TO: Financial Aid Administrators

FROM: John Bays, Chief
Information Technology Division

RE: Financial Aid Management System (FAMS) Survey

With the launch of the California Student Aid Commission ("Commission") new WebGrants System and our commitment to meet the changing needs of Cal Grant participating schools, please assist us by completing the following questionnaire.

At this time, the Commission does not have complete information available on the FAMS used by Cal Grant participating schools. This information serves a variety of uses; including data interfacing between systems, estimating cost of system distribution to institutions, Grant Delivery System planning, and general understanding of the environment in which we work.

Our goal is to determine the present systems/methodology used by institutions to handle financial aid, and the direction institutions are moving toward over the next 5 years in automation of financial aid.

If you have any questions relative to this survey, please contact the Commission ITS Help Desk at (888) 294-0148.

School Name: _____ USED#: _____

School official completing survey: _____

Title: _____

Address _____ City _____ ST _____ Zip _____

Phone _____ E Mail _____

WebGrants Coordinator: _____

Address _____ City _____ ST _____ Zip _____

Phone _____ E Mail _____

Information Technology Coordinator: _____

Address _____ City _____ ST _____ Zip _____

Phone _____ E Mail _____

CAL GRANT PROGRAM

FINANCIAL AID MANAGEMENT SYSTEMS SURVEY

School Name: _____

USED #: _____

A. System Information

1. Do you currently use FAMS for scholarships, grants or loans? (Check one)

❑ Yes ❑ No

2. What Desktop systems do you use in your daily work? (Please check all that apply)

❑ Windows ❑ Apple ❑ Linux

❑ 3270 Terminal ❑ Other (please name:) _____

3. What Browser and Version do you use? (Please check all that apply)

❑ Internet Explorer Version: _____

❑ Netscape Version: _____

❑ Other (please name) _____ Version: _____

4. Which type of connection do you have to the Internet? (Please check all that apply)

❑ T1 or faster ❑ ISDN (Integrated Services for Digital Networks)

❑ Cable Modem ❑ Modem: Connection speed to _____

❑ DSL (Digital Subscriber Line) ❑ Other (please name) _____

5. Do you use automation system(s) in your financial aid office? If so, what automation system(s) do you use in your financial aid office? (Please check all that apply)

❑ Datatel ❑ EDExpress ❑ Edtech ❑ Informs/SIS

❑ Peoplesoft ❑ Powerfaids ❑ SAFE ❑ SAFERS

❑ SAP ❑ SeniorSystems/SFA ❑ Sigma Systems

❑ SCT Banner/Banner 2000 ❑ In-house application (Homegrown)

❑ Other (please name) _____

6. What functions and services does your FAMS perform/provide? (Please check all that apply)

- ❑ Application Tracking
- ❑ Awarding including calculations
- ❑ Need Analysis
- ❑ Verification
- ❑ Payments/disbursement
- ❑ Loans
- ❑ Packaging/notifications

7. Does the FAMS interface with Internal systems such as: (Please check all that apply)

- ❑ Accounting
- ❑ Admissions
- ❑ Registrar's office

8. What types of external systems such as U.S. Department of Education, the Commission, or lenders use data file exchanges: (Please check all that apply)

- ❑ EDI (Electronic Data Interchange)
- ❑ XML (Extensible Markup Language)

9. How many Financial Aid personnel use your system concurrently? _____

B. IT Personnel Skills

10. Do you have IT personal available for: (Please check all that apply)

- ❑ Providing desktop and network support
- ❑ Application support

Comments: _____

11. Describe your Financial Aid System support: (Please check all that apply)

Average response time to system problems:

Minutes _____ Hours _____ Days _____

Comments: _____

Average time for system changes for FAMS:

Hours _____ Days _____ Weeks _____ Months _____

Comments: _____

C. Contract Services

12. Do you purchase support/maintenance services for your FAMS? If so what is the:

Average response time to system problems:

Minutes _____ Hours _____ Days _____

Average time for system changes for FAMS:

Hours _____ Days _____ Weeks _____ Months _____

Comments: _____

D. Cal Grant Processing

13. What is the most useful way of tracking Cal Grants in your office? (Please check all that apply)

- ❑ Monthly Paper Roster
- ❑ WebGrants
- ❑ Electronic roster
- ❑ Data files
- ❑ FAMS
- ❑ Other (please name) _____

14. If you use the data upload/download feature found in WebGrants for Grant Payments, how do you build/use those data files? (Please check all that apply)

- ❑ Automatic export/import of files from FAMS
- ❑ Information Technology performs this function
- ❑ Built by financial aid administrators using personal productivity tools (i.e. MSWord, Access, Excel or Text Editor)
- ❑ Other (please name) _____

This concludes the FAMS Survey. Again, we thank you for your time and assistance. The information gathered from this survey will greatly assist us in developing new tools and system enhancements that will better assist you and your colleagues in delivering grant aid to the students of California.

02/06/2003