

Public Centralized Higher Education Enrollment System (PCHEES)

Frequently Asked Questions

For questions that cannot be answered here, please see the [PCHEES User Manual](#) or contact the PCHEES Help Desk (PCHEES.Helpdesk@ofm.wa.gov).

Click the link below to go to the question and answer.

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Q: Why am I getting a blank Term Enrollment report?

A: A funding Source of "Instruction Covered by State-Funded HS Dual Enrollment contracts" is used for High School Dual Enrollment Students.

Those students are not included in:

- Table 20.1 Number of Students New Entering by Class Standing and Entering Source
- Table 20.2 Number of Full-Time Equivalent Students New Entering by Class Standing and Entering Source

Q: Why doesn't Winter term always appear in a selection list?

A: Not all institutions have a Winter Term. Institutions providing semester programs and courses do not provide winter quarter data. Most of Washington State University's programs and some of Eastern Washington University's programs enroll students by semester, so for those specific programs, the institutions only provide data for summer, fall and spring terms.

Q: Why do I need to submit two "Final" file sets for the same academic year/term?

A: For Day 10 submissions, only enrollment data are uploaded, and only once for a given academic year and term. But for Final submissions, there are two uploads. The first upload is required after the end of the term ("End of term enrollment") and the second upload ("Final completion") is submitted approximately a year after the end of the term.

Briefly, for Day 10 submissions only six files get uploaded. But for Final submissions (either enrollment or completion), seven files get uploaded, including the same set for Day 10 submissions as well as a "Completion" file. The Completion file content is different depending on whether the submission is for the End-of-term Enrollment data or for Completion data.

Here is an example from 2024-25 and 2025-26. The [PCHEES Submission Guide](#) shows there are three submissions due July 31, 2026, highlighted here in purple (Figure 1). Two of those are Completion for academic year 2024-25 (winter and spring terms, marked as "b") and one is Enrollment for academic year 2025-26 (spring term, marked as "a"). The "a" and "b" labels are used in explanations below.

	2024-25 Final		2025-26 Final	
Term	End of Term Enrollment	Completion* (contains real completion data)	End of Term Enrollment	Completion* (contains real completion data)
summer	Oct 15, 2024	Oct 15, 2025	Oct 15, 2025	Oct 15, 2026
fall	Jan 31, 2025	Jul 31, 2026	Jan 31, 2026	Jul 31, 2027
winter	Apr 30, 2025	Jul 31, 2026	Apr 30, 2026	Jul 31, 2027
spring	Jul 31, 2025	Jul 31, 2026	Jul 31, 2026	Jul 31, 2027

Figure 1: PCHEES due dates for Final submissions

Figure 2 shows the files to be uploaded for Final End of Term submissions (marked as “a”).

1. For Final End of Term Enrollment submissions, provide the following set of seven files.

a. Provide the following six submission files as described in this document.

- Term Dates
- Program
- Admission
- Student
- Course
- Registration

b. Provide a Completion submission file with a single ‘No Completer’ record having the format described in Data Submission Rule 5 for the Completion file (see page 39 in this document).

NOTE: Save each term’s Final End of Term Enrollment submission set of files that you release to OFM (the files listed in 2.a above). These files will be needed when you submit the actual completions data about a year later.

Figure 2: Final End of Term files to be submitted from the PCHEES Submission Guide

The submission for 2025-26 Spring Final End of Term Enrollment requires the six files in the bullet list in Figure 2 containing data to be uploaded plus the “Completion” file with a single “No Completer” placeholder record. See the [PCHEES Submission Guide](#) for specific formatting of that file. A total of seven files are submitted, but only six containing real data.

The highlighted note in Figure 2 instructs that the six data files are to be saved for submitting later with the completions data. OFM is not able to save these files for the institutions, so if you have not saved the files when they were submitted, you will need to regenerate them when completions are due.

Figure 3 describes the seven files required to be submitted in the Final Completions file set, marked as “b”.

2. For Final Completion submissions provide the following set of seven files:

a. The six submission files from 2.a above that were submitted to OFM for the Final End of Term Enrollment submission.

b. A completion file containing the completions awarded during the term.

Figure 3: Final Completion files to be submitted from the PCHEES Submission Guide

Following the example in Figure 1, on July 31, 2026, three file sets are due:

- 2024-25 Winter Final Completion (six files plus the Completion file)
- 2024-25 Spring Final Completion (six files plus the Completion file)
- 2025-26 Spring Final End of Term Enrollment (six files plus the “No Completer” file)

Q: Where do I find my Submission Results Report?

I submitted data but I am having trouble finding the Submissions Results Report in the Term selection pick list.

- A: The PCHEES Submission Results report has a pick list to select a year-term combination. The terms are listed by calendar year, rather than academic year. For example, to generate a report for summer term data for the 2023-24 academic year, select “Summer 2023.” To generate a report for winter term data for the 2023-24 academic year, select the “Winter 2024.” Figure 4 shows the relationship between calendar and academic years.

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CY 2023				CY 2024			
JFM	AMJ	JAS	OND	JFM	AMJ	JAS	OND
AY 2023-24				AY 2024-25			
SM	FL	WN	SP	SM	FL	WN	SP

Figure 4: Calendar and Academic Years

Q: Why does my report output an “.aspx” file instead of an Excel file?

A: Term and Annual reports may download as “.aspx” files rather than in Microsoft Excel format when using Chrome. Follow these work-around instructions.

- After clicking the “Generate Report” button, a pop up window appears and in the lower left corner
 - Click the pick list symbol next to “MultiReportDisplay.aspx”
 - Click “Show in folder” (Figure 5)

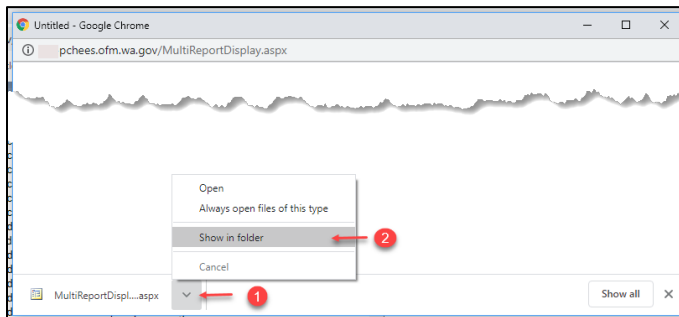


Figure 5: Opening the folder where the file was saved

- Find the file in the folder that was opened. It should be at the top of the list if the list is sorted by date modified (Figure 6).

Name	Date modified	Type	Size
MultiReportDisplay (6).aspx	7/21/2020 11:48 AM	ASP.NET Server Pa...	24 KB
MultiReportDisplay (5).aspx	7/21/2020 11:41 AM	ASP.NET Server Pa...	23 KB
TERMExcel.xls	7/21/2020 11:34 AM	Microsoft Excel 97...	23 KB

Figure 6: Windows Explorer showing list of downloaded files

- Tap F2 on the keyboard to rename the file to something meaningful and change the extension to “.xls” (not “xlsx”).
- Click **Yes** to confirm renaming the file (Figure 7).

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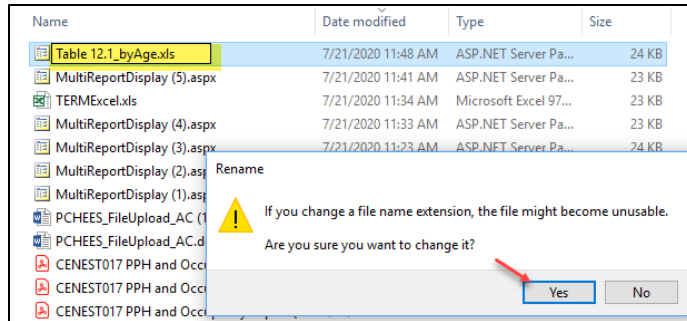


Figure 7: Confirming file name change

- Open the file in Excel (Figure 8)
 1. Right-click the file name
 2. Right-click “Open with”
 3. Choose Excel

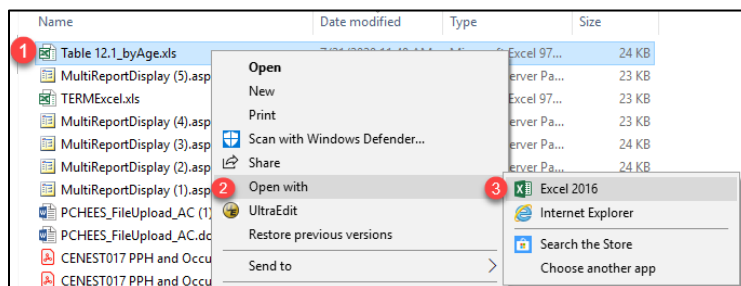


Figure 8: Opening the file in Excel

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Q: What is the Data Availability report showing me?**A: Day 10 Collection Report:**

This report includes information about all active submissions. Values displayed in each cell (see Figure 9 with identified elements indicated by circled numbers) for an institution's term for an academic year include:

1. Release level of active submission
2. Submission identification number (in the format of S###)
3. Date the submission was:
 - loaded at Institution level,
 - released to OFM, or
 - released to All Users

WSU		
OFM	S009	02/20/2023
Institution	S010	03/21/2023

Figure 9: Data Availability Report cell information (Day 10)

A: Final Collection Report:

This report includes information about all active submissions. Values displayed in each cell (Figure 10 with identified elements indicated by circled numbers) for an institution's term for an academic year include:

1. Release level of active submission
2. Submission sequential identification number (in the format of S####)
3. Date the submission was:
 - loaded at Institution level,
 - released to OFM, or
 - released to All Users
4. Indication whether the submission data includes:
 - Final Enrollment data only or
 - Final Enrollment and Completion data.

“Enroll” displays when there is only Final Enrollment data in the submission. “Enroll,Comp” displays when both Final Enrollment and Completion data is included in the submission.

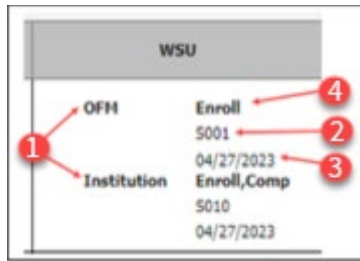


Figure 10: Data Availability Report cell information (Final)

Q: How do I print a hard copy of the Data Availability report?

A: To print a hard copy of the report, do the following:

- On the Release Levels for Submissions page, make the selection for either Day 10 Collection or Final Collection.
- Click the Print button.
 - A pop-up window displays with the report information.
- Right click anywhere on the pop-up window.
 - A second pop-up menu will appear.
 - Choose **Print** on the menu.
 - A print pop-up window will display for setting print options.
 - To send the report to a printer, make sure the Destination choice is a printer and click the **Print** button.
 - To save the report as a PDF, choose 'Save as PDF' in the Destination selection, then click the **Save** button
 - A **Save As** window dialog will display for specifying where to have the PDF saved.

Note: Due to the amount of information to display for the report, printing it on legal size paper (8.5" x 14" landscape) is recommended so that the text size is easier to read.

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Q: Why doesn't the Submission Error Details section of the Data Submission Results report display all the records that failed validation?

- A: The report is designed to only display the first 500 rows of errors. In the unlikely case where there is an error on every record, this would cause the report to take a long time to be generated and the output could be hundreds of pages long. Limiting the reports to only 500 errors avoids that potential problem.

Users can look at the "Validation Errors" line (see yellow highlight in Figure 11) below the file name line (see blue highlight in Figure 11) to view the total number of validation errors. Once the error count gets below 500, all error details will appear on the report. Each Submission Error Details section shows how many rows of errors are included in the report.

Last Load Date: 9/25/2020 1:54 PM					
Outcome: Unsuccessful load of data submission into PCHEES database due to validation errors					
Submission Error Details					
File: HE4DAY104044202021SMREGISTRATION.TXT					
Validation Errors 1-500 of 775					
Record	Position	Data Element	Value	Error ID	Error Message
000003	49-49	PCH-E0850 (Course Section Repeat Course Indicator)	Y	1553	The value provided must equal '9' ('Unknown') in Day 10 submissions.
000004	49-49	PCH-E0850 (Course Section Repeat Course Indicator)	Y	1553	The value provided must equal '9' ('Unknown') in Day 10 submissions.
000005	49-49	PCH-E0850 (Course Section Repeat Course Indicator)	Y	1553	The value provided must equal '9' ('Unknown') in Day 10 submissions.
000006	49-49	PCH-E0850 (Course Section Repeat Course Indicator)	Y	1553	The value provided must equal '9' ('Unknown') in Day 10 submissions.
000017	49-49	PCH-E0850 (Course Section Repeat Course Indicator)	Y	1553	The value provided must equal '9' ('Unknown') in Day 10 submissions.

Figure 11: Data Submission Results Report

Q: Why are the subtotals and grand totals in PCHEES reports different from sums calculated from detailed cells?

- A: Individual students can be represented in more than one category, but subtotals and totals are based on counts of unique students. For example, a single student may have self-reported race values including Thai, Vietnamese, and White. The student would be represented in the subtotals for each specific racial category. But the student would account for only one person in the "Asian" super-group, for one person in the "White" group, and one person in the grand total. This is described in Note 2 on the reports. Also see [Explanation of discrepancies of head counts](#) for a more detailed explanation.

Q: What is wrong with my submission when I get a “File format not supported” Error Message (Figure 12)?

Error Count	Data Element	Error ID	Error Message
1	Format (File Format or Encoding Error)	1756	File format not supported. For more information please visit PCHEES Help Page.

Record	Position	Data Element	Value	Error ID	Error Message
File	N/A	Format (File Format or Encoding Error)	Failed to insert into admission data.	1756	File format not supported. For more information please visit PCHEES Help Page.

Figure 12: File format not supported error message

A: This error message indicates that the file format breaks one of the following file format rules (see p. 6 ff in the PCHEES Data Submission Guide).

The most common file format error is caused by a file that is encoded as UTF8. This breaks general file format rule 1 above. Some database software packages have changed the default encoding when data files are created. For example, Microsoft SQL Server’s default encoding changed from ANSI to UTF8 encoding. The files need to be encoded as ISO-8859-1, Windows-1252 or ANSI. Do steps 1.a – 1.c above to correct the file encoding. To use Notepad++ to make changes, do the following steps **before** attempting to change the file encoding:

- In Notepad++, click on the Settings menu option
- Select Preferences from the submenu. A Preference window will appear.
 - Click on New Document in the list on the left side of the Preference window (Figure 13).
 - In the Encoding section on the right side of the window, check to see if the “Apply to opened ANSI files” option is checked (see red arrow below). If the box is checked, click on it so that it is not checked (an empty box).

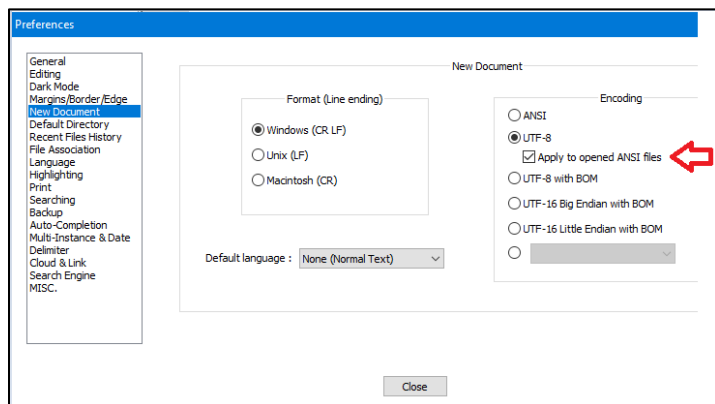


Figure 13: Changing text file encoding

- Click on the close button.

If the submission file has the correct encoding, check the contents of file to see if it is breaking general file format rules 2, 3 and 4 (problems with end-of-line character, blank lines, or lines containing only white space characters) in the PCHEES Data Submission Guide.

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Q: I can't find a student's PCH-E0580 Student Previous Institution code in PCHEES. What should I do?

A: When you cannot find a valid value for PCH-E0580 Student Previous Institution in PCHEES, email the PCHEES Help Desk at pchees.helpdesk@ofm.wa.gov. Provide as much information as possible for the following:

1. Identify the PCHEES data element as "PCH-E0580 Student Previous Institution"
2. Name of higher education institution
3. Address including city, U.S. state and country (if known)
4. Web site (if known)

We will perform some research and either let you know which existing code to use or we will create a new code in PCHEES. We will email you the new code when it is ready to use. The following generic code can be used for submitting data while a new code is being created.

Institution = 9997 (Other Institution)

Q: I can't find a student's PCH-E0550 Student High School code in PCHEES. What should I do?

A: When you cannot find a valid value for PCH-E0550 Student High School in PCHEES, email the PCHEES Help Desk at pchees.helpdesk@ofm.wa.gov. Provide as much information as possible for the following:

1. Identify the PCHEES data element as "PCH-E0550 Student High School"
2. Name of high school
3. Address including city, U.S. state and country (if known)
4. Web site (if known)

We will perform some research and either let you know which existing code to use or we will create a new code in PCHEES. We will email you the new code when it is ready to use. The following generic code can be used for submitting data while a new code is being created.

High School = 999997 (Other High School)

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