Error Relief Process

Error Relief Process

There are two types of error relief:

1. **Manual Error Relief** - Use the Manual Error Relief link after the district has corrected all errors that can be corrected. Manual error relief is the first step in the error relief process.

2. **Online Automated Relief** - the 'Errors Require Comments' status displays after all manual errors are corrected and any manual relief is completed.
   - The online automated relief has drop-down options to select the comment that best explains the exception.
   - Some only have 'Other' as an option, which requires the district to enter the explanation/reason for the relief request. The 'Other' error comment will be reviewed by Data Collections for approval.

Error Relief Process – Manual Error Relief

How do I request manual relief?

1. Click the **Manual Relief Request** link located on the Main Menu.

2. Enter the error explanation comment as it relates to each error. The comment should clearly and precisely explain what is really happening - the reason for the exception. Be sure to provide enough detail so that anyone reading the comment will understand why this is an exception. Enter all comments online.

3. Be sure to click the 'Submit' button when finished entering all comments.

4. <u>DO NOT</u> send error relief requests or comments to Data Collections or in a Help ticket.
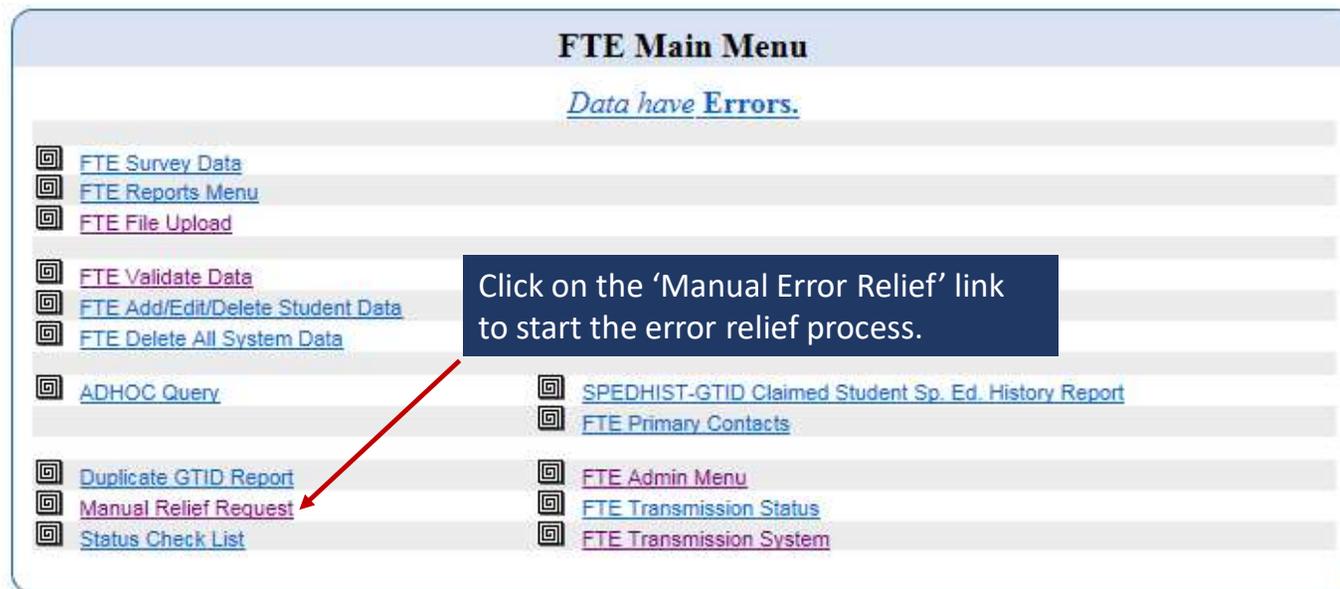
Error Relief Process – Manual Error Relief

FTE Main Menu

Data have **Errors.**

- FTE Survey Data
- FTE Reports Menu
- FTE File Upload

- FTE Validate Data
- FTE Add/Edit/Delete Student Data
- FTE Delete All System Data

Click on the 'Manual Error Relief' link
to start the error relief process.

- ADHOC Query
  - SPEDHIST-GTID Claimed Student Sp. Ed. History Report
  - FTE Primary Contacts

- Duplicate GTID Report
- Manual Relief Request
- Status Check List
  - FTE Admin Menu
  - FTE Transmission Status
  - FTE Transmission System

Error Relief Process – Manual Error Relief

Enter the error explanation comment as it relates to each error. The comment should clearly and precisely explain the reason for the exception - why this is a situation that requires error relief. Enter all comments online.

The error relief process may involve two steps:
1. Manual Error Relief Request is the first step in the error relief process.
2. Once these errors are all corrected or relieved, please check the FTE Main Menu for the district's current status.

IF YOU UPLOAD OR REVALIDATE, ALL COMMENTS WILL BE LOST.

Manual Error Relief Request

ERROR CODE	Status	Count of Errors
	User Comment	Approver Comment
E0482	EXPLAIN	2

Enter the error explanation comment here

⦿ Approve (Error) ◯ Reject ◯ Approve (Error and Delete Data)

| E049 | EXPLAIN | 1 |

⦿ Approve (Error) ◯ Reject ◯ Approve (Error and Delete Data)
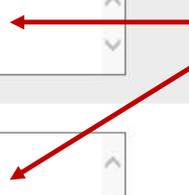
Error Relief Process – Manual Error Relief

Move the mouse over the error number and the error message pops up

This number indicates the number or records with this error

E312   EXPLAIN   2

○ Approve (Error) ○ Reject ○ Approve (Error and Delete Data)

E557   EXPLAIN   10

○ Approve (Error) ○ Reject ○ Approve (Error and Delete Data)

ERASE ALL CHANGES   submit

Click 'Submit' when all manual error comments have been entered.

Error Relief Process – Manual Error Relief

- Only errors requiring manual error relief will be included under the Manual Error Relief link. All other error comments will be entered later, during the Online Automated Relief process.

- Once the manual error relief comments have been submitted, Data Collections will cross-check error counts and student data with the relief information provided in the comment. More than ever, Data Collections is being careful to establish consistency in the procedures and the criteria for relief. * NOTE - error relief is only for *exceptions*.

- **Data Collections will reject error relief requests when the error comment does not provide enough information/detail, is not reasonable, or when the error can be resolved.**

Error Relief Process – Online Automated Relief

- Once all manual relief comments have been approved, the status on the Main Menu will change to 'Errors Requiring Comments'.

- Click on the 'Errors Requiring Comments' status to begin the Online Automated Relief process. A screen similar to the one below will appear.

FTE Error Comments Report		
Error		Status
ID	Description	
E1685	The GTID has been reported with WITHDRAWAL REASON = 'G' and DIPLOMA TYPE = 'G', 'B', 'C', or 'V' in a previous collection, but the GTID is being reported as ACTIVE in this collection.	EXPLAIN
E2561	Special education student is 22 years or older as of September 1 and is being reported in FTE.	EXPLAIN
E549	Active student's age is above/below age range for this GRADE LEVEL. Please verify DATE OF BIRTH. (See Appendix A in FTE layout.)	EXPLAIN
E799	Special Ed student reported in SR and did not exit program, but REPORT TYPE = 'R' in FTE.	EXPLAIN

Error Relief Process – Online Automated Relief

- Click on the error number and the screen below will appear.

- There is a drop-down options to select the most appropriate comment. If the prepopulated comment explains the exception, select this and then click 'Submit'. These comments are auto-approved and do not require Data Collections review.

Write Explanation For E549

Select Comment : 1-Date of Birth verified as correct ⌄

Comments

Submit   Reset

NOTE: The prepopulated comment can only be used if the explanation applies to all records with the error. If it does not, select 'Other' and enter the error comment explanations.

Error Relief Process – Online Automated Relief

- If the prepopulated comment does not fully explain the exception or apply to all records with the error, select 'Other' and enter the error comment in the box provided. Be sure to provide enough detail so that anyone reading the comment will understand why this is an exception.

- Click 'Submit' once the comment has been entered.

Write Explanation For E549

Select Comment : | 2-Other ⌄ |

Comments | The district has verified the DOB previously reported was incorrect. The birth certificate indicates a different DOB. |

[Submit] [Reset]

Error Relief Process – Online Automated Relief

- Once the comments have been submitted, the Data Collections team is automatically notified and will start the error comment review process. District error comments are processed in the order received.

- <mark>Once the comments have been submitted, there is no need to email/call Data Collections or the Help Desk. Data Collections is aware the comments have been submitted.</mark>

- During the error comment review process, Data Collections will cross-check error counts and student data with the relief information provided in the comment. More than ever, Data Collections is being careful to establish consistency in the procedures and the criteria for error relief. * NOTE - error relief is only for *exceptions*.

- **Data Collections will reject error relief comments when the error comment does not provide enough information/detail, is not reasonable, or when the error can be resolved**.

Error Relief Process – General Guidelines

GENERAL GUIDELINES:

- Once the comments have been submitted, Data Collections will review each comment. This process takes time. To check if the comments submitted have been approved, check the Main Menu to see the current status.

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- Please do not call/email Data Collections, or the Help Desk, for status updates. This will slow down the process.

- If an error comment is rejected, please review the rejection comment carefully for the explanation of why the comment was rejected. Do not re-submit the same comment – it will be rejected again.

Error Relief Process – General Guidelines

GENERAL GUIDELINES:

- Make any changes that are outlined in the error rejection comment. If an email address or phone number were provided, you can contact the individual with any questions about resolving the error or editing the error comment.

- Personally Identifiable Information (PII) should not be included in the error comment. Including the last four digits of the **GTID**, the last name, and the first Initial of first name is permitted in the error comment.

- Once all error comments have been approved, the district status will change to 'Ready To Sign Off'. The Superintendent is encouraged to sign off ASAP once all reports have been verified for data accuracy.

If you have any questions or need further assistance, please contact the Technology Management Customer Support Team by logging into the MyGaDOE Portal and clicking on the Help desk Portal link and entering your request there.

To Login to the MyGaDOE portal please follow this link:
https://portal.doe.k12.ga.us/Login.aspx

You may also request assistance by emailing **dticket@doe.k12.ga.us** or by calling 1-800-869-1011. Please provide a detailed message as well as your contact information.

Data Collection Team

Nicholas Handville	**Director of Data Collections, Analysis, and Reporting**		nhandville@doe.k12.ga.us
Kathy Aspy	**Data Collections Manager** **(Data Collections & Reporting)**	**404-556-7480**	kaspy@doe.k12.ga.us
Patty Miller	**GTID Administrator** **(GUIDE, Private School Collection)**	**404-290-8530**	pmiller@doe.k12.ga.us
Carl Garber	**Data Collections Specialist** **(Student Record)**	**404-304-5200**	cgarber@doe.k12.ga.us
Sharon Armour	**Data Collections Specialist** **(Student Class, Course Table Maintenance, Pre-ID)**	**678-590-9861**	sarmour@doe.k12.ga.us
Katie Green	**Data Collections Specialist** **(CPI, Free and Reduced Meal)**	**404-295-8841**	kagreen@doe.k12.ga.us
Irish Saxton	**Data Collections Specialist** **(FTE, End Of Pathway Assessment)**	**404-304-3346**	irish.saxton@doe.k12.ga.us
Stephanie Smith	**Data Collections Specialist** **(Free & Reduced Meal, New Coordinator Liaison)**	**770-301-1503**	stephanie.smith@doe.k12.ga.us

Richard Woods, Georgia's School Superintendent | Georgia Department of Education | *Educating Georgia's Future*