Navigating the Error Resolution Report on the Web

Part Three of the Data Excellence & Operations Webinar Series
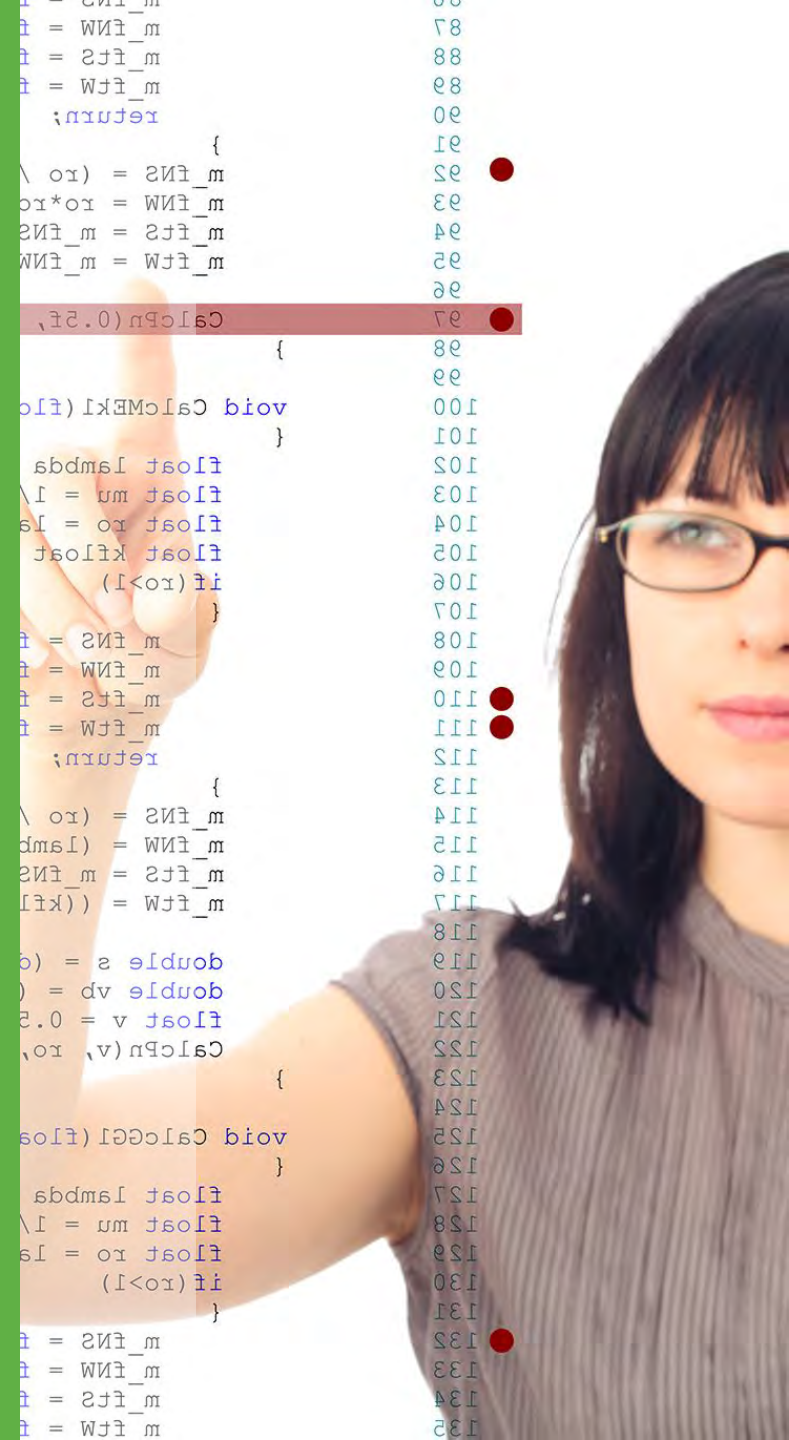
Data Integrity & Operations

Agenda

- Navigating to the Posted Error Resolution Report

- The Parts of the Error Report

- Ways to Resolve Errors & Warnings

- When to Reach out & Resources

- Best Practices

- Questions

Enrollment Reporting Service

The Clearinghouse **provides enrollment status** and deferment information for financial aid students <u>on behalf of</u> its participating institutions to **guarantee agencies, lenders, servicers, and the Department of Education.**

The data that is provided on your enrollment files and uploaded in our database also drives other services that schools participate in, such as StudentTracker, Myhub, Verifications, etc.

Timely Reporting

- The Department of Education (ED)/National Student Loan Data System (NSLDS) requires institutions to certify all federal aid recipients at least every two months.

- Report enrollment status changes to the Clearinghouse as swiftly as possible because...

  – The ED requires Status changes be sent to the NSLDS within 60 days of the Date of Determination

Why Errors are Generated

- When discrepancies are found with incoming data as compared to previously reported data

- When fields contain missing or invalid data

- To help prevent loan servicing issues

- To help prevent NSLDS SSCR Errors

- To help prevent audit findings

Error Resolution Report Guide

- Reference while working the Error Resolution Report

- Contains all Errors and Warnings, including those found on the Reject Detail Report

- Contains additional information regarding Programs, the NSLDS Roster process, best practices, and so much more!

- Also available:

- Clearinghouse Data Operations Glossary

Enrollment Files Eligible for Auto Posting

Eligible:

First of Term, Subsequent of Term, Summer First, & Summer Subsequent file types

And

Do not have a previously submitted enrollment file in-house

And

Do not have formatting issues or certain file Errors/Warnings

And

Have a valid Submission Data Contact

Not Eligible:

Early Registration, Graduates Only, & G from Degree file types

And/or

Have a previously submitted enrollment file in-house

And

Have formatting issues or certain file Errors/Warnings

And

Submission Data Contact is missing, invalid, or inactive

National Student Clearinghouse®

Error Resolution Report Posted to the Web

Error Resolution Report from the National Student Clearinghouse on your Website - 111111-00 (2925546)

Thank you for your most recent enrollment file. An Error Resolution Report has been posted to our website and is ready for you to review and update.
Please log into our secure Clearinghouse website to work the report.

Important Note: Please have only one person from your institution be logged in and working the report at any time.

If you have any questions, or need assistance, please refer to the Clearinghouse Contact Information listed on your Error Resolution Report.

Navigating to the Error Resolution Report

Navigating to the Error Resolution Report

Navigating to the Error Resolution Report

Reviewing the Error Report

Error Resolution Report: Error List

Back to Pending Submissions

Hide Header Information

Clearinghouse Contact

Clearinghouse Analyst
user@studentclearinghouse.org
703-742-4200

Navigation Information

Please click anywhere on the row beneath Error Number, Error Description, or Error Count to start working on the Error Resolution Report. While working on the Error Resolution Report, please remember to periodically hit 'Submit Selected Records for Validation' to submit your changes to the Clearinghouse.

Submission Information

Received Date: 8/29/2022
Certification Date: 8/29/2022
Academic Term: Summer Grad
Submission Type: GRADUATES ONLY
Days Outstanding: 0
CH Submission #: 123456
School Code: 000000-00

ℹ **IMPORTANT:** For audit purposes, BEFORE working the errors and warnings, please download the Error Resolution on the Web Report (ERW) which contains a summary of issues prior to changes.

Download Error Resolution Report

Request to Reject Submission

If you prefer, you can reject this submission and send a new enrollment file in its place by clicking the 'Request to Reject Submission' button below. You should contact your assigned analyst or School Operations to advise that you have submitted a rejection request and have your transmission schedule updated.

IMPORTANT: If you need to provide sample data to your programming department, please print copies of the screens containing the data you need BEFORE you request the submission be rejected.

Request to Reject Submission

Error Number	Error Description	Error Count

Reviewing the Error Report

Error Number	Error Description	Error Count
208*	**Unreported Record with Prior Active Enrollment**	**2**
1504*	**Program 1 Published length is blank/Invalid**	**3**
1514*	**Program 2 Published length is blank/Invalid**	**4**
1568*	**Unreported Program Previously Reported for Term**	**3**
68	Invalid state	2
258	SSD blank for increase during term, default to TBD	2
264	Status (F, Q, H, L, A) start date outside of term	5
1801	Inc Prg 1 PSED does not match last certified PSED	1

All errors marked in **red** (*) are required and MUST be resolved. Once all errors in **red** are gone, please review all the other warnings listed in black. Note: By not correcting or changing error number(s) in black, you are verifying the data displayed is accurate.

Back to Pending Submissions

Reviewing the Error Screen

Error Resolution Instructions: Error Number 260

Status increase during term, Status Start Date is provided. Student status has increased compared to previous report for this same term. While a Status Start Date (SSD) is not required in this instance, a date has been provided. If you wish to capture this date no action is needed. If you want the increased status to be defaulted to the beginning of the term, please remove the SSD.

Note: For all Full-time records throughout this application the status start date is optional.

🔄 **Update All Records for Error**

| ⊕ | **Update and Submit for Validation** |

Prev **1** 2 Next   25 per page ▾   (Submit Selected Records for Validation)

Note: Whenever you correct or change a field in a record, the record will be automatically selected for you.

Details	Student SSN	College Student ID	First Name	Last Name	Enrollment Status	Status Start Date (mm/dd/yyyy)	Anticipated Graduation Date (mm/dd/yyyy)	Status	Select all/none
⊕	000000000	ABC111	SALLY	STUDENT	F - Full-time ▾	09/07/2022 📅	01/10/2024	⊗	☐
⊕	000000000	ABC112	STU	STUDENT	F - Full-time ▾	09/16/2022 📅	12/17/2023	⊗	☐

National Student Clearinghouse

Performing Mass Corrections

Performing Group Updates

Performing Group Updates

Updating Records from the Error Page

Error Resolution Instructions: Error Number 260

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Details	Student SSN	College Student ID	First Name	Last Name	Enrollment Status	Status Start Date (mm/dd/yyyy)	Anticipated Graduation Date (mm/dd/yyyy)	Status	Select all/none
⊕	000000000	ABC111	SALLY	STUDENT	F - Full-time ▾	09/07/2022	01/10/2024	❌	☐
⊕	000000000	ABC112	STU	STUDENT	F - Full-time ▾	09/16/2022	12/17/2023	❌	☐

Updating Records from the Detail Screen

Error Resolution Instructions: Error Number 260

Status increase during term, Status Start Date is provided. Student status has increased compared to previous report for this same term. While a Status Start Date (SSD) is not required in this instance, a date has been provided. If you wish to capture this date no action is needed. If you want the increased status to be defaulted to the beginning of the term, please remove the SSD.

Note: For all Full-time records throughout this application the status start date is optional.

Update All Records for Error

Update and Submit for Validation

Prev **1** 2 Next   [25 per page ▾]   (Submit Selected Records for Validation)

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Details	Student SSN	College Student ID	First Name	Last Name	Enrollment Status	Status Start Date (mm/dd/yyyy)	Anticipated Graduation Date (mm/dd/yyyy)	Status	Select all/none
⊕	000000000	ABC111	SALLY	STUDENT	F - Full-time ▾	09/07/2022	01/10/2024	❌	☐
⊕	000000000	ABC112	STU	STUDENT	F - Full-time ▾	09/16/2022	12/17/2023	❌	☐

National Student Clearinghouse

The Record Detail Screen

Submit for Validation in the Record Detail

Submit for Validation in the Record Detail

Expand Sections in the Detail Record

Add Programs in the Detail Record

Delete Programs in the Detail Record

Previously Reported Student Data

Previously Reported Student Data

Previously Reported Student Data

Campus-Level Information:		
Enrollment Status	F - Full-time	F - Full-time
Term Begin Date (mm/dd/yyyy)	08/15/2020	08/15/2020
Term End Date (mm/dd/yyyy)	12/15/2020	12/15/2020
Status Start Date (mm/dd/yyyy)	08/15/2020	08/15/2020
Anticipated Graduation Date (mm/dd/yyyy)	05/20/2022	05/20/2022
Directory Block Indicator	N - No	N - No
Privacy Block Setting		
Optional Information:		
NCES CIP Code for Major 1	150503	018001
NCES CIP Code for Major 2		
Major Course of Study 1		
Major Course of Study 2		
Class		
First Time Full Time		
Degree Seeking		
High School Code		
Gender		
Race/Ethnicity	U - Race/Ethnicity Unknown	U - Race/Ethnicity Unknown
State Student ID		
Email		
Good Student		
Veteran Status		
CommIT		
Pell Recipient		
Remedial Course	N - No	N - No
Citizenship		
Move To OPEID		

Previously Reported Student Data

Program Indicator	Y - Yes	Y - Yes
Incoming Programs:		
Program 1 CIP	150503	150503
Program 1 CIP Year (yyyy)	2010	2010
Program 1 Credential Level	03 - Bachelor's Degree	03 - Bachelor's Degree
Program 1 Published Length	004000	004000
Program 1 Published Length Measurement	Y - Year	Y - Year
Program 1 Weeks Title IV Academic Year		
Program 1 Begin Date (mm/dd/yyyy)	08/15/2020	08/15/2020
Program 1 Special Indicator	N - Not applicable	N - Not applicable
Program 1 Enrollment Status	M - Moved	F - Full-time
Program 1 Enrollment Status Effective Date (mm/dd/yyyy)	08/15/2020	08/15/2020
Moved	Incoming Prg 4- CIP 151701	
Program 2 CIP	150505	150505
Program 2 CIP Year (yyyy)	2010	2010
Program 2 Credential Level	03 - Bachelor's Degree	03 - Bachelor's Degree
Program 2 Published Length	004000	004000
Program 2 Published Length Measurement	Y - Year	Y - Year
Program 2 Weeks Title IV Academic Year		
Program 2 Begin Date (mm/dd/yyyy)	08/15/2020	08/15/2020
Program 2 Special Indicator	N - Not applicable	N - Not applicable
Program 2 Enrollment Status	M - Moved	F - Full-time
Program 2 Enrollment Status Effective Date (mm/dd/yyyy)	08/15/2020	08/15/2020
Moved	Incoming Prg 5- CIP 151703	

Returning the Error Report

Error Resolution Report: Error List

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Request to Reject Submission

Submission Updates Completed?

All errors requiring correction have been
resolved. To indicate that you are finished
working on this submission, click "I Am
Done."

I Am Done

Error Number	Error Description	Error Count
75	Status start date too old	3

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not correcting or changing error number(s) in black, you are verifying the data displayed is accurate.

Back to Pending Submissions

Not Sure How to Resolve an Error?

- Error & Warning tutorials are available on the Clearinghouse Academy website

  Recommended Courses:
  - Enrollment Reporting: Error Reporting
  - Enrollment Reporting: An Introduction
  - Enrollment Reporting: File Submission

- Error Resolution Report Guide available on the Compliance Central site

- Reach out to the analyst assigned to your enrollment file

When to Reach Out to an Analyst

- **Error Code 2 present** - Multiple SSNs present on the same file

- **Institution initiated changes** - SIS enhancements, CIP Code updates, etc.

- **Spacing Errors** - Misaligned data present

- **Large Quantity of Errors** - Especially Error Code 4, 75, or 252

Online Update Alert Message

Enrollment Reporting Best Practices

- Submit on time and in sync with your submission schedule and file type.

- Identify and ensure students that should be reported are on enrollment files with the accurate campus and program enrollment.

- Detail into student records on the Error Resolution Report to make all necessary updates at once

- Save and process your Error Resolution on the Web report in a timely manner.

- Update your SIS with any changes you make on your error report to avoid future errors and warnings.

- Contact SchoolOps@studentclearinghouse.org or 1.703.742.4880 with any questions related to enrollment reporting.

Questions?