

Appendix 1: Downloading and submitting HESES18

1. This appendix gives guidance on how to access the OfS portal to download your HESES18 workbook and how you should submit your HESES18 survey. There are also some common issues listed.
2. The information in this appendix has been expanded on in a webinar detailing the submission of HESES18. You can view this webinar using the following link: www.youtu.be/8Wte11i9FMc.

Assigning yourself to the HESES18 OfS portal survey area

3. In order to access your HESES18 workbook, you will need to download it from the OfS portal: <https://extranet.officeforstudents.org.uk/Data/>.
4. You will need to be a registered user of the OfS portal to be assigned to the HESES18 survey area, from which you will download your HESES18 workbook.
5. If you have not registered on the OfS portal before, you will need to ask the nominated portal user administrator at your provider to create an account for you. Each person who requires access to the HESES18 return will need to be registered with their own account.
6. You will need to be assigned to the HESES18 survey area by the nominated OfS portal user administrator at your provider. The user administrator can find guidance on how to add users to portal areas on the main portal login page. If you are the user administrator, you will still need to assign yourself to the HESES18 survey area.
7. If you do not know who your user administrator is, you can view the user administrators at your provider by logging onto the OfS portal. Select 'My account' towards the right hand side of the yellow banner, then click 'Activate an access key'. The names and contact details of the user administrators at your provider will be at the top of the page. If you are not registered and do not know who your user administrator is, please contact portal@officeforstudents.org.uk.

Common issues with accessing the portal

I cannot log into the OfS portal

8. If you receive an error message while trying to log in, you may be entering the wrong email address or password, or your account may be locked. Ensure that the email address you are using is correct, and then request a new password. You will be sent a new password, which you will be asked to change when you log in. You can also ask your user administrator to reset your password.
9. If this new password does not grant you access, it is likely that your account is locked. Contact your user administrator, who can unlock your account for you. It is advisable that you also request a password change at the same time. If you or your user administrator have any problems, please contact portal@officeforstudents.org.uk.

The HESES18 survey has not appeared on my login page even after I have been assigned to it

10. Once you have been assigned to a survey, you may need to log out and then log back into the portal in order for the survey to appear under 'Home'.

Downloading your HESES18 workbook

11. Once you have been assigned to the HESES18 survey, log in to the OfS portal and you will see a link for the HESES18 survey under the 'Home' section. This link will take you to the HESES18 survey.
12. To download the HESES18 workbook, click on the 'Download' button. You will receive a zipped file which will contain your HESES18 workbook. You may need to unzip the file before accessing the workbook. You may also need to click on 'Enable editing' on a yellow banner that may appear at the top of the screen when you open your workbook. You can download this empty workbook as many times as required.
13. Save the workbook to a memorable location on your computer. If there are any issues with downloading your workbook, please contact us at portal@officeforstudents.org.uk.

Completing your HESES18 workbook

14. HESES18 is provided as an Excel workbook with the file extension '.xlsx'. You should not attempt to alter the format of the worksheets by adding or deleting columns or rows. Only cells where data is required should be edited. The workbook is protected to ensure that the data submitted is accurate and is only entered into the relevant cells. Worksheets contain information critical to accurate loading of the data; it is essential that this is preserved. Previously there have been instances where individuals have unprotected the workbook using an unofficial macro downloaded from the internet. We will refuse to accept any workbooks which have been unprotected or tampered with. If you would like to view an unprotected version of the workbook, you can download sample tables from the OfS website (www.officeforstudents.org.uk/publications/heses18-higher-education-students-early-statistics-survey-2018-19/); however, please do not use these tables as your final submission.
15. We recommend that you do not simply copy and paste data into your workbook, as this can affect formatting. If you wish to copy and paste data, ensure that you select one of the 'Paste Values' options. This will not copy the formatting of the data you are pasting and will preserve the formatting of the workbook.
16. For more information on how to complete your HESES18 workbook, see Part 1 of the HESES18 guidance, which has been published alongside this document.

Common issues while completing the HESES18 workbook

The workbook is slow to process when I enter information

17. As the workbook contains a lot of information, there may be times when it may appear slow to process information that has been entered. Please be patient when you are completing the workbook; the workbook will process the information. You can speed up the processing time by closing any other Excel workbooks you have open.

A cell has locked after I have copied and pasted data into it

18. Unfortunately, if you have copied and pasted data into the workbook without using the 'Paste Values' option, you will not be able to unlock any cells that may have become locked. You will need to download another empty workbook from the portal and start again.

Uploading your HESES18 workbook

19. Once you have completed the HESES18 return, you will need to submit the workbook to the HESES18 survey area on the OfS portal. You should ensure that:

- your workbook hasn't been saved with the setting that displays zero values as blanks
- links to other spreadsheets are removed
- only one worksheet is selected when the completed workbook is uploaded.

These things can stop the workbook uploading successfully.

20. Do not zip the workbook before uploading, as this may prevent the workbook loading successfully.

21. Submit the workbook as follows:

- a. Navigate to the HESES18 survey on the OfS portal.
- b. Click on the 'Upload' button.
- c. Browse for your HESES18 workbook which is saved in your memorable location.
- d. Click 'Upload'.
- e. The workbook may take some time to upload if the portal is busy. The page will automatically refresh to show if your file is waiting to be processed, being processed or has completed successfully.
- f. Check below the status bar for the log of your submission. The 'Outcome' will display as a 'Success' if there are no issues with the uploaded workbook.
- g. Check the 'Comments' to see if your workbook has successfully uploaded. See below for a description of some of the messages that may appear.

22. Once you have successfully submitted your workbook, check the results package by clicking on the 'Results' button. The results package contains the workbook that you have submitted, which has now been processed. This workbook will display the date submitted and the submission number that we have assigned to it.

23. Completed workbooks can be uploaded any number of times until the deadline for submissions, when we will take the latest uploaded version as the final version for submission.

- a. If you are completing version A of HESES18 this deadline is **noon on Monday 10 December 2018**.
- b. If you are completing version B of HESES18 this deadline is **noon on Wednesday 19 December 2018**.

24. Any workbook uploaded before the census date of 1 December 2018 will need to be resubmitted after that date.

Common issues while uploading the HESES18 workbook

My workbook contains validation errors

25. See Appendix 2 of the HESES18 guidance for descriptions of validation errors. You will still be able to upload your workbook if it is invalid, but we will **not** accept it as a submission. Once you have uploaded your workbook, download the results package. The workbook will contain an additional 'Validation' sheet, which will detail the specific validation errors.

My workbook contains credibility warnings

26. See Appendix 3 of the HESES18 guidance for descriptions of credibility warnings. You will still be able to upload your workbook if there are warnings; however, these will be queried during the data verification process. We strongly recommend that you send in explanations for any warnings with your submission, by emailing them to dataverification@officeforstudents.org.uk. This will shorten the data verification process.

The 'Comments' section of the OfS portal shows validation errors

27. Your workbook is invalid. The results workbook will contain an additional 'Validation' sheet, which will detail the specific validation errors. We will not accept any workbooks with validation errors.

My workbook is invalid but shows no errors

28. All workbooks submitted before the census date of 1 December 2018 will be invalid. There may still be changes to the student numbers at your provider until the census date, so we ask that you review your workbook and resubmit after the census date. We will not accept any workbook uploaded before the census date.

The 'Comments' section of the portal shows errors and no results package is generated

29. Your workbook has failed to process. There can be many reasons for the workbook not processing correctly. One common error is that the file has been zipped. Before uploading, please ensure that the file is not zipped as this will make it more likely to process successfully. A second common error is a change in the file extension of the workbook; it must end with '.xlsx'. If you have unprotected the workbook in any way, this may also cause the upload to fail.

The submission number of the workbook in the results package is different from the submission number that I submitted the workbook with

30. When the workbook is submitted for processing, our systems will assign a submission number to that particular workbook. This correlates to the number of workbooks that have been submitted to the portal for your provider, and is unique to the provider, not to the individuals who upload the workbook.

My colleague has uploaded a HESES18 workbook but I cannot view the results package

31. The results package can only be downloaded and viewed from the same OfS portal account that uploaded that particular workbook. In order to view the results package for a specific workbook you will need to upload the same workbook using your own portal account. Note that this will increase the submission number.

There is no sign-off form in my HESES18 results package workbook

32. We will only provide the sign-off form once we have verified the HESES18 data. This will be emailed to the HESES contact at your provider by the OfS data verifier.