

COMPLETE COLLEGE AMERICA

COLLECTION SYSTEM FREQUENTLY ASKED QUESTIONS

How come the system will not accept the spreadsheet I uploaded?

The system only accepts files that are in a .csv format. To save your file as a csv, click “Save as” and select CSV from the file type dropdown list.

How do I add a new user?

The system allows anyone with state level keyholder permissions to add a new user. If you would like to be added as an operator please contact your state level keyholder, if you are a state level keyholder, please create a new user under add and manage users.

I’m having problems with the Excel Template, why won’t it generate the file?

To function properly the Excel Template uses macros that must communicate with our collection server. If you are having troubles viewing the menu, generating a flat file or performing a retrieve first make sure that Macros are enabled and check your connection to the server (on the instructions tab).

I’m having problems with the Excel Template, why is it uploading inaccurate data?

Often, individual copies of the excel template become corrupted or cease to communicate with the system properly. If the spreadsheet is not generating accurate files or retrieving accurate data (that matches what you see in the system) chances are your file is corrupt. For best results, download a new copy of the workbook from ccacollection.sheeo.org and perform a new retrieve or to create a new flat file for submission use “Paste Special – Values Only” to transfer your data to a clean copy.

My upload was successful but the values in the system did not change?

The system will successfully upload all data that is formatted correctly, however, the error summary will show which data was successfully uploaded into the data set. There are a few common mistakes we see when uploading data.

- 1) If data is already approved the system will not accept it. You will need to go to the approval status screen and undo the approval before the system will accept uploaded data.
- 2) You must upload data under the correct year. Please make sure that you are using the correct data collection template and/or list of variable names and that you select the correct year in the drop down box of the upload screen (it defaults to the most recent year).

I'm uploading 200% Graduation Rates for Outcomes Metric 2A but I need to change the beginning cohort numbers, how do I accomplish this?

You'll need to submit bachelor's degree seeking numbers for the prior year cohort under the prior year in the collection system. To do so, follow these steps:

- 1) Unapprove those data in the approval screen by viewing the prior year approval screen for the institution or state. Then select "Undo" for Outcome 2. As shown below:

Display Year* 2015 Get Status for State Agency or Institution* All American Test State Agency

[View Approval Status for All Organizations](#) Approve All Metrics

Metric Name	Last Upload	Errors	Warnings	Notices	Last View Date & User	Approval Date & User	
Context 1: Enrollment (Unduplicated Headcount)	4/6/2015 4:11:44 PM jamstrong@sheeo.org	97	0	8	3/17/2016 8:09:05 AM jkim@sheeo.org	Not Approved	Approve Undo Reset
Context 2: Completion Ratio	4/6/2015 4:11:44 PM jamstrong@sheeo.org	0	0	0	Not Reviewed	Not Approved	Approve Undo Reset
Outcomes 1: Degree Production	4/6/2015 4:11:44 PM jamstrong@sheeo.org	5	0	5	4/6/2015 4:24:11 PM jamstrong@sheeo.org	Not Approved	Approve Undo Reset
Outcomes 2: Graduation Rates	4/6/2015 4:30:24 PM jamstrong@sheeo.org	53	0	0	4/6/2015 4:34:06 PM jamstrong@sheeo.org	Not Approved	Approve Undo Reset
Outcomes 2A: 200% Graduation Rates, Previous Cohort	4/6/2015 3:44:21 PM jamstrong@sheeo.org	8	0	6	6/9/2015 10:06:07 AM jamstrong@sheeo.org	Not Approved	Approve Undo Reset



- 2) Next generate a flat file using a) last year's variable naming conventions, b) the current year version of Excel Workbook Outcomes 2A tab, or c) the prior version of the Excel Workbook Outcomes 2 tab (both available at <https://ccacollection.sheeo.org>.)
- 3) Once you've generating the csv file, click "File Upload" and submit data for the prior collection year as shown below:

Use this page to submit data. Files generated by the spreadsheet will be in the 3-column format.

DATA ACKNOWLEDGEMENT: Data providers acknowledge that all state and campus-level data uploaded through this on-line portal will become the property of Complete College of America, and these data may be used by Complete College America for purposes of public reporting and presentation.

Collection Year: 2015 You have selected a collection year other than the current collection cycle. File Submission Progress

Your Email Address: jamstrong@sheeo.org 0%

File Format:

- Three Column Format (Default) [varname, value, orgid] * format produced by the Data Preparation Workbook
- Two Column Format [varname, value] OrgID will be entered below

Select File: Choose File No file chosen Upload

Clicking the 'Upload' button will immediately begin the import process.



I used the data collection template to generate a file that included values for Outcomes 2A and my upload was successful but I got a series of upload errors variable name was not valid Outcomes 2 or Outcomes 2A.

The data collection template automatically creates a file with all values in the workbook. Because the beginning cohort, 100 and 150 percent graduation data for Outcome 2A are reported first in the prior years those data will not successfully upload in the current year upload even though they are part of the data file. Therefore errors for those variables with the prior year Outcome 2 Cohort and a measure that is "BEG", "100" or "150" are valid and can be ignored, if you would like to update these values select the prior collection year and follow the directions above to update these values.