July 2000

Subject: **Release of Return of Title IV Funds for Windows, Version 1.1**

We are pleased to announce the release of Version 1.1 of Return of Title IV Funds, a new U.S. Department of Education software product. The Return of Title IV Funds software is designed to assist schools in calculating and managing the return of Title IV aid-related funds when a student withdraws from school, and can be used to process and analyze information for multiple processing years.

The rules regulating the treatment of Title IV funds when a student withdraws have changed significantly and must be fully implemented by October 7, 2000. The software is designed to automate the process of calculating the treatment of Title IV assistance when a student withdraws. From these computations, institutions determine amounts of aid that must be returned to the programs by the school or the student or the amount of a Post-Withdrawal Disbursement due the aid recipient.

A beta version of the software was released in April 2000. Return of Title IV Funds, Version 1.1 incorporates several functionality changes that were made as a direct result of school feedback. The Department thanks all schools who took the time to assess Version 1.0 and provide comments and suggestions, all of which were reviewed and taken into consideration for this release, as well as future releases.

This product is free to all users as a stand-alone PC product. While all schools must implement the November 1, 1999 Final Regulations regarding the treatment of Title IV funds in their entirety on or before October 7, 2000, the use of this software is *not* required.

The software has been developed to model the two worksheets available on the Information for Financial Aid Professionals (IFAP) Web site, "Treatment of Title IV Funds When a Student Withdraws from a Credit Hour Program," and the "Treatment of Title IV Funds When a Student Withdraws from a Clock Hour Program." ED developed these worksheets to assist you in performing the calculations. Like the worksheets, this software is a tool you can use to simplify the calculation process.

This letter describes the software's purpose and introduces its components. Included in this letter are:

- Product features,
- Instructions on how to download and install the software,
- Instructions on how to forward your comments on the software, and
- A reminder to back up and optimize your Return of Title IV Funds for Windows database.

What Enhancements Are Included in Return of Title IV Funds, Version 1.1 due to School Feedback

Based upon the comments schools made on the pre-release version of the software, Return of Title IV Funds, Version 1.0, we resolved several issues and made enhancements to the program. These include:

Calculations: The software now does not perform a Return of Title IV Funds calculation when the total number of days is greater than 60%. If the percentage is 60% or less then a calculation will be performed.

Demo Tab - Entry Fields: All entry fields on the Demo tab have been added to the Tools | Browse grid to allow for sorting and exporting data to an external system.

File | Open Grid - Student ID Field: The field "Student ID" is included on the File | Open grid for schools who identify student records based on internal identifiers (entered in the Student ID field on the Demo tab) rather than SSN.

Help Text: The software help text provides more detail on specific data fields and processes, as well as examples of different software use scenarios depending on school type.

Setup Screen - Program Institutional Charges Retrieve Function: The Retrieve function correctly displays all data specific to the code selected when the code is assigned to student records.

R2T4 Tab - Edit Message: An edit message on the field "Date of an Institution's Determination that the Student Withdrew" on the R2T4 tab now states "Date of the institution's determination that the student withdrew should not be prior to 11/01/1999 or later than current date."

R2T4 Tab - Post-Withdrawal Worksheet: The software correctly references Boxes L and N in Section Q.

School Calendar Profile Setup Screen: This screen is not accessible until the user has created and saved at least one Program Institutional Charges profile in setup.

School Calendar Setup Screen: The setup screen displays five open grid slots for entering break periods.

Start-Up Screen - Warning Message: A warning message is included on start-up screen to remind new users they must complete the School Calendar Profile and Program Institutional Charges setup screens before student withdrawal record entry can be performed.

Student Data Tab - Column Headings: Four column headings on the Student Data tab under Tools | Browse Student have been updated.

Student Overpayment Screen - Default Date Function: A Default Date function was added to the Student Overpayment screen (via View | Return Arrangements) to allow users to populate the Date Student Notified field en masse, similar to Multiple Entry in other EDE products.

User Data Tab: A new User Data tab has been added to the Tools/Browse grid to allow sorting and exporting of user database fields to an external system. User database fields created PRIOR to installing Version 1.1 will be displayed under their field name. User database fields created AFTER installing Version 1.1 will be displayed under their field description.

Window Resizing: The software retains resizing of the software window by users who wish to view other program windows more easily.

Where to Find the Quick Reference Guide

At the end of this letter is a quick reference sheet to help you use Return of Title IV Funds for Windows. This one-page user's guide explains in a nutshell:

- The information you must have on hand when you use this new software, and
- The steps you take to:
  - Calculate how much Title IV aid the student earned as of the withdrawal date and is eligible to retain,
  - Calculate how much aid must be returned to the Title IV programs,
  - Determine the appropriate order to return it, and
  - Determine if a Post-Withdrawal Disbursement is due.

How to Get the Software and Documentation

Return of Title IV Funds for Windows is distributed via the Internet. You can download the software and the related user documentation from the SFAdownload Web site, **http://www.SFAdownload.ed.gov**

Instructions for downloading the software from the Internet are included in the section "Downloading Return of Title IV Funds for Windows from the Web" and in the "Downloading Software/Paper Documentation" section of the *Return of Title IV Funds for Windows Installation Guide*, Version 1.0.

If You Have Technical Support and Policy Questions

For technical questions regarding this release of Return of Title IV Funds, such as installation issues, software problem resolution, software functionality, and technical assistance, call CPS Customer Service. You can reach them Monday through Friday, 7 a.m. - 7 p.m. (CT), at **800/330-5947,** Option 9. You can also e-mail inquiries, comments, or suggestions 24 hours a day to **CPS@NCS.COM** and a representative will respond within 24 hours. Please distinguish technical questions from suggestions or feedback you are submitting on the pre-release version (see previous section).

For policy-related questions regarding the use of Return of Title IV Funds and the Department's existing and/or revised withdrawal regulations, call ED's Student Financial Assistance (SFA) Customer Support Inquiry Center at **800/433-7327.**

If you have SFA technical support questions and subscribe to SFATECH, you can post an e-mail on the SFATECH listserv, **http://www.ed.gov/offices/OSFAP/sfatech/listserv.html**

Make sure you include your telephone number in your message. Department staff or contractors for the system about which you have a question will see your posting and begin working on a response.

CPS Customer Service

Table of Contents

Introducing Return of Title IV Funds for Windows, Version 1.1

The Department of Education (ED) is pleased to announce the release of Return of Title IV Funds for Windows, Version 1.1`This software calculates the amount of Title IV aid the student earned as of the withdrawal date, the amount of unearned Title IV aid, how much aid the school and/or the student must return to the Title IV programs, the required order to return it, and any amount of a Post-Withdrawal Disbursement due.

Why This Software Was Developed

The 1998 Amendments of the Higher Education Act of 1965 revised the treatment for the return of Title IV funds when a student withdraws before completing more than 60% of the payment period or period of enrollment.

These amendments stipulate that the institution is responsible for calculating the percentage and amount of Title IV assistance the student did not earn and returning the institutional portion of the funds to the Title IV programs in a specific order as well as the amounts to be returned by the student. First, the total amount of the school's responsibility has to be satisfied; subsequently, the student may be responsible for returning funds.

These regulations become effective July 1, 2000. However, institutions must implement these provisions no later than October 7, 2000. Institutions have the option to implement as early as November 1, 1999, but schools choosing to do so must implement the entire provisions of the final regulations.

Why You Should Use This Software

Return of Title IV Funds for Windows is a non-year specific, stand-alone software that calculates, processes, and stores information on return of funds. ED developed Return of Title IV Funds for Windows to assist you in performing the required calculations and to organize the process for returning funds that your institution and/or students may need to return. In addition, Return of Title IV Funds for Windows gives you the ability to maintain records so that you can better manage your data to analyze information about students who withdraw from your institution. This software is related to two worksheets, "Treatment of Title IV Funds When a Student Withdraws from a Credit Hour Program" and the "Treatment of Title IV Funds When A Student Withdraws from a Clock Hour Program." ED developed these worksheets to assist you in performing the calculations. Like the worksheets, this software is a tool you can, but are not required to, use to simplify the calculation process.

Specifically, the software:

- Calculates the total amount of Title IV funds that a student has earned through the withdrawal date.
- Calculates the total amount that must be returned to each of the Title IV programs or the amount of Post-Withdrawal Disbursement due the aid recipient.
- Sets up a system to track the process of returning the funds, including:
    - Calculating the amount that must be returned to each Title IV program,
    - Notifying the student of the amount needed to be returned, and
    - Recording the student's response and payment arrangements.
- Allows you to track student specific data to analyze your student population.

Software Functions

The Return of Title IV Funds for Windows has seven functions:

- File: Create and update data
- Return of Title IV Funds calculation: Calculate and display the intermediate calculations that go into the process
- Print: Print reports to printer, file, or screen
- Setup: Define the default parameters
- Browse: View data records
- Utilities: Maintain the database
- View: Return arrangements, both student overpayment and school return arrangement

Software Process

Log in to the software.

If you are using the software for the first time, use **SYSADMIN** for both the user ID and password. The software prompts you to change the password for the SYSADMIN user ID. Once you have changed the password, make a note of it and keep it in a safe place.

To use this software, select **Tools, Setup** from the menu bar and choose these options in order:

Step 1. Using the Security function, create user IDs and passwords.

Step 2. Set up your system, including whether you want users to be able to edit Notes entries.

Step 3. Create a Program Institutional Charges Profile.

- After you log on, click **Tools**, **Setup**. Select **Program Institutional Charges** (see the details about this screen on page 11).

Step 4. Create a School Calendar Profile.

- Click **Tools**, **Setup**. Select **School Calendar Profile** (see the screen entry details on page 11).

Step 5. Create Student Records in your database, including any additional fields your institution requires.

- Click **File**. To add a new Student Record, click **New**. To open an existing Student Record, click **Open**.
- There are five tabs located at the bottom of the screen, see the description starting on page 8.
- Calculate data pertaining to a student's Title IV Aid funds on the R2T4 Tab of the Student Record. This includes the following steps in the same order as the Treatment of Title IV funds worksheets:
    - Student's Title IV Aid Information
    - Percentage of Title IV Aid Earned
    - Amount of Title IV Aid Earned by the Student
    - Total Title IV Aid to Be Disbursed or Returned

- Amount of Unearned Title IV Aid Due from the School
- Return of Funds by the School
- Initial Amount of Unearned Title IV Aid Due from the Student
- Return of Funds by the Student
- Post-Withdrawal Disbursement Tracking Sheet

Software Features

After opening the software you may see these options listed in the upper left-hand corner of the toolbar (this depends on whether a student's record is open or closed). This list provides detailed information about each of the software functions. The software includes the following features:

- File
- Tools
  - Setup
  - Utilities
  - Browse
- View
- Print
- Calculations/Algorithms
- Online Help

File

The software has 32-bit browse and grid functionality and includes features similar to those used in EDExpress for Windows products.

The software is not specific to a calendar year. Each student has one demographic record. Each student can have more than one return record.

File/New. To add a new Student Record, click **New**.

- Enter the Social Security Number (SSN). Click **OK** or **Enter**.
- The next screen shows five tabs across the bottom of the screen:
  - Demo – Enter student demographic information. **(Data entered must be saved BEFORE moving to the next tab.)**
  - R2T4 – The return calculation is performed.
  - Post Withdrawal – Track Post Withdrawal Disbursements (PWDs).
  - Notes – Enter software operator notes regarding the student's record.
  - User-Data – Add user-defined fields of additional information, such as GPA, major, withdrawal reason.

File/Open/Demo Tab

All New Student Records must begin by first completing the Demo screen. While no data is required on this screen for the calculation to run (and therefore, no fields are highlighted in yellow), this screen must be saved in order to continue to the next screen.

You can activate the Save process by one of three methods:

- Press Ctrl + S following the data input,
- Click **File, Save**, or
- Click the blue diskette icon in the upper left-hand corner of the screen.

After you enter the data and save the record, a dialog box with "Record updates saved" appears. Click **OK**. The next tab along the lower part of the screen is activated. You can now move to the R2T4 tab.

File/Open/R2T4 Tab

In the Add/Retrieve dialog box you indicate the year. The convention used throughout the software is to select the later of the two years in an award year; for example, in the 1999 – 2000 award year, you would select 2000.

Select the School Calendar Profile Code.

- When a student withdraws during an institutionally scheduled break of five or more consecutive days (a period of time that will be excluded from the calculation), the appropriate Withdrawal Date becomes the last calendar day prior to the start of the scheduled break.
- If a student withdraws during an institutionally scheduled break of less than five consecutive days, use the date that the student officially notifies the school.

  Tip: Create one or two test profiles with the word "test" in the title so you won't confuse them with actual profiles once in production.

The steps on screens 1-3 parallel the "Treatment of Title IV Funds When a Student Withdraws from a Credit Hour Program" and the "Treatment of Title IV Funds When a Student Withdraws from a Clock Hour Program" forms. A few exceptions require explanation:

- The Leave of Absence field stores data on the total number of days the student is on a Leave of Absence (which cannot exceed 180).
- If a student withdraws during a Leave of Absence or does not return from a Leave of Absence, the Withdrawal Date:
  - For an institution required to take attendance, is the Last Date of Attendance prior to the start of the Leave of Absence.
  - For an institution not required to take attendance, is the date the Leave of Absence began.
    - *Important Note***:** If the student takes a Leave of Absence, returns to school and subsequently withdraws, a manual calculation (outside of the software) is necessary to exclude the days of the Leave of Absence from the calculation.

- An approved Leave of Absence for Title IV purposes must include:
  - A formal institutional policy,
  - The student must follow the institution's policy in requesting the Leave of Absence,
  - The institution must determine that there is a reasonable expectation that the student will return to the school,
  - The Leave of Absence cannot involve additional charges by the institution,
  - The Leave of Absence cannot exceed 180 days in a 12-month period,
  - Upon the student's return from the Leave of Absence, the student is permitted to complete the coursework he or she began prior to the Leave of Absence, and
  - If the student is a Title IV loan recipient, prior to granting the Leave of Absence, the institution explains the effects that failure to return from the Leave of Absence may have on the student's loan grace period.
- The period used for calculation is determined at the School Calendar Profile level.
- The institutional charges on the R2T4 screen 2, Step 5G can be modified at the Student Record level by clicking on the ellipsis button. The Program Institutional Charges screen appears and is modifiable for this student's record. Changes to the Program Institutional Charges screen in this fashion change only the charges for this active student record. The Program Institutional Charges profile is not altered.

File/Open/Post-Withdrawal Tab

This is an optional screen to track Post-Withdrawal Disbursement notification to the aid recipient (where necessary).

- Contains information about Post-Withdrawal Disbursements, credits and outstanding amounts on a student's account.
- Fields include:
  - Amount of Post-Withdrawal Disbursement (if applicable)
  - Post-Withdrawal Disbursements credited to student's account
  - Total outstanding charges
  - Total amount of Post-Withdrawal Disbursement credited to student's account, including tuition, fees, room and board, other current charges
  - Student/Parent authorization to credit account for other current charges
  - Date of student and/or parent authorization to credit account for other current charges
  - Date of Post-Withdrawal Disbursement offered to student/parent
  - Date of notification to student/parent
  - Response received from student/parent
  - Amount accepted
  - Date accepted funds were sent
  - Amount of Post-Withdrawal Disbursements made from the programs

File/Open/Notes Tab

At the initial setup, the system administrator must decide whether the Notes function will be used. Hard-drive storage may be a factor in this decision.

- You can scroll through multiple notes associated with each withdrawal record for the student.
- When you modify the budget, the notepad captures your ID and records the change date.
- You can add free-form notes.

File/Open/User Data Tab

You can add user-defined fields for analysis purposes. Four pre-set values are included with the software.

- This tab updates student-specific responses to fields that are not included in the software and the institution has set up in order to track the student population that has withdrawn.
- You can define up to 251 customized fields in Setup. Four fields are already provided: GPA, Major, Overpayment Status, and Withdrawal Reason.
- The data is presented in a grid of user-defined fields at the student record level.
- Users can print information directly from User Data tab.

Tools

This feature includes Setup, Utilities, and Browse Student functions.

Tools/Setup

Setup functions establishes your:

- Security profile
- System parameters
- Program Institutional Charges defining institutional charges such as tuition, fees, room and board, and other current charges
- School Calendar Profile defining the calendar periods
- User database

Tools/Setup/Security

- The software has three levels of security:
  - System administrator all functions,
  - All functions except Utilities and Security, and
  - Report functions only.
- The Delete function is a system administrator function.

Tools/Setup/System

- Check this box if you want to be able to edit Notepad entries.

Tools/Setup/Program Institutional Charges

Use this function to establish a profile set of data describing routine costs by program.

> ***Tip:*** Like other financial aid software there are two conceptual camps. The first group (minimalist) builds a small number of budget profiles with standard data and adds the additional data that is student-specific at the student record level. The other style is to create a charge profile for every possible variation on the theme. If you have limited time for development and testing, start with a basic plan and build a small number of test program institutional charges.

- **Year**. The protocol on year selection within this software is to use the later year of the award year sequence. For example, if you are loading data for the 2000-2001 award year (July 1, 2000 – June 30, 2001) the Year code is 2001.

Tools/Setup/School Calendar Profile

You use this screen to establish whether the calculation is on the basis of a credit hour or clock hour program.

- By selecting either Credit Hour or Clock Hour Program you impact various other components of the screen for the determination of completed days (for Credit Hour Programs) or completed hours (for Clock Hour Programs).

  This function allows multiple School Calendar Profile setups.

  - For credit hour programs, you can calculate the calendar days in the payment period. The software counts both the number of days in the period and the number of days the student completed. In addition, if a School Calendar includes a scheduled break of at least five consecutive days (including weekends), the number of break days is excluded from the count. (Institutionally scheduled breaks of less than five consecutive days should not be input into the system; if you do so, an edit message instructing you to delete the data on the break appears.)

  - For clock hour programs, the school chooses whether or not calculations are based upon a payment period or period of enrollment. Also, the appropriate number of clock hours are entered based upon the type of period selected.

  - **Credit Hour Programs**. When you check the Credit Hour Program, the Payment Period box is automatically checked and becomes grayed out; in addition, the Period of Enrollment box is grayed out because credit hour programs always calculate on a Payment Period basis.

    Payment Period or Period of Enrollment Start Date. The calendar is active for the selection of the start and end dates, while the Total Clock Hours field is inoperable.

    Number of Days in the Payment Period. This field is filled automatically through the use of the Start and End Dates (calendar buttons) above.

    Number of Allowable Break Days. *All institutionally scheduled breaks of five consecutive days or more (including weekends)* are recorded and are automatically deducted from the Number of Days in the Period. Breaks of less than five consecutive days should not be entered.

  - The protocol for Scheduled Break Date data entry is mmddccyy; for example, 10/15/1999 is entered as 10151999 and followed by the Enter key (do not use the Tab key).

- **Clock Hour Programs**. When selected, you must indicate whether the calculations are to be on the basis of a Payment Period or Period of Enrollment.

  Total Clock Hours in Period Selected. The total number of clock hours in the period are entered here.

  Payment Period or Period of Enrollment Start Date. The calendar is not active for the selection of the start and end dates for Clock Hour Programs.

  Number of Days in the Payment Period. This field is inactive for Clock Hour Programs.

  Number of Allowable Break Days. This field is inactive for Clock Hour Programs.

Tools/User Database

You can create additional fields that your institution may want to include on student records. For instance, you may want to record on each student record the date on which the funds were returned.

Tools/Utilities

Utilities functions include:

- Repair Database
- Compact Database
- Verify Database

Tools/Browse Student

Browse Student with browse and grid functionality

View

View/Return Arrangements

This feature allows you to view and edit repayment arrangements.

View/Return Arrangements/Student Overpayment

The Students To Be Notified view lists students whom have yet to be notified to return Title IV funds.

- The only field that can be modified is Date School Notified the Student. The school has a maximum of 30 days to notify the student about the overpayment and the repayment options. Once the "Date Student Notified" field has been completed, the record moves to the "Students Notified" tab.
- The Students Notified view lists those students who have been notified that they must return Title IV funds, but have not yet responded or made any repayment arrangement within the maximum period of 45 days. If the student does not make satisfactory arrangements to repay the overpayment or violates a repayment agreement, the student is no longer eligible for Title IV assistance. The overaward repayment arrangements can be tracked on this screen. Reports can be generated that will display the number of days elapsed.
- The "Date Student Notified" field is modifiable.
  - The information on this screen sorts in the following order: Number of Days Remaining (highest to lowest number), Last Name, First Name, Middle Initial, Social Security Number (SSN), and Year.
  - Two filter buttons are included: Not Completed and Completed.
  - The Not Completed button displays records where the Date All Funds Returned field is blank.
  - The Completed button filters records where all fields are non-blank.

View/Return Arrangements/School Return Arrangement

Students whose Title IV funds must be returned by the school are displayed here.

- The Date of Institution's Determination that the Student Withdrew is the beginning of the maximum 30-day period for the institution to perform the return calculation, to return the amounts the institution is responsible for, and to notify the aid recipient of his or her responsibility to resolve any Grant Overpayment and the repayment options available.
  - The screen is sorted in the following order: Number of Days Remaining (in descending order), Last Name, First Name, Middle Initial, Social Security Number (SSN), and Year.
  - Two filter buttons are included: Complete and Not Completed.
    - The Complete button filters records where all fields are non-blank.
    - The Not Completed button displays records where the Date of All Funds Returned field is blank.

Print

You can print these pages by going to **File, Print**.

- ***Global Level***
    - Student listing
    - Return arrangements: Print reports to manage follow-up contacts within the regulatory maximum timeframes
- ***Record Level***
    - Return of Title IV Funds Worksheet
    - Return of Title IV Funds Notes
    - Return of Title IV Funds Summary
    - Post-Withdrawal Disbursement Tracking Sheet

Calculations/Algorithms

- At the record level, from the R2T4 tab, choose the menu option **Process** to calculate Return of Title IV funds.
- Calculations are performed according to "Treatment of Title IV Funds When a Student Withdraws from a Credit Hour Program" and the "Treatment of Title IV Funds When A Student Withdraws from a Clock Hour Program" worksheets.
- For clock hour schools, the calculation requires the software to use completed hours until a threshold is met; afterward the calculation uses scheduled hours. For credit hour schools, the calculation requires the software to use number of days attended versus the number of days in the payment period.
- Credit hour schools must use payment period only. Clock hour schools have a choice between payment period and period of enrollment. Therefore, you must identify whether the program is clock hour or credit hour; if clock hour, you must identify the period you are using when you set up the School Calendar Profile.

Online Help

The software includes a comprehensive online Help tool to assist you in maneuvering through the software. The online Help describes the process of setting up and working with the software in more depth than the Quick Reference Sheet does. You will find the Quick Reference Sheet on the last page of the cover letter.

If you perform a Custom installation of the software, you **must** check the Help box to obtain the most recent Help file. If you have *not* checked this box, the Help file will not be automatically updated.

Return of Title IV Funds for Windows Supports These Printers

We tested the following printers that are Windows NT 4.0, Windows 95, and Windows 98 compatible:

- HP LaserJet 4
- HP LaserJet 4000N
- HP LaserJet 4M
- HP LaserJet 4M Plus
- HP LaserJet 4 si
- HP LaserJet 5M
- HP LaserJet 5 si
- HP LaserJet 5 si MX
- HP LaserJet 6 MP
- HP LaserJet 8000N

Return of Title IV Funds for Windows Benchmarking Results

Following are the benchmarking results for Return of Title IV Funds for Windows. The process was tested during normal working hours using different operating systems and PC platforms. For the network tests, the Return of Title IV Funds for Windows software was on the workstation and the database was on the server. The server used is a production server with approximately 200 simultaneous users. From previous benchmarking activities, we have not seen a performance difference between the NetWare 3.12 environment and the NT server environment. Thus, only the NetWare network environment is listed below. The Time Elapsed column indicates the measurement of time starting when the user clicks OK in the Import dialog box and the import process begins.

Component	Operating System	Benchmarking Volume	Time Elapsed
Return Arrangements	NT	40 Students/4 pages	5 seconds
	Win 95	40 Students/4 pages	2 seconds
	Win 98	40 Students/4 pages	2 seconds
Student Listing	NT	40 Students/2 pages	3 seconds
	Win 95	40 Students/2 pages	1 second
	Win 98	40 Students/2 pages	1 second

Downloading the Software and the Documentation from the Web

To use Return of Title IV Funds for Windows, Version 1.1, download the software and its supporting documentation from the SFAdownload Web site, **http://www.SFAdownload.ed.gov** The entire software can be downloaded into a single file or into five separate files, which can be copied to your network, hard drive, or diskette.

- If you do not have access to the Internet, or you have trouble opening the SFAdownload Web site, call your technical support staff to ensure you have Full Transfer Protocol (FTP) download rights.
- If you do not have access to the Internet or have FTP download rights but still cannot open the SFAdownload Web site, you call **Title IV WAN Customer Service** at **800/615-1189** to request diskettes. You can also e-mail them at **T4WAN@NCS.COM**

How to Download the Software as One File

1. Go to the URL field located at the top of your browser's screen and enter the SFAdownload Web site address: **http://www.SFAdownload.ed.gov**
2. Follow the instructions provided and click the **Continue** button. You are taken to a "Privacy on Our Web Sites" Web page.
3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.
4. Click the **Continue** button to access the Web site containing the software you want to download. A brief description of the software is provided.
5. Click **Return of Title IV Funds v1** to the left of this description. You are taken to the Downloading site.
6. Click the **Full Download** link to download the program in one file (R2T4v10.exe). A Save As… dialog box appears.
7. Choose a location on your hard disk to save the file, then press the **Save** button. The length of time it takes to download the software depends largely on the speed of your Internet connection. See the table of download times located in the Downloading Software/Paper Documentation section of the *Return of Title IV Funds for Windows Installation Guide*. The installation process automatically creates the program directory: C:\PROGRAMFILES\EDESUITE\Return of Title IV Funds v1\.

How to Download the Software in Five Installments

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address: **http://www.SFAdownload.ed.gov**
2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.
3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.
4. Click the **Continue** button to access the Web site containing the software you want to download. A brief description of the software is provided.

5. Click **Return of Title IV Funds v1** to the left of this description. You are taken to the downloading site.
6. Click **Disk 1** to download only disk 1's data. A **Save As…** dialog box appears.
7. Choose the location on your hard drive to save the file. Click **Save**. The length of time it takes to download the software depends largely on the speed of your Internet connection. Click **Disk 2** to download only disk 2's data. When the **Save As…** dialog box appears again, make sure you are saving Disk 2's data to the same location as you saved Disk 1's data. Click on each of the succeeding disks until all of them have been saved to the same location on your hard disk. You create a directory structure like this:

   \Install\
   \Install\DISK 1
   \Install\DISK 2
   \Install\DISK 3
   \Install\DISK 4
   \Install\DISK 5

8. Once the software disk files are downloaded to your hard disk, go to that location and double click on **Disk 1**. Double click on the Setup.exe file to open and install the software.

   *Disk 1 through disk 5 are self-extracting zip files. After downloading, self-extract the files from each of these disks onto your hard drive, then copy the extracted files onto floppy disks labeled disk 1 and 5, respectively.

How to Download the Paper Documentation

You can download the paper documentation from the Internet in both Adobe PDF and Microsoft Word format. The following types of paper documentation are available to download:

- Installation Guides
- Cover Letters
- Quick Reference Sheet

Each of these documents has the date they were posted, file size, and approximate download time. However, the length of time it takes to download a paper document depends on the speed of your Internet connection.

To download paper documentation:

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address: **http://www.SFAdownload.ed.gov**
2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.
3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.
4. Click the **Continue** button to access the Web site containing the document(s) you want to download. A brief description of the documentation's software is provided.
5. Click **Return of Title IV Funds v1** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided via phone and e-mail.
6. Click on the type of documentation you want to download. If you select an Adobe PDF formatted file, click **File**, **Save As** from the menu bar. Select a location on your hard disk, and click the **Save** button to save the file.
7. If you select a Microsoft Word formatted file, a dialog box will appear. Click on **Save it to disk**, choose a location to save the file and press the **Save** button.
8. For either type of file, the Web site is designed to give it a default name; however, you may choose another name for the file if you want.

Once the paper document has been downloaded on your hard disk, go to that location and double click on the file to open and/or print it.

Upgrading the Software if You Used Return of Title IV Funds for Windows, Version 1.0

After you download the software from the SFAdownload Web site, you still have to install it.

Version 1.1 is an upgrade to Version 1.0. However, if you did NOT install Version 1.0 on your system, you should perform a FULL installation of Version 1.1 on your system. You do not need to install Version 1.0 first. See the section, “Installing the Software to Version 1.1 if You Did Not Use Version 1.0.”

If you DID install Version 1.0, you can upgrade from Version 1.0 to Version 1.1 by selecting the Custom install option during your stand-alone or workstation installation. See the following subsection, “Installing Return of Title IV Funds for Windows, Version 1.1.”

> **Warning**: If you need to run the Uninstall utility on Version 1.0 or Version 1.1 for any reason, please create a back-up copy of your Return of Title IV Funds database (R2T4.mdb) first. This file will be located in the PC or network drive you originally directed the standalone or network server installation to.

Installing Return of Title IV Funds for Windows, Version 1.1

To upgrade from Return of Title IV Funds, Version 1.0 to Version 1.1 you must perform the following procedures:

1. Back up your Return of Title IV Funds for Windows, Version 1.0 database.
2. Install Version 1.1.
3. Select the Custom install option. The option “Return of Title IV Funds for Windows v1” will already be marked and will load the Version 1.1 program files.
4. Mark the “Help” checkbox if you wish to load the most recent help file (this checkbox is not automatically selected.)

   Warnings: Do NOT mark the “Database” checkbox unless you are performing a first-time installation or want to overwrite your Version 1.0 database. Remember, if you choose to overwrite your database, all setup and data previously entered will be lost.

   If you receive any prompts during the installation indicating an existing file was found and asking if you want to overwrite, click “Yes.”

5. Reboot your PC.

For further information regarding the Return of Title IV Funds software installation process, consult the *2000-2001 Return of Title IV Funds Installation Guide*. If you have questions, call CPS Customer Service at **800/330-5947**.

Installing to a Stand-alone Computer

Downloading the software from the SFAdownload Web site does not install it on your hard drive.

1. Back up your Return of Title IV Funds for Windows, Version 1.0 database.
2. Close all running applications, including screensavers, e-mail notifiers, etc.
3. Go to **Start, Run** and type the program directory where you downloaded the software. Verify the program directory displayed is correct. If it is not correct, please change it to the program directory where your Return of Title IV Funds file is installed. This action will extract the necessary install files and automatically launch the install program.
4. Reboot your PC.

Installing to a Network

If you have multiple workstations accessing a networked Return of Title IV Funds database,

1. Copy the install file from PC to PC, running the install on each as you proceed. Or run the installation program from the network drive it is saved to.
2. Reboot each PC after you have finished installing the software.

Installing from Diskette

The primary method for installing Return of Title IV Funds for Windows on your computer is by downloading the software from the SFAdownload page. If that method is unavailable, call Title IV WAN Customer Service at **800/615-1189** or e-mail them at **T4WAN@NCS.COM** and request the Return of Title IV Funds for Windows, Version 1.1 diskettes.

Installing the Software to Version 1.1 if You Did Not Use Version 1.0

How to Install the Software to a Stand-alone Computer

1. Close all running applications, including screensavers, e-mail notifiers, etc.
2. Go to **Start, Run** and type the program directory where you downloaded the software. Verify the program directory displayed is correct. If it is not correct, change it to the program directory where your Return of Title IV Funds for Windows file is installed. This action will extract the necessary install files and automatically launch the install program.
   - If you downloaded in one file, the name of the file should be **R2T4v10.exe**. Choose this file.
   - If you downloaded the software in separate pieces, double-click **Disk1.exe** to extract the files. Continue the same process with disk 2, etc.
3. Reboot your PC.

How to Install the Software to a Network

If you have multiple workstations accessing a networked Return of Title IV Funds for Windows database:

1. Copy the install file from PC to PC, running the install on each as you proceed. Or run the installation program from the network drive it is saved to.
2. Reboot each PC after you have finished installing the software.
3. After completing all of your workstation installations, access the software from one workstation only to allow the database update to perform successfully.

How to Install the Software from Diskettes

The primary method for installing Return of Title IV Funds for Windows on your computer is by downloading the software from the SFAdownload page. If that method is unavailable, call Title IV WAN Customer Service at **800/615-1189** or e-mail them at ***T4WAN@NCS.COM*** and request diskettes.

For further information regarding the Return of Title IV Funds for Windows installation process, consult the *2000-2001 Return of Title IV Funds Installation Guide*. If you have questions, call **CPS Customer Service** at **800/330-5947**.

Reminders

Back Up Your Database Weekly

You should back up your Return of Title IV Funds for Windows database file, R2T4.mdb, regularly so you don't lose your data. We recommend that you back up your files at least weekly.

You should also back up your data before and after you run utilities as a precautionary measure.

Return of Title IV Funds for Windows does not include a backup utility. You must use your own backup software. You should test your backup software to verify its reliability to successfully restore your backups.

Optimize Your Database by Using Software Utilities

The Return of Title IV Funds for Windows software contains utilities that allow you to optimize your database if you encounter problems. We recommend that you repair, compact, and verify your database once a week. Once all three are successful, back up the database (see previous section).

Run the database utilities in the following order:

- Repair Database
- Compact Database
- Verify Database

For specific information regarding repair, compact, and verify, see the appropriate section.

Run the Repair Database Utility

The Repair Database utility resolves inconsistencies (also called database corruption) in records storage. Events such as a power outage or a LAN failure can corrupt your database if it occurs while Return of Title IV Funds for Windows updates your records.

Return of Title IV Funds for Windows may not detect database corruption, so if your system behaves unpredictably (for example, you start getting database error messages), use the Repair Database utility.

Running this utility weekly helps to prevent database problems.

> **Warning**: Before using this utility, be sure you have space on your hard drive that is at least equal to the current size of the database.

Improve Performance by Using the Compact Database Utility

The Compact Database utility improves the performance of Return of Title IV Funds for Windows by optimizing the database (R2T4.mdb) file and reclaiming space on your computer's hard drive. As you add, modify, or delete records in Return of Title IV Funds for Windows, the database file can become fragmented.

Running this utility weekly makes the database files smaller and improves system performance.

> **Warning**: Before using this utility, be sure you have hard drive space available at least equal to the current size of the database.

Prevent Problems by Using the Verify Database Utility

The Verify Database function checks for data relationship integrity in your database. If Return of Title IV Funds for Windows crashes or abnormally halts processing, a record may be missing one of its associated records. Verify Database recreates the missing record.

Running this function weekly helps to prevent problems.

> **Warning**: Before using this utility, be sure you have hard drive space available at least equal to the current size of the database.

QUICK REFERENCE

Return of Title IV Funds for Windows

Return of Title IV Funds for Windows is non-year specific, stand-alone software that stores, calculates, processes, and manages the return of Title IV aid funds.

BEFORE YOU START

Gather the information

- Type of period (payment period vs. period of enrollment) used for the calculation (Credit hour inst. must use Payment Period.)
- For credit hour programs
  - Beginning and ending dates for period
  - Whether or not period includes a scheduled break of 5 or more calendar days
- For clock hour programs
  - Clock hours in the period
  - Clock hours student completed
  - Clock hours student was scheduled to complete
- Allowable institutional charges
- Type of program in which student was enrolled (credit hours vs. clock hours)
- Whether or not school is required to take attendance for all or some of its students
- Type of withdrawal (with/without notification, etc.)
- Date of withdrawal
- Date of institution' s determination that student withdrew
- Amount(s) and type(s) of Title IV aid disbursed
- Amount(s) and type(s) of Title IV aid that could have been disbursed
- Did student receive or was eligible to receive aid from other Title IV programs (state grants identified as LEAP, formerly SSIG)
- The Method school used to match FSEOG awards

If you have questions about installation issues, software problem resolution, software functionality, and technical assistance, call CPS Customer Service, Monday through Friday, 7 a.m. – 7 p.m. (CT), at ***800/330-5947****, Option 9. You can also e-mail inquiries, comments, or suggestions to* ***CPS@NCS.COM***

USING RETURN OF TITLE IV FUNDS FOR WINDOWS

Log in to the software

If you are using the software for the first time, use **SYSADMIN** for both the user ID and password. The software prompts you to change the password for the SYSADMIN user ID. Once you have changed the password, make a note of it and keep it in a safe place.

Set up the software – follow these steps in order

Select **Tools**, **Setup** from the menu bar and choose these options in order:
Step 1:Security. Create user IDs and passwords.
Step 2: System. Decide if you want to allow users to edit Notes entries. Each student' s record has a Notes tab where you can enter comments. The software also records information about who made changes and when changes were made to the Program Institutional Charges.
Step 3: Program Institutional Charges. For each academic year, create an Institutional Charges Profile for each program. These profiles contain tuition and fees, room, board, and other charges. They are identified by codes that you assign.
Step 4: School Calendar Profile. For each academic year, create Calendar Profiles. These profiles are based on credit hours or clock hours and are associated with a Program Institutional Charges code. For credit hour programs, the School Calendar Profile contains payment period, the start and end dates, and scheduled break days of 5 consecutive days or more. For clock hour programs, it includes the total clock hours in the program. Return of Title IV Funds counts both the number of days or clock hours in the period and the number of days or the number of clock hours the student completed or the number of clock hours scheduled to have been completed. In addition, if a School Calendar includes a scheduled break of at least five consecutive days, the number of break days is excluded from the count. School Calendar Profiles are identified by codes that you assign.
Step 5: User Database. Create any additional fields that your institution requires (for example, date funds returned). These fields become part of the student records and are for your use only.

Create one demographic record for each student

Students can have only one demographic (Demo tab at the bottom of the screen) record. They may have multiple withdrawal records. **The data input must be saved before you can move to the R2T4 tab. Save all data BEFORE moving to a subsequent tab.**

> ***IMPORTANT PROGRAMMER NOTE.*** *Once a Student Record is created and the School Calendar Profile Code is established as a part of the individual Student Record, the profile code cannot be deleted from the database. Therefore, during the development and testing stage, setup of "Test" Profiles will allow for the easy separation from actual profiles once you move into live production.*

Create a withdrawal record for each student' s withdrawal

- **Go to the R2T4** tab to enter the student data.
- **You may update** institutional charges for the individual student record, if necessary.
- The software **calculates** the funds to be disbursed or returned.
  Notes*:*
  - *Amounts to be returned are calculated in dollars and cents, but schools have the option of returning funds in whole dollars (rounded).*
  - *For clock hour programs, the software automatically uses clock hours scheduled to be completed if the student meets the 70% threshold of clock hours completed to clock hours scheduled to be completed****. This is the school' s option; if a school opts not to use clock hours scheduled to be completed, the calculation must be performed manually.***
- **Leave of Absence: see instructions in the cover letter.**
- For Post-Withdrawal Disbursements, go to the Post-Withdrawal tab and complete the tracking sheet.
- **Update** Notes and User Data, as needed.
- **Print** any pages that you need.

Follow up

After the calculation is complete, you must still follow up, as appropriate, including

- Return the funds,
- Make a post-withdrawal disbursement, and
- Send appropriate notifications to the students and/or parents.

For grant overpayments,

- Send the student a notice,
- Notify NSLDS, and refer the matter to the Department of Education, if necessary.