

Chapter 7

Problem Resolution

- 7.1 HELP! When You Need It
- 7.2 Solutions to Common Problems

Contents

Chapter 7: Problem Resolution

7.1 HELP! When You Need It.....	7-1
7.1.1 Using This Guide	7-1
7.1.2 NSLDS Customer Service Center	7-1
7.2 Solutions to Common Problems.....	7-2

Figures

Figure 7-1, Solutions to Common Problems 7-3

Problem Resolution

This chapter tells you where to turn when you have a problem completing any step in the SSCR process. It also includes a list of common problems with suggested solutions (Figure 7-1).

7.1 HELP! When You Need It

Although you may be familiar with the basic SSCR process because of your school's participation in past years, many details of the process (such as file formats, field definitions, and participation in the Title IV WAN) have changed. NSLDS provides a variety of information and problem-solving resources to help you.

7.1.1 Using This Guide

Your first source of information about the SSCR process is this *SSCR User's Guide*. Be sure to use the Table of Contents and the Index to locate the answers to your questions. Also, check Figure 7-1 to determine whether your problem is addressed.

This guide does not explain how to access NSLDS through the Title IV WAN. If you have trouble using the WAN, see the *Title IV WAN User's Guide* for help.

7.1.2 NSLDS Customer Service Center

The NSLDS Customer Service Center (CSC) can help you with questions that are not addressed in this guide. Call the NSLDS CSC at **1-800-999-8219** for help in building the SSCR files, correcting file errors, or using the NSLDS web page functions described in Chapter 5. Contact Title IV WAN Customer Service at **1-800-615-1189** for questions about accessing NSLDS through the Title IV WAN to use the Store-and-Forward Facility.

The NSLDS CSC telephone number and hours of operation are shown below.

<p>NSLDS</p> <p>Customer Service Center</p> <p>1-800-999-8219</p> <p>8 a.m. - 8 p.m. Eastern Time</p> <p>Monday-Friday *</p> <p>* except Federal holidays</p>

7.2 Solutions to Common Problems

Figure 7–1 provides some typical problems you may encounter along with possible solutions. To use this figure, look for your problem in the Problem column and try the suggested solution. Use this figure before calling the NSLDS CSC. You may be able to solve the problem yourself.

Problem	Solution
Your computing resources cannot support SSCR processing.	Because Title IV participation requires SSCR reporting and the SSCR process is now fully automated, you must find a way to process SSCR rosters electronically.
You cannot establish contact with Title IV WAN or cannot find NSLDS in the Title IV WAN menu.	Contact Title IV WAN Customer Service at 1-800-615-1189.
You do not use the Social Security Number to identify students in your registration files.	Use other student identifiers in the SSCR Roster File to match Detail Records with your student records. Student's First Name, Student's Middle Initial, Student's Last Name, and Date of Student's Birth may suffice. To store your own student identification number, use the School Identification Designator field in the SSCR Roster File. The data you enter will remain with the student's Detail Record, and you may use it in future SSCR cycles to match student records.
The number of Detail Records in the SSCR Roster File received from NSLDS does not match the number reported in the Trailer Record.	Contact the NSLDS Customer Service Center at 1-800-999-8219.

Problem	Solution
You can only return SSCR files on diskette.	SSCR processing does not support file exchange on diskette. You must transfer SSCR files to tape or transmit them electronically through the Title IV WAN. To learn how to transmit files electronically from a PC equipped with a modem, see Section 3.5 "Sending the SSCR Submittal File".
You do not receive a response to your transmission of a submittal or ad hoc report within 48 hours.	Contact the NSLDS Customer Service Center at 1-800-999-8219.
You receive a "records skipped" message when importing a roster into EDEExpress.	SSCR database must be cleared before importing a new roster. Contact the CPS Customer Service Center at 1-800-330-5947 for instructions on clearing the SSCR database.
You receive a new roster before transmitting a response to your error notification.	Do not send the response to your error notification. Discard the file and process the new roster.

Figure 7-1, Solutions to Common Problems

