

# ISA Rostering Import Wizard

<https://www.isbe.net/Pages/Illinois-Science-Assessment.aspx>

## Frequently Asked Questions

1. What if I'm not seeing a student that should be in my roster or I'm seeing a student that should no longer be in my roster?  
**Answer:** First, check your current SIS data to ensure that it is correct and up to date. Next, process a fresh batch of your roster by either opening the Online Editor and clicking Submit Changes or by downloading a new CSV file and uploading the file. This process will remove any students that no longer qualify for your roster and add any new students that qualify for your roster based on the current SIS data. If the issue remains then contact ISBE Assessments for further assistance.
2. When editing my student roster with the "Edit with CSV" option, what can I make changes to?  
**Answer:** You can make changes to the SectionName and TestLocation columns only.
3. What if I get the following error message after clicking the "Upload" button while editing my student roster with the "Edit with CSV" option:
  - "File could not be found." Or "File is empty."  
**Answer:** Make sure that the file that you are attempting to upload is the same file that you downloaded from the site.
  - "File is not a CSV."  
**Answer:** If you edited the downloaded file in Excel, make sure that you keep the file as a .csv file type, and do not save it as an .xls or .xlsx file type.
  - "No records were uploaded. Please check your file."  
**Answer:** Verify that your file does contain student records. You cannot upload a file with no student records.
  - "File is missing columns: ..."  
**Answer:** Make sure that you did not modify the layout or remove any columns from the .csv file. The error message should tell you what columns the file is missing. To ensure that all columns are in the file, you can download a new file to make your changes to.
  - "The file is in an invalid format."  
**Answer:** If you changed the layout of the file, you will not be able to upload it. To ensure that it is in the correct format, you can download a new file to make your changes to.
  - "This file contains multiple batches, please upload one batch at a time."  
**Answer:** If you have downloaded multiple files (i.e. individual school files), you cannot combine them together to upload it once. Each file needs to be uploaded one at a time.
  - "This file has already been uploaded, please download a new file."  
**Answer:** After you have uploaded a file, you cannot upload the same file again. If you want to make further changes, you need to download a new file to make your changes to. Please note that after a file has been fully processed, you will see your changes present in subsequent files that you download.
  - "Errors Occurred"  
**Answer:** If you do not see any other error message besides "Errors Occurred", wait a couple of minutes before trying to upload the file again, as this can happen if our system is overloaded. If the problem persists, please contact ISBE Assessments for further assistance.
4. What if I received the record error "This organization cannot enroll students" after my batch is completed?  
**Answer:** This error often occurs if the student's test location is set to a district level entity.

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*Updated 02/21/2019*

Download a new CSV and edit the students test location to an RCDTS that is not a district level entity. Alternatively you can change the test location using the online editor.

5. What if I received the record error "Test Location Invalid RCDTS." After my batch is completed?  
**Answer:** This error is often caused by entering commas into the SectionName field. This causes anything after the comma to be pushed into the TestLocation field which then doesn't match a valid RCDTS. Please only enter letters and numbers in the SectionName field.