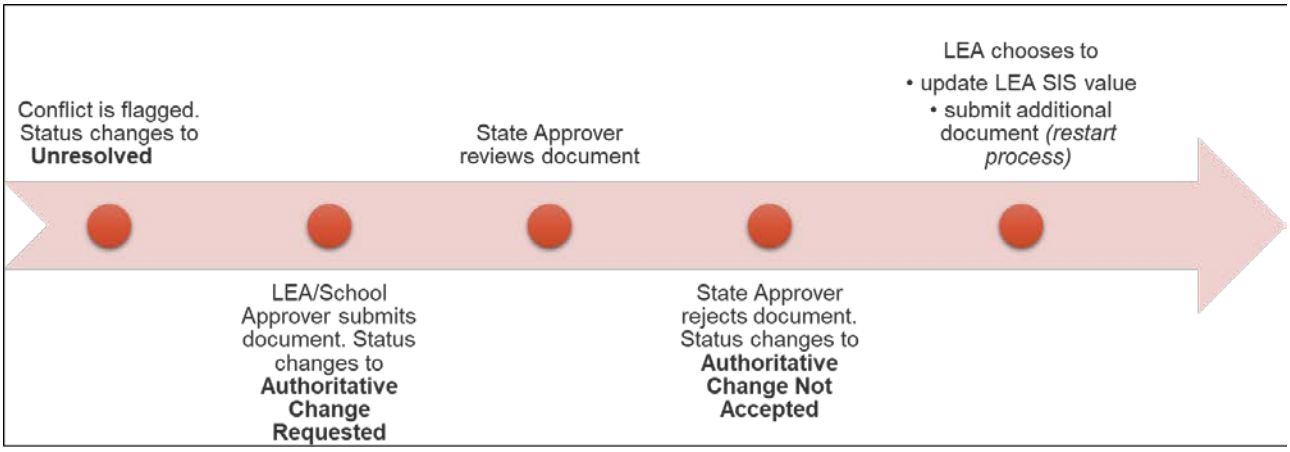
1. LEA or School Approver submits documentation for an unresolved conflict, and the State Approver accepts it, see below.



2. LEA updates value in the LEA SIS, see below.



3. LEA or School Approver submits documentation for an unresolved conflict, and the State Approver rejects the document, see below.



Appendix D: Acceptable Documents to Resolve Characteristics Conflicts

The table below lists the supporting documents that may be uploaded as a PDF file to resolve conflicts by data element.

English Learner *(Two different documents must be uploaded for a characteristics conflicts change.)*	Homeless
Documented Meeting	**Letter from LEA's Head of School**
Letter from English Learner Specialist	
OSSE Home Language Survey	
Out of State ACCESS Score	
Parent Letter	
Screener Data	

Sample of Acceptable Documents to Resolve Characteristics Conflicts

English Learner

Letter from English Learner Specialist

SAMPLE LEA

PUBLIC SCHOOL

1050 First Street NE, Washington, DC 20002 • Phone: (202) 123-4567 • www.lea.org

December 11, 2022

To whom it may concern:

The family of John Doe has completed the home language survey verifying that English is her primary language; therefore, this student is not an English learner and has never been one. If you have any further questions, please contact Jane Butler, Associate Director, at jbutler@lea.org or 202-123-1234.

Sincerely,
Jane Butler
Associate Director
EL Coordinator

SAMPLE

OSSE Home Language Survey

District of Columbia
Office of the State Superintendent of Education

HOME LANGUAGE SURVEY

As part of the enrollment process in DC public and public charter schools, all parents and guardians must complete the Home Language Survey. For all students who are enrolling in a DC school for the first time, parents must complete the OSSE Home Language Survey at the time of enrollment. The purpose of the three questions below is to determine if your child needs English language proficiency screening. If the answers to questions 1, 2 or 3 indicate a language other than English, the school must screen your child for possible identification as an English learner using a screener test.

All DC residents, of all backgrounds, are welcome in public schools in the District of Columbia.

The Home Language Survey is *not* used for immigration purposes and is not shared with Immigration and Customs Enforcement (ICE). The Home Language Survey is *not* used to determine:

- your immigration status;
- your residency status; or
- if your child is an English learner.

Please let your school know if you need assistance completing the Home Language Survey.

This form must be signed and dated by the parent/guardian and school official and kept in the student's file.

Doe — Student's Last Name
John — Student's First Name
Sample School — School Name

1. What is the primary language used in the home? English

2. What is the language most often used by the student? English

3. What language or languages did the student use first? English

For additional information only:
What other languages are spoken in your home? Spanish

Jane Doe — Signature of Parent/Guardian — Date: 3/14/2022

Sample Staff Signature — Signature of School Official — Date: 3/15/2022

To be completed by School Official:
Refer for English language proficiency screening? ☐ Yes ☒ No

Home Language Survey

Homeless Indicator

Letter from LEA's Head of School

SAMPLE LEA

PUBLIC SCHOOL

1050 First Street NE, Washington, DC 20002 • Phone: (202) 123-4567 • www.lea.org

December 11, 2022

To whom it may concern:

Please note that the below student was not identified as an experiencing homelessness by Sample LEA Public School during the 2020-21 school year. Due diligence outreach was conducted, and the family did not disclose their housing status. Please use this letter as evidence to support the removal of the SLED Characteristics Conflict Management module.

- Jon Doe with USI 1234567890

Sincerely,
Jane White
Head of School
202-123-1234

SAMPLE