

# Why are some students missing from my export file?

## Frequently Asked Question:

Why are some students missing from my export file?

## Answer:

This could occur for a couple different reasons.

1. If you are able to create a report for this student, but the school name on the report is in a district other than your own, then you will not see this student's assessment listed in your export file (if the option 'assessments only' was checked when you requested the export.) However, if you create an export using the 'assessments only' option as UN-checked, then the student will appear in your file but without an assessment. This is because the student has been re-rostered to your school, but his assessment data was imported under a different school.
2. If you are unable to create a report or find a student, then this student will likely not be in your export file. The student's assessment data may not have been imported into Rapid Reports. Please allow 8 to 10 working days from the date your order has been sent to Harcourt.
3. The student may be listed by a slightly different name or SAIS ID. This could occur if there was a typo in either field when the document was sent to Harcourt.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=1717>