**FAQ: Why is the learner "not eligible" for enrollment? What do i need to do?**
The LIS determines that a learner is "not eligible" for enrollment for any of of the following reasons:

1. the grade/year level he/she is being enrolled in 2013 is not allowed considering his/her enrollment status , grade and year level in 2012. For example, a learner in Grade 2 in 2012 and recommended for promotion to Grade 3 in 2013 is being enrolled in Grade 1 or Grade 4, notwithstanding acceleration. Another case would be that learner with a "retained" status in 2012 is being promoted to next level in 2013.

2. His/her enrollment status in 2012 is undetermined, hence it is neither "promoted" or "retained" - this is a result of a lapse in the housekeeping of learners. The enrollment data of this learner/s was not updated or was erroneously update by the school during the housekeeping period.

**What To Do:**
First, check the enrollment history by clicking on the profile of the learner to verify his/her previous enrollment status. When you have determined that this is any of the cases previously mentioned, then make a request for data correction through your Division Planning Office. he DPO will consolidate all these requests and send to The CO for actual data correction.

This is also a reminder to be conscious about data accuracy in updating our learner profile and enrollment status. Garbage in is garbage out. The more diligence we put in updating our learner records, the more advantageous it will be for every school, teacher and learner.