

# Retention/Promotion Corrections

06/24/2026 7:02 am EDT


When it is determined that a student's promotion or retention was incorrect at the end of the school year, follow the steps below to make corrections as needed.

## Incorrectly Retained at End of Year

If a student was incorrectly retained at the end of a school year, follow the steps below to correct the enrollments.

*Navigation: Menu > Select Student > Student Information > General > Enrollments*

- **Select a Student:** If a student is not selected, click Open Student Search tool to search by the student's name. Search for student's using advanced searches or Ad Hoc Filters as needed. Select the student's name to open the Enrollments tool. If a student was already selected, the Enrollments tool will open automatically.



A Person is needed to use this tool.

Open Person Search

Or

Open Student Search

Open Household Search

Open Staff Search

- Click on the **previous** school year enrollment.

Enrollment Editor				
Grade	Type	Calendar	Start Date	End Date
4	P	26-27 Buchanan School	08/25/2026	
<i>Start Status: E1 Init enroll - this year</i>				
<i>End Status:</i>				
4	P	25-26 Buchanan School	08/25/2025	06/04/2026
<i>Start Status: E1 Init enroll - this year</i>				
<i>End Status: EYC EOY Completer</i>				

- Change the End Action from R: Retain to **P: Promote**.

- Click **Save** to update the previous year enrollment record.
- Click on the **current** year enrollment record.

Grade	Type	Calendar	Start Date	End Date
4	P	26-27 Buchanan School	08/25/2026	
4	P	25-26 Buchanan School	08/25/2025	06/04/2026

- Select the correct **grade** from the dropdown list.
- Click **Save** to update the changes to the enrollment.

The student's previous and current year enrollment records should now be correct in the enrollments list. Follow up with reviewing the student's schedule as necessary.

## Incorrectly Promoted at End of Year

If a student was incorrectly promoted at the end of a school year, follow the steps below to correct the enrollments.

*Navigation: Select Student > Student Information > General > Enrollments*

- **Select a Student:** If a student is not selected, click Open Student Search tool to search by the student's name. Search for student's using advanced searches or Ad Hoc Filters as needed. Select the student's name to open the Enrollments tool. If a student was already selected, the Enrollments tool will open automatically.



A Person is needed to use this tool.

Open Person Search

Or

Open Student Search

Open Household Search

Open Staff Search

- Click on the **previous** year enrollment record.

Grade	Type	Calendar	Start Date	End Date
5	P	26-27 Buchanan School	08/25/2026	
<i>Start Status: E1 Init enroll - this year</i> <i>End Status:</i>				
4	P	25-26 Buchanan School	08/25/2025	06/04/2026
<i>Start Status: E1 Init enroll - this year</i> <i>End Status: EYC EOY Completer</i>				

- Change the End Action from P: Promote to **R: Retain**.
- Click **Save** to update the changes to the enrollment.

General Enrollment Information

Enrollment ID 955896

Calendar: 25-26 Buchanan School

Schedule (read only): Main

\*Grade: 4

Class Rank Exclude:

External LMS Exclude:

\*Start Date: 08/25/2025

No Show:

End Date: 06/04/2026

\*End Action: P: Promote

\*Service Type: P: Primary

\*Local Start Status: E1: Init enroll - this year

State Start Status: E1: Init enroll - this year

Start Comments:

End Comments:

**R: Retain**

- Click on the **current** year enrollment record.

Grade	Type	Calendar	Start Date	End Date
5	P	26-27 Buchanan School	08/25/2026	
<i>Start Status: E1 Init enroll - this year</i> <i>End Status:</i>				
4	P	25-26 Buchanan School	08/25/2025	06/04/2026
<i>Start Status: E1 Init enroll - this year</i> <i>End Status: EYC EOY Completer</i>				

- Select the correct **grade** from the dropdown list.
- Click **Save** to update the changes to the enrollment.

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**General Enrollment Information**

Enrollment ID 956320

Calendar  
26-27 Buchanan School

Schedule (read only)  
Main

**\*Grade** 4

Class Rank Exclude  External LMS Exclude

\*Start Date 08/25/2026 No Show  End Date  End Action  \*Service Type P. Primary


\*Local Start Status E1: Init enroll - this year Local End Status Select a Value

State Start Status E1: Init enroll - this year State End Status

Start Comments

End Comments

The student's previous and current year enrollment records should now be correct in the enrollments list. Follow up with reviewing the student's schedule as necessary.


 If the student was promoted from one school to another incorrectly, the student should be processed as a **No Show** for the current school. (Summer No Show Process (<https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/no-show-summer>)) The previous school should follow the enrollment steps to enroll the student. (Enrolling a Student Within District (<https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/enroll-within-district>)) All previous enrollment information will remain unchanged.