



StudentTracker: What's Next



National Student
Clearinghouse®



StudentTracker: What's Next

Welcome to StudentTracker for High Schools! Now that your memo of understanding has been signed, we wanted to share with you what you can expect as we onboard you with your StudentTracker service, as well as provide resources to help you learn and use StudentTracker.

Please share this document with your colleagues.

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Setting Up Your StudentTracker Service

A member of our Clearinghouse Implementations team will set up your StudentTracker service agreement, which will include:

- Assigning your service agreement account number
- Adding your high school(s) and users to your service agreement account
- Creating your secure FTP account and adding the email addresses for the technical contact(s) you provided
- Alerting the Clearinghouse Finance team to email your invoice to the billing contact you provided
- Emailing information on your account, including a link to our monthly “Getting started with StudentTracker for High Schools” webinar, to your technical contacts and account executive

If you do not receive an email from a Clearinghouse Implementations representative within 10 business days, please contact your Relationship Manager or send an email to:

STservices@StudentClearinghouse.org.



Formatting Your Student Data

There are two ways to format your student data for submission.

1. Diploma (aka Graduates) Files: This method should only be used if you are the official issuer of student diplomas. Each file contains data for students who have graduated from one of the high schools in your account. You can submit data for previous years of high school graduates that will be stored in the Clearinghouse database, so you do not have to submit the data again.*

Our [file submission formatting guide](#) will walk you through formatting your file, including how each piece of data should be entered and if the data field is required or optional. If you provide the optional demographic and academic data elements, your StudentTracker reports will include a packet of outcomes (very insightful!) based on each of the data elements you submit.

2. Request Files: This method is used when you want to obtain postsecondary data and reports for a unique cohort OR when you are not the official issuer of student diplomas. Some examples of cohorts are students who started at one of your high schools but did not graduate, student athletes, and students who completed the FAFSA vs. students who did not. The [request file submission formatting guide](#) is similar but not identical to the diploma file guide and the student data is not stored.

**When you participate in our [DiplomaVerify service](#) and submit up to 10 years of historical high school graduate records, you are eligible for a \$100 discount for each high school you pay for as part of your StudentTracker agreement, which will be reflected on your next renewal invoice.*



Using FTP to Submit Your Files

Once your FTP account is set up, an email will be sent to all users on your account providing the user name/web ID and a temporary password. The primary FTP user should log in and create a new password and provide it to all users on your account.

Because the credentials are shared by everyone on your FTP account, it is important that your users keep each other informed of the new password.

Whenever files are submitted through FTP, the system sends an email confirming that the file was successfully uploaded. The file(s) are then moved into the StudentTracker application where these two types of validations are performed:

- 1. Structural:** StudentTracker validates that the file is in the proper format (header row, student detail rows, footer row) and saved as a .TXT file. If it is not, the file will fail and be moved into a queue where it will be manually reviewed within 3-5 business days. A member of our Operations team will then send you an email explaining why the file failed, so you can correct and resubmit it.
- 2. Data Fields:** Validates that each piece of data has been submitted in the correct format (e.g., all dates must be in the YYYYMMDD format) and that all required data has been submitted. If the file fails this validation, a member of our Operations team will email you so you can correct and resubmit the file.



Receiving Your StudentTracker Outcomes Reports

Effective dates for StudentTracker are established three times per year in mid-April, mid-August, and mid-November. The Clearinghouse takes a “snapshot” of the postsecondary data in our database as of the effective date and matches your file(s) against it to generate your StudentTracker reports.

You can retrieve your StudentTracker reports (see the list of outcomes reports below) from your FTP account within 5-6 weeks after each effective date. You will receive an email when new reports are sent to your FTP account and available for you to access. This process is automatic, so you don’t need to contact the Clearinghouse to request reports.

Please note:

- *When you submit your student data the first time, you will receive reports based on the most recent effective date.*
- *Reports are generated and sent to your FTP account only if your StudentTracker subscription end date is current.*

The StudentTracker Outcomes Reports

1. Basic Packet: This is a 45-page PDF document containing outcomes for enrollment during the first fall term, within the first year, and within the first two years, along with persistence and completions. Outcomes are broken out by postsecondary characteristics: 2/4-year, public/private and in-/out-of-state and are provided for the most recent eight academic years of high school graduates data you provided. A glossary is provided at the end of the packet, which is also provided in an XLS format.

2. Demographic Packet: This PDF document contains outcomes similar to those in the Basic packet that are broken out by demographic data elements (i.e., gender, race/ethnicity, economic disadvantage, disability, English language learner). Outcomes are provided only for the demographic data elements that you submit. You will receive reports for the most recent eight academic years of high school graduate data that you provided. This packet is also provided in an XLS format.

3. Academic Packet: This PDF is the same as demographic packet but also includes these academic data elements: 8th grade and high school math assessment, 8th grade and high school ELA/reading assessment, dually enrolled, and number of math semesters. You will receive reports for the most recent eight academic years of high school graduate data that you provided. This packet is also provided in an XLS format.

4. Top 25 Colleges First Attended: This is a CSV file showing the top 25 colleges that your students first attended based on data included in your student-level detail report. This report identifies whether students returned in year 2 to the same or different postsecondary institution and whether the student received a credential. You will receive this report for each of the most recent eight academic years of high school graduate data that you provided.

Outcome reports #1-4 are provided at the account level and for each high school included in your account for

which you've submitted data, unless your Memo of Understanding states otherwise.

5. Student-Level Detail Report. A .CSV file containing at least one row for each student you submitted. If the student record matched postsecondary records in the Clearinghouse's database, the record found indicator will equal "Y" and those records will be returned to you in the [detail report](#). Only postsecondary records on which the student has not placed a [FERPA](#) block are included in the detail report.

Resources

- [StudentTracker for High Schools Help](#)
- [Clearinghouse Academy event schedule](#), including online training as well as current and future webinars
- [K-12 blog posts](#)
- [Case studies](#)
- [StudentTracker 3.0](#), information on our upcoming major StudentTracker upgrade
- [National Student Clearinghouse Research Center](#), which publishes a variety of reports through the year including our annual [High School Benchmarks report](#)

