

**Graduate Data Verification System
Frequently Asked Questions – FAQs**

If your question is not addressed here, forward your question via email to ncwise.incidents@its.nc.gov.

	Category	Question / Statement	Answer / Comment
1.	Access	Counselors not authorized	Counselor does not have a valid NCID or has entered the NCID incorrectly. Contact LEA NCID Administrator or NC DPI Service Desk.
2.	Access	How to designate / authorize someone else to submit?	Principal must select Manage Permissions tab, select Active Accounts tab, select pencil icon next to the name of desired person, select <i>Grant this user the right to submit the data to NCDPI</i> button.
3.	Access	How to authorize someone to view?	Requester obtains an NCID and subscribes to GDVS. NCDPI Administrator or Principal approves access to GDVS.
4.	Access	How to obtain an NCID (North Carolina Identity) User Id and Password?	Contact your LEA NCID Administrator listed at https://www.ncid.its.state.nc.us/LEAListing.asp
5.	Access	Having problems logging in.	NCID was entered incorrectly or an NCID has not been obtained / authorized.
6.	Access	I think I remember my password for accessing GDVS, but I'm not sure of my username.	Contact your LEA NCID Administrator listed at https://www.ncid.its.state.nc.us/LEAListing.asp
7.	Access	What is the link to access GDVS?	Access the FBS website – High School Graduates : http://www.ncpublicschools.org/fbs/accounting/data/#graduates Select Step6, Access The Graduate Data Verification System.
8.	Access	I have forgotten my user ID and password. Can you help me with this matter?	The NCID user id and password are required to access GDVS. Contact your LEA NCID Administrator listed at https://www.ncid.its.state.nc.us/LEAListing.asp

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9.	Access	My password would not work and it locked me out.	Contact your LEA NCID Administrator listed at https://www.ncid.its.state.nc.us/LEAListing.asp
10.	Access	I have forgotten my password to NCID. I tried to reset my password but had no luck and it locked me out.	Contact your LEA NCID Administrator listed at https://www.ncid.its.state.nc.us/LEAListing.asp
11.	Access	How do I get the username and password?	Obtain an NCID. Contact your LEA NCID Administrator listed at https://www.ncid.its.state.nc.us/LEAListing.asp
12.	Data	Summer graduates do not appear.	Incorrect NC Wise Diploma Issue Date or NC Wise Diploma Issue Date not entered. Must have a diploma issue date BETWEEN the last day of school of the previous year and BEFORE the beginning of the current year; and they are in Grade 12 or GR and have taken a summer school course. <i>(Note: Be sure the summer school course is defined in eSIS as a summer school course.)</i>
13.	Data	What defines a Mid Year Graduate?	Mid-Year / Early graduates must have a diploma issue date that is <u>prior</u> to the last day of school according to the 2010-2011 school calendar.
14.	Data	What defines a Summer graduate?	Summer School graduates must have a diploma issue date BETWEEN the last day of school of the previous year and BEFORE the beginning of the current year; and they are in Grade 12 or GR and have taken a summer school course. <i>(Note: Be sure the summer school course is defined in eSIS as a summer school course.)</i>

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15.	Data	What defines a Regular graduate?	Regular Program graduate must have a diploma issue date on or after the last day of school according to the school calendar. (revised 05/13/10)
16.	Data	Regular graduates do not appear.	Incorrect NC Wise Diploma Issue Date or NC Wise Diploma Issue Date not entered. Must have a diploma issue date on or after the last day of school according to the school calendar. (revised 05/13/10)
17.	Data	Mid Year graduates do not appear.	Incorrect NC Wise Diploma Issue Date or NC Wise Diploma Issue Date not entered. Must have a diploma issue date that is <u>prior</u> to the last day of school according to the 2010-2011 school calendar.
18.	Data	A graduate is not displaying on the Graduates tab.	Verify the NCWISE Diploma Issue Date has been populated with an appropriate date and the student has satisfied graduation requirements.
19.	Data	A student has a No – how is this corrected?	This must be corrected in NC WISE. Update the required field in NC WISE.
20.	Data	No graduates data appearing in system.	Incorrect NC Wise Diploma Issue Date or NC Wise Diploma Issue Date not populated.
21.	Data	Information is missing for Certificate students but the record in GDVS has them as “yes” – completed. Is this an issue?	This is not an issue. The information is not required for students who receive a <i>Certificate</i> .
22.	Data	Should I make changes to the GDVS download to reflect the correct information in eSIS?	No. All changes are made through NC WISE.
23.	Data	Students are coded as Summer Graduates, but are actually regular 12th grade graduates who will receive their diplomas in June.	Incorrect date in NCWISE Diploma Issue Date field. Regular Program graduates must have a diploma issue date on or after the last day of school according to school calendar. (revised 05/13/10)

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24.	Procedure	Is there anything that would preclude schools from entering the graduation date early for students that schools are sure students will graduate?	It is highly recommended that the NC WISE diploma issue date is entered after validating and reviewing all graduation requirements for a student. This ensures accurate dates on the student transcript.
25.	Procedure	We have a student who met the graduation requirements as a junior and received a diploma at the graduation ceremonies. She was inadvertently left off the Grad Survey that was submitted by the principal. How do I go about fixing this omission?	Update NCWISE diploma issue date and the NCWISE Bound For field.
26.	Procedure	The seniors who graduated last year were entered in NC WISE with a summer school graduation date. These students are not showing up as summer graduates. Is there something else that we need to do so that their information can be included?	Make sure the summer school course is defined to NCWISE as a summer school course. Be sure the "How Taken" (credit detail) reflects summer school and the correct date is populated in the NC WISE Diploma Issue Date.
27.	Reports	How to print reports?	Select the Verification Report tab.
28.	Reports	I cannot find my summary/tally sheet. The one with race/sex/intentions/etc.	Select the Verification Report tab, select either a PDF or Word option. Summary totals will appear at the end of the report.
29.	Submitting	How do I submit?	Select the Submit Data tab. Complete the required information. Select Submit Data button.
30.	Submitting	Can a submission take place if all indicators are not Y?	No.

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31.	Submitting	Submitted but a message appears indicating not complete.	All required field in NC WISE have not been updated. Update the required field in NC WISE.
32.	Submitting	How often can one submit?	No limitation as long as the submission deadline has not passed.
33.	Submitting	Unable to submit report.	All students displayed on the Graduates tab do not have a “YES” in the Complete column.
34.	Submitting	There is no "submit data" tab appearing on my screen.	Principal and Charter School Directors have the submit tab.
35.	System Function	How long does it take for updates in NCWISE to appear in GDVS?	NC WISE updates entered by 4pm Monday – Friday, appear the next business day by 7 am. Data entered by 4PM on Friday will appear the following Monday.
36.	System Function	How to download excel spreadsheet detailing graduates?	Select the Graduates tab, select the down arrow next to the pin wheel, select the Download option, select the red arrow icon, and select <i>Open</i> from the download popup window.