

The burden hours shown are unlikely to be reality based since NSLDS has just launched a new site and several processes are now more burdensome and time consuming.

For example, when logging in previously all a user's locations would show up in one list. While only 3 locations would show in the "box", users could use the browser-based "find" feature (ctrl+F) to find the desired choice. Now choices are listed 15 at a time. 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. This makes it take longer to access the desired location for users with more than 15 sub-accesses.

It also takes longer to upload Enrollment Reports. Previously 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.

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.

The process of setting the Enrollment Reporting schedule is also more labor and time consuming. 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. Furthermore, schools locations that are "administered" by another locations still need to have their own schedule set up, the "adminsteree" is no longer automatically sent reports on the schedule set up under the "administerer".

Another process that is taking more time and labor is the Transfer Student Monitoring process. 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.

Receiving help from the help desk is also much more time consuming. For most tickets I submitted to the helpdesk the initial response was based on one key word in the ticket but did not address the quarry of the ticket. For example, when I opened a ticket about the issue with the Transfer Monitoring Alerts I described above, I got a response telling me how to review an alert.