



National Student
Clearinghouse®

FAQs on Correcting SSCR Errors

What do the NSLDS and SSCR stand for?

The NSLDS is the acronym for the National Student Loan Data System and SSCR is the acronym for Student Status Confirmation Report, which is commonly referred to as the “NSLDS Enrollment Reporting Roster.”

Why can I only correct some of the NSLDS SSCR Error Codes displayed?

Through the Clearinghouse’s SSCR Error Correction platform, error corrections are limited to the most frequently occurring error codes, including 26, 32, 35, 38, 45, 51, 63, 65, 66, 67, 77, 78, and 79.

All other NSLDS SSCR Errors can continue to be corrected via the Student Look-up tab or by contacting SSCRRerrors@studentclearinghouse.org, if you need support from one of our team members.

What resources do I need to understand my NSLDS SSCR Errors?

We strongly encourage you to print out or save a copy of the NSLDS SSCR Error Code list (<https://studentclearinghouse.info/onestop/wp-content/uploads/SSCRRerrorCodeDefinitions.pdf>) for reference, before you begin correcting NSLDS SSCR Errors. The list offers guidance on what could be wrong and how to fix the data. We also have a full series of on demand webinars and tutorials related to understanding and addressing various NSLDS SSCR Error Codes:

- <https://www.studentclearinghouse.org/academy/courses/error-resolution-for-enrollment-reporting-2/>

What are the NSLDS SSCR Error Codes noted?

When the NSLDS rejects a record, they include an associated error code that flags the reason why the student’s record was not accepted into the NSLDS. Each NSLDS SSCR Error Code has a

specific definition and resolution instructions associated with it.

- For Clearinghouse guidance on how to resolve the error codes associated with a particular student, please see our NSLDS SSCR Error Code Definitions at <https://studentclearinghouse.info/onestop/wp-content/uploads/SSCR-Error-Descriptions.xlsx>
- For additional guidance, please see page 124 in the NSLDS Enrollment Reporting Guide Appendices: https://ifap.ed.gov/sites/default/files/attachments/2019-12/NewNSLDSEnrollmentReportingGuideAppendices_0.pdf

Why is the same NSLDS SSCR Error Code repeated more than one time?

A student with multiple programs can have multiple instances of the same NSLDS SSCR Error Codes associated with individual programs.

Why does the Clearinghouse OPEID Column contain branches that are different from those on the Error Report?

The Error Report branch code reflects where NSLDS is expecting to find this student. The first column indicates the school and branch code under which that student was reported by your school, and where any correction in enrollment data is made.

Why is the Clearinghouse OPEID Column blank?

If the Clearinghouse OPEID column is blank for a student, it indicates that we do not have a Clearinghouse enrollment record for that student at your school's eight-digit OPEID. The record may be prior to your school going live with the Clearinghouse or a record that was rejected from an enrollment file (Error Code 22).

Why does the NSLDS Reporting tab only display up to two years of data?

The Clearinghouse's SSCR Error Correction platform was put into effect on December 28, 2016, and data was not loaded retroactively. You should only work from the most recent NSLDS SSCR Error Report available. If you need information for a report older than two years, please contact SSCRerrors@studentclearinghouse.org.

Why are the number of errors and error information blank for SSCRs on my NSLDS Reporting page?

A blank field indicates that we have not yet received the error report for your institution. As soon as the SSCR Response is sent to NSLDS, the line is added to your school's SSCR History. Generally, the Clearinghouse receives an error report or acknowledgement from NSLDS within

four business days of the submission. If no information appears after four business days, please contact SSCRerrors@studentclearinghouse.org so we can research the issue.

Will I be notified if my institution has NSLDS SSCR Errors to address?

If your school has NSLDS SSCR Errors for the current NSLDS SSCR Roster cycle, an email notification will be sent to users with the Registrar, Financial Aid Director, Submission Data, and Submission Data Alternate roles. If your school does not have any NSLDS SSCR Errors for the current NSLDS SSCR Roster cycle, you will not receive an email notification.

If I have ten days to return corrections to NSLDS SSCR Errors, why does the Clearinghouse only give me eight days until updates are “due?”

The Clearinghouse requests that you return/enter corrections into the Clearinghouse database within eight days to ensure there is enough time to transmit the data to NSLDS within their ten day timeframe. You can continue to make corrections after the eight days. However, we cannot guarantee those corrections will be forwarded to NSLDS prior to the next scheduled roster.

What methods can I use to correct the NSLDS SSCR Errors by the “due date?”

The due date provided allows time for processing and sending transmissions to the NSLDS within the regulated ten day timeframe. There are several ways to make corrections:

1. Use our online SSCR Error Correction platform, which is specifically designed for correcting NSLDS SSCR errors
2. Use “Update a Student Record” on the “Student Look-Up” tab of our secure site
3. Submit a new enrollment file for the current term or a non-compulsory file
4. If you have a large number of errors to correct, you can work directly with the Clearinghouse to submit the data

If you have questions about the best method for you to use, please contact SSCRerrors@studentclearinghouse.org for assistance.

What if I have errors, but don’t want to make any changes?

The Clearinghouse will automatically respond to an error report for your school on the day the report is received. We will also submit an automatic response after the Clearinghouse Due Date, which will capture any new data that has been submitted through the SSCR Error Correction platform, regular online update, or standard file submission processes.

There are multiple NSLDS SSCR Error Reports; which one should I be working?

You should work from the most recent NSLDS SSCR error report. You only have full access to the most current report. After 30 days, functionality for previous reports is disabled and they become view only.

What is the Originator? Why is the due date blank on those where the Clearinghouse is listed as the Originator?

If the Originator is NSLDS, it is a response to an SSCR/Roster request. Regulations require a response to the error report.

If the Originator is CH (the Clearinghouse), it is a supplemental notification generated by the Clearinghouse to request the students be added to your school's next roster. Since this is an additional notification outside of the regulated reporting process, the same rules for correcting records do not apply.

How can I save an electronic copy of the NSLDS SSCR Error Report list?

Export the list to Excel or select Print and use a PDF or Document Writer. Set the document layout to landscape and legal to ensure you retrieve the full page.

After I make a correction with the Clearinghouse, do I need to do anything else?

Please be sure the correct information is also reflected in your Student Information System, if applicable. This is to ensure the next submission/report for your student that you send to the Clearinghouse in your enrollment file does not overwrite the correction you made.

How do I make corrections if I have a submission file in process?

If you need to make a correction to a student who is on a file in process, the correction cannot be made until the file has been processed. If you have questions or concerns about the processing of your file, please reach out to the analyst assigned to your file.

If you have a file in house that is not assigned to a Clearinghouse analyst, please contact schoolops@studentclearinghouse.org for assistance. If the student is not on the file, you will be able to proceed with the update.

Why can't I update a program status?

At this time, only Error Code 26 allows for an update to be made to the Program Status. If you need to make updates to the program level for any other error, use the Student Look-Up tab to submit the update.

I don't want to change anything on this student, I just want to recertify the existing information. How do I do this?

Click on the student, as if you are going to make a correction, and select the submit button. This will recertify the record without making additional changes.

Why can't I make corrections?

If the SSNs are disabled when you log in, you do not have the correct access to make changes. In order to make corrections, you need the "Online Update" role on your school contact list. Please contact your institution's User Administrator (typically the Registrar of Financial Aid Director) to request that access.

I'm on the confirmation page, how do I get back to the error list after updating a student? Select "NSLDS Error Detail" from the breadcrumb menu at the top of the page. The student worked on last will appear at the top of the list.

What happens if I do not correct my NSLDS SSCR Errors?

As a school receiving and distributing Title IV Aid, there is a Department of Education requirement that your SSCR errors be reviewed and corrected within 10 days of receipt. Not correcting errors within the specified could result in audit findings. Additionally, if a student shows up as a NSLDS SSCR Error, their record is being rejected and is not being accepted by the NSLDS. If the record is not corrected, the NSLDS will continue to reject the student and the student's record would be incomplete in the NSLDS. An incomplete record in NSLDS may result in errors in the NSLDS Direct Loan Limit subsidy calculation for 150% and can also erroneously affect a student's in-school deferment status.

Why do the same students keep appearing as NSLDS SSCR Errors every month? I already corrected them.

If the same students keep appearing on your list of NSLDS SSCR Errors every month, the record may not have been corrected properly. If you continue to see the same students, please contact SSCRRerrors@studentclearinghouse.org for assistance with correcting the records.

Why are we getting NSLDS SSCR Error Reports for branches we do not use?

It is possible the institution has additional active official locations with the NSLDS that differ from the institution's 8-digit school code(s) used for reporting to the Clearinghouse using Enrollment Reporting. This is not uncommon and not a compliance issue in and of itself. In the event there is an active official location Roster with the NSLDS where students are reported as possibly attending that 8-digit location, the NSLDS will likely generate an SSCR Roster

specifically for that 8-digit OPEID and send it to the Clearinghouse for processing as with all other active location Rosters NSLDS has in their system.

I already completed the errors for my enrollment file, why am I getting another error report? The NSLDS SSCR Errors are different than your enrollment reporting errors and the process by which you send your enrollment files to the Clearinghouse. The NSLDS SSCR Errors are created after the Clearinghouse loads your enrollment reporting data and response to the NSLDS Roster of students with Title IV loans.

When will the NSLDS SSCR Error list update to show I corrected the NSLDS SSCR Errors?

For audit purposes and tracking prior errors presented for each NSLDS SSCR Roster cycle, errors you address will be updated in the respective system, the Clearinghouse or the NSLDS where applicable, but will remain visible as an error presented on the Clearinghouse's SSCR error correction platform. The SSCR error reports are static, so you will not see the reports update to show that errors are resolved. However, if updates are made, a school user name and time stamp will appear under the "Submitted By" and "Submitted On" columns. If the errors have been successfully resolved and NSLDS accepts the data, you will not see the errors on your next error report.

Why are old students appearing on the NSLDS SSCR Error list? They were not included on my recent submissions.

NSLDS expects all students requested on the NSLDS SSCR Roster have a response sent for the student. It is not uncommon for NSLDS to request a student who is no longer attending, or never attended, your school. For this reason, it is possible to see students on the NSLDS SSCR Roster error report who are not or have not attended your school. NSLDS expects schools address errors presented regardless of whether the student is currently enrolled.

How do I contact NSLDS?

NSLDS can be contact via phone at 800-999-8219 or via email at nslds@ed.gov. In the event you need to contact NSLDS to address a particular NSLDS SSCR Roster Error, please be sure to obtain a ticket number from the representative for your records and audit trail.

I made an update on the NSLDS website for a student, do I need to update the student in the Clearinghouse as well?

NSLDS errors can recur or students can appear on future NSLDS SSCR Roster cycle error reports if the current certification date of enrollment updated in the NSLDS does not match, or conflicts with the current certification date of enrollment in the Clearinghouse. Ideally, and to avoid

future NSLDS SSCR Roster errors, both the Clearinghouse and the NSLDS should match. If there are questions that arise regarding this scenario, please contact us at sscrerrors@studentclearinghouse.org.

Our school has never corrected the NSLDS SSCR Errors. Do I need to correct all NSLDS SSCR Errors from the first error report to now?

No, the Clearinghouse does not advise attempting to make updates for past NSLDS SSCR Roster cycle error reports. To avoid unnecessary audit issues and also additional and unnecessary NSLDS SSCR Roster errors in the future, please only take action to correct errors currently presented. Current errors are only located on the current NSLDS SSCR Roster cycle's error report.