### BO10. National Student Loan Data System (NSLDS) Website and Capabilities Demo - PART 1 (Q&A)

**Question:**

How do we could the 15 days for the Enrollment Report being due. NSLDS shows one date on the dashboard (11/14/22) but the generation date in the file was a different date (11/15/22). Which date is the date we are supposed to use and is the generation date day 1 of the count?

**Question:**

Is it possible to have the Next selection that is listed at the bottom of page to be on the top of page too? This way you don't have to scroll to the bottom of page to select the next tab to get the next selection of records. Also, is it possible to have a view all function in the loan detail so that all loans records appear and you won't have to select next to view the next group of loan records.

**Response:**

[NSLDS SME] This is a great suggestion and we will work on implementing this enhancement. Thank you!

**Question:**

The Transfer Monitoring Alert list always shows green checks on the initial page. It's not until you click View that you see the yellow alert icon. So you have to page through each alert record to know which ones have been resolved and which still need to be reviewed.

**Question:**

Any updates on when schools can "delete" a duplicate program in NSLDS? Also, NSC is not receiving all of the rosters or full rosters from NSLDS in November. Updates on when NSLDS will be caught up?

**Question:**

Is there an NSLDS phone number for foreign schools?

**Response:**

[NSLDS SME] - Currently, there is not an NSLDS phone number for foreign schools.

**Question:**

Do you know when the SCHER4 report will be operable again? Currently every time I run it the report provided is empty

**Response:**

To add to this question, I also have the same issue. Also, when requesting to have the data sent through SAIG, it does not, it is running and exports to excel. Why is that?

**Question:**

We are getting an error when we provide an Enrollment Begin Date in the past. This has not been an issue in the past. Do you know why we are getting this error?

**Response:**

I'd love to know this answer as well! When reporting, we can't use a past date...just the current or future, which isn't correctly reporting a student's enrollment begin date.

**Question:**

We have also seen discrepancies in NSLDS data causing the student to show over their aggregate limits. We have seen the issues have usually been due to Consolidated loans and the Pending disbursements not reflecting correctly. Will this be addressed?

**Question:**

Transfer monitoring does not update when we complete and submit. You can go out of the record, bring the record back up and it still shows "add student to TSM list". Also, you cannot edit dates of enrollment, once submitted.

**Question:**

Are there any updates regarding NSLDS Post-Screening issues regarding exceeding aggregates? We have been getting 8+ pushed ISIR's for students with exceeding aggregates, who were not exceeding, then multiple pushed ISIR's saying that it's resolved, yet the comment code 255 remains on each transaction despite no exceeding issues.

**Response:**

[NSLDS-SME] After NSLDS go-live, there may have been some ISIRs produced with incorrect aggregate loan limits. With our Electronic Announcements, we tried to clarify the issues. For comment code resolutions, please contact the CPS help desk.

**Question:**

Program information isn't automatically populating for our newly enrolled students - we have had to manually add them when completing enrollment reporting. Ticket number 221115-000240. Any updates on this?

**Question:**

We are still seeing issues with enrollment reporting and with reports and we are not getting clear guidance. Do you know when the report selection options will be resolved. We are unable to request portfolio files.

**Question:**

We have tried going to the Reports section and searching transfer monitoring but it is blank - what do we need to do

**Response:**

If you can provide Customer Support your FSA ID we can check that the user has the right roles to be able to view TSM reports.

**Question:**

If a student was already pushed to roster - prior financial aid award - system will not allow us to push to roster. System lists something like already pushed. We have always pushed to roster each time we set up a new aid award. Is this no longer required?

**Question:**

For the Enrollment pages. Is there a way to pull up information that is sorted by borrower name? I see the option, but it does not seem to work.

**Response:**

[NSLDS SME] On Enrollment Maintenance, select Last Name in the Sort By field to the right of the page. This will sort all results by last name.

**Question:**

When adding students to transfer student monitoring, we are asked for the enrollment begin date and the monitoring begin date. Once added, the students aren't being monitored. When looked up, we find them under previously monitored students with a monitoring end date in a prior year, sometimes as far back as 2020 even thought the student is being added in November 2022. Why is this happening?

**Question:**

You mentioned that you can search a recipient by SSN only. How do we do that?

**Response:**

[NSLDS SME] Aid Recipient Search – Understanding search criteria requirements when using one identifier vs all three identifiers Organizations with a relationship with the student (loan holder or school attended) – Only need SSN to complete a successful search. Organizations WITHOUT a relationship with the student – Must enter all three identifiers (SSN, Name and DOB) for a successful search

**Question:**

How long are students supposed to be monitored in transfer monitoring? My list disappeared about a month after being added, which is very concerning. I thought they needed to be monitored for 90 days, and I don't want to be held responsible for an error of my list disappearing. How do I prove I did what I was supposed to do if the list goes away and isn't stored anywhere?

**Response:**

[NSLDS SME] Schools are supposed to set their monitoring duration time in their School Profile page (30 - 120 days). Please make sure your duration is set to the desired number of days. In addition, please consider requesting the SCH07A Extract TSM report to help assist you in identifying records having alerts generated.

**Question:**

Please provide instructions on pulling Transfer Monitoring reports

**Question:**

We are getting information discrepancies in NSLDS data which is causing overawards of loans due to incorrect data received by NSLDS. Is this being addressed?

**Response:**

Same here! I have a ticket in on this very problem 21129-000579

**Response:**

I concur. We pulled their NSLDS with a prior award before the update and we did not over award. After the update, we are having a number of over awards.

**Response:**

[NSLDS SME] After NSLDS go-live, there may have been some ISIRs produced with incorrect aggregate loan limits. With our Electronic Announcements, we tried to clarify the issues. As of the FSA Conference, NSLDS and the loan limit/aggregate calculations should be resolved. If you already haven’t reported your findings to the NSLDS call center, please consider it so research can be performed.

**Question:**

how do we pull transfer monitoring reports

**Question:**

Where is the best place, to save for documentation, on where the student is at in regards to their loan limits? It seems each loan screen has a different outstanding balance.

**Response:**

[NSLDS SME] The Financial Dashboard Page displays the students’ Loan Limits for Sub and Unsub. loans. A bug fix will be implemented in the coming weeks to ensure the outstanding balance is consistent across pages.

**Question:**

Some students entered for Transfer Monitoring are being expired before the 90 days ends? Why is this happening and when will it be fixed?

**Response:**

[NSLDS SME] The monitoring duration for TSM alerts can be established on the TSM preferences page; duration can be setup between 30 and 120 days. Afterwards, then you can expect the alerts to drop off the web page. In addition, you could request the SCH07A TSM Extract report to help find those having alerts.

**Question:**

Since the NSLDS website modernization, when adding a Pell OP on NSLDS, the Outstanding Principal Balance box does not appear for the school user to add the amount owed. Will be made available again anytime soon for those of us who are reporting Pell OP?

**Response:**

I would like a response to this question also. Thank you.

**Response:**

[NSLDS SME] – Thank you for your question. Yes, with the NSLDS site modernization, we did remove the OPB from the school view. Can you please provide us a use case for why the school would need this? Thank you!

**Question:**

Is the Update Enrollment History page fully functioning now?

**Response:**

[NSLDS SME] - Yes the page is working now.

**Question:**

There is an issue for foreign schools - when we input a date, for example 30 November 22, when we save the changes the date changes to 29 November 22. Why is this?

**Question:**

Is there a page where we can view the student's interest accrued by loan type as well as total interest accrued to date?

**Response:**

[NSLDS SME] Detailed information including interest and principal balance for a loan can be viewed on the Loan Details page for the Aid recipient.

**Question:**

Is there anyway to print off the loan info so that it shows the full information and doesn't cut off and give you a scroll bar?

**Response:**

[NSLDS SME] - This is a great suggestion and we will work on implementing this enhancement. Thank you!

**Response:**

I would like to know the answer to this question as well. On the old NSLDSFAP it was easy to print a single page (or save a single page as pdf) with all of the student's info, but it seems to be impossible on the new site.

**Response:**

I agree. It is so difficult to print a list of the student's loans to give to him. In the old system, I would link over to the student's "view" and print a tidy list from there. That option is no longer available and the new website prints header text at the top of each page that overwrites the student's information. It is not useable. We end up cutting and pasting the student's loan information into a Word document. This is very time consuming. Please provide an option that allows the school to print a nice loan summary for a withdrawn student. Thank you.

**Question:**

can you please update us on Transfer Monitoring - where to go to pull reports and if no information why is none showing?

**Question:**

What do we need to do if there is 65 days since last certification?

**Question:**

at loan detail page, what cdr information is provided? for student or school?

**Response:**

The CDR information is related to the specific loan for the borrower.

**Question:**

Where in the new system can we see the history of a name changed?

**Response:**

[NSLDS SME] Under the Aid Recipient tab, the Borrower’s name will appear in a light blue ribbon. To the left of the SSN, there is a H icon. If the icon is clicked, the Borrower’s identifier history will appear within a popup. The identifier history popup will display the name changes.

**Question:**

My questions are in regards to NSLDS for documentation purposes: Is the download as an excel spreadsheet option considered valid during an audit? Also, when going to save loan info as a pdf, the loan summary does not fit regardless of any changes you make (since it scrolls). I have to take a screenshot and save as a word document. Is there anything in the works to make this more user friendly to save for our documentation purposes?

**Response:**

I would like to know the answers to these questions too. Documentation was easier to print and save from the old NSLDS FAP site.

**Response:**

I agree. It is so-o-o-o difficult to provide a withdrawn student with a list of his students loans. I end up using the snip-it tool to cut and paste together a document that lists all of the student loans. What...a...pain. Please fix this. Thank you!

**Question:**

We would like to see the unsub due to plus denial loans in the summary page

**Response:**

[NSLDS SME] Great suggestion! We’ll take that back for consideration.

**Question:**

We received notification that the rosters were expecting to be released the week of November 14, 2022. If a school has not received the November rosters, will we receive the November and December together?

**Response:**

-[NSLDS SME] If you are missing your roster, please contact customer support. Email: nslds@ed.gov or Phone: (800) 999-8219

**Question:**

For Fresh Start there have been discrepancies related to the required screenshots and instructions. Is there an update to the process available?

**Response:**

[NSLDS – SME] - Please see DCL ID: GEN-22-13

**Question:**

I submit the enrollment reporting through the batch process through EDconnect. How long does it take for me to get an error roster/correspondence?

**Response:**

[NSLDS SME] - If you have not received your Error/Acknowledgement, please contact customer support. Email: nslds@ed.gov or Phone: (800) 999-8219

**Question:**

Can you address when the issue with consolidation loan issue that is creating aggregate limit overage will be resolved - I have been told by NSLDS CS there was no timeframe. Thank you!

**Question:**

Is there a way to print the full page of a student's dashboard? When we try to print it out it cuts off the column of the combined loan totals. When we print it off it appears there is a scroll bar because that shows on the print out, but we are unable to scroll over on the actual page. We have even tried to print in landscape. This is an issue we have found with the new layout.

**Response:**

[NSLDS SME] - This is a great suggestion and we will work on implementing this enhancement. Thank you!

**Question:**

We're having many issues that haven't been addressed since July. One - the printing capability is awful. We cannot update programs. Trying to decipher loan types is almost impossible - this was supposed to improve, not make the system almost useless and unnecessarily cumbersome for FA professionals.

**Response:**

NSLDS SME] - Improvements and bug fixes have been implemented in the last couple of months. Known issues should be resolved, if there continue to be issues, please contact customer support.

**Response:**

We have contacted customer support regarding continued Transfer Monitoring issues (which was re-opened) and still is not resolved. We have not received responses to many calls and emails.

**Response:**

Customer support has been no help - everything is "being escalated", or its in the process of being addressed.

**Question:**

So we don’t have to go to COD to check exit counseling now?

**Response:**

[NSLDS SME] - Nothing changed with exit counseling. Can you please provide more context? Could this be the result of direction provided as a work around for exit counseling reports?

**Question:**

When certifying enrollment, I understand you can only do 15 at a time. Is there any way once you certify the 15 it does not go back to the beginning of the roster and instead goes back to where you left off in roster.

**Response:**

[NSLDS SME] - Thank you for your suggestion, we will take this item back to see if it can be implemented.

**Response:**

thank you. It would be a real time saver!

**Question:**

At what point are we able to pull a student. We have students with FAFSA's with our school ID, but we are not able to pull them up on NSLDS.

**Response:**

[NSLDS SME] - Once the student’s aid has been reported to NSLDS, the student should appear on NSLDS.

**Response:**

We found that after we added a student to our school's Transfer Student Monitoring and/or Enrollment Report we were able to retrieve the student by SSN only.

**Response:**

[NSLDS SME] - Only the existence of a FAFSA will not allow a student to be pulled up on NSLDS. The student must have aid in NSLDS to be pulled up on NSLDS.

**Question:**

We have an issue with receiving exit confirmation files with 500+ names instead of receiving weekly updates. I called NSLDS on 11/15. The issue started after NSLDS resumed sending the exit files.

**Response:**

[NSLDS SME] - The Completed in Past parameter field will determine how far back the next file’s records will contain. Ensure you have your scheduled reports set to the desired value and the report will return only data received since that timeframe.

**Question:**

How do we solve SAR comment code 390 ?We were unable to verify your eligibility for federal student aid with one or more other federal agencies through computer matching programs.

**Response:**

[NSLDS SME] - There was a very short time when one of CPS’s matches wasn’t performed that may have resulted in comment code 390. For comment code resolutions, please contact the CPS help desk.

**Question:**

What is going on with NSLDS Post-Screening updates when Pell overpayment has been resolved? That process no longer seems to be leading to new ISIR as in the past. Also, now when a Pell overpayment is resolved it seems to totally be removed from my NSLDS view, instead of remaining there to view history and date of status change.

**Response:**

[NSLDS SME] - The Postscreening process continues to trigger reason code 04 when Pell Overpayments have been resolved. We have received your inquiry via NSLDS Service Desk and are currently researching this particular case.

**Question:**

Have there been a high number of students files not being received from COD? If so, can we get an update on processing of these files? Specifically from this summer? I have a ticket with NSLDS that has been pending resolve for three weeks.

**Response:**

[NSLDS SME] - Can you please provide us some clarification? NSLDS does receive files from COD daily and we do not have any open issues. If you would like us to dig further into it, please provide us your ticket number. Thank you!

**Response:**

Sure. I have a student whose loans have not transferred from COD to NSLDS, summer 2022. The student can not repay or locate the loans as they are not visible at studentaid.gov. 221104-000645 Thanks.

**Response:**

[NSLDS SME] – I am sorry. I do not understand what you mean by “loans have not transferred from COD to NSLDS”. Loan data (originations and disbursements) is passed from COD to NSLDS, but servicing of federal student loans is done by our Federal Loan Servicers who report loans to NSLDS and once reported to NSLDS by FLS, the loan data is displayed on NSLDS. We will take a look at the ticket number you provided. Thank you!

**Question:**

Are there any updates on when NSLDS alert files will be sent to schools through their SAIG mailbox? The process is very cumbersome and time intensive as it stands right now. I receive alert emails and have to go to NSLDS to pull reports and use those to verify the information.

**Response:**

[NSLDS SME] - Thank you for the question. Your TSM profile preferences can be setup to receive the alert files by both web and batch (SAIG). Please consider modifying your TSM preferences and update it to an SAIG TG mailbox associated with your organization.

**Response:**

Thank you for the reply. I have the batch process set up but I am still not receiving anything. Is it best to call about this issue?

**Question:**

When setting up Enrollment Reporting schedules on the next gen site, schools locations that are “administered” by another locations are still showing as having their own schedule. Does this mean that the report for the “adminsteree” are no longer automatically generated and sent to the “administerer” sent reports on the schedule set up under the “administerer”.?

**Response:**

[NSLDS SME] - We will take back the location schedules which are being displayed on the web when there is an administrator. The Rosters are still going to the administrator.

**Response:**

I realize that. The question is whether I can "Just' enter the date by the administering location or if I also have to re-enter those dates by the administeree location's schedule.

**Question:**

The process of setting the Enrollment Reporting schedule on the new site needs to be fixed. Previously all the dates for the next year were edited at once. Now the dates need to be edited one at a time. This is a problem since there is an edit which doesn’t allow the reports to be more than 60 days apart (which is correct) which means that there is a need to enter, and then delete, “stop gap” dates if one wants to move reports to come in sooner.

**Response:**

[NSLDS SME] - Thank you for your question. We will take this back to research, along with your previous question, and get back to you.

**Question:**

For users with more than 15 NSLDS “sub accesses” the locations are shown 15 at a There is a search but it only starts from the beginning of the location name. For example, in the location desired is College University- North, it won't work to search "north", one needs to type the whole name. Is makes it much harder to find the desired location. Is the search going to be fixed?

**Response:**

[NSLDS SME] - NSLDS plans on expanding the search option to ensure all results will be returned if any part of the organization’s name is put in the search parameters.

**Question:**

Previously when uploading Enrollment Reports, users would upload a file and "validate" it, receive an immediate response and to whether there were errors, along with a download of the errors, if any. Then users would "validate and submit" the file, which also ran on the spot and gave a response right away. Now users can still "validate" and receive a response on the spot. However, the "validate" function does not run all the error checks. Then users need to "validate and submit" the file. This process is not run on the spot. Users need to keep checking back to see if their file was processed. Files can take many hours, necessitating many check-backs. Once the file is processed an error file is generated. Users can only download the error file for the most recent submission. This means that schools that have too much data for one upload need to come back several times as they can’t start submitting one file until the previous one has completed processing. On this I have two questions:

**Response:**

firstly, will the “validate” check be updated to include all edits, and when? Second, will “validate and submit” run on the spot, and if it can’t, can users can an email telling them when their file was processed?

**Response:**

[NSLDS SME] - We are currently assessing all edits to determine which can be added to the Validate only button. We do not have an estimated date on these updates. For #2, we will take back your suggestion!

**Question:**

The Enrollment Reporting guide states that the Spreadsheet Submittal process allows schools to submit data in “Excel format” (i.e. without leading zeros). However, if users try to do so they are unable to complete the upload until the leading zeros are inserted.

**Response:**

[NSLDS SME] - Thank you for your question. We will take this back to research and get back to you. Can you please provide an email address for our team to respond to your question.

**Response:**

Can you give me an email and an ID number or some other way of identifying myself? I am not a federal employee and do not want to post my name and email.

**Response:**

[NSLDS SME] I completely understand your concern. Please send an email or call with your information to our customer support center and as them to forward it to the FSA Enrollment SME. Email: nslds@ed.gov or Phone: (800) 999-8219

**Question:**

The Transfer Student Monitoring process has some bugs. As background, this process is required to be used by schools for students who transfer between institutions during the award year (July- June). Schools need to report student identifiers to NSLDS. NSLDS is then supposed to “alert” the school if the student received aid in another school during the current award year. However, NSLDS is generating alerts for students who did NOT receive aid in the CURRENT award year, they only received aid in pervious award years. A school can receive alerts for over 100 students and of them only 10 of them received aid in the current year. It takes a lot of time to navigate all the “clicks” to check an alert and having to do so, so many extra students is a huge time burden.

**Response:**

[NSLDS SME] - We would like to reach out to the author to better understand the expectation for monitoring/alerting. We may need some identifiers to help assist in the research. We will be in contact soon.

**Response:**

Sure. How to I reach out to you? I do have a ticket about this with NSLDS, if that helps, Case: 221118-000309. The answer I received then was not relevant to the question.

**Question:**

NSLDS used to allow students to be added to Transfer Student Monitoring for up to 90 days after the Enrollment Begin Date. The help desk advised us that currently students need to be added to the Transfer Student Monitoring list prior to the beginning of the semester. This is not workable because we don’t always have the identifiers of every student before the beginning of the semester? Can this be fixed? If not, can you explain why?

**Response:**

[NSLDS SME] - Monitoring duration hasn’t changed. Schools can establish their monitoring duration on the TSM profile page. Monitoring duration can be set from 30 to 120 days.

**Response:**

This is about how far in the past the Enrolment Begin Date can be. While the Monitoring Begin Date needs to be current or future, and always had to be, previously the Monitoring Begin Date was able to be up to 90 days in the past. Now we get an error if we use yesterday's date.

**Response:**

Thank you for clarifying. When we reach out to you, with the other related TSM question, we’d like to further discuss with you.

**Question:**

I asked this on the Partner Connect session but didn’t get an answer from FSA so I’ll ask here. I know that Partner Connect has a “Partner Experience Council”. Is there something similar for the next gen NSLDS? How to I join? It seems like many of the “bugs” in the next gen NSLDS site rise from poor understanding of how the site is used and the data it needs to provide.

**Response:**

[NSLDS SME] - The National Student Loan Data System is the U.S. Department of Education’s central database for Federal Student Aid. NSLDS receives data from schools, guaranty agencies, the Direct Loan program, and other ED programs. [NSLDS SME] - NSLDS does not have its own User Experience Council but we did leverage the Partner Connect Council, and many of our data providers, in focus groups in the early phases of our website design. Since launching, we have been working with individual stakeholders to research issues and test improvements. We would be happy to take your name down and work with you on some future enhancements to our features. Would that be ok?

**Response:**

Sure, how do I reach out to you?

**Response:**

We have your contact information so we will contact you soon after the Training Conference. Thank you!