

**NSLDS MAD DOG FINAL DETAILED REPORT**

Number	Issue	Recommendation	Parties Involved	Goal			Cost	Time	Priority	Cross Ref. to Exec. Sum. & Focus Grp
				R E S P O N S I V E N E S S	D A T A Q U A L I T Y	T E C H N O L O G Y				
1 A1	Students and schools must contact multiple organizations to get their NSLDS issues resolved. They feel there is no one to help them resolve problems with lenders, guarantors, or other schools. Some problems have lasted for years. NOTE, MANY OF THESE PROBLEMS WILL BE RESOLVED BY THE CHANGES CURRENTLY BEING IMPLEMENTED AND BY THE CHANGES RECOMMENDED THAT HAVE NO NEW COSTS ASSOCIATED WITH THEM.	SFA sponsors one organization to accept ownership of customer problems as a last resort. That organization would be given the authority to resolve errors quickly and held to performance-based requirements. Continue to use 4-FED-AID as first student contact point. Develop clear guidance for all SFA customer service groups.	Schools and Students Channels, NSLDS, GAs, FFELP Lenders, DLSS, DCS, PEPS, CPS, Perkins data providers, RFMS, PIC, ED customer service groups	x	x		\$400K for FY01	Immed	H	ES3.2, FG2
1 A2	Students and schools must contact multiple organizations to get their NSLDS issues resolved.  Requests for NSLDS corrections come from various customers and customer service organizations. These customers and organizations want to know when a correction is made so they can confirm that the change actually fixes the problem.	Track complaints against data providers across all customer service organizations. Provide targeted assistance to those with high numbers of complaints.	Fin Partners & all SFA Customer Support Centers	x	x	x	Low	Long	L	
2 C	Data providers cannot correct inaccurate information, such as identifier conflicts, in an efficient, automated, and timely manner. This results in delaying aid to eligible students.	Create an on-line Web capability for data providers to update certain NSLDS information. This would enable the data providers to make changes while they have schools and students on the phone. <b>During Web development, implement a data correction process to allow NSLDS to correct erroneous data in an automated, timely manner via e-mail requests from data providers.</b>	NSLDS, GAs, DLSS, DCS, Perkins data providers	x	x	x	\$850K	Short	H	ES3.1, FG2.B

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				R	D	A				
				RESPONSIVENESS	QUALITY					
2 D	Data providers cannot correct inaccurate information, such as identifier conflicts, in an efficient, automated, and timely manner. This results in delaying aid to eligible students.	Change the editing structure of the "regular" submission process to allow valid field groups to update NSLDS, even if an unrelated field group contains errors.	NSLDS, GAs, DLSS, DCS, Perkins data providers	x	x	x	\$750K	Med	H	ES3.3, FG2.C
3 A	Currency of data in NSLDS is not adequate to support NSLDS functions. Schools consistently reported that the data in NSLDS are not current. They want more timely reporting of information changes.	Lenders: Establish a team jointly lead by SFA's Schools, Students, and Financial Partners channels to work with customers and partners to analyze the extent to which data are provided monthly and what changes are warranted. Report findings by the end of 2001.	Schools, Students, and Financial Partners channels, schools, GAs, Lenders, Servicers	x	x	x	Zero	Immed	H	ES2.5, FG3
3 B	Currency of data in NSLDS is not adequate to support NSLDS functions. Schools consistently reported that the data in NSLDS are not current. They want more timely reporting of information changes.	GAs: Encourage weekly reporting and electronic submissions, and work with those agencies willing to do so.	Financial Partners Channel, Lenders, GAs, NSLDS	x	x	x	Zero	Immed	H	ES2.5, FG3
3 C	Currency of data in NSLDS is not adequate to support NSLDS functions. Schools consistently reported that the data in NSLDS are not current. They want more timely reporting of information changes.	Direct Loans & DCS: Report electronically to NSLDS weekly.	DLSS, NSLDS, DCS	x	x	x	Zero	Immed	H	ES1.2, FG3
3 D	Currency of data in NSLDS is not adequate to support NSLDS functions. Schools consistently reported that the data in NSLDS are not current. They want more timely reporting of information changes.	DCS: Report electronically to NSLDS weekly rather than monthly (to begin Feb 2001).	DCS	x	x	x	Zero	Immed	H	ES2.5, FG3

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3 E	Currency of data in NSLDS is not adequate to support NSLDS functions. Schools consistently reported that the data in NSLDS are not current. They want more timely reporting of information changes.	RFMS: Report Pell Grants electronically for a new year commencing on July 1 of each year.	RFMS	x	x	x	Zero	Immed	H	ES2.5, FG3
3 F	Currency of data in NSLDS is not adequate to support NSLDS functions. Schools consistently reported that the data in NSLDS are not current. They want more timely reporting of information changes.	Schools: SFA to identify and provide technical assistance to Direct Loan and Pell Grant schools having difficulty meeting the current 30 day reporting requirement. Encourage schools to report more frequently.	SFA Program Development, DLSS, RFMS, Schools, School Channel, NSLDS	x	x	x	Zero	Immed	H	ES2.5, FG3
3 G1	Currency of data in NSLDS is not adequate to support NSLDS functions. Schools consistently reported that the data in NSLDS are not current. They want more timely reporting of information changes.	Enrollment data: Move to direct reporting of enrollment data to the major lenders. Clarify that reports from NSLDS negate the need for reports from GAs. A Pilot is in progress now.	SFA Program Development, Financial Partners Channel, Lenders, GAs, NSLDS	x	x	x	Zero	Immed	H	ES2.5, FG3
3 G3	Currency of data in NSLDS is not adequate to support NSLDS functions. Schools consistently reported that the data in NSLDS are not current. They want more timely reporting of information changes.	Enrollment data: Consider a regulatory change to reduce the 60 day requirement for GAs to report enrollment data to lenders and to reflect current practices and use of technology in enrollment reporting.	SFA Program Development, Financial Partners Channel, Lenders, GAs, NSLDS	x	x	x	Zero	Med	H	ES2.5, FG3
4 A1a	NSLDS and DCS interface issues have caused numerous errors, prevented loans from being reported to NSLDS, and have resulted in the duplication of loans.	DCS system modifications (loan status code mapping, loan level reporting, collecting other fees, and allowing loan transfers) are in progress and expected to be operational by Feb 28. Monitor the impact of these system changes.	NSLDS & DCS	x	x	x	Zero	Immed	H	ES1.3, FG4

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				R E S P O N S I V E N E S	D A T A Q U A L I T Y					
4 A1b	Multiple interface issues between NSLDS and DCS cause duplicate loans, critical errors, and prevent loans from being recorded.	Nearly 50% of the systems interface issues are being addressed this month. Action is needed to establish a joint DCS and NSLDS team to address and resolve quickly critical interface issues and errors that remain after the Feb. 28 system changes.	NSLDS & DCS				Low	Med	H	ES3.5, FG4
4 A2	Interface issues between NSLDS and data providers have resulted in the duplication of loans.	Use the loan merge history program (expected to be operational by Feb 28) to eliminate duplicate loans, while preserving both histories of a loan. Analyze the database to determine if other duplicates can be identified and corrected.	NSLDS, DCS, GAs, schools, Perkins data providers	x	x	x	Zero	Med	H	ES1.4, FG4
4 A3a	There are a number of interface issues between NSLDS and other systems that need to be corrected.	Enable schools to assign <b>Perkins Loans</b> to DCS using the NSLDS web pages and eliminate the current paper assignment process.	NSLDS, DCS, Perkins data providers, Schools				Med	Med	H	ES4.3
4 A3b	Schools are required to immediately post overpayments to NSLDS. Subsequently, they may assign the same payment to DCS, but DCS needs additional information. Reporting separately to DCS results in duplication of school actions and system differences that must be resolved.	Enable schools to assign overpayments DCS using the NSLDS web pages. Eliminates both the duplication and current paper assignment process.	DCS, Schools	x	x	x	Low	Med	H	ES3.8
4 A4	There are a number of interface issues between NSLDS, DCS, RFMS, and PEPS that need to be corrected.	Establish DCS, RFMS, and PEPS teams to work their respective errors and resolve data problems and identifier conflicts. Set goals for SFA data providers, such as quality and responsiveness to errors/issues and include these goals in performance agreements.	NSLDS, DCS, RFMS, PEPS	x	x	x	Zero	Short	H	ES2.3
4 A5	There are a number of interface issues between NSLDS and other systems that need to be corrected.	Re-engineer the GA loan subrogation process and file formats to utilize data already provided to NSLDS and reduce the incidence of duplicate loans.	NSLDS, DCS, GAs, SFA Program Development, Financial Partners Channel	x	x	x	Med	Long	H	ES4.3

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4 B	Defaulted Direct Loan data provided by DCS to NSLDS does not contain all necessary identifiers to accurately report to NSLDS.	DLSS began providing all necessary data to DCS last summer. DCS needs to modify their system to be able to report the new data to NSLDS. This work is in progress now and is expected to be completed by April	NSLDS, DCS, DLSS	x	x	x	Zero	Immed	H	ES1.5
4 C1	DLSS occasionally assigns loans to DCS on a disbursement-by-disbursement basis, causing some records to reject from NSLDS as a duplicate. This occurs when a late disbursement is reported by a school, after the defaulted loan has already been assigned to DCS.	SFA to identify and provide technical assistance to schools having difficulty meeting the Direct Loan reporting requirement.	Schools, DLSS, School Channel				Zero	Immed	H	
4 E1	ISIR/SARs have incorrect aggregate loan totals for students who borrowed to replace PLUS or Health Professions loans.	By Feb. 28, DLSS will begin to provide NSLDS with a flag indicating that a student has received "additional" unsub loan funds. CPS can make an immediate change to use the flag to provide more accurate information. (note: There is not a similar solution for FFEL)	NSLDS, DLSS, CPS	x	x	x	Low	Immed	H	ES4.1
4 E3	ISIR/SARs have incorrect aggregate loan totals for students who borrowed to replace PLUS denial or Health Professions loans.	Recommend the Schools Channel, Financial Partners Channel, and Analysis Service review options for FFELP.	NSLDS, Analysis, School Channel, Financial Partners Channel				Med	Long	L	
4 F	Title VII loans are not reported to NSLDS requiring schools to continue FAT process for such loans. Gives incomplete information regarding a borrower's indebtedness.	These loans should be included provided statutory obstacles are removed. Program Development should lead the review of the current NSLDS authorizing statute to determine the feasibility of adding Title VII loans to NSLDS. If not allowed, seek statutory change. If allowed, collaborate with HHS to add the loans to NSLDS.	NSLDS, Analysis, School Channel				Med	Long	M	
5 A	Identifier conflicts have prevented loans from entering NSLDS and have resulted in student eligibility problems. Some of these problems have existed for years.	Use new single organization and data correction process (see issues 1 and 2 above) to correct conflicts quickly. Generate new ISIR/SAR record when corrected.	NSLDS	x	x	x	Low	Short	H	ES1.1, FG5

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				RESPONSIVENESS	QUALITY	AVAILABILITY				
5 B	Identifier conflicts have prevented loans from entering NSLDS and have resulted in student eligibility problems. Some of these problems have existed for years.	Data providers resubmit all previous records with identifier conflicts to take advantage of new NSLDS process, which moves a student with old closed loans to a pseudo ID. This enables the "new" data provider to successfully add a student. <b>DLSS did this in Nov 2000 and reduced identifier conflicts by over 50%! Time to completion is dependent on data provider responsiveness.</b>	NSLDS, GAs, DLSS, Perkins data providers	x	x	x	Zero	Med	H	ES1.1, FG5
6 A	Lack of communication and training about NSLDS cause misunderstandings and prevent data providers and users from effectively benefiting from current functionality.	Work with SFAU to develop and deliver training regularly for internal staff, external users and customer service personnel.	Schools, GAs, Lenders, SFAU, NSLDS, SFA Business areas & systems, GAs, Perkins data providers, DCS, DLSS, PIC, Title IV Wan	x	x		Low	Med	H	ES3.9, FG6
6 B	Lack of communication and training about NSLDS causes misunderstandings and prevents data providers and users from effectively benefiting from current functionality.	External: Announce changes to NSLDS on NSLDS Web Site. Add a general information section to the NSLDS Web site that gives all viewers access to basic information and frequently asked questions.	NSLDS, SFA Business areas and systems	x	x	x	Zero	Immed	H	ES2.2, FG6
6 F	Lack of communication and training about NSLDS cause misunderstandings about prevent data providers and users from effectively benefiting from current functionality.	Internal: Establish an NSLDS contact for SFA questions, issues, and to coordinate changes. Ensure that the Greenville CSRs have a contact person at each appropriate SFA contract site. "Push" (communicate) critical NSLDS changes to SFA staff through e-mail. Establish or coordinate a users group lead by NSLDS. NSLDS will provide executive reports to all SFA senior management on the quality and timeliness of reporting data to NSLDS, customer responsiveness measures, and critical systems changes.	NSLDS, SFA Business areas and systems	x	x	x	Zero	Immed	H	ES2.1 & ES2.2

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6 J	Lack of communication and training about NSLDS cause misunderstandings about prevent data providers and users from effectively benefiting from current functionality.	Utilize SFA download site to post NSLDS technical documents and data prep software.	NSLDS & Title IV Wan	x	x	x	Low	Short	H	ES3.9, FG6
7 A1	Many SFA (and ED) offices rely on NSLDS for day-to-day operations and major reporting responsibilities, but self-service queries are difficult using complex mainframe tools. Users either have to develop the queries for themselves or request queries to be developed by the NSLDS partner. Delays occur depending on the number of query requests and users do not have the ability to run multiple queries at one time.	Build a loan data mart, using NSLDS as the main source. Provide access for all offices that routinely use loan data and provide proven COTS tools for reporting and analysis purposes.	NSLDS	x	x	x	\$500K	Short	H	ES3.4, FG7
7 A2	Many SFA (and ED) offices rely on NSLDS for day-to-day operations and major reporting responsibilities, but self-service queries are difficult using complex mainframe tools. Users either have to develop the queries for themselves or request queries to be developed by the NSLDS partner. Delays occur depending on the number of query requests and users do not have the ability to run multiple queries at one time.	Perform a requirements analysis to determine if additional functionality of the loan data mart would be cost effective, as well as if additional data marts that may be needed.	NSLDS & NSLDS Users	x	x	x	Low	Med	M	

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7 B	School users have requested that additional reports be made available to them through the NSLDS Web page. They would like to do ad hoc queries to obtain comparative data or do research (such as on defaults at their schools). Currently, NSLDS must prepare these reports, which only help one customer.	Use the loan data mart identified to enable GAs and schools, and others to do ad hoc queries on demand using COTS tools that are user-friendly.	NSLDS, GAs, Schools	x	x	x	Med	Med	H	ES4.2
7 C	NSLDS now prepares data extracts for immediate and one-time needs for numerous projects, but there are no guidelines on how to request these services, what priorities are, or how long it will take. SFA wants clear guidance and timely responses. Further, external users must request queries and extracts through the FOIA process.	Make modifications to the NSLDS contract to make it performance-based. Requirements should include quality and timeliness of extracts produced and trouble tickets closed. Utilize proven data extract tools to the make the extract process automatic, where possible. NSLDS should work with SFA and ED offices to define service levels and identify priorities for processing requests. Publish these processes. Establish a single point of contact for all external users to request queries and extracts directly from NSLDS. Eliminate the unnecessary FOIA process to request data extracts. Reduce the need for producing extracts for external users by putting a "sanitized" version of the loan data mart on the Web.	NSLDS	x	x	x	\$300K	Short	H	ES3.10
7 E	Currently, it is not possible to replicate or expand on previously-prepared reports or analyses because NSLDS data are constantly being changed. For example, it is not possible to replicate a cohort default rate calculation for a specific year.	Maintain historical information on critical NSLDS data elements to support trend analysis. Meet with internal and external users to best determine appropriate data.	NSLDS	x	x	x	Med	Med	H	ES4.4

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8 A	The NSLDS currently has an internal data collection and correction process that is very paper-intensive.	Authorize the use of e-mail for the exchange of information between DCS and NSLDS. Give NSLDS direct read-only access to the DCS system. Review the data correction process to determine if 100% of correction requests must be forwarded to SFA staff for approval.	NSLDS & DCS	x	x	x	Zero	Immed	H	ES2.6
8 B	The VDC is not processing NSLDS's new user ID requests timely. It currently takes about 6 weeks to get an ID. This substantially hampers the contractor's ability to add new staff quickly.	Review and streamline the process for obtaining access to NSLDS.	VDC & NSLDS	x	x	x	Zero	Immed	H	ES2.8
8 C	The current Privacy Act interpretation is substantially hampering the CSRs' capability to respond efficiently to school requests.	Determine if the current guidance can be brought in line with the interpretations currently in effect at other SFA call centers.	NSLDS & SFA	x	x	x	Zero	Immed	H	ES1.11
8 D	The current service for resetting passwords is only performed every 30 minutes. This means that the CSR has to explain the process, tell all users (including SFA) to wait at least 30 minutes, and wait for a call back if the password doesn't get reset properly.	Determine if the password reset function can be done immediately, while the caller is still on the phone.	VDC & NSLDS				Low	Immed	M	
8 F	A warm handoff to another SFA contractor currently means that the NSLDS CSR and caller must wait in the queue along with all other callers.	Study the feasibility of using a "hidden" queue where calls from NSLDS CSRs would be answered by the next available CSR at the other call center.	NSLDS, SFA Call Centers	x	x	x	Low	Immed	H	ES4.5

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9 A	<p>The SFA NSLDS staff and their partner staff, along with their respective management, have experienced difficulty in obtaining funding and support for projects considered necessary for responsiveness and high data quality. Further, NSLDS is funded through the CIO, an enterprise office, even though all data providers and most data users are either in a channel or served by a channel. The channel offices are reluctant to fund any NSLDS projects because they do not want to spend money on a system that "is going away."</p>	<p>Short term. Each channel and enterprise office designates an NSLDS liaison. At least monthly, NSLDS will provide information to the liaisons outlining issues affecting customer service (for example, increased customer complaints or number of requests for Web site changes), data quality, costs, and SFA performance goals and annual measures. NSLDS will also submit suggestions for "fixes" or possible improvements. NSLDS will provide executive reports to all SFA senior management on the quality and timeliness of reporting data to NSLDS, customer responsiveness measures, and critical systems changes.</p>	<p>SFA Business areas, School Channel, Fin Partner Channel, Student Channel, CFO, NSLDS</p>	x	x	x	Zero	Immed	H	ES2.1
9 B	<p>The SFA NSLDS staff and their partner staff, along with their respective management, have experienced difficulty in obtaining funding and support for projects considered necessary for responsiveness and high data quality. Further, NSLDS is funded through the CIO, an enterprise office, even though all data providers and most data users are either in a channel or served by a channel. The channel offices are reluctant to fund any NSLDS projects because they do not want to spend money on a system that "is going away."</p>	<p>Long term. Clarify and explain the plan for utilizing and supporting NSLDS in the future. Establish a cross-channel advisory team to analyze issues, review funding needs, and to recommend actions consistent with enterprise-wide initiatives.</p>	<p>CIO &amp; Mod Partner</p>	x	x	x	Zero	Med	H	ES2.1
10 A	<p>Some FFEL loans are reported incorrectly on a "rolled-up" or disbursement level rather than on a loan level resulting in an inability to match loans and allow updates.</p>	<p>Review DCS's subrogation acceptance process to determine the reason rolled-up loans are being accepted. Revise process to ensure loan level data are submitted. Fix records in NSLDS on an exception basis.</p>	<p>DCS</p>	x	x	x	Zero	Immed	H	ES2.7, FG8

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				RESPONSIVENESS	QUALITY	AVAILABILITY				
10 C	Some FFEL loans are reported incorrectly on a "rolled-up" or disbursement level rather than on a loan level resulting in an inability to match loans and allow updates.	Using the new loan status codes, Gas and NSLDS work jointly to close loans that were reported individually, but are now included in a single rolled-up loan.	NSLDS, DCS, GA's	x	x	x	Zero	Short	H	ES2.7
10 D1	Some FFEL loans do not retain the loan's unique identifier when they are sold, transferred, assigned, or have entered repayment. This results in an inability to match loans and allow updates.	Establish a team to look at the assignment of a loan tracking number that would follow a loan from the original to the final holder. Address roll-up of loans by schools, lenders, and GA's when a loan is sold, transferred, assigned, or enters repayment.	NSLDS, GAs, DCS, DLSS, Perkins data providers	x	x	x	High	Long	H	ES4.6
11 A	Loans that are consolidated can not be positively identified. This makes it difficult to determine correct subsidized and unsubsidized loan aggregates and may prevent students from receiving aid.	Implement an automated process to prorate underlying loans to determine subsidized and unsubsidized loan amounts. Schools could rely on the prorated amount to determine if a student had remaining loan eligibility, but could override it if the school had better information.	Analysis, NSLDS, CPS	x	x	x	\$250K	Med	H	ES3.6, FG9
12 A	There are duplicate Perkins Loans in NSLDS, which negatively affect students' eligibility for aid. About 15-18% of Perkins Loans are rejected due to errors each month. Some schools are not reporting at all or less frequently than monthly.	Continue the data quality effort to eliminate duplicate Perkins Loans in NSLDS and to prevent the creation of new duplicates. Provide technical assistance to Perkins Loan data providers with high error rates. Schools Channel to contact and provide assistance to Perkins schools not reporting in timely manner.	NSLDS, Perkins data providers, Schools Channel	x	x	x	Zero	Short	H	ES2.9, FG10
13 A	"Old" open FFELP loans are not being updated in NSLDS resulting in inaccurate information being sent to schools to determine student eligibility.	Using the new loan status codes, GAs and NSLDS work jointly to close old open loans if the lender cannot be determined or the lender has not updated the loan for more than 4 years. Additionally, review the policy of denying aid to students with "abandoned" loan status. Conduct a cost/benefit analysis.	NSLDS & GAs	x	x	x	Zero	Immed	H	ES2.4, FG11
14 A	Duplicate inactivated overpayment records cause data conflicts with incoming records.	Identify and delete duplicate overpayment records, while maintaining an audit trail.	NSLDS	x	x	x	Low	Short	H	FG12

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15 A	The NSLDS Web site does not ensure that the student exited the system. This means that private data may be displayed to others.	Change the Web site to ensure that students' confidential information is secure.	NSLDS	x	x	x	Zero	Immed	H	ES1.7
15 B	The NSLDS Web site incorrectly states that the PIC provides technical assistance. Also, the hours of operation listed for the PIC are wrong.	Correct PIC and NSLDS Web sites.	NSLDS	x	x	x	Zero	Completed	H	ES1.8
16 A	ED users and customer service groups who use NSLDS frequently throughout their normal work are "dropped" if they don't use the system for 10 minutes.	Allow users to stay on the system at least 30 minutes before timing out.	NSLDS	x	x	x	Zero	Completed	H	ES1.10
16 B	The sign-on page requires users to click "I agree" to a lengthy Privacy Act statement with every sign-on. These business processes waste valuable time.	Shorten the Privacy Act statement.	NSLDS	x	x	x	Zero	Completed	H	ES1.10
16 D	Schools have asked for improvements in the efficiency and navigation of the NSLDS school Web site.	NSLDS is currently implementing suggestions from schools to improve the NSLDS Web pages.	NSLDS	x	x	x	Zero	Immed	H	ES1.9
17 A	Of the NSLDS Web site improvements requested, we identified four that have broad impact and can be done quickly.	<ol style="list-style-type: none"> <li>1. Post data provider schedules. Make the schedule accessible to all users and data providers.</li> <li>2. Directly inform schools that use Perkins Loan servicers of the servicer's error rates and reporting frequency.</li> <li>3. Modify NSLDS Web pages to inactivate or correct overpayments in NSLDS without placing blame.</li> <li>4. Modify the NSLDS Web site to display other fees on the loan history page.</li> </ol>	NSLDS & PIC	x	x	x	\$200K	Short	H	ES1.6 & 3.7, FG12

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18 A	NSLDS does not allow schools to search by student's name or birth date. This is necessary because if the SSN is incorrect either in NSLDS, or the school's information, there is no way to find the student's record. There should be criteria for schools to find a student's record other than by SSN.	Provide searches by name when schools, SFA offices, or partners contact the NSLDS Cusatomer Service Center for assistance.	NSLDS	x			Low	Short	H	
19 A	Interface issues between RFMS and NSLDS result in some schools overawarding Pell Grants. This is because NSLDS cannot store and display pennies. Note, this also an RFMS Mad Dog Team issue, but it has not been addressed.	Establish a joint Schools Channel (RFMS) and NSLDS team to analyze options for resolving this issue in the near-term. Report options and cost estimates by April 30, 2001.	NSLDS, Schools Channel	x	x		Low	Short	H	
20 A	Interface issues between RFMS and NSLDS prevent Pell Grant disbursements from being reported in a timely manner. Pell records are rejected based on edits related to campus OPE IDs.	Establish a joint Schools Channel (PEPS and RFMS) and NSLDS workgroup to determine more precisely the cause for the rejection and to develop a solution. Report options to resolve the issue and cost estimates by April 30, 2001.	NSLDS, Schools Channel	x	x		Low	Short	H	