

September 2000

**Re: Return of Title IV Funds for Windows, Version 1.1.1**

This service release of Return of Title IV Funds for Windows, Version 1.1.1 includes three enhancements to the last release, Version 1.1, and two software fixes. The details of these changes are located in the “Issues Fixed in Return of Title IV Funds for Windows, Version 1.1.1” section.

Included in this letter are the following:

- The enhancements included in Version 1.1.1,
- The issues we resolved in Version 1.1.1,
- The results gathered from Return of Title IV Funds benchmark testing,
- The procedures for installing this upgrade, and
- A set of important reminders.

***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 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.

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** or via e-mail at **osfa\_csb@ed.gov**

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 will review your question and respond.

*CPS Customer Service*

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## Enhancements Included in Title IV Funds for Windows, Version 1.1.1

The following enhancements are all located on the R2T4 tab.

- ✕ On the Other Title IV Programs grid on page one, the column heading “Title for Program” has been changed to “Program Name.”
- ✕ On page 1, Step 2, when an entered withdrawal date falls within a scheduled break range (for institutions not required to take attendance), the pop-up message now reads: “The withdrawal date you have entered falls within a scheduled break range. You must use the school’s last scheduled class date prior to the break.”
- ✕ On page 3, Step 8, the column label for “Initial Amount to Return x 50%” is renamed “Initial Amount to Return.” The “Amount for Student to Return” column displays the amount reduced by 50%.

**Note 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 because this usually leads to a calculation more beneficial to the student. Since the use of scheduled hours in lieu of completed hours is the school’s option, if a school opts not to use clock hours scheduled to be completed, the calculation must be performed manually. For example: if a student has completed more hours than he or she was scheduled to complete as of the withdrawal date (such as, in a case where the student has accelerated the program), the software will calculate the return based upon the scheduled hours rather than the completed hours; therefore, an alternative such as the paper worksheets must be used. For a copy of the paper worksheets, refer to our website [http://ifap.ed.gov/csb\\_html/bookshlf.htm](http://ifap.ed.gov/csb_html/bookshlf.htm) and go to the Return of Title IV worksheets.

## Issues Fixed in Return of Title IV Funds for Windows, Version 1.1.1

The following two software fixes are located on the R2T4 tab:

- ✕ Return of Title IV Funds for Windows, Version 1.1.1 resolves an issue located on the R2T4 tab, on page 3. The software correctly divides the Amount for Student to Return between the Pell Grant, SEOG, and Other Title IV Funds columns, rather than totalling the amounts in the Pell Grant column. (This error occurred in previous versions when a PLUS loan was reported in Step 1, the school owed no portion of the Pell Grant back in Step 6, and the student owed SEOG and other grants in addition to Pell Grant funds.)
- ✕ The software retains data entered under Step 1 in the Other Title IV Programs grid if you switch to page 2 or page 3 without first saving the record. (In Versions 1.0 and 1.1, any data entered in this grid was lost and had to be re-entered if a save had not been performed on page 1 prior to switching to page 2 or page 3 of the R2T4 tab.)

## 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

## **Upgrading Return of Title IV Funds to Version 1.1.1**

Return of Title IV Funds, Version 1.1.1 is a service release of Version 1.1. You must have Version 1.1 installed before loading 1.1.1. (Version 1.1 is also available on SFADownload.) Do not attempt to upgrade from Version 1.0 to Version 1.1.1.

Version 1.1.1 does not perform any updates to your Return of Title IV Funds database (R2T4.mdb).

You must continue to have Windows 95, NT, or 98 as your PC operating system to run this version. You must also be in compliance with the system requirements outlined in Action Letter #2 (October 1997).

## ***Downloading Return of Title IV Funds, Version 1.1.1 from the Web***

Department of Education software and documentation are distributed via the Internet using the SFADownload Web site, <http://www.SFADownload.ed.gov>

If you do not have access to the Internet, or you have trouble opening the SFADownload Web site to download the EDEExpress for Windows software, call Title IV WAN Customer Service at **800/615-1189** to request diskettes.

**Note:** Some organizations restrict their users from downloading from FTP sites. If you have trouble downloading, try again later. If you are still unable to download, contact your technical support staff to ensure you have full FTP download rights.

## ***Downloading the Software to Your Hard Drive***

Return of Title IV Funds for Windows, Version 1.1.1 is available on the SFADownload Web site in one file (R2T4v111.exe) which you copy to a network drive or diskettes.

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 the "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**. You are taken to the downloading site.
6. Click the **Full Download** link to download the program that allows you to do the full installment. A **Save As...** dialog box will appear.
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.
8. Once the software disk file is downloaded, go to that location and double-click on R2T4v111.exe. The installation process automatically unpacks and saves the program in the directory: c:\temp or c:\windows temp; the program installs to the default location: C:\PROGRAMFILES\EDESUITE\Return of Title IV Funds v1\.

## ***Downloading the Paper Documentation from the Web***

You can download the paper documentation from the Internet in either Adobe PDF or Microsoft Word formats. The following types of paper documentation are available to download:

- Installation Guides
- Cover Letters
- Technical References

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 the "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**. 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.
7. If you select an Adobe PDF formatted file, click **File, Save As** from the menu bar, select a location on your hard disk, and then click the **Save** button to save the file.
8. 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.
9. 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.
10. 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.

## **Installing Return of Title IV Funds, Version 1.1.1**

To upgrade from Return of Title IV Funds, Version 1.1 to Version 1.1.1 you must perform the following procedures:

1. Back up your Return of Title IV Funds, Version 1.1 database (R2T4.mdb).
2. Install Version 1.1.1.

For further information regarding the Return of Title IV Funds installation process, consult the *2000-2001 Return of Title IV Funds for Windows 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, Version 1.1 database.
2. Close all running applications, including screensavers, e-mail notifiers, etc.
  1. Go to **Start | Run**, click Browse, locate the directory where you downloaded the install file (R2T4v10.exe) and double-click the R2T4v10.exe file to select it. This extracts the necessary install files to the c:\temp or c:\windows temp directory and automatically launches the install program. This program installs from the temp directory to the default directory of C:\PROGRAMFILES\EDESUITE\Return of Title IV Funds v1\ unless you have changed it. Make sure to install Return of Title IV Funds, Version 1.1.1 in the same directory that Return of Title IV Funds, Version 1.1 is installed.
3. Reboot your PC.

### ***Installing to a Network***

If you have multiple workstations accessing a networked EDEExpress 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 to which it is saved.
2. Reboot each PC after you have finished installing the software.

### ***Installing from Diskette***

The primary method for installing Return of Title IV Funds 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 1.1.1 diskette.

## 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
- ✕ Repair Database
- ✕ Compact Database

### ***Run the Repair Database Utility***

The Repair Database utility resolves inconsistencies (also called database corruption) in record 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 is updating 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 that is at least equal to three times the current size of the database.