Your DegreeVerify Pending Checklist

This checklist was developed from tips and best practices used by our nationwide network of DegreeVerify schools to help them process pending requests faster while avoiding common mistakes. Please use this checklist to ensure timely processing of your pending requests.

Data Input

- Input data exactly as it appears on your records. For example, if the requestor entered "Bobbie Smith," but your records show that the name is "Robert Smith," you should enter the name as "Robert Smith."
- Avoid abbreviations for degree title and majors.
- Enter any name changes reflected in your records in the "Previous Name" field.
- Do not enter the name provided by the requestor if itis one that you do not have, even if you are able to locate the record based on other identifying information. Our records should mirror your records exactly.

Potential Matches

- Our system may display existing records it considers potential matches. Please remember that these are only potential matches and that they do not meet all of our matching logic criteria.
- Review all potential matches carefully, as they can contain different students who have the same name.
- If a potential match is a duplicate of what is in your records (including the date of birth and Social Security number, if provided), you can select the record and edit it and/or add additional information before submitting the verification.
- If none of the potential matches reflect what is in your records, select "New Record" and enter the information exactly as it appears in your records.

Verification Response Options

- In addition to any potential matches, you will be provided with two additional response options:
    - "*None. No degree information found for this student*." You should only select this option if you are unable to verify a record for the student based on the information provided.

- *"New record."* This option allows you to provide degree information and, if a degree was not awarded, dates of attendance only.

Requests Dates of Attendance Only

- If the request or orders a degree verification and a degree has not been awarded, please confirm the student's dates of attendance on the request, if applicable.
- To confirm a request with dates of attendance only, select "New Record." On the following page, check "No degree awarded." This will allow you to complete the verification with dates of attendance only.

Additional Degrees for the Same Student

- When verifying a request for a student who has obtained more than one degree, please input the degrees separately.
- After you enter the student's first degree, you can add additional degrees.
- Once the first degree is added, click "Next" to submit any additional degrees. After all degrees have been entered, click "Submit." (This process applies to the potential matches as well.)

School Awarding Degree Field

- This field is not intended for the school's official name. This is where you can enter information such as "School of Nursing," "John Smith School of Business," or "College of Arts and Humanities."

Comments

- Comments can be entered for any transaction that has a "Pending - School Research" status. Any comments you provide are sent to the requestor, but will not be stored with the record (if one is provided).
- Do NOT include any personal identifying information or additional credentials earned by the student in your comments.
- The Clearinghouse does not edit the comments that you provide.

Matching Logic

- When completing a verification request or adding a degree record, please provide the student's date of birth or SSN, if available.
- Providing the date of birth and SSN increases the likelihood that future requests will be instantly verified (eliminating the need for your school to research it).
- The Clearinghouse does NOT verify for requestors the student SSN or date of birth that they have entered.

Best Practices for Customer Satisfaction

- The optimal completion time for pending requests is within 24 hours or one business day.
- Delayed pending processing can cause duplicate requests to be entered, failure for alumni to be considered for jobs, and requestors directly contacting your school.
- If you need more time to process a pending request, use the "View/Edit Alert Message" feature on the Verification Services tab menu. And please stay in touch with your Client Support Representative.

Clearinghouse Follow - Up Process

- If a transaction is still pending after one day, individuals at your school who have Degree Research access will receive an email within seven days.
- If a transaction is still pending after seven days, your Client Support Representative will email a friendly reminder to individuals at your school who have Degree Research and/or DegreeVerify Coordinator access.
- Additional follow-up attempts will be made by email and/or telephone in subsequent weeks, as needed.
- If a transaction remains pending for three weeks and our Client Support Team has not received any response from your Degree Research or DegreeVerify Coordinator contacts, the transaction will be escalated to your Client Management Representative and Regional Manager for follow up.