EDExpress Use Survey

In order to assess how the financial aid community uses the EDExpress software to administer the Federal Student Aid Programs, as well as your satisfaction with the current EDExpress products, we are asking you to take a moment to answer the following questions.

Does your school use EDExpress, Direct Loan Tools or Student Status Confirmation Report software in some manner either to send and/or receive data from Federal Student Aid or as an internal tool only for such processes as cash management/ reconciliation? Please check one:

No_____ Thank you for your time; there is no need for you to continue.

Yes_____ If yes, please continue with this brief survey.

 Describe Your School, Your Role, and Your Current Use of EDExpress PC Products

1.   My School type is:

_____ Public 4 year
_____ Public 2 year
_____ Private
_____ Proprietary
_____ Vocational/Other

2.   Our institution processes financial aid (select one):
_____ in-house, using our own financial aid staff
_____ uses a Third-Party Servicer
_____ Other (insert text box for free-form answers)

3.   Our institution reports data for the following number of unique school codes (select one):
_____ 1 unique school code only
_____ Between 2 and 5
_____ Between 6 and 10
_____ Between 11 and 15
_____ Between 16 and 20

4.   Aid is disbursed to the following number of students at my institution(s):

_____ 500 or fewer students
_____ 501 to 1,000 students
_____ 1,001 to 2,500 students
_____ 2,501 to 5,000 students
_____ 5,001 to 10,000 students

_____ 10,001 to 20,000 students
_____ Over 20,000 students

5. I use the following EDExpress modules (choose all that apply):

Release 1.0:
_____ Global/Application Processing (to import ISIRs, etc.)
_____ Packaging (to track and/or award financial aid)

Release 2.0:
_____ Pell including ACG and/or National SMART (to originate and disburse grants)
_____ Direct Loan (to originate and disburse loans)
_____ TEACH (to originate and disburse TEACH grants)

Others:
_____ Direct Loan Tools (to monitor cash, reconcile, rebuild, and/or print SAS)
_____ Student Status Confirmation Report (SSCR to certify borrower enrollment statuses)

6.   I use EDExpress in the following way (select one):

_____ By itself, not in combination with any other system
_____ In combination with a homegrown school system (combo school)
_____ In combination with a vendor-provided system (combo school)
_____ Only as a "translator" to turn my system's files into XML format
_____ Other (insert text box for free-form answer)

7.   My percentage of use of EDExpress is:
_____ 100%, I use EDExpress by itself; I am not a combo school
_____ Is in combination with my homegrown or vendor-provided system (my system) **and**

As a combo school, my use is <u>approximately</u> (select one):

_____ 90% work done on EDExpress; 10% work done on my system
_____ 50% work done on EDExpress; 50% work done on my system
_____ 10% work done on EDExpress; 90% work done on my system
_____ EDExpress is used for XML formatting only; 100% work done on my system

8.   **If you are a Direct Loan school, do you use EDExpress to print Master Promissory Notes (select the answer the most closely represents your process)?**
_____ Yes, I use EDExpress to print MPNs
_____ No, COD prints MPNs for students at my school

_____ No, we direct our borrowers to the eMPN web site to print MPNs
_____ No, we use our homegrown or vendor-provided system to print MPNs
_____ N/A, I am not a Direct Loan School

9.   My institution's preferred Web browser is (Choose one of the following):

_____ Internet Explorer
_____ Firefox
_____ Netscape
_____ Other (insert text box for free-form answers)

10.   I use the following Operating System most often:

_____ Windows NT
_____ Windows 2000
_____ Windows XP
_____ Vista
_____ Mainframe OS
_____ Other (insert text box for free-form answers)

11.   The EDExpress software I use is installed on a (select one):

_____ Standalone PC
_____ Network of 2 to 5 PCs
_____ Network of more than 5 PCs

12. If Federal Student Aid decides to host a focus group to discuss EDExpress issues, would you be interested in participating?

_____ Yes, please send an invitation to my e-mail address (insert text box)
_____ No

13. My satisfaction with Federal Student Aid's EDExpress PC products can best be described as:

_____ Extremely Satisfied
_____ Satisfied
_____ No Opinion
_____ Dissatisfied
_____ Extremely Dissatisfied

Please provide comments in the text box below on how these products can be improved, or the current features you find most helpful.

(Insert Text Box for free-form comments)