



RURAL STUDENT SUCCESS INITIATIVE

National Student Clearinghouse
High School **StudentTracker**

Frequently Asked Questions (FAQs)

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NSC Account

Account Management

How do I obtain a web ID?

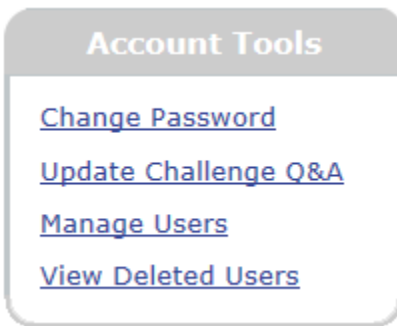
The user administrator for your StudentTracker for High Schools account can add users to the contact list and assign Web IDs. Whenever a new Web ID is created, the username and temporary password is emailed to the user.

How do I find out who my user administrator is?

It is extremely important to keep the list of your school's Clearinghouse contacts up to date. This ensures that essential communications from the Clearinghouse are received by your institution and that your information remains secure and accessible only to the appropriate parties.

To view your existing users (only for user/service administrators):

1. Select the **Account Management** tab and then click **Manage Users** under the Account Tools menu.



2. Review the user administration terms and conditions and click **I Accept**, before you can view the **Manage Users** page.

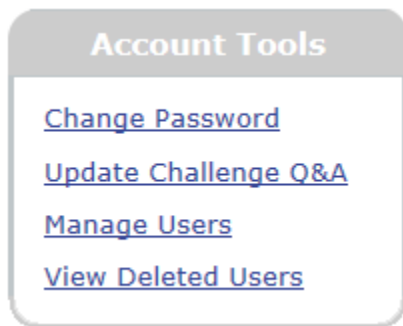
3. A list of the current contacts at your institution, their respective areas of responsibility, and their Web user ID are displayed. Use the scroll bar to see the full list.

I am a user administrator. How do I make updates to users?

Under the **Manage Web Users** option, you can make updates to Web user contact information, reset passwords, and activate/deactivate Web accounts.

To edit an existing user:

1. Select the **Account Management** tab and then click **Manage Users** under the Account Tools menu.



2. Review the user administration terms and conditions and click **I Accept**, before you can view the **Manage Users** page.

3. You'll see the complete list of all user accounts. To make changes to an account, click on the contact's name.

4. To update personal details, edit the fields under the "**Personal Information**" section.

5. To update his or her service roles, you can check or uncheck any of the options under the **Roles** column. If you hover your mouse over each role, you will see a brief description.

▲ Org/Service level roles

Note: Italicized roles require web user ID

Org / Service level	Roles
Organization	<input checked="" type="checkbox"/> <i>User Administrator</i>
	<input checked="" type="checkbox"/> <i>FTP</i>
	<input type="checkbox"/> <i>Reports</i>
	<input checked="" type="checkbox"/> <i>Service Administrator</i>
	<input checked="" type="checkbox"/> <i>Technical</i>
STHS - FULL	<input type="checkbox"/> <i>Billing</i>
	<input type="checkbox"/> <i>ETX</i>
	<input type="checkbox"/> <i>Executive</i>
	<input checked="" type="checkbox"/> <i>Other</i>

6. Under “**Account Details**,” you’ll see the current account status for this person. To delete an old account that is no longer being used, click **Delete User Profile**. If you need to reassign a required role, you will be prompted to do so.



7. Click **Submit** to save all changes.

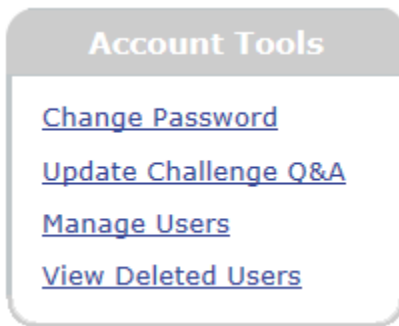
I am a user administrator. How do I add or remove users?

See “[View and Manage Users](#).”

>Add a New User

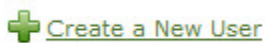
Only your Clearinghouse user/service administrator can add a new user account. To create an account for a new Web user using the **Account Management** tab:

1. Select the **Account Management** tab and then click **Manage Users** under the Account Tools menu (only available for the user administrator).



2. Review the user administration terms and conditions and click **I Accept**, before you can view the **Manage Users** page.

3. Select **Create a New User**, which appears on the bottom-right corner of the screen.



4. Enter the requested contact information for the user (all fields are required).

5. Click **Submit >**.

6. A popup window will notify you that the new user has successfully been saved. Click **OK**.

7. Once the new user's personal information is added, you'll be prompted to add **Roles** and **Web ID** (if Web-related roles are selected).

For an explanation of the various responsibility types, see the [User Role Types](#) topic.

Your Web ID is limited to nine characters. Do not include any spaces.

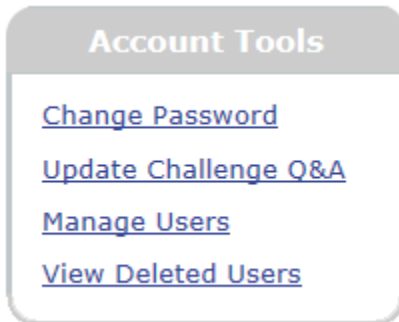
8. Click **Submit >** to save the changes.

> **View Deleted Users**

- The user/service administrator (if your institution has a Clearinghouse account) can view a list of your deleted users. Once deleted, a user can be added back manually, if needed.

To view a list of deleted users:

1. Click either the **Account Management** tab or **Edit Your Account** under the right menu (you can also click the **"My Account"** link in the upper-right corner).
2. Select **View Deleted Users** under the Account Tools menu (this option is only available for the user or service administrator).



3. A list of the deleted contacts from your institution is displayed. In it, you'll find their Web IDs, their deletion dates, and the Web ID of the person who deleted each user. This page can be filtered or sorted.

Use the search boxes above any of the individual column headers to filter the view.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First Name	Last Name	Web ID	Date Deleted	Deleted By
No data to display.				

This page is automatically sorted by time stamp from newest to oldest.

What are the different user role types?

To help you select the appropriate user role(s) for each contact account, please review the following descriptions as you manage your users.

Schools can only have one contact assigned to role types that are marked with an asterisk (*).

- **Billing***: He or she receives invoices for the StudentTracker® service.
- **ETX**: Contact for Electronic Transcript Exchange.
- **Executive***: He or she manages the contractual relationship.
- **FTP**: Submits student files through the secure FTP website. Receives emails for FTP activity. Requires a Web ID.
- **Other**: Contact whose role or job title is unknown.
- **Reports**: He or she works with and generates reports. Requires a Web ID.
- **Service Administrator**: Authorizes and manages user access to the StudentTracker® service. Requires a Web ID.
- **Technical**: He or she uploads test files via the StudentTracker® for High Schools home page and creates/edits files for submission. Requires a Web ID.
- **User Administrator**: This person can designate, manage, and remove user access to the organization's secure Clearinghouse accounts, and can update contact information for non-Web users. By submitting requests, the user administrator authorizes the Clearinghouse to process them. Requires a Web ID.

Helpful Reminders & Tips

> **Required Roles**

- Billing
- Reports
- Service Administrator
- User Administrator

How do I log onto the Clearinghouse secure site?

Go to studentclearinghouse.org, select **User Login**, and enter your Web ID and password. If you need to reset your password, click the "Forgot your User ID or Password" link or ask your user administrator to reset your password.

How do I submit a test file via the Clearinghouse secure site?

Log on to studentclearinghouse.org and select "Submit a Test File" in the "Submissions" box. You can upload a file with a maximum of 1,000 records in order to view and correct potential formatting errors.

What is my account code (to enter in column B of the file's header row)?

Your account code is on the Account Reference Sheet provided during implementation. You can also log in and view it. It is the eight-digit account code displayed as the Service Agreement Number.

[Home](#) > [Research Services](#)

StudentTracker

Organization: TEST HIGH SCHOOL

Service Agreement Number: 10029187

FTP Account Login

See <https://studentclearinghouse.info/ftphelp/>

How do I log onto the FTP account used to upload files?

Go to studentclearinghouse.org, select **FTP Login**, and enter your user name and password. If you do not know your password, click “Request a Password Change.” **REMINDER:** Only users with the FTP role assigned to their Clearinghouse profile can request an FTP password reset. Because FTP account contacts share a password, you must make the other contacts on your FTP account aware of the new password, if you change it.

My user name and/or password isn’t working. What should I do?

- Make sure you are logging into the secure FTP Web site at <https://ftps.nslc.org>.
- You cannot access FTP via the “User Login” on the National Student Clearinghouse website studentclearinghouse.org.
- Ensure you have entered your user name and password correctly (please note that passwords are case sensitive) and make sure the caps lock is not on.

When I attempt to log in, I get an error that says I “can’t sign on from this location.” What do I do?

- Contact secureftp@studentclearinghouse.org.

How do I update the users designated to receive FTP notification emails?

- To make changes to your designated contacts, email secureftp@studentclearinghouse.org.

Which directory do I upload my files into?

- The home folder: /Home/12345600

I tried to review a file, but the system says it has been deleted. Why?

- Files are deleted after being downloaded from your account home folder and brought to the Clearinghouse database for processing.
- You will receive a Delivery Receipt email when a file has been downloaded from your account home folder.

How long do reports stay in my FTP account?

Reports stay in the “Receive” folder for 90 days and the “Receive Archive” folder for 90 days.



Graduates File Submission

How do I format a Graduates file?

- The Graduates file must contain header, detail and trailer rows.
- Each section has required fields.
- All dates must be in YYYYMMDD format and file must be saved in text (tab delimited) format.

For full formatting instructions, see [“Submit a Graduates File.”](#)

Example of what graduate file should look like:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
1	PH3	1235784	RSSI Test IP		20181107	2016-2018																								
2	PD3	NO SSN	Rhona	Tatiana	Macdonald						19980405	N472818	Endorsed/Advanced	20170601	N	310584	F	BL	Y	2	2	3	2	N	8	N	N	AVID	ED	
3	PD3	NO SSN	Nolan	R	Ewing						19990509	N482819	Endorsed/Advanced	20170601	N	310584	M	HI	Y	2	2	2	2	N	6	N	N		ED	
4	PD3	NO SSN	Madonna		Strickland						19991205	N281819	Endorsed/Advanced	20170601	Y	310584	F	HI	Y	2	2	2	2	N	8	N	N		ED	
5	PD3	NO SSN	Malcolm	Le	Jr						19980901	N576772	Endorsed/Advanced	20170601	N	310584	M	BL	Y	2	3	1	1	2	N	8	N	N	AVID	ED
6	PD3	NO SSN	Kalia	Kennedy	Mullen			Donaldson			19980101	N287181	Endorsed/Advanced	20170601	N	310584	F	HI	Y	1	3	1	1	2	N	8	N	N		ED
7	PD3	NO SSN	Jerry	J	Marquez						19981013	N018181	Endorsed/Advanced	20170601	N	310584	M	HI	Y	2	1	2	2	2	N	8	N	N		ED
8	PD3	1.6E+08	Desiree	Claire	Livingston						19990304	N408181	Regular Diploma	20170601	N	310584	F	HI	Y	2	2	1	1	2	Y	8	N	N	Track	ED
9	PD3	1.82E+08	Victor		Blanchard						19990203	N678291	Endorsed/Advanced	20170601	N	310584	M	HI	Y	2	2	1	3	N	8	Y	N		ED	
10	PD3	8.67E+08	Baxter	Ralph	Oliver	III					19990405	N582810	Endorsed/Advanced	20170601	N	310584	M	WH	Y	2	3	2	2	N	7	N	N	TAG	ED	
11	PD3	5.92E+08	Christoph	H	Vang						20001213	N689019	Modified Diploma	20170601	N	310584	M	HI	N	2	2	2	2	Y	8	N	N		ED	
12	PD3	4.81E+08	Wade	Celeste	Walker						20000106	N018818	Endorsed/Advanced	20170601	Y	310584	M	HI	Y	2	2	2	2	Y	8	N	N		ED	
13	PD3	5.28E+08	Rooney	I	Grant						20001128	N113123	Regular Diploma	20170601	N	310584	M	MU	Y	2	3	1	1	2	N	8	N	N	AVID	ED
14	PD3	NO SSN	Flynn	Z	Mooney						20000404	N191013	Endorsed/Advanced	20170601	N	310584	M	WH	N	2	3	2	2	Y	8	N	N		ED	
15	PD3	NO SSN	Madaline	Carl	Hoffman						19980809	N191731	Endorsed/Advanced	20170601	N	310584	F	HI	Y	2	3	2	2	N	8	N	N		ED	
16	PD3	NO SSN	Buckminster		Mullen	IV					19981003	N882991	Regular Diploma	20170601	N	310584	M	HI	Y	2	2	1	1	2	N	8	N	N	Football	ED
17	PD3	NO SSN	Patricia	Barry	Carroll			Smith			19981015	N841901	Endorsed/Advanced	20170601	N	310584	F	MU	N	1	1	2	2	N	8	Y	N		ED	
18	PD3	NO SSN	Mackensi-Keiko		Hammond						19991102	N819319	Endorsed/Advanced	20170601	N	310584	F	BL	Y	1	2	2	2	N	8	N	N	4H	ED	
19	PD3	NO SSN	Yolanda	R	Barron						20000506	N818101	Regular Diploma	20170601	N	310584	F	BL	Y	2	2	2	2	N	7	N	N		ED	
20	PD3	3.95E+08	Stella	Barry	Bright						20000405	N586771	Endorsed/Advanced	20170601	N	310584	F	HI	Y	2	3	2	2	Y	8	N	N	Scholarsh	ED	
21	PD3	6.77E+08	Chaim	Y	Decker	Jr					19981013	N838101	Regular Diploma	20170601	N	310584	F	WH	Y	1	1	1	1	Y	8	N	N		ED	
22	PD3	6.12E+08	Eleanor	D	Daugherty						19980706	N839401	Endorsed/Advanced	20170601	N	310584	F	BL	Y	2	2	1	1	2	N	8	Y	N		ED
23	PD3	79219187	Aquila	H	Bush						19980801	N148181	Endorsed/Advanced	20170601	N	310584	F	WH	N	1	3	2	2	Y	8	Y	N		Scholarsh	ED
24	PD3	NO SSN	Echo		Gallagher						19981231	N569819	Endorsed/Advanced	20170601	N	310584	F	HI	N	1	1	3	2	Y	8	Y	N		ED	
25	PD3	5.83E+08	Ifeoma		Steele			Jones			19981125	N018581	Endorsed/Advanced	20170601	Y	310584	F	HI	N	2	2	2	1	N	7	N	N	Scholarsh	ED	
26	PD3	5.82E+08	Judith	Dacey	Hobbs			Cortez			19990404	N819581	Regular Diploma	20170601	N	310584	F	HI	Y	2	2	2	2	N	8	N	N		ED	

What if my school does not track all the data NSC tracks?

For the purposes of the RSSI grant, the following fields are required:

Column A = enter PH3* (exactly 3 characters)

Column B = Your Account Code* – can be found on your account reference sheet (max. 10 characters)

Column C = Your Account Name* – can be found on your account reference sheet (max. 80 characters)

Column D = enter P* (exactly 1 character)

Column E = File Transmission Date* (date you are sending us the file – YYYYMMDD format) (exactly 8 characters)

Column F = Diploma Period* (date range for the diplomas you will be sending us – e.g., 2008-2009) (max. 9 characters)

Column G = Previous Last Name (max. 40 characters)- If applicable

Column H = Previous First Name (max. 40 characters)- If applicable

Column I = Student's Date of Birth* (YYYYMMDD format) — please see “Date Format” under the formatting requirements above, if needed. (*exactly 8 characters*)

Column K = Diploma Type* (You must enter one of the following “Diploma Types” when submitting Diploma files. Please make sure the diploma files are accurate according to the list below.)

- Endorsed/Advanced Diploma
- General Education Development (GED) Credential
- High School Equivalency Credential (other than GED)
- International Baccalaureate
- Modified Diploma
- Regular Diploma
- Vocational Certificate
- Other

Column L = Student's High School Graduation Date* (YYYYMMDD format) – please see “Date Format” under the formatting requirements above, if needed. (*exactly 8 characters*)

Column M = FERPA Block* (*exactly 1 character*)

- Y = FERPA Block indicates that the parent/guardian has requested a FERPA block on sharing student's records.
- N = No FERPA Block

Column N = High School Name* (can be found on your account reference sheet) (*max. 50 characters*)

Column O = 6-digit ACT Code* for the high school from which the student graduated (can be found on your account reference sheet) (*exactly 6 characters*)

Column P = Gender (*exactly 1 character*)

- M = Male
- F = Female

Column Q = Ethnicity: The general racial category which most clearly reflects the individual's recognition of his or her community or with which the individual most identifies. (*exactly 2 characters*)

- AM = American Indian or Native Alaskan
- AS = Asian
- BL = Black or African American
- HI = Hispanic/Latino
- PI = Native Hawaiian or Pacific Islander
- WH = White
- MU = Two or more races

Column R = Economically Disadvantaged Indicator: The student is identified as economically disadvantaged as dictated by the district/state. (*exactly 1 character*)

- Y = Economically Disadvantaged
- N = Not Economically Disadvantaged

Column Y = Dual Enrollment Indicator: An indicator of whether the student is currently enrolled in post-secondary as well as secondary school coursework. (*exactly 1 character*)

- Y = Dual Enrollment Indicator
- N = Not Dual Enrollment Indicator

How do I get the data required for the graduate file?

RSSI members are strongly encouraged to work with their school district's PEIM's coordinator to pull the required data.

Our diploma codes do not align with NSC, is there a conversion chart?

From NSC's perspective the endorsement choice does not affect the NSC code. Regardless of endorsement choice, the NSC code will be "Endorsed/Advanced Diploma" for those students who have made an endorsement choice. If an endorsement has not been chosen, then NSC code would either be a modified or regular diploma.

Texas Code	NSC Code
Foundation Coursework	Regular Diploma
Distinguished Coursework	Endorsed/Advanced Diploma
STEM Date Completed	Endorsed/Advanced Diploma
Public Services Date Completed	Endorsed/Advanced Diploma
Business and Industry Date Completed	Endorsed/Advanced Diploma
Multi-disciplinary Studies Date Completed	Endorsed/Advanced Diploma
Arts and Humanities Date Completed	Endorsed/Advanced Diploma

What does the column M (FERPA Block) affect?

The StudentTracker service produces three output files: a **control report**, an **aggregate** report, and a **detail report**. The control report provides metadata pertaining to the request, the aggregate report includes summary totals for the entire cohort of students in the request, and the detail report provides student-level enrollment and degree records. The counts displayed in the aggregate report are not affected by directory information blocks because no student-level data is provided in this report. However, **since the detail report does contain student-level data, directory information is blocked in this report if there is a FERPA block on the student.**

What if the student did not have a block but has since requested one?

A student may invoke a directory information block at any institution attended, at any time, by notifying institution officials in writing. The institution will then update the directory block indicator for the student in its next scheduled data submission to the Clearinghouse. As a result, blocks are both institution-specific and time-sensitive. In order to determine a student's current preference regarding the display of directory information, the Clearinghouse must identify the most recently submitted value of the directory block indicator for any student/institution combination. It is the most recently submitted value that determines whether StudentTracker will display directory information for a given student/institution combination. It is important to note that both enrollment and degree submissions contain a directory block indicator, so both types of records must be searched to identify the most recently submitted indicator.

How often will I have to submit a Graduates file?

For RSSI grant evaluation, graduate file uploads are required for the graduating high school senior classes. The first upload will be used to establish baseline data. The required baseline senior cohort years are listed below.

What academic years will be used for the RSSI baseline Graduates file?

To establish baselines for **postsecondary completion** outcomes, the following years must be uploaded:

2010-2011

2011-2012

To establish baselines for **college enrollment outcomes**, the following years must be uploaded:

2015-2016

2016-2017

Subsequent senior cohorts must be uploaded in order to allow comparisons with baseline years.

2017-2018

2018-2019

2019-2020

2020-2021

2021-2022

When is the best time to submit my baseline Graduates file?

Baseline cohort data should be submitted by no later than November 30, 2018.

When is the best time to submit subsequent cohort Graduates files?

Submit your graduate file after spring graduation. The latest graduation date that can be entered in a file in order for the student to be included in a specific class is August 31 (e.g., for the class of 2018, it would be all students who graduated between September 1, 2017, and August 31, 2018).

As a rule of thumb, plan to submit your file before the end of September so that your data is included in the mid-November NSC report run.

I am having trouble sending a file, who should I contact?

- To troubleshoot upload issues, please contact secureftp@studentclearinghouse.org

How do I know which graduates have been submitted?

Log on to studentclearinghouse.org and select "View Diploma Record History" in the Account box. The number of records for each class loaded into the Clearinghouse database will be displayed.

How long do you keep information on my graduates?

All student graduate information received via Graduates files are stored in the Clearinghouse database, unless we are instructed to remove it. StudentTracker for High Schools reports include a maximum of eight years' worth of data. When a new class is submitted and at least eight years of data are stored, then the oldest class is removed. For example, if the classes of 2010-2017 are stored and the class of 2018 is submitted; the class of 2010 is removed and the classes of 2011-2018 are reported.

I uploaded a Graduates file. How long will it take to process and when will I receive my reports?

Our typical turnaround time for creating reports is three to five business days after we receive your file(s). This timeframe can change if the file contains formatting errors, your account is inactive, or we are experiencing higher than normal file volume. If you have an urgent need for the reports, please email us at studenttracker@studentclearinghouse.org and ask if we can expedite your request (make sure you include your account number). If there are errors/issues preventing the file from being processed, we will reach out to the contacts on your FTP. When your reports are ready, your FTP account contacts will receive an email.

I would like to update the records I previously sent in order to add more complete data or correct errors. How can previous records be replaced?

To request data modifications, such as replacing or removing information, please email studenttracker@studentclearinghouse.org and put the following information in the subject line:

- StudentTracker File Processing
- Your account number
- Specific request (i.e., which cohort you want to resend or remove)

For example, if you identify an error with the date of births for your 2015 graduating class, you should notify us that you are resending the 2015 class intentionally. We will permanently delete the previous 2015 records and store the new incoming 2015 file.



Reports

For additional help <https://studentclearinghouse.info/ftp/help/>

Where are my reports?

Reports are placed in your FTP account's "Receive" folder (select "Home Folder," then "Receive"). Aggregate reports are returned in PDF and text (.csv) formats contained in a zip file. Detail reports are returned as text (.csv) files.

When will I receive my reports and how will I know they are ready?

Our standard turnaround time is three to five business days. **NOTE: Processing can take longer for large files and files submitted during our peak season in early November.** If there are errors/issues preventing the file from being processed, we will reach out to the contacts on your FTP. When your reports are ready, your FTP account contacts will receive an email.

How do I access my Reports Library?

You must have a Web ID and the FTP and Reports roles assigned to your profile to access the Reports Library.

1. Log on to studentclearinghouse.org and select "Access Reports Library" on the Research Services tab.

Submissions Submit Test File Submit Student File via FTP View Test Files Log	Reports Access Reports Library View Reports Log	Account View Account Details Manage Users View Diploma Record History
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2. Select the query type (Graduate or Request)
3. Enter the effective date (i.e., the date the student information was matched against the enrollment information for that semester)
4. Choose the Aggregate Reports you want to receive and schools to be included
5. Tell us if you would also like a Detail Report

For step-by-step Instructions, see "[Make Your Query and Report Selections.](#)"

Where can I find the report definitions?

You can access the report definitions in the Access Reports Library section of the web tool and our [Report Definitions help page](#). Report definitions can also be found at the end of your basic packet of Aggregate Reports.

Can I request a report from a file I uploaded last year?

Yes, you can request a report for an earlier effective date via the “Access Reports Library” option on the Research Services tab after you log on. You must have a Web ID and the FTP and Reports roles assigned to your profile to access the Reports Library.

What is the effective date?

The effective date is the snapshot date against which the Clearinghouse matches a graduate cohort. There are three effective dates per year: mid-to-late April, August 15, and mid-to-late November. Although colleges and universities submit data to the Clearinghouse all year long, some institutions submit data once a month and others once a year. The principal effective date is in November, which is when colleges and universities submit their fall enrollment data. The April and August effective dates allow high schools to capture students who enroll at postsecondary institutions outside of the fall window or during a summer term.

How does the Clearinghouse define an academic year?

Academic year is defined as any collegiate enrollment that occurs between August 15 of one year and August 14 of the following year.

Why are recent year graduates missing from my report?

If the student was not enrolled between August 15 of one year and August 14 of the following year, they will not be included. The Clearinghouse may not have the most recent college enrollment information for the most recent class until late November of that year. Students who graduate high school in June 2018, for example, will not appear in StudentTracker for High Schools reports until November 2018, when the fall effective date is established. (See the previous question on academic year definition.)

What can I learn from my reports?

StudentTracker reports enable you to see the postsecondary achievements of the students you reported as graduating from your high school(s). The Clearinghouse matches your students against our robust nationwide database of postsecondary records and returns enrollment and degree data on your students for whom we have student records in our database that can be reported.

The reports available through our StudentTracker for High Schools service include:

- Detail Report that lists each student's enrollment and degree information, if found and able to be reported
- Aggregate Reports on various postsecondary outcomes so you can see how your classes compare against each other and gain insight into enrollment or degree patterns
- Each outcome includes up to eight high school academic years categorized by institutional characteristics (public/private, two-/four-year, and in-state/out-of-state)
- Academic and demographic reports, if you provide these data elements in your Graduates file

Report definitions are provided at the end of the Aggregate Reports.

What does “Record Found indicator = N” mean on the Detail Report?

It means that no enrollment or degree records were returned for a student, which can happen for several reasons including:

- Student's degree and/or enrollment record is blocked. Blocked records are represented in the Aggregate Report counts.
- The report includes records that have a postsecondary term begin date OR term end date AFTER August 14 of the school graduation year, for example:
- If a student's graduation date is 5/25/2013 and the term begin, AND end date occurs prior to 5/25/2013 (e.g., 1/10/2013-5/11/2013), then the record **will not** be returned.
- If a student's graduation date is 5/25/2013, an enrollment record with the term dates, 5/19/2013-8/31/2013, is returned.
- The student is not in the Clearinghouse's database.
- The school that the student is attending/has attended does not participate in the Clearinghouse or, if it does, may not have provided enough historical data.

Where can I access the Detail Report guide?

[Click here to access the guide](#) now. The guide is also available under Resources on the right side of our [StudentTracker for High Schools](#) page.

Effective Dates

What are effective dates?

Effective dates are “snapshots” of the postsecondary enrollment and degree data against which all StudentTracker for High Schools queries are run.

There are three effective dates per year:

1. Mid-late April
2. Mid-August
3. Mid-late November

All StudentTracker for High Schools queries are associated with an effective date. StudentTracker for High Schools queries are always queried against the previous or most recent effective date. A Graduates or Request file submitted on August 1st would be queried against the previous April effective date. A Graduates or Request file submitted on September 1st would be queried against the previous August 15th effective date.

How do effective dates differ? Is there a “most important” effective date?

For the Clearinghouse purposes, there is no significance to any one effective date. However, most schools are interested in finding out the college enrollment rates of their recent graduates as soon as possible. For this reason, the November effective date is the most anticipated one followed by the April effective date, and the August effective date.

1. **November Effective Date**

The November effective date is considered the primary effective date because it occurs during the first fall enrollment period. The first fall enrollment is defined as any postsecondary enrollment that occurs between August 1 and October 31, after your most recent class of graduating seniors. It is the first opportunity for the Clearinghouse to report freshmen enrollment.

2. **April Effective Date**

The April effective date is the first opportunity for the Clearinghouse to report your last graduating class enrollments, outside of the first fall after graduation.

3. **The Mid-August Effective Date**

The mid-August effective date updates enrollments that occur later in the first year after high school, and which may contain degrees awarded (for earlier cohorts) in May or June. The August 15 effective date includes the most recent postsecondary enrollment and degree data submitted to cover spring enrollment and degrees as well as summer term enrollment.

Why have effective dates?

Effective dates ensure your StudentTracker for High Schools reports reflect the most comprehensive enrollment and degree data provided by the colleges and universities for a given period. They also ensure that all secondary education institutions are matched against the same set of postsecondary data.

The Clearinghouse uses a sophisticated algorithm to track postsecondary data coverage. The effective date establishes the following:

- At least 47 of 50 states have reached at least 98 percent of active postsecondary institutions reported*
- AND
- No state has less than 95 percent of active postsecondary institutions reported*
-

The effective date also ensures all high schools are matched against the same set of college and university data, establishing a framework within which rigorous statistical research can be organized.

**In certain rare cases, the National Student Clearinghouse Research Center may set the effective date without one or both above conditions being met. This is rarely done and usually exercised in situations where a significant proportion of the state's active postsecondary institutions may be delayed in reporting data to the Clearinghouse (e.g., following a natural disaster, such as a hurricane).*

Matching

What data is used to match high school graduates to postsecondary outcomes?

StudentTracker for High Schools matches high school graduates to their postsecondary enrollment and degree outcomes. The National Student Clearinghouse accomplishes the match by relying on two datasets:

- High school diploma data. High schools generally submit their graduates' data between May and September each year.
- College and university enrollment and degree data. College and universities submit their data three to four times per term.

The difference in data submission cycles between high schools and colleges and universities means there is no clearly defined time when the Clearinghouse has all postsecondary data for any given period (e.g., fall terms)

Why are individual students missing from the Student Detail Report?

Students may not be reported through StudentTracker® for several reasons. The most common reason why an individual student may not be reported in the Student Detail Report is because he or she blocked one or more of their records from a college or university they attended. If the student places a block against reporting their information to the Clearinghouse, then the Clearinghouse is obligated by law to withhold the information until the student elects to unblock it. **The Clearinghouse is also prohibited from confirming if a student record has been removed due to a FERPA block.**

Blocked student records will be included in the tables, charts and graphs where student anonymity is maintained (e.g., “Percent of Students Enrolled in College the Fall Immediately after High School”).

Other reasons individual student records may be unreported are:

- Student's graduation date falls after August 15th of the calendar year
- College or university where the student is enrolled does not report data to the Clearinghouse (e.g., all U.S. service academies)
- College or university where the student is enrolled missed the submission deadline for their enrollment information to be included in your reports. In this case, the student will be present the next time the data is refreshed, called an [Effective Date](#).
- Critical information used to match students may be missing altogether or reported differently between the college/university and the high school and, therefore, a match cannot be determined.

What is the StudentTracker® for High Schools matching algorithm and how does it work?

StudentTracker for High Schools uses a proprietary algorithm to match students across all their postsecondary enrollments. The algorithm utilizes a hierarchy for reviewing and matching data points that allows it to overcome imperfect data submissions. Examples of imperfect data include a college or university hyphenating the student's last name (Smith-Richards) and a high school requesting information for a student without the hyphen (Smith Richards). Another common example is family surnames versus married surnames (Chris Smith vs. Chris Smith-Richards or Chris Richards). In cases where the algorithm cannot determine an exact match between critical data points, StudentTracker for High Schools utilizes other important data points to verify or corroborate a potential match. Typos, variations in how a name is spelled or reported, swapping numbers within a date, and other errors will reduce the likelihood of a match being made.

The data critical to ensuring a match between a student's records are:

- First name (required)
- Last name (required)
- Middle name or initial
- Date of birth or DOB (required)

It is very important the above data elements are as accurate as possible and formatted appropriately for the StudentTracker application. **First name, last name, and date of birth are all required data elements. Records without these data points cannot be matched.**

In a small number of cases other data elements can be helpful in verifying a match. These elements may include high school ACT code, enrollment history, and geographical location.

Data elements that **will not** produce or verify a match are:

- Student ID
- Social Security number
- Student Information System (SIS) generated number
- District or state ID
- School NCES or other assigned code

Why is a student who was missing from our reports now present?

The student may have released a block or hold on their record at the postsecondary level. While the student would have been included in aggregate reporting, they would have been missing from detail-level reporting.

The StudentTracker for High Schools development team constantly looks for ways to improve the performance of StudentTracker for High Schools. As we make improvements, you may see individual student records reported back to you that were previously missing.