

Interpreting Common Data File Errors




Everything you need to know about troubleshooting issues with your data file

Complete this Data Quality Checklist before uploading any data file:

- ✓ **Remove duplicates or empty/incomplete fields:** Check for and remove duplicate ID numbers, duplicate or empty email addresses, or email addresses that are incomplete.
- ✓ **Remove all blank rows from your data file:** The data file upload will stop at the first blank row in your file, so only the data appearing above the first blank row will be imported into our platform.
- ✓ **Use only numeric values for grade levels:** Only use 3-12 to represent grade level. Avoid "grade 3" and "3rd", for example. **Note:** For Family and Teacher Perception of Student (TPOS) surveys, if you must include data for Pre-K and Kindergarten, please assign a numeric value to each grade level. For example, use the number 0 for Kindergarten and -1 or -2 for Pre-K.
- ✓ **Match your column headers with the data file template:** This will ensure that the platform recognizes all columns correctly. If column headers do not match the template, the platform will think required information is missing!
- ✓ **Ensure the school and/or district names match any previous data uploads:** If not, you'll create a new school or district rather than adding to the existing one! This can negatively impact your reporting experience.

The next page provides some additional detail about data file errors you may see in the platform and how to solve them.

Common Data File Errors

	If you see this error in the platform...	...it's likely because...	...so make this change to your data and re-upload!
<p>Your file upload is taking longer than it should. The file seems to be "stuck"</p>	 <p>Uploading and validating your file</p> <p>Great! We're processing your file now. (This usually takes less than a minute.) You'll be redirected when we're done!</p>	<p>Your data file import is "stuck" because there are hyperlinks in your data file, most likely created by email addresses. This is an easy fix!</p>	<p>Remove the hyperlinks from all email addresses in your data file.</p>
<p>Missing fields / invalid email Error</p>	<p>✘ 5 entries have missing required fields</p> <p>✘ 5 entries have an invalid email address</p>	<p>The column headers in your file don't match the data file template or required data is missing from your file. Once they match, this error should disappear.</p>	<p>Re-name the column headers in your data file to be identical text matches to the data file template or add the missing required data to your file.</p>
<p>Emails shared between different survey respondents</p>	<p>✘ 4 entries have the same email address but different names</p>	<p>Email addresses in your data file are shared between multiple survey respondents. (This often happens for different guardians sharing an email address).</p>	<p>Ensure that each unique person in your data file has a unique email address. If two guardians share the same email, you will need to remove one of them from the file.</p>
<p>Different emails for one survey respondent</p>	<p>✘ 5 entries have the same name but different email addresses</p>	<p>Individuals in your data file appear with the same name but with different email addresses in separate rows of your data file.</p>	<p>Be sure that if individuals are listed multiple times in your data file, their email address is consistent in each of the rows where their data is listed.</p>
<p>Shared ID numbers</p>	<p>✘ 10 entries have the same student ID number but different names</p>	<p>Multiple students in your data file are sharing an ID number. This is an issue for students, since ID's become access codes that can't be shared.</p>	<p>Ensure each unique individual in your data file has a unique ID number.</p>
<p>Invalid grade level</p>	<p>✘ 2 entries have an invalid grade level</p>	<p>Grade levels are included in your data file that are not supported by our platform (either letters like "3rd" or numbers above 12)</p>	<p>Be sure that all grade levels in your data file are numeric values between 3 and 12. If you must include PK and K data for Family and TPOS surveys, please use numeric values to replace letters for PK and K. For example, use the number 0 for Kindergarten and -1 or -2 for Pre-K.</p>