

FAQs on Correcting SSCR Errors

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

In this first release of the Clearinghouse's SSCR Error Correction functionality, error corrections are limited to the most frequently occurring error codes, including 22, 26, 32, 38, 45, 51, 69, 75, 77, 78, and 79. These represent 98 percent of all NSLDS error codes associated with participating Clearinghouse schools, which have errors. Additional error code corrections will be included in upcoming releases.

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

What resource do I need to understand my student errors?

We strongly encourage you to print out or save a copy of the Error Code list (<https://studentclearinghouse.info/onestop/wp-content/uploads/SSCRErrorCodeDefinitions.pdf>) for reference, before you begin correcting student errors. The list offers guidance on what could be wrong and how to fix the data.

What are the error codes noted?

When 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 system. Each 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 Error Code Definitions at <https://studentclearinghouse.info/onestop/wp-content/uploads/SSCRErrorCodeDefinitions.pdf>
- For additional guidance, please see page 300 in the NSLDS November 2016 Enrollment Reporting Guide: <https://ifap.ed.gov/nsldsmaterials/attachments/NewNSLDSEnrollmentReportingGuide.pdf>

Why aren't the error codes in numerical order?

In order to be as transparent and consistent as possible with how NSLDS displays raw SSCR Error Report data to our schools, error codes are displayed in the same order as they appear for the students shown on your NSLDS SSCR Error Report and are often ordered in the sequence in which they were flagged.

Why is the same error code repeated more than one time?

A student with multiple programs can have multiple instances of the same error codes associated with individual programs.

Why does the NSC 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 NSC OPEID Column blank?

If the NSC OPEID column is blank for a student, it indicates that we do not have an NSLDS SSCR profile for that student at your school's eight-digit OPEID. The record may be prior to your school going live with the Clearinghouse (Error Code 22) or before the Clearinghouse maintained separate profiles for each school the student attended (Error Code 38 with an enrolled status, including an old status effective date).

Why are the number of errors and error information blank for SSCRs before December 28, 2016?

This Clearinghouse SSCR Error Correction online tool was not available until December 28, 2016, and data was not loaded retroactively. You should work from the most recent SSCR error report available. If you need information for a report prior to January 2017, please contact SSCReerrors@studentclearinghouse.org. These will be made available to your institution via your secure FTP account.

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 SSCReerrors@studentclearinghouse.org so we can research the issue.

If I have 10 days to return corrections to NSLDS, 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 10-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.

How are we supposed to correct hundreds or thousands of errors by the “due date?”

The due date provided allows time for processing and sending transmission to NLSDS within the regulated 10-day timeframe. There are several ways to make corrections:

1. Use our online SSCR correction utility, which is specifically designed for correcting SSCR errors
2. Use “Update a Student Record” on the “Student Look-Up” tab of our secure site
3. Submit a new submission for the current term
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 on the evening of the eighth day, which will capture any new data that has been submitted through the SSCR error correction, regular online update, or standard file submission processes.

There are multiple error reports; which one should I be working?

You should work from the most recent 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. See our [blog post](#) for more information.

How can I sort the error list?

Information displayed on the screen can be sorted by the column headings. You can also export the list and open it in Excel, where you can sort by the column values. If you are using Internet Explorer 11, please be sure to NAME the file and use the .xls extension, as using the automatically generated file name and extension can make the document difficult to open.

How can I save an electronic copy of the error 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 are get the entire page.

Why does my student have a date of birth-related error when I'm reporting the correct date of birth to the Clearinghouse?

NSLDS includes Social Security number (SSN), name, and date of birth on their data request and, to ensure we are responding to their standard, we return those same elements. The date of birth reported to the Clearinghouse will not overwrite a bad date of birth already in NSLDS. You need to address updating the date of birth NSLDS directly.

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 SIS so 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, please contact the Clearinghouse analyst assigned to your file, who will assist you in making the update on your current file.

If you have a file in house that is not assigned to a Clearinghouse analyst, you will be directed to contact SSCRerrors@studentclearinghouse.org. 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. However, if the Campus Level Status is changed to a Withdrawn (W) or Graduated (G) status, the program is automatically updated to match.

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 when you log in, the SSNs are disabled, then you do not have the correct permission to make changes. In order to make corrections, you need online update authorization. Please contact the Clearinghouse user administrator at your school to request that your access be revised.

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.