



F E D E R A L
STUDENT AID

We Help Put America Through School

Search Engine Update

Oct 16, 2002



History

- Sept – Dec, 2000 -- Worked with Logicon Inc. (Autonomy partner) to implement Autonomy as FSA's enterprise search solution
- Jan – March, 2001 – FSA Applications (IFAP, Schools portals) implemented Autonomy in production
- April, 2001 – present
 - Additional applications using Autonomy
 - Financial Partner Portal
 - Students Portal
 - Program Guidance
 - FSA Intranet
 - FAFSA on the Web (Future)
 - User community is unhappy with search capability
 - Autonomy came onsite 2 times to examine/verify configuration with incremental improvements
 - Continuously working with Autonomy support to resolve issues



The Problem

- Users prefer keyword search to conceptual search
- Search result sort order – relevance, last modified date
 - Autoindexer sorts on index date vs last modified date
- Users are continuously seeking better the search results
 - Ambiguous search summary
 - Search against 'org chart' keywords
 - Search for annual published electronic publications
 - Education and FSA website Homepage URLs in search results for keyword searches, ie. FAFSA for 'FAFSA on the Web'
- Lack 'Google-like' user experience



Example Search 1

IFAP Publications Search Tool - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print Mail News RSS

Links >> Address <http://test.ifap.ed.gov:8532/IFAPWebApp/autonomySearch.jsp11> Go

Customize Search Sign in My Yahoo! Oddly Enough Yahoo! Yahoo! Mail News Finance

Home FSA Portal Contacts What's New Feedback Site Map

IFAP FSA Information for Financial Aid Professionals U.S. Department of Education

Member Services

Current Publications by Title
Publications by Topic
Archived Publications by Title

Keyword Search
 GO

Advanced Search
Contacts
FSA Customer Support
CSCC

Search: Please type your search in the box below.
Hints: There are several ways in which to phrase a search, depending on how broad you wish the results to be. Please click the one in which you are interested to see detail information and example: [Natural Language Searches](#), [Keyword Searches](#), [Phrase Searches](#), [Boolean Searches](#), [Wildcards](#). For more help information, please click [here](#).

Publication Date Range
From: (MM/DD/YYYY)
To: (MM/DD/YYYY)

Posted Date Range
From: (MM/DD/YYYY)
To: (MM/DD/YYYY)

Number of Results:
Minimum Result Threshold: %

Show Summary

Publication Type Selection:
HEA Amended 11/98
NSLDS Reference
Pell Grant (RFMS)
Policy Bulletins
Program Review Guidance
Reauthorization
Regs Compilations
Return to Title IV Worksheets
SAR/ISIR Reference
SSCR User Guides

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Done Internet



Autonomy Search Results

IFAP Publications Search Tool - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print Copy Paste Mail Yahoo! Messenger

Address http://test.ifap.ed.gov:8532/IFAPWebApp/queryResult.jsp11 Go

Customize Search Sign in My Yahoo! Oddly Enough Yahoo! Yahoo! Mail News Finance

Suggest Weight Title **10 records returned**

[About the Results Page](#)

- 96% [February 2002 2002 2003 Federal Pell Grant Program Technical Reference P...](#)
February 2002 2002 2003 Federal Pell Grant Program Technical Reference Pell Processing 4 26. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Pell Processing 4 27. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Pell Processing 4 28. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Pell Processing 4 29.
- 96% [February 2002 2002 2003 Federal Pell Grant Program Technical Reference O...](#)
February 2002 2002 2003 Federal Pell Grant Program Technical Reference Overview. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Overview. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Overview. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Overview.
- 96% [February 2002 2002 2003 Federal Pell Grant Program Technical Reference I...](#)
February 2002 2002 2003 Federal Pell Grant Program Technical Reference Implementation Guide 2 18. June 2002 The Pell Processor is ready to receive 2002 2003. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Implementation Guide 2 22. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Implementation Guide 2 23.
- 96% [Department of Education February 2002 2002 2003 Federal Pell Grant P...](#)
Federal Pell Grant Program. 2002 2003. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Overview. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Overview. February 2002 2002 2003 Federal Pell Grant Program Technical Reference Overview.
- 96% [February 2002 2002 2003 Federal Pell Grant Program Technical Reference C...](#)
February 2002 2002 2003 Federal Pell Grant Program Technical Reference Custom Layouts 1 53. June 2002 2002 2003 Federal Pell Grant Program Technical Reference Custom Layouts 1 55. February 2002 2001 2002 Federal Pell Grant Technical Reference Custom Layouts 1 58. June 2002 2002 2003 Federal Pell Grant Program Technical Reference Custom Layouts 1 83.
- 96% [February 2002 2002 2003 Federal Pell Grant Program Technical Reference C...](#)
June 2002 2002 2003 Federal Pell Grant Program Technical Reference Custom Layouts. 1 13. June 2002 2002 2003 Federal Pell Grant Program Technical Reference Custom Layouts. 1 16. June 2002 2002 2003 Federal Pell Grant Program Technical

Internet



Google Search Results

IFAP Publications Search Tool - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address <http://test.ifap.ed.gov:8532/IFAPWebApp/googleResult.jsp11> Go

Customize Search Sign in My Yahoo! Oddly Enough Yahoo! Yahoo! Mail News Finance

Searched for **pell grant 2002** Results 1 - 10 of about 143. Search took 0.1 seconds.

Sort by: [Date](#) / [Relevance](#)

[Title](#)
Publications by Topic
Archived Publications by Title

Keyword Search GO

Advanced Search

Contacts
FSA Customer Support

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[PDF] [2002-2003 Federal Pell Grant Program Technical Reference File ...](#)
... 2002-2003 Federal Pell Grant Program Technical Reference File Naming Conventions and IFAP Posting Order Note: When putting together your technical reference ...
test.ifap.ed.gov:8532/pgfrmsprocess/attachments/0203PTRFileNamingNew.pdf - 2002-03-14

[PDF] [Federal Pell Grant Program Technical Reference Table of ...](#)
... January 2002 (2002-2003) Federal Pell Grant Program Technical Reference Table of Contents DRAFT i Federal Pell Grant Program Technical Reference Table of ...
test.ifap.ed.gov:8532/pgfrmsprocess/attachments/0203TOC.pdf - 2002-01-16

[PDF] [2002-2003 Federal Pell Grant Program Technical Reference File ...](#)
... 2002-2003 Federal Pell Grant Program Technical Reference File Naming Conventions Note: When putting together your technical reference, use the following table ...
test.ifap.ed.gov:8532/pgfrmsprocess/attachments/0203FileNamingConventions.pdf - 2002-01-16

[PDF] [2002-2003 Federal Pell Grant Program Technical Reference \(...](#)
... 2002-2003 Federal Pell Grant Program Technical Reference (Change Page) File Naming Conventions Note: When putting together your technical reference, use the ...
test.ifap.ed.gov:8532/pgfrmsprocess/attachments/0203PeFileNamingConventionsJune.pdf - 2002-08-02

[IFAP - Pell RFMS Materials](#)
... Publication Date: May 2002. Section: Federal Pell Grant Initial Authorization for 2002-2003. Summary ...
test.ifap.ed.gov:8532/pgfrmsprocess/0524InitAuth.html - 7k - 2002-05-24

[IFAP - Pell RFMS Materials](#)
... Publication Date: May 16, 2001. Section: Federal Pell Grant Initial Authorization for 2001-2002. Summary ...
test.ifap.ed.gov:8532/pgfrmsprocess/0516PellGtIniAuthor.html - 6k - 2001-05-16

[IFAP - Pell RFMS Materials](#)
... Summary: 2002-2003 Pell Grant Program Technical Reference - Combination Systems.

Internet



Example Search 2

IFAP Publications Search Tool - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print Mail News RSS

Links >> Address <http://test.ifap.ed.gov:8532/IFAPWebApp/autonomySearch.jsp11> Go

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IFAP FSA Information for Financial Aid Professionals
U.S. Department of Education

Member Services

Current Publications by Title

Publications by Topic

Archived Publications by Title

Keyword Search

GO

Advanced Search

Contacts

FSA Customer Support

CSCC

Search: Please type your search in the box below.
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return to title IV Search

Publication Date Range

From: (MM/DD/YYYY)

To: (MM/DD/YYYY)

Posted Date Range

From: (MM/DD/YYYY)

To: (MM/DD/YYYY)

Number of Results: 10

Minimum Result Threshold: 10 %

Show Summary

Publication Type Selection:

- Accrediting
- Action Letters
- Audit Guides
- Blue Books
- Campus-based Programs
- Conferences/Presentations
- Counselor Handbooks
- Dear Partner Letters
- Default Rate
- Direct Loan Bulletins

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Internet



Autonomy Search Results

The screenshot shows a Microsoft Internet Explorer browser window titled "IFAP Publications Search Tool - Microsoft Internet Explorer". The address bar displays "http://test.ifap.ed.gov:8532/IFAPWebApp/queryResult.jsp11". The search results page is titled "Suggest Weight Title" and indicates "10 records returned". The results are listed in a table with columns for a checkbox, a percentage (all 96%), and a title. The first result is "IFAP Federal Registers" with a description: "One committee (Committee I) would address issues related to the Title IV student loan programs. The other committee (Committee II) would address all other Title IV student aid issues. Based upon that withdrawal, the institution would have completed the Return of Title IV Aid calculation, which may have required it and the student to return funds to the Title IV programs." The second result is "Thursday, August 8, 2002. Part V. Department of Education." with a description: "The other committee Committee II would. address all other Title IV student aid issues. B. Enrollments in Programs That Are Not Eligible for Title IV, HEA Assistance. HEA applies only to programs eligible for Title IV HEA program assistance. Current Regulations Section 668.22 d 1 vi of the Return of Title IV." The third result is "Your completed FISAP must be transmitted via FISAP on the W..." with a description: "PART IV FSEOG Program Report Instructions. 28. Schools must annually apply for the Title III/ V eligibility designation. Instructions for Part IV Federal Supplemental Educational. Field by field instructions for Part IV." The fourth result is "epartment of Education February 2002 2002 2003 Federal Pell Grant P..." with a description: "Institution funds used before receiving Title IV program funds. Title IV student financial aid distributed by the federal government. This system prescreens applications for Title IV aid, supports program administrative research functions, and improves Title IV aid delivery. through automation and standardization. T. TIVWAN Title IV Wide Area Network." The fifth result is "Your completed FISAP must be transmitted via FISAP on the W..." with a description: "Schools must annually apply for the Title III eligibility designation. Instructions for Part IV: Federal Supplemental Educational Opportunity Grant Program (FSEOG) Who must complete Part IV You must complete Part IV if your school received FSEOG Federal funds for 2001-2002. Any amount you transferred from FWS and did not spend in FSEOG, you must return to FWS." The sixth result is "CONTENTS. CHAPTER THREE. INSTITUTIONAL ELIGIBILITY AND ADMINISTRATIVE REQUIREMENTS. INTRODUCTION." with a description: "Time Frames for Return of Funds. 100. Participate in the Title IV Wide Area Network TIV WAN. Excess cash must be. returned to the Department immediately. This 600 must. be returned to the Stafford loan"

| | Suggest | Weight | Title |
|----|--------------------------|--------|--|
| 1. | <input type="checkbox"/> | 96% | IFAP Federal Registers One committee (Committee I) would address issues related to the Title IV student loan programs. The other committee (Committee II) would address all other Title IV student aid issues. Based upon that withdrawal, the institution would have completed the Return of Title IV Aid calculation, which may have required it and the student to return funds to the Title IV programs. |
| 2. | <input type="checkbox"/> | 96% | Thursday, August 8, 2002. Part V. Department of Education. The other committee Committee II would. address all other Title IV student aid issues. B. Enrollments in Programs That Are Not Eligible for Title IV , HEA Assistance. HEA applies only to programs eligible for Title IV HEA program assistance. Current Regulations Section 668.22 d 1 vi of the Return of Title IV . |
| 3. | <input type="checkbox"/> | 96% | Your completed FISAP must be transmitted via FISAP on the W... PART IV FSEOG Program Report Instructions. 28. Schools must annually apply for the Title III/ V eligibility designation. Instructions for Part IV Federal Supplemental Educational. Field by field instructions for Part IV . |
| 4. | <input type="checkbox"/> | 96% | epartment of Education February 2002 2002 2003 Federal Pell Grant P... Institution funds used before receiving Title IV program funds. Title IV student financial aid distributed by the federal government. This system prescreens applications for Title IV aid, supports program administrative research functions, and improves Title IV aid delivery. through automation and standardization. T. TIVWAN Title IV Wide Area Network. |
| 5. | <input type="checkbox"/> | 96% | Your completed FISAP must be transmitted via FISAP on the W... Schools must annually apply for the Title III eligibility designation. Instructions for Part IV : Federal Supplemental Educational Opportunity Grant Program (FSEOG) Who must complete Part IV You must complete Part IV if your school received FSEOG Federal funds for 2001-2002. Any amount you transferred from FWS and did not spend in FSEOG, you must return to FWS. |
| 6. | <input type="checkbox"/> | 96% | CONTENTS. CHAPTER THREE. INSTITUTIONAL ELIGIBILITY AND ADMINISTRATIVE REQUIREMENTS. INTRODUCTION. Time Frames for Return of Funds. 100. Participate in the Title IV Wide Area Network TIV WAN. Excess cash must be. returned to the Department immediately. This 600 must. be returned to the Stafford loan |



Google Search Results

The screenshot shows a Microsoft Internet Explorer browser window with the following details:

- Browser Title:** IFAP Publications Search Tool - Microsoft Internet Explorer
- Address Bar:** <http://test.ifap.ed.gov:8532/IFAPWebApp/googleResult.jsp11>
- Search Bar:** Searched for **return to title IV**. Results 1 - 10 of about 1190. Search took 0.34 seconds.
- Sort by:** [Date](#) / [Relevance](#)
- Message:** "to" is a very common word and was not included in your search. [\[details\]](#)
- Search Results:**
 - [IFAP - Return of Title IV Aid Worksheets](#)
... **Return of Title IV** Aid Worksheets: Posted on January 4, 2000 **Return** of Aid Worksheets Available We are pleased to announce the availability of worksheets to ...
test.ifap.ed.gov:8532/aidworksheets/archived.htm - 10k - 2000-01-04
 - [PDF] [Session 3 Return of Title IV Funds](#)
... Reauthorization Training Spring 2000 Participant's Guide 3-1 Session 3 **Return** of **Title IV** Funds Resources Code of Federal Regulations: 34 CFR Section 668.22 ...
test.ifap.ed.gov:8532/sfadepot/attachments/re-par3_a.pdf - 1999-01-07
 - [PDF] [Return to Title IV Funds](#)
Page 1. **Return to Title IV** Funds NASFAA 2001 Nashville, Tennessee July 22-25, 2001 Page 2. ...
test.ifap.ed.gov:8532/presentations/attachments/2001R2T4EDLogo.pdf - 2001-07-30
 - [PDF] [Return of Title IV Funds Requirements and Deadlines Party ...](#)
... E3-1 **Return of Title IV** Funds Requirements and Deadlines Party Responsible Requirement Deadline School Determining withdrawal date for student who withdraws ...
test.ifap.ed.gov:8532/sfadepot/attachments/e3.pdf - 2001-10-19
 - [PDF] [Return of Title IV Funds Requirements for Notifications Party ...](#)
... E4-1 **Return of Title IV** Funds Requirements for Notifications Party Responsible Notification Requirements School Consumer Information y School's withdrawal ...
test.ifap.ed.gov:8532/sfadepot/attachments/e4.pdf - 2001-10-19
 - [PDF] [Return of Title IV Funds: Determining Trigger Dates Student's ...](#)
Page 1. E5-1 **Return of Title IV** Funds: Determining Trigger Dates Student's Withdrawal Date School's Determination that Student Withdrew Method of Withdrawal 1 ...
test.ifap.ed.gov:8532/sfadepot/attachments/e5.pdf - 2001-10-19