



Three Business Day SEATS Status Change Policy Guidance Document

Purpose: To ensure a consistent procedure for correcting SEATS status changes. Accurate data, including status changes, is essential for the SOEP program and all stakeholders, including Local Education Agencies (LEA), counselors, students, and parents. Every status change triggers an automated email to all stakeholders; frequent changes can cause significant confusion. Repeatedly changing a SEATS status compromises the accuracy of student records.

Three Business Day Correction Window

If a SEATS status is mistakenly moved, the Online Provider must notify the USBE and request a correction via the Online Provider's Changes Spreadsheet within a **three business day correction window** of the initial error.

If the correction window has closed, the Online Provider may allow the student to complete the course and issue credit outside the SOEP framework, without claiming membership for the student.

Exceptions for Financial Impact

SEATS status changes resulting in an incorrect payment from the LEA are exempt from the three business day correction window. These must be reported to the USBE **immediately** upon discovery. Resolving these errors is critical for ensuring accurate funding and facilitating LEA reimbursement.

- **Scenario:** A SEATS status was mistakenly moved to *Confirmed*, resulting in a payment from the LEA for 50% of the course fee. The status should have been moved to *Not Confirmed Closed*, resulting in no payment from the LEA
- **Action Required:** This mistake must be reported to the USBE as soon as it is identified. The USBE will then reconcile the funds with the affected LEA and, if necessary, initiate a retraction of funds from the Online Provider to ensure financial accuracy