

SID/SSN Modifications Project

Frequently Asked Questions: SIDs, SSNs, and the Central Database

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1. What is the Central Database and what is it used for?

The Central Database is actually a dataset in the Customer Accounts database that contains SID, SSN, and various other data. The Central Database is a repository for storing SID and SID-SSN combinations. When a new record is created for a student or employee, the Central Database is updated with the SID-SSN combination, or if an SSN is not provided, just the SID. The most important use for the Central Database is to ensure the same SID is assigned to the same student/employee across multiple databases.

2. Can I see what is in the Central Database?

You cannot see the contents of the Central Database anywhere, including through DataExpress. If you want to know what SID is attached to a specific SSN, use the Lookup Student SID (SM5034) screen.

3. What databases look at the Central Database before assigning an SID?

ADM – Admissions Module
SM – Student Management
TRNSFR – Transfer (electronic transcripts)
TRAN – Transcripts
EMP – Employee

4. How does the system assign an SID to a student?

When you enter an SSN on a student biographic screen and press ADD, the process searches the Central Database for an SSN match. If a match is found, the record is assigned the same SID attached to the SSN in the Central Database. If a match is not found, the system assigns a new SID and the SID-SSN combination is stored in

the Central Database. This process also occurs when a transcript is received from another college or the process is run to assign SIDs to employees.

5. If a student becomes an employee, does the employee get the same SID?

Yes, **if** an SSN exists in the student record. After an employee record is created, a batch process runs at night that compares the employee ID (SSN) to the Central Database. If a match is found, the employee is assigned the same SID attached to the SSN in the Central Database. If a match is not found, the system assigns a new SID and the SID-SSN combination is stored in the Central Database.

6. Why do I always get the "SSN is already in the Central Database" message?

This generally occurs when you first press ADD to create a student record and enter SSN along with other biographic data after an SID has already been assigned. When you press ADD without an entry in the SSN field, an SID is immediately assigned. The student may already have a different SID attached to the SSN in another database. Here is an example of how that can happen:

1. A potential student has transcripts sent electronically from another college to your college.
2. At the time the transcript is electronically received at your college, the system checks the Central Database to see if there is a match with the SSN on the incoming transcript. If there is no match, an SID is assigned to the student in the transfer database and the SID-SSN combination is stored in the Central Database.
3. The student applies to your college. You press ADD to create a new student record (without entering SSN first). Since there is no SSN when ADD is pressed, a new SID is assigned immediately.
4. You enter the student biographic data including SSN and press Enter.
5. Because the SSN is already attached to the SID that was assigned when the transcript came in, the record will not accept the SSN for the student.

When you are adding or creating a new student record, always enter the SSN first, before you press ADD! If you do this, the process will always check the Central Database first before assigning an SID. This will ensure that the student has the same SID across all databases.

7. If I have a student who has two SIDs, what do I need to do to combine them?

Make sure the correct SID has the correct SSN attached using the Update Student SSN screen (SM5033). If you need to combine the records, use the SID Updates screen (SM5023).

Tips on SID changes:

- On SM5023, always enter a **Y** in the All Data Sets field to make sure that all records are updated.

- If the student does not have a transcript record but has transferred-in courses, you must create a transcript biographic record with the Transcript Biographic screen (SM6008) before making the SID change.

8. How can I update an SSN if it is incorrect?

Use the Update SSN screen (SM5033).

9. How can I research an SID-SSN problem?

Use these screens for researching problems:

- **SM5034 – Display Student SID** (by far the best tool for this purpose!)
After entering an SSN, the screen displays the SID associated with the SSN in several databases.
- **SM5015 – Student Search** (remember: only searches the SM database)
Can identify if a student has multiple records under the same name.
- **SM5033 – Update Student SSN**
Displays the name and SSN for a specific SID in SM, but will change the SSN in multiple databases.
- **SM5023 – SID Updates**
Can identify if a student has previously had an SID change.

When in doubt, call SBCTC-ITD!

10. What is happening when I get an I/O error and an SID can't be assigned?

Check to make sure your college is running the SID Assignment Process (SM5226J) at least weekly. This job adds available SIDs from your college's SID range to the assignment dataset. Each time the job is run, the number of available SIDs that can be assigned is increased to 3500. When you get an I/O error, it means you have run out of available SIDs and must schedule the job to run. If you schedule the job on a daily or weekly copy-over, you should never run into this problem.