

Error Relief Process

Error Relief Process

There are two types of error relief:

1. **Manual Error Relief** - Manual error relief is the first step in the error relief process. Use the Manual Error Relief link after the district has corrected all errors that can be corrected.
2. **Online Automated Relief** - the 'Errors Requiring Comments' status displays after all manual errors are corrected and manual error relief is completed.
 - The online automated relief has drop-down options to select the comment that best explains the exception.

Error Relief Process – Manual Error Relief

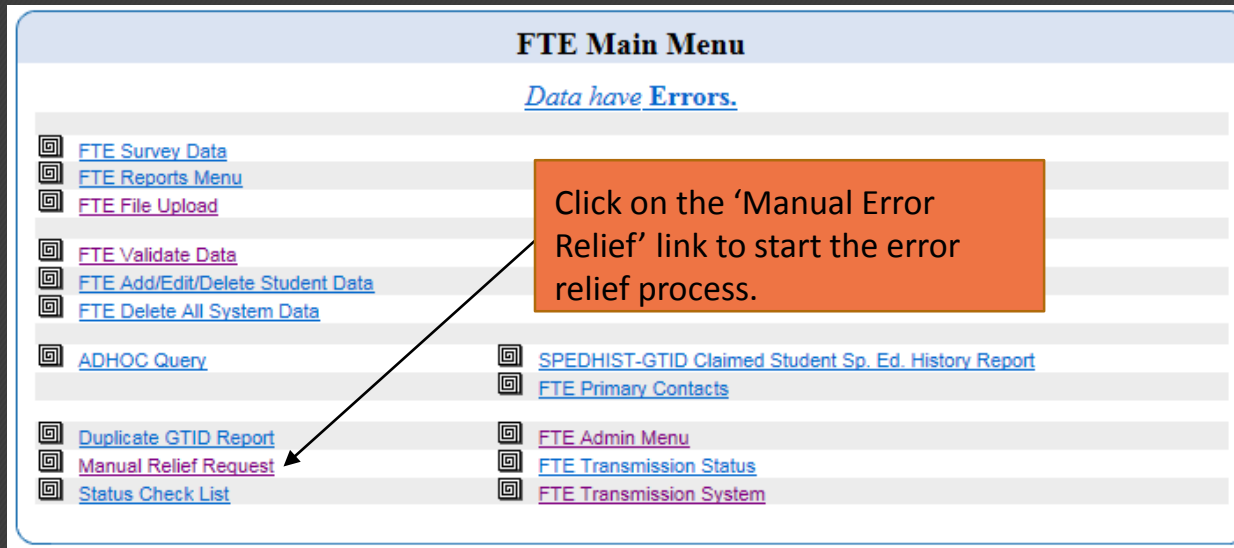
HOW DO I REQUEST MANUAL RELIEF?

1. Click on the **Manual Relief Request** link located on the FTE 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. Please DO NOT send error relief requests or error comments to Data Collections or DTICKET.

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 during the Online Automated Relief process.
- 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. There is no need to contact Data Collections or the Help Desk - Data Collections is aware the comments have been submitted.
- During the error comment review process, Data Collections will cross-check error counts and student data with the 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*.
- Error relief requests will be rejected when the error can be resolved, the error comment does not provide enough information/detail, references a dTicket/Email, or is not reasonable.

Error Relief Process – Manual Error Relief



FTE Main Menu

[Data have Errors.](#)

- [FTE Survey Data](#)
- [FTE Reports Menu](#)
- [FTE File Upload](#)
- [FTE Validate Data](#)
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Click on the 'Manual Error Relief' link to start the error relief process.

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	User Comment	Status	Count of Errors
			Approver Comment
E0482	EXPLAIN		2
	<input type="text"/>		<input type="text"/>
		<input checked="" type="radio"/> Approve (Error) <input type="radio"/> Reject <input type="radio"/> Approve (Error and Delete Data)	
E049	EXPLAIN		1
	<input type="text"/>		<input type="text"/>
		<input checked="" type="radio"/> Approve (Error) <input type="radio"/> Reject <input type="radio"/> Approve (Error and Delete Data)	

Error Relief Process – Manual Error Relief

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

The screenshot displays a web-based interface for manual error relief. It features two rows of error entries. The top row is for error number [E812](#), and the bottom row is for error number [E557](#). Each row includes a text input field for an explanation, labeled 'EXPLAIN'. Below the input fields are three radio button options: 'Approve (Error)', 'Reject', and 'Approve (Error and Delete Data)'. At the bottom left of the interface is a button labeled 'ERASE ALL CHANGES', and at the bottom right is a button labeled 'submit'. An arrow from the text on the left points to the [E812](#) error number, and an arrow from the text on the right points to the 'submit' button.

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

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 page similar to the example 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 option to select the most appropriate comment. If the pre-populated comment explains the exception for all records with the error, select this and then click 'Submit'. The 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 pre-populated 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 pre-populated comment does not fully explain the exception, or apply to all the 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.
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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. There is no need to contact Data Collections or the Help Desk - Data Collections is aware the comments have been submitted.
- Reviewing error relief comments can take a considerable amount of time. Once the error comments have been submitted, please be patient. Data Collections is working as quickly as possible to review the comments.
- 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.
- Data Collections will reject error relief comments when the error comment does not provide enough information/detail, is not reasonable, references a dTicket/Email, or when the error can be resolved.

Error Relief Process – General Guidelines

- Data Collections will review each comment once all error relief comments have been submitted. To check on the status of the comments submitted, go to the Main Menu to view the current status. Please do not contact 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. Make any changes that are identified 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.
- After all error comments have been approved, the 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.



Email: dticket@doe.k12.ga.us

Call: (800)869-1011