Correcting the Error Resolution Report
Part Four of the Data Excellence & Operations Webinar Series
Data Integrity & Operations
National Student Clearinghouse
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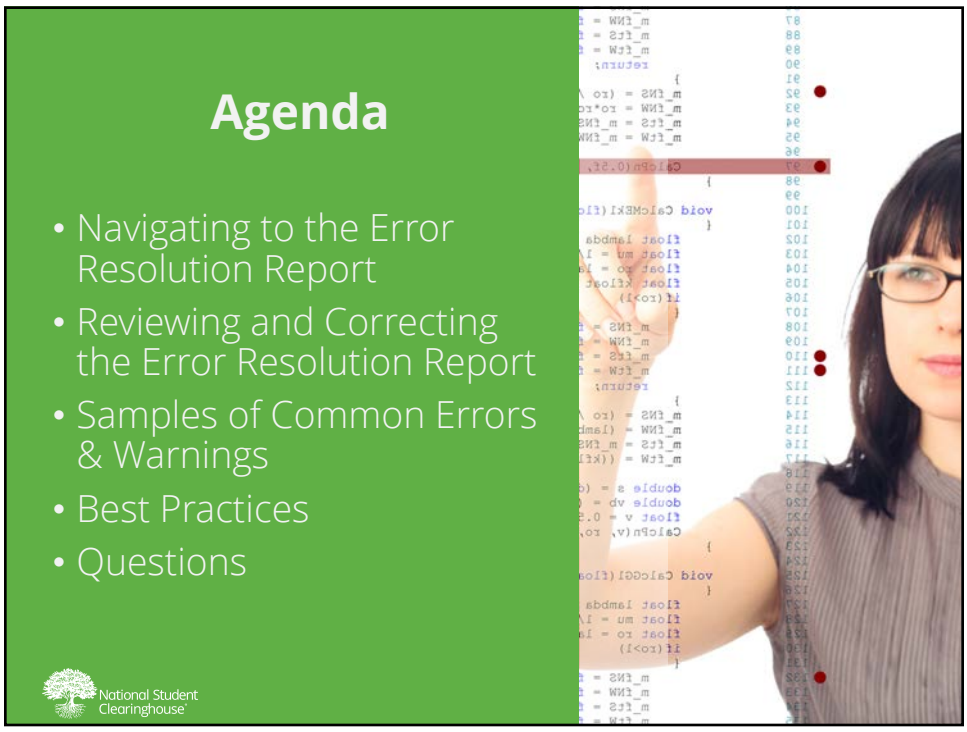
Agenda
• Navigating to the Error Resolution Report
• Reviewing and Correcting the Error Resolution Report
• Samples of Common Errors & Warnings
• Best Practices
• Questions
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Enrollment Reporting Service

- The Clearinghouse **provides enrollment status** and deferment information to **guarantee agencies, lenders, servicers, and the NSLDS** for financial aid recipients.
- Data provided from your institution to the Clearinghouse on enrollment files also drives other services such as StudentTracker, Verifications, and Student Self-Service.

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Timely Reporting

- The Department of Education/National Student Loan Data System requires institutions certify all federal aid recipients at least every two months.
- Report changes in Status to the Clearinghouse as swiftly as possible because…
  - The ED requires Status changes to be sent to NSLDS within 60 days of the Date of Determination

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Notice of the Error Resolution Report on the Web

ACTION REQUIRED: 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.

https://studentclearinghouse.org

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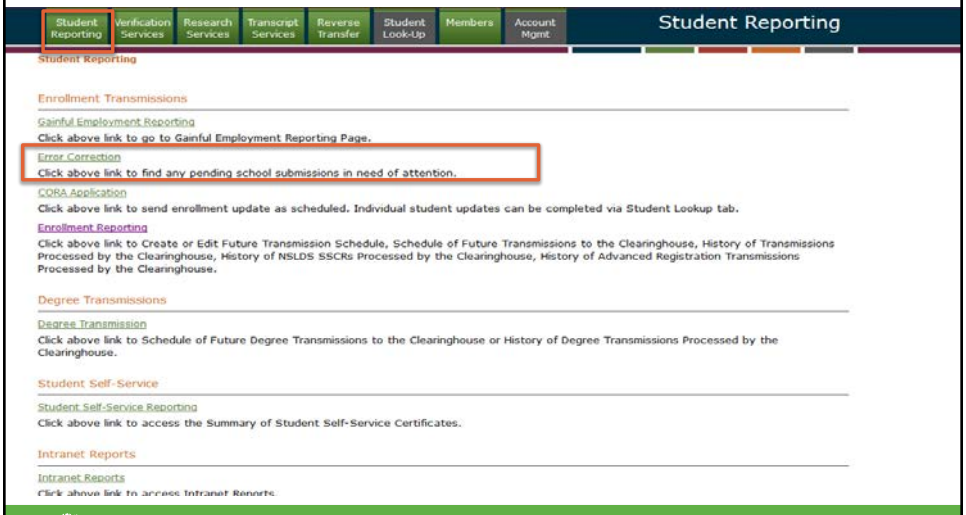
Navigating to the Error Resolution Report



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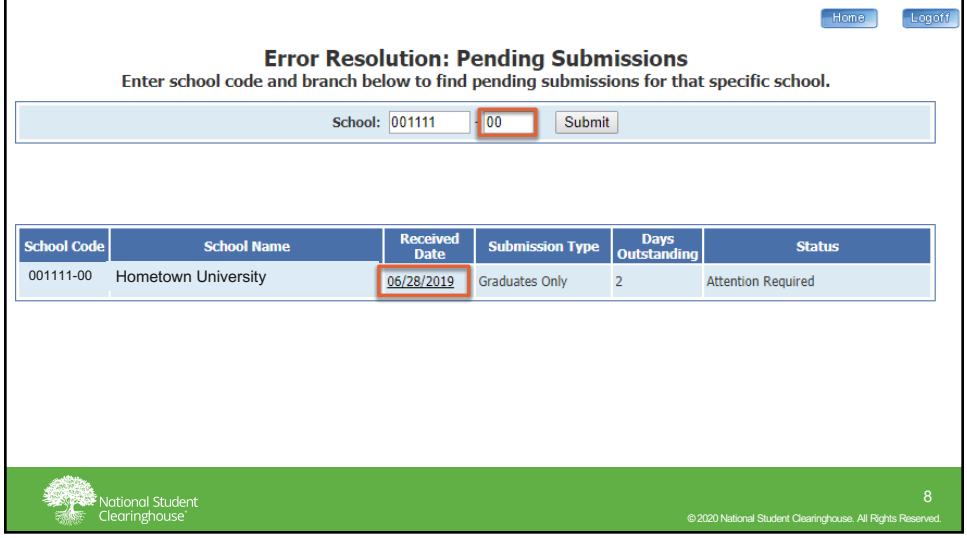
Navigating to the Error Resolution Report



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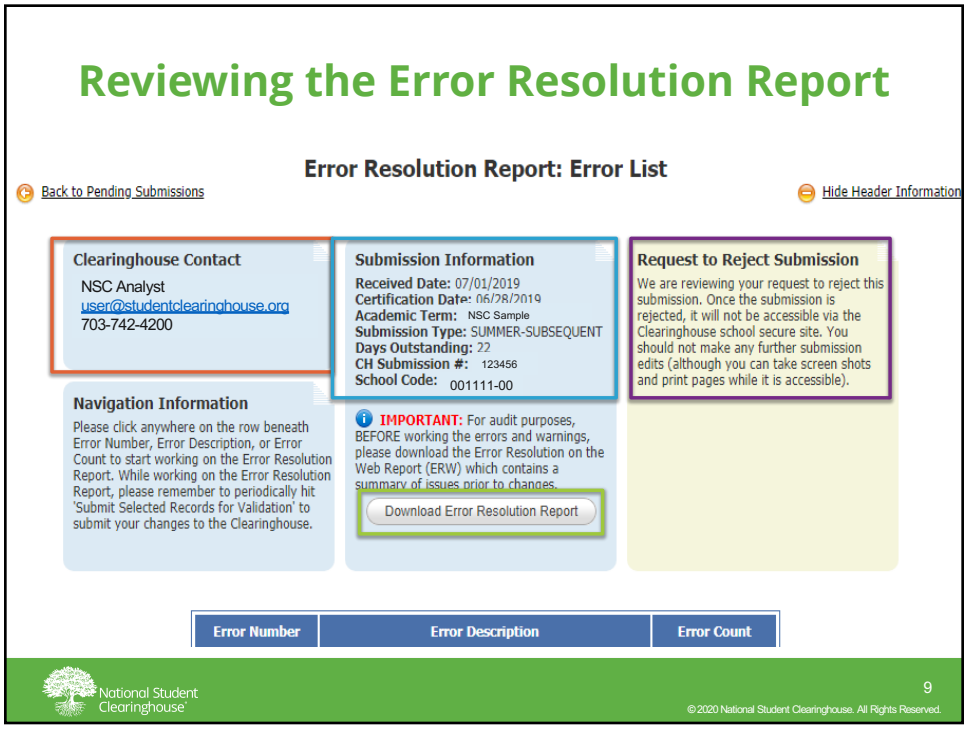
Reviewing the Error Resolution Report



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Reviewing the Errors and Warnings

Home Logoff

Error Resolution Report: Error List

Back to Pending Submissions

Show Header Information

Error Number	Error Description	Error Count
1503*	Program 1 Credential level is blank/invalid	2
1568*	Unreported Program Previously Reported for Term	52
1701*	Program 1 CIP Code Not a Valid Value	1
68	Invalid state	4
70	Zip code missing	2

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.

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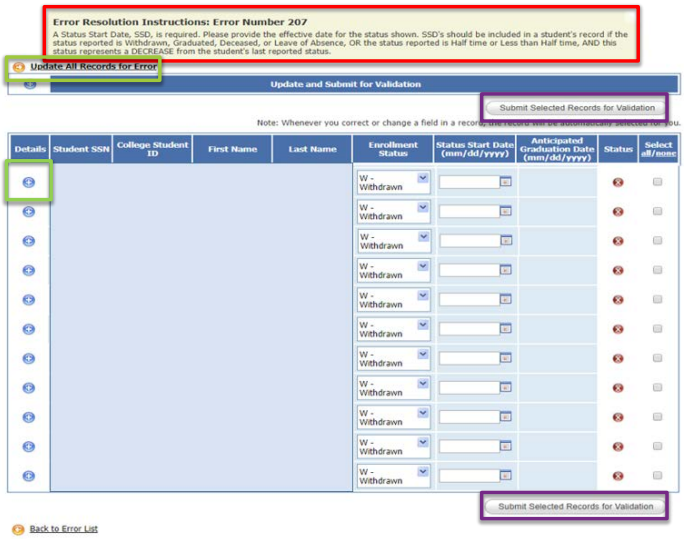
The Parts of the Error Screen



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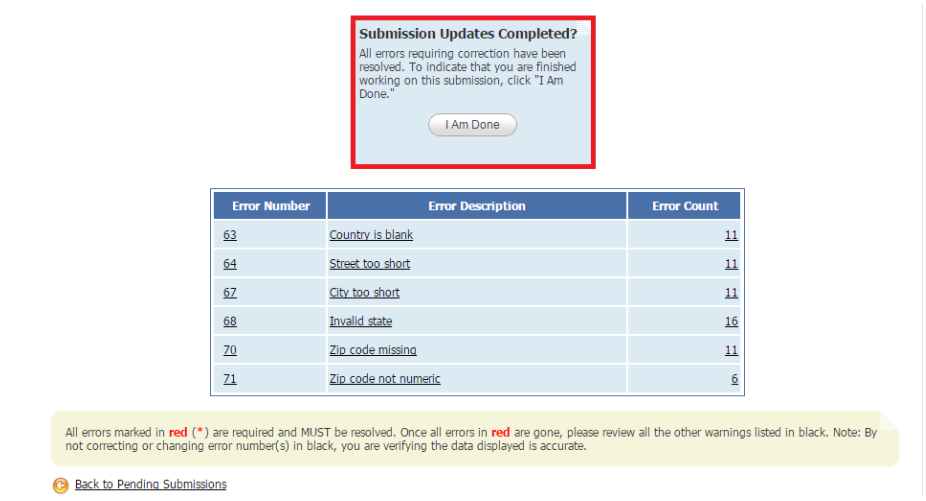
Sending the Error Report Back for Review



Error Number	Error Description	Error Count
63	Country is blank	11
64	Street too short	11
67	City too short	11
68	Invalid state	16
70	Zip code missing	11
71	Zip code not numeric	6

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.

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When to Reach Out to an Analyst

- Error Code 2 Present
- Institution Initiated Changes
- Spacing Errors
- Large Quantity of Errors (especially 4, 75, or 252)

John Student's Enrollment History

Fall 2016- Full Time (8/22/16)
Spring 2017- Full Time
Summer 2017- Full Time
Fall 2017- Full Time
Spring 2018- Full Time
Summer 2018- Full Time
Fall 2018- Full Time
Spring 2019- Full Time

John Student's Final Incoming Spring 2019 Enrollment Record

Status:	Withdrawn
Status Start Date:	8/22/16
Error Code:	75

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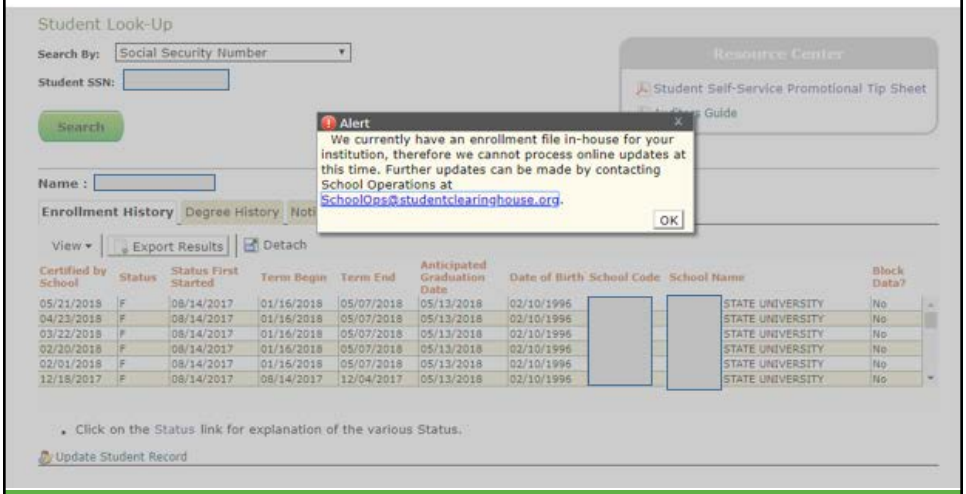
What Happens When an Enrollment File is In House



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Sample Red Error Codes

208

Unreported student previously reported as enrolled in term

1577

Campus and Program level statuses are in conflict

201

Decreasing Status without new Status Start Date (SSD)

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Error Code 208
Unreported Student Previously Enrolled in Term

- **Why is this error generated?**
  - This error indicates that a student(s) was previously reported by your institution as enrolled in the current term and was not included on the current submission.
- **How to correct?**
  - Update enrollment status and status start date for each student with associated EC and submit for validation

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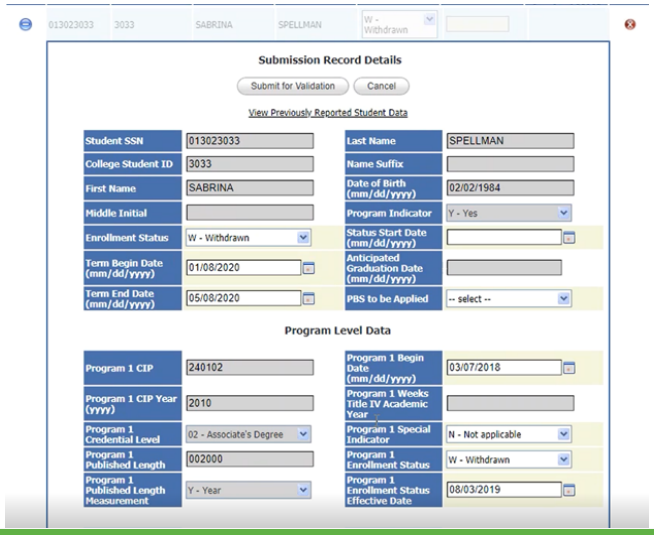
Error 208 Example



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Error Code 1577
Campus and Program Level Statuses are in Conflict

- **Why am I seeing this error?**
  - This EC indicates the enrollment status at the Campus Level is W, G, or D and the enrollment status at the Program Level is FT, TQ, HT, LTHT, or LOA
- **How to correct?**
  - If the student is not enrolled: update the program level enrollment status and status effective date to match the campus level
  - If the student is enrolled: update the campus level enrollment status and status start date appropriately

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Error 1577 Example

Error Resolution Instructions: Error Number 1577

At least one Program Level Status (PLS) is in conflict with the Campus Level Status (CLS) on the record. If the CLS is Withdrawn, Graduated, or Deceased, program(s) cannot be in an enrolled status of Full time, Three Quarter Time, Half time, Less than Half time, or Leave of Absence. Any enrolled status at the program level must be closed and Program Status Effective Date (PSED) must be updated as well. Or, the CLS should be corrected to reflect if the student continues to be enrolled. Please click on the (⊕) to expand the details and update the CLS, or the PLS(es), and PSED(s) as needed. Please note if the separated CLS is correct all conflicting programs will need to be addressed to clear the error. A program already W or G should not be updated, original separation status and date should be maintained.

A record can have no more than 6 programs with a status that is NOT Withdrawn, Graduated, or Never Enrolled. Please update the Enrollment Status of any extraneous programs to Withdrawn, Graduated, or Never Enrolled to indicate that the student has separated or should not have been reported in these programs. Also, please update the Enrollment Status Effective Date to the accurate Withdrawal or Graduated date or to the Program Begin Date in the event the Never Enrolled Status is being used.

Details	Student SSN	College Student ID	First Name	Last Name	Enrollment Status	Status Start Date (mm/dd/yyyy)	Status
⊕					W - Withdrawn	07/20/2018	⊗
⊕					W - Withdrawn	07/23/2018	⊗
⊕					W - Withdrawn	07/26/2018	⊗
⊕					W - Withdrawn	07/22/2018	⊗
⊕					W - Withdrawn	08/04/2018	⊗
⊕					W - Withdrawn	08/04/2018	⊗
⊕					W - Withdrawn	07/09/2018	⊗
⊕					W - Withdrawn	08/03/2018	⊗
⊕					W - Withdrawn	07/26/2018	⊗
⊕					W - Withdrawn	08/04/2018	⊗

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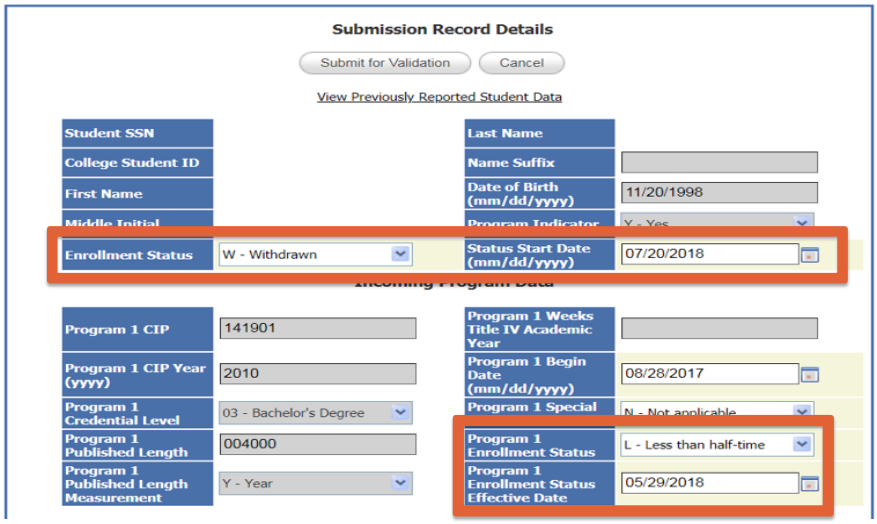
Error 1577 Example



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Error Code 201
Decrease in Status without New Status Start Date

- **Why is this error generated?**
  - The student(s) was reported at a higher status on your previous enrollment file and is now at a lower status without a status start date
- **How to correct?**
  - Verify the student's enrollment status, provide the date they dropped in status, and submit for validation

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Sample Black Warning Codes

73
Anticipated Graduation Date is before Term End Date

74
Term Begin Date is 180 Days before Certification Date

252
Term Date Conflict

275
Graduation Date Not Equal to Term End Date

63-71
Address Warnings

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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.
- 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.

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