

**Investigation and Resolution Strategy** During a quality control review, I identified a 6% variance between official transcript requests and recorded college applications. This subtle gap suggests that student activity is higher than currently reported, likely due to technical sync delays or unlinked accounts.

- **Cross-System Validation:** Cross-reference registrar transcript logs with advising portal IDs to isolate student records showing a sent document without a corresponding application status.
- **Technical Root Cause:** Analyze account linkage metrics to determine if the mismatch was caused by missing FERPA waivers or a failure to sync the Common App with the district portal.
- **Record Correction:** For students with verified applications, facilitate a batch status update. For those with technical barriers, provide advisors with a targeted list to ensure students completed the necessary account linking.

**Communication with Leadership** I briefed the Director to provide an accurate narrative of district performance before the data reached executive levels:

- **Impact Findings:** I explained that while current dashboards show a specific number, actual student progress is approximately 6% higher than reflected.
- **Data Confidence:** I adjusted the Data Confidence Score to indicate the records were under review during the 48-hour reconciliation window.
- **Resolution Path:** I confirmed that the discrepancy was being resolved through system-wide updates and that the final report would capture all previously hidden outcomes.

**Ensuring Future Accuracy** To maintain report verification, I implemented the following safeguards:

- **Weekly Mismatch Alerts:** I deployed an automated weekly report for advisors that isolates students with transcript activity but no application update, allowing for immediate correction.
- **Validation Protocols:** I established system logic that flags students reaching a two-transcript threshold without a linked account, prompting an early intervention.
- **Quarterly Roster Audits:** I scheduled recurring reconciliation sessions between the Student Information System and the advising portal to ensure all data points remain aligned throughout the academic year.