



Data Discrepancies

When a student's name appears as "Not Found" in your data set, there are two likely causes:

1. The student has not yet submitted a FAFSA.
2. If the student tells you that they have submitted a FAFSA, then there may be a data discrepancy. Our FAFSA Plus+ team at OSAC can research and help resolve this. Review all of the information below.

Resolving a Discrepancy

If you suspect a data discrepancy, please contact the FAFSA Plus+ team at OSAC: FAFSAPlus@hecc.oregon.gov

You may email a student's first and last name to request assistance, but please **do NOT email any other identifying information for students (date of birth, race, etc.) for security reasons.**

Common Discrepancy Issues

- **Time Lag:** It takes time for the federal government to process a submitted FAFSA and then for OSAC to receive this data. A student who has recently submitted a FAFSA may not show up in your data set for up to 1-2 weeks. Please wait to contact the FAFSA Plus+ team about a student until 2 weeks has passed since they submitted the FAFSA.
- **Student Name:** On the FAFSA, students are instructed to use their full name as it appears on their social security card. However, students may not be registered at your site with the exact same name. OSAC staff can correct this error in your student roster so that the record matches up with their name as reported on the FAFSA.
- **Date of Birth:** Occasionally, there is a discrepancy in the date of birth (DOB), due to error on the part of either the site or the student. If the DOB on the FAFSA does not match the DOB on the roster upload, then the student will not show up in your data set. OSAC can research and correct this.
- **High School Code:** Sometimes students will not enter a high school on the FAFSA or will enter an incorrect high school, which will cause the student to show up as "not found" in your data set. OSAC can research and correct this error.
- **Application Year:** Occasionally, a student will fill out the FAFSA for the wrong school year. OSAC can research and confirm which FAFSA year the student selected. If the student filed the wrong year's FAFSA, they will need to file the FAFSA again for the correct year. OSAC cannot fix this.

Higher Education Coordinating Commission | Office of Student Access and Completion
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Contact Us: FafsaPlus@hecc.oregon.gov | (458) 205-1181