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FEDIX ON-LINE INFORMATION SERVICE

"Design, Develop, Test, and Implement an On-Line
Research and Education Information Service"

Annual Status Report
Sept. 1992 - August 1993
~~March 1, 1992 - February 28, 1993~~

Department of Energy Grant Number DE-FG05-89ER75527

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Submitted by:

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MASTER

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I. INTRODUCTION

Federal Information Exchange, Inc. (FIE) is a diversified information services company that is recognized as the major electronic link between the higher education community and the Federal government in the field of research administration. FIE provides a range of information related services to the government, academic and private sectors, including database management, software development and technical support. FEDIX is the on-line information service designed, developed and implemented by FIE to accomplish the following objectives:

1. Broaden the participation of the education community in Federal research and education programs by providing free and unrestricted on-line access to information from all participating Federal agencies;
2. Provide the education community with on-line access to a single keyword-searchable system for research and educational funding opportunities at the participating Federal agencies.

FEDIX was developed by FIE to provide educators with easy access to accurate and timely information regarding federal funding opportunities for research and educational activities. During this reporting period, the number of registered FEDIX users increased from 7,877 to 32,329, which is a 410% increase. Approximately 1.6 million people had access to FEDIX data during the reporting period. (This estimate is based on survey results regarding the total number of people who actually utilized information retrieved from FEDIX, which included actual FEDIX users as well as non-users who are given access to FEDIX information via interoffice mail, newsletters, bulletin board systems, etc.).

Federal representatives believed that the FEDIX system also had the potential for improving the competitiveness, equity and quality of the grant/contract process for higher education institutions. Government officials recognized the value of providing the education community with current information from all federal agencies regarding agency priorities, new programs, budgets, funding announcements, policy making, news, meetings and other information. Agency personnel were convinced that offering current and comprehensive information in this manner would increase the number of well-targeted proposals submitted from educators and researchers.

In September of 1989, FIE received a research grant from the Department of Energy to design, develop, and implement an on-line research and education information service. Initially, the FEDIX system included descriptions of research activities at DOE research facilities including Argonne National Laboratory, Brookhaven National Laboratory, Lawrence Berkeley National Laboratory, Oak Ridge National Laboratory and Pacific Northwest Laboratory. In addition, information from the National Aeronautics and Space Administration and the Office of Naval Research was included in the fledgling system.

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At the end of the third reporting period (September 1992), there were nine agencies participating in the FEDIX/MOLIS project¹. The Department of Energy, the Office of Naval Research, the National Aeronautics and Space Administration, the Federal Aviation Administration, and the Air Force Office of Scientific Research all have comprehensive listings of research and educational activities on FEDIX. The Department of Commerce, the National Science Foundation, the Department of Housing and Urban Development, and the Agency for International Development are supplying information to FEDIX relating exclusively to minority research and educational programs and activities undertaken at each of these agencies. The Department of Education and the National Security Agency also supplied minority data to FEDIX through September 30, 1992.

¹ MOLIS and FEDIX are two databases designed and implemented by FIE. The Minority On-Line Information Service (MOLIS) provides information about the capabilities of Historically Black Colleges and Universities (HBCUs) and Hispanic-Serving Institutions (HSIs) to federal agencies seeking to strengthen and support HBCUs and HSIs. One of the main objectives of the MOLIS project is to achieve an increase in the participation by HBCUs and HSIs in federally sponsored programs.

Under a grant from the Department of Energy, with funding from the Department of Energy, the National Science Foundation, the National Aeronautics and Space Administration, the Department of Housing and Urban Development, the Agency for International Development, and the Department of Commerce, Minority Business Development Agency, the MOLIS project provides free access to minority federal opportunity information contained in the FEDIX database and supports institutional capability.

II. PROJECT SCOPE

Federal Information Exchange, Inc. developed and maintains FEDIX to serve the information needs of researchers and educators as well as federal program administrators. Each of these groups has distinct yet complementary interests in the FEDIX system. Federal administrators utilize FEDIX for a variety of reasons including: reaching a broader pool of potential awardees for research and educational opportunities; reducing the cost, time and labor involved in describing pertinent activities to interested parties, routing calls to appropriate program managers and mailing program announcements and other written material.

Many research scientists, educators and other end-users of the system view FEDIX as a valuable source of current information regarding new or existing federal activities that would advance their individual or institutional goals. While such information is provided directly by each agency, it is often difficult for those with the requisite skills, experience and interest to become aware of a program's existence or to locate the appropriate person to ask for more information.

The FEDIX service was developed to be easy to use and available at no cost to anyone accessing the database. Following the suggestions of the Department of Energy, FEDIX was designed to be hardware independent. The service is accessible by anyone using a computer with a modem operating at 1200, 2400 or 9600 baud, or any computer connected to the Internet. The service is available 24 hours a day, seven days a week, and a helpline is available to provide callers with technical assistance from 8:30 a.m. to 5 p.m. Eastern Standard Time, Monday through Friday. FEDIX system features include:

1. Custom menu driven interfaces
2. Interactive customer designed databases
3. Both keyword and text search capabilities
4. Easy access to information displays or downloads
5. Access from any type of PC/terminal with a communications package
6. One number access to 11 federal agencies' information.
(This includes the Department of Education and the National Security Agency who participated in FEDIX through September 30, 1992.)

Throughout the reporting period, FIE staff maintained and incrementally improved the established information services provided on FEDIX. Activities undertaken by the staff can be categorized into four major groups: Data collection, system software upgrades, system hardware upgrades, and outreach/administrative support.

Because the primary goal of the FIE staff is to provide the most current and complete information possible about federal research and educational opportunities via the FEDIX system, the staff assisted designated contact persons at each participating agency in enhancing the quality and availability of information and services to the academic community. Updated research and education program descriptions were collected and indexed with appropriate keywords. Current funding announcements from the Commerce Business Daily, Federal Register, agency newsletters, and other publications were consistently and continuously uploaded to the system throughout the reporting period. Modifications to software comprising the on-line system have enhanced the ability of agency personnel to upload information electronically. This enhancement increases the efficiency and speed of the data collection process. Other key categories of data that were updated and made available to FEDIX users include the following:

- o Faculty/student educational programs and services
- o Minority-targeted programs and services
- o Research equipment grants
- o Federal and university research facilities
- o Agency contact information
- o News/current events announcements

A number of system software and hardware upgrades were implemented during the reporting period. Generally, these upgrades were undertaken in order to reduce the amount of routine maintenance on the existing system so that more resources could be applied to research, planning and development of a substantially improved version of FEDIX. In addition, system hardware and software was reconfigured in order to accommodate increasingly heavy usage.

Overlaying all of the technical activities that effectively maintain and improve the functional attributes of the on-line system are specific outreach and administrative duties. Marketing, user support and training, user satisfaction evaluations, status reports, system usage profiles and other activities are included under this category of service.

III. MAJOR ACCOMPLISHMENTS

FIE is committed to achieving the stated goals of the FEDIX project - to broaden the participation of the education community in federally sponsored research and education programs by disseminating information about federal research and educational opportunities.

SYSTEM USAGE

Because of the active cooperation of the participating agencies, the FIE staff was able to improve the quality and scope of the information offered on FEDIX. Also, modifications to the systems software implemented by the FIE programming staff increased the availability of the data to FEDIX users. In addition, both the participating agencies and FIE staff promoted the use of the system at numerous seminars, workshops, and meetings. Each of these efforts contributed to the extraordinary growth in the number of users calling the system during the reporting period.

The total number of registered FEDIX users increased from 7,877 users on March 1, 1992 to 32,329 users at the end of February 1993, a 410% increase. At the beginning of March 1992 FEDIX users represented 4,126 different organizations. By the end of February 1993, 16,374 organizations were being represented by all callers to the FEDIX system.

The percentage of FEDIX callers representing basic organizational categories - colleges/universities, pre-college, government, other (including hospitals, libraries, industry, and unaffiliated) - has remained relatively stable throughout the reporting period. At the end of the reporting period, 50 percent of the callers were affiliated with a college or university, 13 percent represented pre-college organizations, 10 percent were federal, state and local government workers, and 27 percent called from some organization other than the aforementioned, including hospitals, libraries, industry, media, or were non-affiliated users. See Appendix A for a graphic summary of FEDIX usage.

In order to achieve greater communication and interaction between the federal government and the education community via FEDIX, FIE technical and administrative staff have undertaken and accomplished a variety of tasks during this reporting period. These tasks are described in detail below and grouped into the following major categories: data collection, system software upgrades, system hardware upgrades, and outreach/administrative support.

A. DATA COLLECTION

Because the main objective of the FEDIX on-line service is to disseminate current, accurate and useful data from the federal agencies to the education community, data collection from participating agencies is the highest priority for FIE staff. During this reporting period, FIE staff focussed on improving methods by which data is collected from agencies and other sources as well as increasing the amount of information disseminated via FEDIX regarding federal research and educational opportunities.

Major tasks related to updating and advancing the data pool on FEDIX undertaken between March 1, 1992 and February 28, 1993 are detailed below:

As of February 28, 1993, the FEDIX database disseminated information about 1028 research and education programs for all of the participating agencies collectively. While nearly all agencies supplied additional program descriptions for uploading to the system, significant increases in the number of program records came from NASA and DOE in particular. Combined, the number of programs carried on FEDIX for these two agencies totals 750. Information about research and education programs is updated on an on-going basis throughout the year. However, a yearly request to update all programs is made through the designated agency point-of-contact for the FEDIX project. Revised or new program descriptions received after the update request are processed (i.e., massaged, edited, and assigned keywords) and then uploaded to the system by FIE staff.

FIE database services staff updated 35 records of the university research nuclear reactor database. The nuclear reactor database provides access to faculty and students at higher education institutions with information about available research reactors. The database describes in detail the characteristics and capabilities of each reactor and lists points-of-contact so that interested parties can apply to use the reactors through the reactor-owning institution. It also describes current research being conducted on each reactor, available coursework utilizing the facilities, associated fellowships and traineeships, and availability of the reactors.

The average number of research equipment items was expanded significantly on the Department of Energy's Eligible Equipment Grant Access Data System (EEGADS) during this reporting period. DOE awards grants of excess energy research equipment to U.S. colleges and universities and other non-profit institutions of higher education in order to encourage and promote energy-related research and development. Prior to January 1993, no microcomputers were listed in the equipment file. Since then, DOE authorized information about excess microcomputer equipment to be disseminated to colleges and universities through the Eligible Equipment Grant Access Data System, thus increasing the number of EEGADS equipment items posted each month by about one third. Richard Stephens, Director of University and Science Education Programs and Larry Barker, Program Manager, Office of University and Science Education Programs were instrumental in winning authorization of the microcomputer equipment listings on FEDIX.

FIE database management staff uploaded text from the **1992 Research & Technology Report** describing current research activities for the National Aeronautics and Space Administration's Goddard Space Flight Center (GSFC). GSFC is located in Greenbelt, Maryland and is responsible for designing, constructing, tracking and communicating with satellites for Earth monitoring and space exploration. The services provided by FIE staff to put GSFC data on-line with FEDIX included massaging data, developing a menuing system built around the text of the **Research & Technology Report**, uploading text to the system, and developing downloadable files. Additionally, staff of NASA's University Program Branch under the direction of Sherri McGee forwarded the **1993 Information Guide for Research and Education Programs** from the Langley Research Center (LaRC). FIE database management staff have commenced processing the information contained in the Information Guide. The text and associated system menus became available on FEDIX shortly after the close of this reporting period. The GSFC and LaRC data will significantly increase the base of information in FEDIX regarding research and educational activities sponsored by NASA.

As part of the standard database management services that FIE staff provide to agencies that participate in FEDIX, announcements from the Commerce Business Daily and the Federal Register were scanned and uploaded to FEDIX daily. Announcements from these publications were selected on the basis of sponsorship and subject matter (i.e., announcements of opportunities were selected if sponsored by participating agencies and pertained to research and educational activities). The daily number of announcements listed on FEDIX is approximately 145 announcements.

Other notable activities related to the maintenance of data on FEDIX includes the following:

- o The Federal Aviation Administration aggressively updated its on-line file of agency news and current events information, as well as legal information including civil penalty decisions and legal interpretations. Collaboration with key FAA staff, including Phillip Woodruff, Latisha Ferguson, and Diane Speed, enabled these and other updates to be implemented efficiently and consistently throughout the reporting period.
- o With the unfailing cooperation of Christina Whitcomb, Assistant to the Editor for the **NSF Bulletin**, and others at the National Science Foundation, the FIE database management staff updated the **NSF Bulletin** database each month during the reporting period. The **NSF Bulletin** database on FEDIX provides monthly listings about NSF sponsored programs, deadline dates, and sources of more information.

o Joan Boggs of the Air Force Office of Scientific Research provided FIE staff with an update AFOSR's **Research Interests** pamphlet containing the complete listing of current research and education activities - nearly 60 programs - sponsored by the Office. Because the document was provided in an electronic format, program descriptions and other information from the pamphlet were quickly and easily uploaded to the online system.

o The Office of Naval Research expanded participation from within ONR, which resulted in wider scope of information about ONR research and education activities on FEDIX during the reporting period. Deborah Hughes and Barbara Thurman were instrumental in providing current and complete updates of ONR information on FEDIX, particularly with regard to Accelerated Research Initiatives and other special programs given increased emphasis by ONR during the reporting period.

B. SYSTEM SOFTWARE UPGRADES

During the time frame covering March 1992 to February 1993, software enhancements to FEDIX may be characterized in three ways: user interface, internal functionality and required maintenance. Each of these will be summarized in turn below.

First, the user interface to FEDIX was improved by making the information more accessible and easier to read in numerous areas (these improvements are detailed below). FEDIX was also enhanced in line with the One Number Access upgrade that allows users to dial one telephone number to access all of FIE's on-line database services. In addition, FEDIX was made more compatible for users connecting via a Sun Workstation.

Second, the internal functionality of FEDIX was improved for increased performance and ease of maintenance. Internal enhancements were also made to accommodate the vastly increased number of calls and users. In addition, changes were made to increase the accuracy of collected user statistics.

Lastly, specific modifications in a number of areas in the FEDIX application code have resulted in a decreased amount of manhours required to maintain the existing FEDIX program. The number of maintenance programmers was reduced. The reduction in maintenance requirements of the current system enabled staff and resources to begin to focus on developing a new version of FEDIX with vastly improved connectivity, file transfer, search and maintenance capabilities as outlined in the meeting with participating agency representatives during Spring 1992.

Presented below is a list of improvements made to the FEDIX user interface between March 1, 1992 and February 28, 1993:

1. The Program Contacts display utility was made easier to read for those contacts with a larger amount of information associated with them.
2. Due to the increased number of downloadable files available on the system, the facility to select downloadable files by category was enhanced to allow for multi-screen file category listings.
3. Developed an email facility that enables users to transfer files via Internet email.
4. The format of displayed DOE Publications was enhanced in line with another enhancement in the FEDIX data maintenance program.
5. The File Upload facility was enhanced to give the user the option to re-try his/her upload in the event of a communications failure.
6. The Mail Message facility was made more user friendly by the addition of instructions on how to finish a mail message.
7. The DOE Reactor facility was improved by allowing for the display of a 10 digit zip code.
8. The Agency News facility was improved by making the news item headline easier to read.
9. The DOE EEGADS facility was enhanced to allow for the display of the Federal Supply Code (FSC) for each item listed.
10. The Cross-Agency Program Search was made more user friendly by grouping search results and menu items on the screen in a more logical fashion.
11. Both the NSF Bulletin Select-by-Title and Select-by-Keyword facilities were enhanced to ensure more consistent and logical user prompts.
12. The electronic file transfer process was modified to enable both dial-up (modem) users and Internet users to select and transfer all files from the (UNIX-based) top level menu area.

C. SYSTEM HARDWARE UPGRADES

The FIE technical staff routinely restructures the hardware that supports and operates the FEDIX system for a variety of reasons including: expanding system capabilities, improving operating efficiency, enhancing ease of use, and upgrading to new technologies. During the reporting period, numerous changes to FEDIX-related hardware were implemented by the technical staff. Although most of the changes resulted in significant benefits to users and to FIE staff who maintain the system's data and operational capabilities, many were small, incremental improvements. In the interest of clarity and brevity, below are listed the most significant hardware-related system modifications implemented during the reporting period.

1. Acquired T1 telephone line service for FEDIX to provide multi-user toll-free access to dial-up callers at a lower cost.
2. Established one number local and one number toll-free long distance telephone access to all FIE databases. This upgrade provides FEDIX users with access to additional information not available in a single FEDIX connection/login.
3. Re-routed cabling to computers holding FEDIX databases in order to increase operational reliability.

D. OUTREACH/ADMINISTRATIVE SUPPORT

FIE staff continued to increase awareness of FEDIX as a valued tool in increasing the interaction between the Federal government and the education community in order to advance specific research and educational objectives.

To that end, FIE staff represented the FEDIX system at key meetings and conferences sponsored and attended by government and education professionals. FEDIX demonstrations and training sessions were also conducted for various groups, especially at colleges and universities for campus staff who are responsible for identifying Federal research and education opportunities for their respective institutions. The meetings attended during the reporting period by FIE staff are listed below:

March 12 - 15, 1992 -

The American University Graduate School Council, Washington, DC.

March 18 - 22, 1992 -

National Association for Equal Opportunity in Higher Education, Washington, DC.

March 25 - 28, 1992 -

FAA National Congress, Oklahoma City, OK.

April 8 - 11, 1992 -

Society of Research Administrators, Southern Section Meeting, San Antonio, TX.

May 3 - 5, 1992 -

National Council of University Research Administrators, Region I and II, Cambridge, MA.

May 6 - 7, 1992 -

EPSCoR Meeting, Washington, DC.

May 21 - 22, 1992 -

National Grants Management Association, 13th Annual Training Conference, Rosslyn, VA.

June 6 - 10, 1992 -

Society of Research Administrators, Northeast Section Meeting, Baltimore, MD

June 24 - 25, 1992 -

Navy HBCU/Minority Training Conference, Pensacola Naval Training Center, Pensacola, FL.

September 6 - 12, 1992 -

HBCU Week, Washington, DC.

September 13 - 15, 1992 -

Minority University Space Interdisciplinary Network, Second Annual Conference, Goddard Space Flight Center, Greenbelt, MD.

September 13 - 16, 1992 -

Society of Research Administrators 25th Annual Meeting, Orlando, FL.

September 27 - 29, 1992 -

Hispanic Association of Colleges and Universities Sixth Annual Meeting, Washington, DC.

October 3 - 6, 1992 -

Minority Student Today, San Antonio Tx.

October 23, 1992 -
Project Learn Educators Conference, Wilkes Barre, PA.

October 28 - 31, 1992 -
EDUCOM '92 Conference, Baltimore, MD.

November 8 - 11, 1992 -
National Council of University Research Administrators 34th Annual Meeting.

November 19 - 21, 1992 -
2nd Annual National Conference on Aviation Magnet Schools, Phoenix, AZ.

November 30, 1992
Title III Conference, GW Marriott, Washington, DC.

December 1 - 3, 1992 -
Department of Energy, Annual Science Director's Meeting, Pentagon City, VA.

December 9 - 10, 1992 -
North Carolina AT&T Nineteenth Annual Extramural Funding Symposium,
Greensboro, NC.

January 13 - 14, 1993 -
Department of Energy, National Laboratory Meeting, Oak Ridge, Tennessee.

January 15 - 17, 1993 -
Quality Education for Minorities, Washington, DC.

February 5 - 8, 1993 -
Opportunities for Louisiana: Department of Energy Math, Science, and
Technology Education and Research Programs for HBCUs, Elementary,
Middle and Secondary Schools, Baton Rouge, LA.

February 11, 1993 -
Department of Commerce/MBDA Conference, Howard University,
Washington, DC.

February 17, 1993 -
Partners for Institutional Education and Training, Agency for International
Development, Washington, DC.

February 28, 1993 -
Computers In Libraries, "Access to Government Information Over the
Internet", Washington, DC.

Also within the same time frame, several articles and advertisements promoting the capabilities and benefits of FEDIX were released in the following publications:

Black Enterprise, January 1992, "Affirmative Action Watch - Helping Colleges Compete".

Homecoming. The Historically Black College Alumni and Campus Newspaper, Spring 1992, "FEDIX/MOLIS Projects Link Black and Hispanic Institutions with Federal Agencies".

On-Line Access Magazine, Fall 1992, "Editors Choice: Databases".

The Whole Internet Catalog & User's Guide, September 1992, "Resources on Internet", page 255.

DOE This Month, U.S. Department of Energy, October 1992, "Historically Black Colleges, Universities Receiving Increased Support" and "Information Service Assists HBCU's Growing Role in DOE Research".

SRA News, Volumes, No 1, No 2 and No 4, 1992.

See Appendix B for copies of the articles listed above.

FEDIX USER'S GUIDE, FIE FEDIX/MOLIS BROCHURE, AND FEDIX FACT SHEET

The FIE staff issued a new version of the FEDIX User's Guide (Fall 1992) that incorporated functional changes to the on-line system. Over 7000 copies of the FEDIX User's Guide were distributed to new and existing users at meetings attended by FIE staff throughout the reporting period. The User's Guide is used to provide step-by-step, detailed instructions for operating the system, as well as supplying new and potential users with information on the purpose of the system and potential benefits to its users.

In addition, over 6000 copies each of the FEDIX/MOLIS brochure and the FEDIX Fact Sheet were distributed at meetings and to new users during the reporting period. The FEDIX/MOLIS brochure provides users with a "snap shot" of the system, while the FEDIX Fact Sheet serves as a reference sheet for users.

See Appendix C for a copy of the latest FEDIX User's Guide, the FEDIX/MOLIS Brochure, and the FEDIX Fact Sheet.

FIE UPDATE NEWSLETTER

The "FIE Update", a company newsletter that informs current users and others interested in FEDIX about recent enhancements to the system and other developments affecting FEDIX and FIE, was released three times during the reporting period. See Appendix D for copies of issues of the "FIE Update" produced during the reporting period.

USER SATISFACTION EVALUATION

Constant evaluation of the system is crucial to the success of this effort. In October 1992, an independent survey analyst administered a user satisfaction survey to a random selection of 683 FEDIX users. The survey was conducted by Dr. Michael R. Dingerson, Associate Vice Chancellor for Research and Dean of the Graduate School of the University of Mississippi. The results of this survey are presented in detail in Appendix E and will be used to improve future service.

Briefly, analysis of the survey results enabled several conclusions to be drawn, including: 1) the number of users on FEDIX continues to increase; 2) users desire the one-stop-shopping technique for accessing government information; 3) users would like to be able to access information from additional agencies currently not participating in FEDIX; 4) extrapolating reported usage data from survey respondents, the estimated number of individuals currently receiving information from FEDIX, directly or indirectly, was 1.6 million.

Appendix A

FEDIX User Statistics

FEDIX USAGE

Users & Organizations

02/28/93

FEDIX USAGE

02/31/93

Universities

Pre-College

Government

Other

Appendix B

FEDIX Articles and Promotional Advertisements

AFFIRMATIVE-ACTION WATCH

HELPING COLLEGES COMPETE

Each year, historically black colleges and universities (HBCUs) compete for millions of dollars in research grants, procurement contracts and scholarship awards from federal government agencies. In the past, HBCUs have complained of the difficulties they face going up against larger majority institutions for these grants. The Federal Information Exchange Inc. (FIE) offers two computer systems to level the playing field in the grant wars.

The Federal Information Exchange (FEDIX) and the Minority On-Line Information Service (MOLIS) computer systems were born out of Executive Order 12677, which mandated a five-year, \$3 million small busi-

ness research grant to the Gaithersburg, Md.-based Federal Information Exchange Inc. The equipment and software to access the information systems are provided free to subscribing schools, which can then access the information for the cost of a telephone call.

The FEDIX system is a data base which provides information on 11 government agencies, such as the U.S. Department of Energy and the National Science Foundation. The system is intended to get information about grant opportunities to the educational institutions that

need it as quickly as possible.

The MOLIS database provides government agencies with a wealth of information on black and Hispanic colleges and universities. Current research capabilities, student population

listed. The system is a resource for agencies that previously said they never sought out HBCUs and Hispanic universities for contracts and grants because they knew little about them.

The MOLIS system is expected to have 107 HBCUs plus 38 Hispanic colleges and universities on-line by month's end. The FEDIX system hopes to add as many as 18 government agencies in the future. Director of customer services Patricia Deveau expects grants and contracts for HBCUs to increase.

Jean Manning, vice president of academic affairs at Langston University, welcomed FEDIX and MOLIS because her 3,400-student black col-

lege in Langston, Okla., doesn't have the staff to research grant information year-round. "Many times, when black colleges receive information about opportunities, it was due yesterday," she says.

MOLIS and FEDIX have generally been received favorably. However, Samuel Myers, president of the National Association For Equal Opportunity in Higher Education (NAFEO), says, "It is important to have a computer system that centralizes contract and grant opportunities and information on HBCUs, but the system that is established should be in the control of the HBCUs. We don't want the government to determine what institution should be matched up with what resources."

John Rodman, FIE president, says fears are unfounded. "The information is available for use by NAFEO, the government, colleges and any other institution—nobody is controlling it... we are just a clearinghouse."

—Hamil R. Harris

Deveau showcases FEDIX and MOLIS.

profiles, educational programs and future planned facilities are

HOME COMING

THE HISTORICALLY BLACK COLLEGE ALUMNI AND CAMPUS NEWSPAPER

Dr. Patricia DeVaux

FEDIX/MOLIS Projects Link Black and Hispanic Institutions with Federal Agencies

GAITHERSBURG, Md. — One hundred forty Black and Hispanic colleges and universities are participating in two new programs designed to provide them with easy access to Federal agency opportunity data and to, in turn, provide the agencies with the schools' capability data.

The two on-line databases, FEDIX (Federal Information Exchange) and MOLIS (Minority On-Line Information Service), have established an excellent reputation among the education and federal communities. The FEDIX database now has over 5500 users and has been in operation over three (3) years, while the MOLIS database went on-line in April 1991. Both systems came about as the result of a White House Executive Order (#12677) that mandated a five-year, \$3

million small business research grant to Federal Information Exchange Incorporated of Gaithersburg, Md. There are no fees or access charges for users. Funding for the database services has been provided by 11 participating federal agencies. An 800 number allows users to access the services with no cost.

FEDIX is described in its user guide as an "on-line information service that links the education community and the federal government to facilitate research, education, and services. The system provides accurate and timely federal agency information to colleges, universities, and other research organizations."

The 11 federal agencies participating in FEDIX are the Department of Commerce; the Department of Educa-

tion; the Department of Energy; the Department of Housing and Urban Development (HUD); the Federal Aviation Administration (FAA); the National Aeronautic and Space Administration (NASA); the National Science Foundation; the National Security Agency; the U.S. Agency for International Development; the U.S. Navy, Office of Naval Research; and U.S. Air Force, Office of Scientific Research.

"Federal agencies are constantly looking for better ways to improve the competitiveness, equity, and quality of the grant/contracting process with institutions of higher education," according to Patricia DeVaux, Director of Customer Services

continued

FEDIX/MOLIS FACT SHEET

What is FEDIX?

FEDIX is a dial-up, on-line service providing access to a collection of databases of Federal government research and education-related information. The databases provide information on agency research opportunities; program contacts; scholarships, fellowships and grants; available research equipment; procurement notices from the Commerce Business Daily, Federal Register and other sources; current events within participating agencies; and minority opportunities. An electronic mail feature is also provided for users to communicate with the system operators.

Data Lines:

(301) 258-0953—Washington Metro. Area

1-800-25FEDIX—Minority Institutions

1-800-232-4879—All others

Helpline: (301) 975-0103

What is MOLIS?

MOLIS (Minority On-Line Information Service) supports the White House Initiative on Historically Black Colleges and Universities (HCBUs) by providing capability information on 107 HCBUs and 33 Hispanic-Serving Institutions (HSIs). The databases provide information on research centers, facilities, equipment; pre-college and education programs; scholarships and fellowships; emerging capabilities; revenues and expenditures; faculty profiles; and administrative personnel. Information will soon be available on grant/contract activity.

Data Lines:

(301) 258-5016—Washington Metro. Area

1-800-62MOLIS—Minority Institutions

Helpline:

(301) 975-0103

Who will benefit from FEDIX/MOLIS?

Federal Agencies	Associations
Colleges and Universities	Administrators
Pre-college Institutions	Research Administrators
Medical Schools	Researchers
Hospitals	Students
Media	Teachers
Libraries	Writers
Industry	Librarians
Faculty	

Who are the participating agencies?

Department of Energy
National Aeronautics and Space Administration
Office of Naval Research
Federal Aviation Administration
Department of Commerce
Department of Housing and Urban Development
National Science Foundation

How much does FEDIX/MOLIS cost to use?

There are no registration fees and no access charges.

What are the hours of operation?

FEDIX/MOLIS are available 24 hours a day, 7 days a week. The helpline is available Monday through Friday, 8:30 a.m. to 4:30 p.m.

at Federal Information Exchange, Inc. "If federal agencies are to receive highly desirable applications in a timely fashion, current and accurate information about agency priorities, new programs, budgets, deadlines, policy making, and meetings must be made easily accessible to colleges, universities and other research organizations seeking to participate in these programs."

MOLIS is the pilot project of the White House Initiative on Historically Black Colleges and Universities (WHI/HBCUs). With MOLIS, not only will participating schools have access to information regarding Federal agency funding and resource opportunities, but the agencies will be able to obtain information regarding a school's research centers, facilities and equipment; pre-college programs; emerging capabilities; and enrollment, faculty and administrative personnel data.

"Closing the 'information gap' separating the Federal agency and HBCU communities has become a significant objective in the scope of work and mission of this office," according to Robert K. Goodwin, Executive Director of WHI/HBCUs.

Initial support for MOLIS was provided by the Minority Business Development Agency of the Department of Commerce while it was designed and produced by Federal Information Exchange, Inc. The program received additional support from the Department of Energy, NASA, the National Science Foundation, the National Security Agency, the Agency for International Development, and the Department of Education.

Although primarily designed to aid and assist HBCUs, Goodwin noted that "we are very pleased to also include a large subset of Hispanic-serving colleges in our universe of institutions that are served by the data base." ■

ERIC

Producer: U.S. Dept. of Education - Educational Resources Information Center, (800) 424-1616

Vendors: BRS, Dialog, Knowledge Index and OCLC

Cost: Varies with vendor
ERIC (Educational Resources Information Center) is the most complete database of bibliography reference materials. ERIC is divided into two files: Resources in Education (RIE) and Current index to Journals in Education (CIJE) which date back to 1966. 26 indexes are provided, allowing you to search by date, language, geographic source, and ERIC file (RIE or CIJE). The database is updated monthly.

FAIRBASE

Producer: Fairbase Database
Vendors: BRS, (800) 289-4277
Data-Star, (800) 221-7754

Cost: Varies with vendor

The Fairbase database contains trade shows, exhibitions and conferences up to the year 2007. Coverage is worldwide; events from 102 countries are included. You can produce a comprehensive survey of trade shows or conferences for a certain field or country. You can also arrange the output any way you choose; sort by date, location, etc. You will find coverage on exhibitions, conferences and meetings from virtually every field. Updated monthly.

THE FEARLESS TASTER

Producer: Resources for Communication

Vendor: NewsNet, (800) 345-1301

Cost: NewsNet subscription
Unsure about which wine to serve with dinner? Confused when a waiter

hands you a wine list? Relax, the Fearless Taster is here to help you.

Journalist Bob Cramer prepares a daily newsletter about wines and the foods that complement them. Each issue takes you step-by-step through a full tasting of a currently available wine using the University of California/Davis 20-point wine-testing chart. Cramer also supplies a recipe especially selected for that wine.

FEDIX/MOLIS

Producer: Federal Information Exchange, (301) 975-0103

Vendor: Internet

Cost: Free

FEDIX and MOLIS are the information links between the federal government and academia. Several government agencies use FEDIX to solicit proposals for research and to announce the availability of funding for important projects. In addition, agency files carry information on educational

opportunities such as scholarships, fellowships and special training courses.

Some of the agencies participating in FEDIX include the U.S. Departments of Energy, Commerce and Education; the Federal Aviation Administration; the National Science Foundation and U.S. Agency for International Development.

MOLIS, Minority Online Information Service, provides current information to minority educational institutions on opportunities in federal research and educational programs. It also profiles over 100 minority-serving schools or universities. These profiles discuss the schools' faculty, programs, revenues/expenditures and facilities.

14,000 users currently access FEDIX/MOLIS. The service is available 24 hours a day, seven days a week. A help line is also available during regular business hours.

THE WHOLE INTERNET

USER'S GUIDE & CATALOG

A NUTSHELL

HANDBOOK

ED KROL

O'REILLY & ASSOCIATES, INC.

topic. Reports were produced by the ERIC Clearinghouses, funded by the U.S. Department of Education.

Access via: WAIS *ERIC-archive.src*
WAIS *eric-digest.src*

Educational Leadership

An experimental server of the ASCD publication *Educational Leadership*. Contains copyrighted articles from the last two years.

Access via: WAIS *ascd-education.src*

Information:

Federal Information Exchange

An information liaison between various government agencies and the higher education community. Provides timely information on Federal education and research programs, scholarships and fellowships, surplus equipment, funding opportunities, and general information.

Access via: *telnet fedix.fie.com*; login *fedix*

International Centre for Distance Learning

This database concentrates on "distance learning": correspondence courses, courses offered via television or audio tape, and other forms of "remote education." The database includes descriptions of "distance-learning" programs, and secondary literature about distance learning. The courses cover all academic disciplines (humanities, art, sciences, engineering, agriculture, medicine, social sciences), all educational levels (from primary to post-graduate) and are taken from all parts of

the world. From looking at this list, it's immediately obvious that "distance learning" is particularly important in the Third World.

Access via: *telnet sun.nsf.ac.uk*; login *janet*; Hostname: *uk.ac.open.acs.vax*; username *icdl*

Note: Free access ends September 1, 1992; registration and fee will be required.

Information:

E-mail: *n.ismail@vax.acs.open.ac.uk*
(comments on database)

E-mail: *I.r.a.melton@vax.acs.open.ac.uk*
(enquiries)

Phone: +44 908 653537

Kidsnet

This is the indexed archive of the Kidsnet mailing list. Kidsnet is a list to foster international networking for children and educators. To join send a message to *kidsnet*.

Minority Online Information Service

Information about Black and Hispanic colleges and universities. Includes information on faculty, academic programs, degrees granted, and specialties. Part of the Federal Information Exchange.

Access via: *telnet fedix.fie.com*; login *molis*

National Education Bulletin Board System

A semi-closed system for NESP educators to discuss topics of interest to them. There is a public guest account, but it only provides limited access. Anyone in the NESP can request an account.

Access via: *telnet nebbs.nersc.gov*; login *guest*

Historically Black Colleges, Universities Receiving Increased Support

Three DOE initiatives announced by Secretary Watkins 2 years ago specifically to support Historically Black Colleges and Universities (HBCU's) are now fully operational. Deputy Secretary Linda G. Stuntz told last month's Headquarters observance of National Historically Black Colleges Week. Three new initiatives were also announced.

The original three, which provide HBCU's and other minority institutions with direct access to information about DOE resources including scholarships and research opportunities, are:

- The Federal Information Exchange and Minority On-Line Information Service (FEDIX/MOLIS);
- The Minority Undergraduate Training for Energy-Related Careers

program; and

- The HBCU and Minority Institutions Environmental Waste Management Consortium.

Since 1981, DOE has had a formal HBCU support program coordinated by the Office of Minority Economic Impact and involving 43 HBCU representatives from every DOE element, including management and operating contractors. Ms. Stuntz told the assembly.

New Initiatives

"Every program office in DOE has designated an individual to coordinate efforts in support of President Bush's Executive Order on HBCU's (establishing the mandate for Federal agencies' support)," she said. "We apply budget resources to this

mission just as we do to all program efforts."

The new initiatives include an expansion of the HBCU program by the Office of Fossil Energy to include all fossil fuels, not just coal. Last June, eight projects, sponsored by seven HBCU's, received nearly \$1 million for research work with DOE.

Also new is a pilot program through the Institute for College Research Development and Support to improve the skills and effectiveness of those responsible for attracting sponsored research programs to their colleges.

In addition, the Department is currently reviewing its affirmative employment activities in an effort to increase representation of minorities and women in the professional ranks.

Information Service Assists HBCU's Growing Role in DOE Research

The number of users of the FEDIX/MOLIS on-line information service, established by DOE to provide data on Government research opportunities to minority academia, jumped from 5,000 to nearly 22,000 in Fiscal Year 1992.

FEDIX (Federal Information Exchange, Inc.), now cofunded by 11 agencies, was organized in 1989 following the White House Initiative on Historically Black Colleges and Universities (HBCU's), which designated DOE as the lead agency in developing a minority information service. The service was originated

by the Office of Energy Research and is now a program of the Office of Science and Technology (ST).

MOLIS (Minority On-Line Information Service) provides profiles of all HBCU's and 32 Hispanic-serving institutions. FEDIX/MOLIS systems, working in parallel, provide Federal research, education, and equipment opportunities as well as detailed information on minority institutions.

The service is now being expanded to include all schools that are members of the Hispanic Association for Colleges and Universities (HACU).

Information on all DOE programs is accessible and used by most colleges and universities and others free of charge. Menu and code driven, it is also available on INTERNET in use on most campuses.

The system is also used for DOE's monthly listing of equipment available through the Department's Used Energy-Related Equipment Grant Program, also operated by ST. Equipment no longer needed at DOE facilities, including the laboratories, is available to colleges and universities on a first-come, first-served basis.

(DOE Photo by Rumion)

ON LINE— Checking the FEDIX/MOLIS display at Forrestal Headquarters during National Historically Black Colleges Week are (l-r) John Rodney Clark, Chief of Staff, Office of Energy Research; Larry L. Barker, University and Science Education Programs, Office of Science and Technology, which sponsors the information service; and Patricia DeVeaux of Federal Information Exchange, Inc.

INDUSTRY, p. 3

diverse as artists' drawings, isotope ratios in polar ice borings and sunspot activities. Broecker then presents a series of graphs trying to show that a correlation exists between warming and artificial or natural causes, with very ambiguous results. At the end of all this he describes the hypothetical judge as growing restive, dismissing the case for lack of clear evidence, and suggesting that the litigants return a decade from now when additional evidence regarding the warming trend has accumulated. It is somewhat reminiscent of a Jackie Mason advertisement for Honda's four-wheel steering where, after a description of what it did, complete with gestures, he concludes by stating, "And how does it do this? I don't know."

Broecker, after demonstrating the confusion which exists on the question of global warming, then tosses his own bombshell. The matter of warming is

just a small skirmish, he avers, and anything we do to combat it, to the extent it does exist, will simply be stopgap measures if we do not attack the underlying problem of world population growth. And that is a subject I will not touch.

Fortunately, one fact emerges from all this confusion, which appears to be inarguable and falls within the scope of the research administrators' job responsibilities: if carbon dioxide in the atmosphere is a major contributor to a possible greenhouse effect, and if a major source of this gas is in the burning of fossil fuels, then greater efficiency and, therefore, reduction in the use of such fuels, will please the environmentalists while helping to reduce operational costs, which should displease no one. Even Sanderson's paper includes a list of low-cost or no-cost options to reduce greenhouse-gas-equivalent emissions. Some, indeed, such as implementing energy-efficient improvements in build-

ing design, may even save money. Competent administrators have always looked for more cost-effective sources of energy. We can be heroes for saving money, without once mentioning that nasty word "greenhouse." And incidentally, where do we put nuclear energy in this equation?

One final thought — all the assumptions about the cause and effect of global warming depend upon extremely complex computer extrapolation of past weather data far into the future. What ever happened to Lorenz's "butterfly effect?" □

Robert Bolton is retired from American Cyanamid and provides consulting services for universities and industry from his home base in New City, New York.

FEDIX ON-LINE INFORMATION SERVICE

Free • No Access Charges • No Registration Fees

FEDIX is a dial-up, on-line service providing access to a collection of databases of Federal government research and education-related information including: agency research opportunities; program contacts; scholarships, fellowships, and grants; research equipment, procurement notices; and minority opportunities.

PARTICIPATING AGENCIES

DOE • DCC • DOEd • HUD • NASA • FAA • NSF • NSA • ONR • AID • AFOSR

MODEM SETUP: 8 databits, NO parity, 1 stopbit

DATA LINE: (301) 258-0953 or 1-800-232-4879

INTERNET ADDRESS: fedix.fie.com OR 192.111.228.1

At Login type: "fedix"

Available 24 hours a day, 7 days a week
For more information or a FREE User's Guide,
call our HELPLINE--(301) 975-0103

FEDERAL INFORMATION EXCHANGE, INC.
555 QUINCE ORCHARD ROAD, SUITE 200
GAITHERSBURG, MD 20878

How to Get Ahead When Things Keep Changing!

FEDIX / MOLIS

ON-LINE ACCESS TO FEDERAL GOVERNMENT INFORMATION AND MINORITY INSTITUTIONS

Free • No Access Costs • No Registration Fees

FEDIX (Federal Agency)

- research programs
- contract information
- equipment grants
- procurement notices

*For more information
or a FREE User's Guide
call the Help Line at
301-975-0103*

MOLIS (Minority Institutions)

- institutional capabilities
- student & faculty profiles
- research facilities
- degrees and enrollments
by department

***Participating
Agencies:***

- DOE • DOC
- DOEd • HUD
- FAA • NSF
- NSA • ONR
- AID • NASA
- AFOSR

INTERNET:

fedix.fie.com

At prompt type -
"fedix" or "molis"

Modem Setup:

8 databits
NO Parity
1 Stopbit

Available:

24 hours per day
7 days per week

Federal Information Exchange, Inc.

555 Quince Orchard Road, Suite 200, Gaithersburg, MD 20878

301-975-0103 (Phone) 301-975-0109 (Fax)

Database Access Telephone Numbers: 1-800-25FEDIX or 1-800-62MOLIS

Appendix C

FEDIX User's Guide, Fall 1992, Version 4.0, Release 2.1
FEDIX/MOLIS Brochure
FEDIX Fact Sheet

DOE/~~ST~~ST/0004 removed.

Appendix D

FIE Update Newsletter

**Federal
Information
Exchange, Inc.**

A Diversified Information Services Company

UPDATE

Volume 2, Number 3 Aug / Sep 1992

HBCU Managers Master Grant/Contract Software

Representatives from 13 Historically Black Colleges and Universities (HBCUs) gained valuable research administration skills during a two-day program of free hands-on training with the Faculty Application

MIS Coordinator, Bennett College; *Agnes Brown*, Director, Federal Programs, Bowie State University; *Lawrence Barnes*, Director, Grant Administration, University of the District of Columbia; *Montrece De La*

HBCU administrators focus on FAARS software during a recent July training session at Howard University. Dr. Fred Buddy (right forefront) and Agnes Brown (left) select the "Add Edit" option from the Faculty Profile database. FAARS is a powerful grant/contract tracking software package produced by FIE.

Awards Reporting System (FAARS) on-line information retrieval database service. The unique training program was held at the Howard University School of Continuing Education during July and was sponsored by Federal Information Exchange, Inc. (FIE) and eleven Federal agencies.

Participating administrators were trained to match faculty expertise with federal opportunity announcements, track institutional grant/contract activity from the proposal stage to post-award activities and generate timely institutional reports.

The HBCU participants in this state-of-the-art training included: *Sandra Cunning*, Fiscal Assistant, Research Center, University of Arkansas at Pine Bluff; *Mary Stuart*,

Cruz, Secretary, and *Leonard Clay*, Budget Officer, Howard University; *Pamela English*, Administrative Secretary, Morehouse College; *Dr. Edet Isuk*, Director of Sponsored Programs, Morgan State University; *Thomasene Roberts*, Director, Government Relations, Morris Brown College; *Karen Benn*, Grants and Contracts Specialist, Oakwood College; *Dr. Fred Buddy*, Registrar, Spelman College; *Yvonne Martin*, Coordinator, Sponsored Programs, and *Mark McKinney*, Computer Programmer, Virginia State University.

The next grant/contract software management session is planned for October 1992. For more information contact Pam DeVeaux, Director of Customer Services, Federal Information Exchange, Inc. (301) 975-0103.

DOE Used Energy-Related Equipment Grants on FEDIX

Log onto FEDIX to access the Eligible Equipment Grants Access Data System (EEGADS) a database of free laboratory equipment that is available to colleges and universities under the Department of Energy's Energy-Related Laboratory Equipment (ERLE) grant program.

All equipment listed on EEGADS is eligible to be granted if its intended use supports education or research activities.

Each item listing includes a description, condition code and the name and telephone of the designated contact person. Equipment reservations are on a first-come, first-served basis. A "hold" may be placed on desired equipment by calling the contact facility directly.

DOE does not require an institution to have a currently funded project with the agency in order to participate in this program.

FEDIX Consolidates Toll Free Phone Lines Into Single 800 Number

Beginning November 1, 1992, Federal Information Exchange, Inc. will provide all services via one toll-free telephone number, replacing the three "800" numbers currently available.

"Consolidation of all FIE information databases and services makes access to FEDIX and MOLIS easier to use," said FIE President, John A. Rodman.

The new toll-free number will be 1-800-78FEDIX.

United Negro College Fund Recognizes On-Line Services

In separate letters to the Secretary of Energy, *Admiral James Watkins* and the Secretary of Education, *Lamar Alexander*, The United Negro College Fund (UNCF), the premier private black college and university advocacy organization, expressed its strong support for increased minority institutional access to federal opportunity information.

Officials at UNCF wrote, "MOLIS provides a very important and useful resource for our schools. It allows, at no cost, schools to obtain minority research, education and fellowship opportunities from the eleven participating government agencies."

Moreover, UNCF applauded Federal Information Exchange's design, development and implementation activities in collecting, organizing and disseminating current minority institutional capability data.

FAA Expands Use of FEDIX; Increases Information Services

The Federal Aviation Administration (FAA) widened the distribution of current FAA news releases and civil penalty decisions to the electronic FEDIX on-line database service as part of its plan to increase its public information services.

FEDIX Salutes HBCU Week

FIE joined the MOLIS participating agencies in recognizing Black colleges and universities at DOE during the week of September 8 - 11, 1992.

Participating agencies included: the Department of Commerce, Minority Business Development Agency, *Joe Lira*, Executive Director; the Department of Energy, University and Science Education Programs, *Richard Stephens*, Director; and the U.S. Agency for International Development, Research and Development University Center, *David Rakes*, Chief.

Acting Administrator *Barry L. Harris* said, "Government works best when information on its decisions reaches the widest number of citizens. The use of computer information data banks is an efficient way for the FAA to reach more members of both the aviation community and the general public."

FEDIX contains FAA news releases issued since January, 1, 1991, as well as the administrator's speeches covering the same period.

In addition, the FAA has supplied FEDIX with copies of all civil penalty orders issued by the administrator with FAA legal interpretations issued since January 1, 1991.

FAA also announces current and historical information on the Agency's aviation elementary and high school education programs.

For further information, contact *Phillip Woodruff* at (202) 267-3465.

FEDIX/MOLIS Users Top 22,000

The FIE user profile continues to expand. Analysis of May 31 through July 31, 1992 statistics reflects broad user increase among university, government and pre-college sectors. There was a 26% increase in usage by universities and a 28% increase in the number of users from the government.

Educators, Government and Corporate Officials Discuss Educational Opportunities for Hispanics

The Hispanic Association of Colleges and Universities (HACU) conference, held September 27-29, 1992 at the Ramada Tech Center Hotel, Washington, D.C., provided educators, federal officials and business leaders the opportunity to exchange views and information regarding enhancing higher education for Hispanic populations. Richard E. Stephens discussed the U.S. Department of Energy's commitment to increased cooperation and communications with HACU institutions.

Richard E. Stephens, Director, DOE Office of University and Science Education Programs and Thomasina F. Mathews, Director, DOE Special Programs Staff, attended the HACU conference in an effort to increase the number of Hispanics participating in DOE internships and full and part-time employment opportunities.

Pam DeVeaux, Director for Customer Services of Federal Information Exchange, Inc. greeted visitors at the FIE booth. In addition to providing information at conferences, FIE staff offer their technical assistance services at no cost to institutions participating in the MOLIS project. To schedule a technical assistance site visit, simply call (301) 975-0103.

FIE Site Visits to Include 30 HSI Colleges and Universities During the 1992-93 Academic Year

Federal Information Exchange, Inc. will conduct site visits to 30 Hispanic-serving Institutions during the 1992-1993 academic school year. FIE visited four sites in April.

FIE site visits are designed to teach administrators, faculty and students how to logon to the databases and in order to access information on FEDIX and MOLIS. This provides the opportunity for these universities and colleges to obtain vital and timely grant information.

The following persons have been designated to serve as the Campus Contacts for the MOLIS project. Contact persons will assist in arranging MOLIS technical assistance site visits.

University of Texas at El Paso

Dr. Julie Sanford

California State University at LA

Susan Steiner

Lehman College

Oscar Fisch

University of Texas Pan American

Bruce Erickson

Saint Mary's University

Brother Eugene Meyerpeter

Our Lady of the Lake University

Dr. Antonio Rigual

College of Santa Fe

Janet Wise

New Mexico Highland University

Dr. Ronald Clark

Saint Thomas University

Dr. Blair Atherton

Weston New Mexico University

Sonia Munoz

Boricua College

Francia Castro

American University of Puerto Rico

Dr. Nydia Marini

Sul Ross State University

Dr. Dale Christophersen

Universidad Politecnica de PR

Raphael Leon-Marcial

Western School of Christian Ministry,

Del Bireline

Pontifical Catholic University of Puerto Rico

Sister Virginia Chasas

Mercy College

John DiElsi

University of the Sacred Heart

Sebastian Cabrer

Florida International University

Dr. Thomas Breslin

University of Puerto Rico System

Sandra Mackoud

Universidad Del Turabo &

Universidad Metropolitana

Dr. Jose Mendez

In addition, the contact person will also facilitate the collection of institutional capability data including information on faculty profiles, student information, equipment and facilities, and emerging capabilities.

FIE is working with federal officials to secure additional funding to provide support to institutions not participating in the MOLIS program.

FIE also seeks to involve all 118 HSIs throughout the United States and Puerto Rico.

Federal and Educational Representatives Seek Strategies to Enhance Hispanic Education Opportunities

As our nation strives to attain education excellence to take us into the 21st century, we are reminded of the long road ahead for our "Hispanic youth at risk." Hispanics are the fastest-growing population in the United States, growing at a rate five times more than any other group.

By the year 2000, the Hispanic population is projected to reach 27 million, with those under 25 comprising the majority of this population. And yet, Hispanic students account for 3% of all students attending U.S. colleges and universities with half enrolled at HACU institutions.

"Our commitment in higher education must be to provide opportunities for all students to achieve their educational aspirations. HACU is at the forefront, successfully carrying out

HACU Bridges the Gap; Partnerships will Enhance HSIs

The Hispanic Association of College and Universities (HACU) brings together academic institutions, corporations, government agencies and individuals to establish partnerships to promote the development of Hispanic-serving institutions; improving access to and the quality of post-secondary educational opportunities for Hispanic students; and meeting the needs of business, industry and government through the development and sharing of resources, information and expertise. These goals will be realized during 1992 through 1994 by generating resources, sharing information, developing and advocating public policies, promoting partnerships with federal agencies, corporations and other entities.

this mission," said Agnes Mojica, Chancellor at Universidad Interamericana de Puerto Rico.

In support of Hispanic education, President Bush signed the "White House Initiative on Educational Excellence for Hispanic Americans" on September 24, 1990.

The White House commission, appointed by the President, examines critical issues that effect the educational opportunities of Hispanic Americans.

The commission's first report will be issued on October 13, 1992.

Currently, a nationwide search is underway to locate a permanent director. Call (202) 205-2420 for further information.

Information supplied by the Hispanic Association of Colleges and Universities.

- 45% of all Hispanic post-secondary students in the United States are enrolled at Hispanic-Serving Institutions (3% of all US Colleges and Universities; 1988 data).
- HSIs are located in nine states and Puerto Rico.

- Approximately 386,250 Hispanic students are enrolled at HACU institutions.
- Of the 118 HSIs:
 - 59 two-year colleges
 - 59 four-year institutions
 - 84 continental U.S.

MOLIS Site Visit Update

FIE Conducts 17 Minority Institution Technical Assistance Visits

FIE conducted site visits and technical assistance sessions at 17 HBCUs and HSIs during Spring 1992. The following institutions participated in this year's support activities:

Shorter College	Claflin College
Grambling University	Texas-Southern University
Philander Smith College	University of Texas at El Paso
Southern University at Shreveport	University of Texas Pan American
St. Paul's College	St. Mary's University
Virginia Union University	Our Lady of the Lake University
Winston-Salem State University	St. Philip's College
Barber-Scotia College	Huston-Tillotson College
Livingstone College	

Minority institution officials have expressed appreciation for the development of the FEDIX and MOLIS on-line systems. Specifically, officials cited the importance of immediate access to on-line government research, education and equipment opportunities. School officials also welcome the ability to access accurate and timely minority capability information. Another feature considered useful by students, faculty and administrators is the extensive scholarship, internship, and fellowship information available on-line.

Visits have been scheduled to complete 29 technical assistance seminars during the Fall 1992 semester. By the end of 1992, all Historically Black Colleges and Universities and Hispanic-Serving Institutions will have received at least one technical site visit each.

The following schools are scheduled for technical site visits this fall:

Shaw University	Tennessee State University
Fredd State Technical College	Southwestern Christian College
Selma University	Sul Ross State University
Arkansas Baptist College	Catholic University of Puerto Rico
St. Thomas University	University of the Sacred Heart
Interdenominational Technological Center	Lewis College of Business
Savannah State College	Clinton Junior College
Mississippi Valley State University	Trenholm State Technical College
Lincoln University, MO	University of the Virgin Island
New Mexico Highland University	Florida International University
Western New Mexico University	Western School of Christian Ministry
Mercy College	Concordia College
Morris College	American University of Puerto Rico
Knoxville College	Universidad Del Turabo
Lane College	Universidad Metropolitana

FIE Updates Student Profile Information

Federal agencies are seeking ways to match existing opportunities with the capacities and talents of minority students. In order to promote increased communication between minority students and federal agencies, FIE will provide the opportunity for minority students to submit Capability Information to be entered into the MOLIS database. The FIE database contains information on fellowships, scholarships, internships and employment announcements. FIE has begun entering updated student profile information into the MOLIS database. Once updated, MOLIS will be the most complete, on-line database of minority student information.

FIE Explores Collaborative Educational Enhancement Strategies for Minorities with Federal Agencies

Federal Information Exchange, Inc. conducted a demonstration for the Interdepartmental Indian Education Coordinating Committee. The broad base federal group meets quarterly to explore initiatives that will highlight and target areas of critical importance to American Indian educational achievement.

FIE met with *John Florez*, Executive Director, White House Initiative on Education Excellence for Hispanic Americans. One of the purposes of the meeting was to focus on designing strategies to enhance educational opportunities for the Hispanic community.

The U.S. Agency for International Development (AID) staff members participated in a hands-on training seminar to attain skills in accessing on-line minority institution capability data on the MOLIS system.

FIE Announces Advances in FEDIX /MOLIS On-Line Service Technologies

Starting on November 1, 1992, FEDIX users will be able to access all services through one local phone number, one 800 phone number and one Internet address.

By using any one of these numbers, users will be able to call up the new FEDIX System Menu which will list all on-line services. This will simplify the dial-in process for callers and provide additional capabilities. The system will be upgraded with the installation of a T-1 dataline and a 24-channel bank. These new services allow additional simultaneous users on FEDIX.

Federal Information Exchange, Inc. has initiated a major effort to determine how to implement client server technology for use in SQL accesses by remote callers to provide enhanced query capabilities of the FEDIX system databases.

User Comments

Larry Carson
Columbus Torah Academy
Columbus, Ohio

"I have been reviewing FEDIX with several of the Board members of our school. Everyone who I have shown your marvelous system to walks away astonished. You should all be very proud of the marvelous job that all of you have done."

Robert Ball
Texas A&M University
College Station, Texas

"Thanks for providing a system such as this one. In today's society, we need this type of valuable information..."

Molly Johnson
Giles County High School
Pulaski, Tennessee

"I would like to thank you for putting this information system to use for the public. It has been of great use to me in the past and I hope it will be of great use to me in the future."

Joseph Divincenzo
Embry-Riddle Aeronautical Univ.
Daytona Beach, Florida

"I would like to say that this is an excellent source of information that I will find helpful in future research projects for school."

Doug Lemmon
University of Maryland
College Park, Maryland

"Hey, thanks a lot for your help. It would have been days before mail would have got me that answer and the phone would have been too expensive."

Wayne Reed
Samuel F. B. Morse High School
San Diego, California

"I think this is just a great idea. One problem, though. I never heard of it [until now]. I just happened to find it while looking for something else. Anyway, I'll get the word out here in San Diego. Everybody should know about this."

Livingstone College Collects Student Profile Database Info

Working in collaboration with Livingstone College, FIE has collected student profile information. Students who have signed release forms now have their information entered into the MOLIS database. Federal agencies seeking information about Livingstone students can access pertinent information, including the student's: major, field of interest, geographical preference for employment, grade point average, classification, telephone and address.

Eleven Federal Agencies Provided Support for the FEDIX and MOLIS Services

Eleven federal agencies currently participate with FEDIX and MOLIS on-line information retrieval databases. These include: the Department of Energy (DOE), the Department of Commerce (DOC), the Department of Education (DOEd), the Department of Housing and Urban Development (HUD), the National Aeronautics and Space Administration (NASA), the Federal Aviation Administration (FAA), the National Science Foundation (NSF), the National Security Agency (NSA), the Office of Naval Research (ONR), the U. S. Agency for International Development (AID), and the U.S. Air Force Office for Scientific Research (AFOSR).

FIE meets regularly with agencies not participating with MOLIS. The focus of these meetings is to involve additional federal agencies in strengthening minority schools.

What are FEDIX and MOLIS?

FEDIX and MOLIS are dial up, on-line database services providing access to federal government information and minority institutional capabilities.

FEDIX provides timely information on federal agency research and education opportunities, scholarships, fellowships, equipment, procurement notices, conferences, agency contacts and minority opportunities.

MOLIS provides information on minority institutions, including: financial data, facilities, equipment, pre-college and education programs, emerging capabilities, enrollment, degrees awarded, faculty, and administration personnel data, and tuition, fees, room and board.

For further information, call the Federal Information Exchange HelpLine at (301) 975-0103.

Internet and Telephone Access Numbers

INTERNET Address: fedix.fie.com. At login type: "fedix" for FEDIX access or "molis" for MOLIS access. At the second login type "your USERID".

FEDIX

- (301) 258-0953 Washington Metro Area
- 1-800-25FEDIX Minority Institutions
- 1-800-232-4879 All Others

MOLIS

- (301) 258-0516 Washington Metro Area
- 1-800-62MOLIS All Others

Modem Setup: 8 databits, NO parity, 1 stopbit

If you need further assistance or a Free User's Guide, call the HelpLine at (301) 975-0103.

FIE UPDATE is published bi-monthly by Federal Information Exchange, Inc., 555 Quince Orchard Road, Suite 200, Gaithersburg, MD 20878, (301) 975-0103 and FAX (301) 975-0109. FIE UPDATE is published free, as a service to Federal agencies, colleges and universities, public organizations, businesses and the general public.

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Chief Operating Officer: B. Michael Mongan
Customer Services: Pam DeVeaux, Ph.D.
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**Federal
Information
Exchange, Inc.**

A Diversified Information Services Company

UPDATE

Volume 2, Number 1 Jan/Feb 1992

NEWS BRIEFS

HBCU Student Visits FIE

Melony Scott, a senior at North Carolina A&T University, visited Federal Information Exchange, Inc., headquarters during the recent holiday break. The Industrial Engineering honor student searched the MOLIS database for graduate scholarship and fellowship opportunities and searched the FEDIX database for minority undergraduate and graduate opportunities. The Honor student is also the chairperson for a pre-college program initiative sponsored by the Society of Black Engineers in her region.

North Carolina A&T senior engineering student, Melony Scott, logs onto MOLIS during training at FIE headquarters in Gaithersburg, MD.

FIE Databases Help Colleges Compete

Black Enterprises Magazine, the Nation's foremost Black entrepreneurial magazine, featured the FEDIX and MOLIS databases in their recent Affirmative Action Watch section. The article entitled, "Helping Colleges Compete", published in the January 1992 issue, described FIE's databases as a tool minority institutions to compete for millions of dollars from Federal Government agencies.

Advisory Panels to Continue Support

The Federal Advisory Group, representing Federal agencies, and the Institutional Advisory Panel, representing the HBCU and HSI institutions, confirmed their support of the FEDIX and MOLIS on-line services for FY92. Representatives reviewed FEDIX and MOLIS accomplishments and made recommendations on issues regarding the implementation of the database services.

FIE Demonstrates On-Line Services

FIE demonstrated the FEDIX and MOLIS services at the following meetings: Department of Energy University Science & Education Programs, National Institutes of Health, Central Intelligence Agency, National Science Foundation, Small Business Administration, Bureau of Indian Affairs, Ford Foundation, Environmental Technology and Waste Management Consortium, D.C. Public Schools, and Montgomery County Public Schools.

SYSTEM FEATURES

FIE On-Line Services Available on INTERNET

FEDIX and MOLIS on-line services are now available through INTERNET for those using workstations connected to mainframe computers and through a modem for those with a Personal Computer. FIE's INTERNET address is: fedix.fie.com. At the first login type: "fedix" for FEDIX access or "molis" for MOLIS access. At the second login type "your USERID". If you need further assistance call the HELPLINE at (301) 975-0103.

AFOSR, NSA Information Now Available

Research programs, procurement notices, and general agency information is now available on the FEDIX service for The Air Force Office of Scientific Research (AFOSR) and the National Security Agency (NSA).

MOLIS Institutional Information Upgraded

The MOLIS database now provides information on tuition and fees, room and board, and housing on and off campus.

PEOPLE ON-LINE AT FIE

FIE Welcomes New Staff

Richard Hudlin, Ph.D., has joined the FIE staff as a Special Assistant in the program development area. He comes from New York where he was Assistant Dean of Program Development and Research at State University of New York. Previously, Dr. Hudlin was Director of Pre-College Programs at New York University.

Dave Uberig is FIE's new Network Communications Specialist. He will manage and upgrade the FIE network and install networks at client sites. Mr. Uberig's expertise is in Novell network operating systems and microcomputer hardware. He comes from Canada where he was a private consultant.

WHAT PEOPLE SAY ABOUT FEDIX AND MOLIS

Lucy J. Hayes, Division of Staff, at Montgomery County Public Schools writes, "... we are excited about activating MOLIS within our division to enhance our recruitment and contact with African-American and Hispanic colleges and universities."

David L. Stratmon, Sr., Ph.D., Chair, Division of Social Sciences, at Rust College congratulates "both FEDIX and MOLIS for providing a very timely and useful service to HBCUs, which many would not otherwise be able to afford. I scan the menus frequently, and if I see an item I think will be beneficial to a teacher colleague at Rust College, or a student, I copy it and pass it along to the potential beneficiary."

FUTURE PRESENTATIONS

FIE will present and demonstrate the FEDIX and MOLIS services at the following meetings:

- HPBCU Consortium for Hospitality Management Programs Meeting in Orlando, FL on January 7-11, 1992. Clarence Henry, III, FIE Information Specialist, will discuss and demonstrate both services.
- National Association for Science, Technology and Society (NASTS) Technological Literacy Conference in Alexandria, VA on February 6-9, 1992. Patricia DeVeaux, Ph.D., Director of Customer Services, FIE, will discuss and demonstrate the FEDIX and MOLIS on-line services.

WHAT ARE FEDIX AND MOLIS?

FEDIX and MOLIS are dial-up on-line database services providing access to Federal government research and education-related information. FEDIX databases provide

timely information on agency research and education opportunities contacts, scholarships, research opportunities equipment, procurement notices, and minority opportunities. MOLIS databases provide information on Black and Hispanic Colleges and Universities' financial data; research centers, facilities, equipment, pre-college and education programs; emerging capabilities; tuition and fees, room and board, and housing information; and enrollment, degrees awarded, faculty, and administrative personnel data.

PARTICIPATING AGENCIES

Eleven agencies are now participating. They are: Department of Energy (DOE), Department of Commerce (DOC), Department of Education (DOEd), Department of Housing and Urban Development (HUD), National Aeronautics and Space Administration (NASA), Federal Aviation Administration (FAA), National Science Foundation (NSF), National Security Agency (NSA), Office of Naval Research (ONR), U.S. Agency for International Development (AID), and Air Force Office of Scientific Research (AFOSR).

TELEPHONE NUMBERS

FEDIX

- (301) 258-0953 Washington Metro Area
- 1-800-25FEDIX Minority Institutions
- 1-800-232-4879 All Others

MOLIS

- (301) 258-5016 Washington Metro Area
- 1-800-62MOLIS All Others

Modern Setup: 8 databits, NO parity, 1 stopbit

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UPDATE

Volume 2, Number 2 Mar / Apr 1992

FIE DATABASE TOPS 10,000 USERS

Federal Information Exchange, Inc. (FIE), reports that caller usage of the FEDIX on-line federal agency database has increased by 545%

FEDIX / MOLIS usage figures as of March 18, 1992

during the last twelve months. Because of its newly upgraded hardware, increased service personnel, toll-free phone numbers, system access through INTERNET and user satisfaction, FIE growth continues to soar.

Based on statistical analysis from a recent independent sampling of users, it was determined that the FEDIX information is being made available to approximately one million people.

John A. Rodman, FIE president, said, "recent independent evaluations indicate that a vast majority of FEDIX users believe the system meets its expressed goals. That is, FEDIX provides comprehensive, timely and important information in an easy to access and understandable format. We are very pleased with this report."

The report also showed that more than 90% of the users hope that additional agencies will soon join FEDIX.

MOLIS EQUALS RESOURCES

Through the assistance of the MOLIS Program, Mary Holmes College obtained 24 personal computers for a drop-out prevention program conducted between Mary Holmes and the city of West Point, Mississippi and surrounding communities. The National Science Foundation is providing support to this innovative project.

SYSTEM UPGRADES IMPROVE USER SERVICES

Hardware and software upgrades to the FEDIX/MOLIS on-line database, during the past two months, have improved system performance by at least 20%.

Upgrades include the installation of NetFrame 400 Super Micro Computer, a 10Base-T cabling system and Synoptics 2810 Model Concentrator signal amplifier.

The most significant upgrade has been the installation of a NetFrame 400 file server. The NetFrame increases our drive capacity to over 42 gigabytes of disk space, that's 42 billion bytes and an equal amount of tape backup capacity. The system has special 'mirrored' or redundant hard drives which operate in tandem to reduce the chance of drive failure and system crashes.

MBDA CONTINUES MOLIS SUPPORT

At the invitation of the Minority Business Development Agency (MBDA), Federal Information Exchange, Inc. participated in the MBDA booth at the Seventh Annual "Salute to Blacks in Business" Conference held in Washington, DC at Howard University, February 5-7, 1992. MBDA, under the direction of Joe Lira, is promoting innovative strategies to strengthen minority entrepreneurship.

USERS WANT TO KNOW!

Below are actual FIE users' questions along with FIE staff members' answers:

Q "What is INTERNET, And How Can I Access It?"

A INTERNET is a worldwide network of interconnected local networks "wired" together by cable, satellite and radio. Originally developed by the United States government, INTERNET now connects private and public businesses, research and educational institutions as well.

You can use INTERNET to access FEDIX as well as download information. Contact your computer department, library, or other data services person to see if you can access INTERNET at your school. If you can, your information services person will be able to help you log into your local INTERNET access at your school.

To access FEDIX or MOLIS through INTERNET, type: telnet fedix.fie.com. At the login, type 'fedix' to access FEDIX or 'molis' to access MOLIS. The 'WELCOME TO...' screen will appear. Type your USERID (if you have logged in before) or "NEW" if this is your first time.

Q "I Have Forgotten My USERID. What Can I Do?"

A When you are logging in and have forgotten your USERID, type "PRIOR". The system will prompt you for your first and last name and will allow you to logon without your ID. You can also change your ID by accessing the Utility Menu from the Main Menu.

USERS TALK BENEFITS

Users frequently send FIE comments. Here's what they have to say:

"I think you offer a badly needed service especially for people who live in out of the way places like Nebraska. There is really no source of information about minority schools, funds, etc., available here."

"MOLIS is great. I will post some of the things in the Sociology Department and alert some of the graduate students to its existence."

"I have found many announcements relevant to my chem/physics teaching position and to my students. Thanks for letting us make use of your system."

MOLIS SITE VISITS ASSIST USERS

FIE staff increased the number of campuses provided technical assistance. The schools visited included: Dillard University - Tougaloo College - Rust College - Mary Holmes College - Bishop State Community College - Miles College - Jackson State University - Kentucky State University - Bowie State University - Denmark Technical College - Stillman College - Harris-Stowe State College. Campus administrators, faculty, and staff members were trained on the operation of the service and alerted about research, development and education opportunities within Federal agencies.

Comments, suggestions and recommendations were taken from the institutions for improving the effectiveness and integrity of the system in the future.

DataBase Access Telephone Numbers

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- (301) 258-0953 Washington Metro Area
- 1-800-25FEDIX Minority Institutions
- 1-800-232-4879 All Others

MOLIS

- (301) 258-5016 Washington Metro Area
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Appendix E

User Satisfaction Survey

**FEDIX
USER SATISFACTION SURVEY**

**PREPARED FOR
FEDERAL INFORMATION EXCHANGE, INC.**

by

**MICHAEL R. DINGERSON
ASSOCIATE VICE CHANCELLOR FOR RESEARCH
AND DEAN OF THE GRADUATE SCHOOL**

THE UNIVERSITY OF MISSISSIPPI

8 January 1993

FEDIX

User Satisfaction Survey

In the third full year of operation of FEDIX it was determined to survey users again to learn as much as possible about what sorts of organizations were represented, how many times they used FEDIX in the last year, how they learned about FEDIX, how they accessed FEDIX, what information they found most/least valuable, how they are using the information retrieved, the estimated number of people to whom information was distributed, and use and assessment of the helpfulness of the HELPLINE. Users were also asked if they felt that a one-number access to multiple agency information via FEDIX is a better way to access agency information. Additionally, they were asked if they would use FEDIX more often if more federal agencies were added and were given the opportunity to suggest those most important to them. Finally, users were offered an opportunity to provide comments about FEDIX.

The FY 1993 user population has increased more than threefold from FY 1992. Users determined to be eligible for this survey numbered 13,600 compared with 4,419 last year. To ensure a greater number of complete and thoughtful responses, only those who called in more than once were included in the survey. A total of 683 were sampled from this population for analysis purposes. This number was reduced by 36 because of undeliverable questionnaire resulting in a usable sample of 647. The return rate was 30.3 percent, with 207 usable questionnaires returned. The return rates for FY 1993 and FY 1992 are comparable yet the quality of the data was higher for FY 1993. Very few responses from this survey were determined to be unusable (one) compared with over 12

percent of last year's total responses. It appears that current users are more experienced with FEDIX, and more comfortable with responding to a range of questions about it. FY 1993 responses were notably complete and of high quality throughout.

There continues to be a diverse population of users of FEDIX. Approximately one-half of those responding were from a university context. The remainder were spread across several categories, the most substantial number being from governmental units. This study reports a relatively high number of users who classify themselves as "faculty" or "student." They make up about three-fourths of the university respondents. About 15 percent of the university respondents represented some aspect of university research administration. Of the non-university respondents, one-half are from government.

Approximately 15 percent of the respondents reported using FEDIX a minimum number of times (two) for this population and another 15 percent reported using it more than 11 times in the past year. Two-thirds of the respondents reported usage between 2 and 10 times.

FEDIX users continue to report learning of its existence through a broad variety of sources. "E-mail" and "word of mouth" are most often cited. These sources are equally noted and account for about one-half of the respondents. Another one-fourth identify "professional meeting" and "newsletter articles" in about equal numbers. The remainder report "advertisements," "participating federal agency," and "other" in substantially smaller numbers.

Users were substantially skewed in identifying their primary method of accessing data from FEDIX. Approximately three-fourths identified "using the menus to view information

on-screen" while the remaining one-fourth were evenly split between "using the keyword search functions to view information on-screen" and "electronically transferring files (download or FTP) to your system."

Users were asked to rank the most/least valuable information supplied to them on FEDIX. In doing so, they were asked to rank the entries on a scale of 1 to 6, with 1 being most valuable and 6 least valuable. A mean score was calculated for each of the six entries. Ranked about evenly as most valuable were: "Funding Opportunities (RFPs, BAAs, etc.)" (2.45), "Agency Contact Names/Addresses/Phone Numbers" (2.74), "Agency Research Programs/Activities" (2.91), and "Agency Education Programs/Activities" (3.05). These were followed at a distance by "Minority Opportunities" (4.53) and "Available Used Research Equipment" (4.57).

When asked how users were making use of information, respondents were given an opportunity to select more than one entry. Of the responses received, approximately 60 percent indicated "End User Only." (This statement will appear to conflict with a later statement which indicates that 30 percent of the respondents were end users. This situation occurs because this question allows multiple responses to available categories. Therefore, for this question, users may be using the information for themselves as well as disseminating it to others. An estimated 25 percent responded "Institution-wide" or "Department/Office-wide." Finally, 15 percent of the respondents noted the categories of "For Newsletter," "For E-Mail System," or "Other."

When asked to estimate the number of people that ultimately received information retrieved from FEDIX, approximately 60 percent responded between 2-50. Two

respondents reported between 1001-5000, one between 500-1000, and six between 101-500. Approximately 30 percent of these respondents reported that they were end users of the information. Extrapolating from these results, an estimated 1.4 million people had access to information retrieved from FEDIX during this reporting period.

Of the 204 respondents reporting on the HELPLINE, only 12 had used it. While they were very satisfied with the assistance provided, the ratio of those seeking assistance was a surprise. This may indicate a maturing user community that requires less assistance and/or because there are fewer or no "bugs" in the system from their individual user perspective.

When asked "Do you believe that a one-number access to multiple-agency information via FEDIX is a better way to access agency information," respondents overwhelmingly indicated "Yes." Only 6 responded "No" compared with 32 responding "Somewhat" and 148 responding "Yes." When asked if users would access FEDIX more often if additional agencies were added, the response was again overwhelmingly in the affirmative. Of those responding, 181 indicated "Yes" while 18 reported "No."

When respondents were asked to list which agency or agencies they would most like to see on FEDIX, over 50 different agencies were listed. While most had one or two entries; some were noted by several respondents. Most significant was the Department of Education with 38 responses. The Department of Defense Agencies and units under Health and Human Services were also cited by several respondents.

There were relatively fewer open-ended comments in FY 1993 than in previous years. Respondents were provided an opportunity to respond in any way they desired and did so

mostly in a positive way. Fewer than 10 responded with some sort of difficulty in using the system while nearly 30 took the time to express "good job" and "important service" type comments.

FEDIX users continue to increase in numbers and in utilization of the system. A sense of user maturity emerges from these data as does a recognized need to consider adding agencies cited by respondents. Users clearly desire this one-number access system and urge its expansion. Notable also, based on respondent comments, is that the "bugs" have substantially disappeared from FEDIX.

APPENDIX B

COMMENTS

1. Want ability to search Federal Register and Commerce Business Daily.
2. I "signed on" once but have not taken the time to view all of the options/benefits at this time. I do intend to investigate this system more closely.
3. Thanks!
4. Very interesting program
5. I am very thankful for the FEDIX services even if I have not utilized it as much as I would like.
6. Please keep up the good work! We appreciate it!
7. My one use was brief and not fruitful. I may try again when time permits.
8. FEDIX is doing a good job.
9. Great service, keep up the good work.
10. Good to see that heretofore information which was unavailable due to personnel resources can be accessed by the public. Keep up the good work.
11. Good information access system. Keep up the good work.
12. It's an excellent idea. I've not found anything that directly meets my needs, but I'll keep trying.
13. I find this service very useful and full of information which I could hardly get.
14. A great service, and getting better.
15. The FEDIX system is excellent!
16. I accessed the system to satisfy my own professional curiosity. It will become more valuable to me later, i.e., my graduate students. The information widely/freely disseminated at Rutgers via our online INFO system.
17. Good resource!

18. Good Information database.
19. As a student I wish there were a better format to assist with locating federal grants/opportunities that I know places like NSF offer. This could be done. Perhaps get the students out of the main quickly and narrow to our topics of interest.
20. I find this service very useful and look forward to using it in the future.
21. Our biggest use of FEDIX is for agency contracts. We use the system very often for addresses, phone numbers, etc., and find it very helpful and convenient.
22. FAA doesn't have much on yet. If they put ads, NPRM's, etc., it would be extremely useful.
23. The only problem with using the NASA connection was that it took so long to move around and then to type in my question.
24. The FEDIX services are okay, but could be improved by online assistance on downloading.
25. I have only recently tried this service. I had trouble here downloading - so until I get that worked out I have not tried it again. It seems like a great system so far.
26. I sometimes find it difficult to download files. Also, since I use a MAC system it is difficult to "move" throughout the system. No scroll bars, etc., otherwise, the information is very helpful and I hope to see more information for my needs - programs for people with bachelor's degrees who are interested in obtaining teacher certification.
27. The information this system offers is very good now. However, more information needs to get out to the public about this program. Very few people in the government or outside that I talk to know about this system.
28. This is a wonderful idea. It allows citizens access to government information and a chance to share. More agencies and more information and files would be even better.
29. FEDIX is a viable asset. Please convey the positive impact expanding its parameters to users/managers would have.
30. Your questionnaire reminded me that this database exists. I had forgotten about it until now and hadn't used it much. It is, however, a very useful tool and is very helpful and potentially helpful in the future. I intend to use it more from here on out.
31. FEDIX is great!
32. Local gateways may widen the use among non-Internet users.

33. Great BBS! Keep up the good work!
34. Very user friendly - easy lookups.
35. Bring back the Jobline! Especially from the FAA.
36. If I can be of assistance please write me.
37. I have only accessed the system to take a preview glimpse. I know little about the program.
38. I am interested in using this resource more frequently.
39. I am retired from Purdue but have been preparing a new edition of "Nuclear Reactor Engineering" in which I have a section, "Online Information Retrieval." I briefly used FEDIX to satisfy myself that it was worthy of mention in my book.
40. I'm with Social Security, I did not find the information on your system useful to me. You should remove my name from your database of users.
41. I also use NASA SPACELINK which features more in depth info - but the toll call limits my use of it.
42. I was looking for funds for my son's education. He is not a minority student, so there were none.
43. I graduated shortly after finding out about the system. Roommate used it to find contracts for an electrical engineering graduate school grant.
44. I just logged on to see what information FEDIX supplied.
45. I plan to use it more now that our school has computers.
46. I have not had enough time to explore FEDIX but would like to access it more in the future.
47. Would like to have more direct access to DOC. Also, would like to see more general information on various organizations (organizational structure, phone directories, etc).
48. My interest really isn't in FEDIX but in helping faculty access it.
49. I would like more complete information on DOC.
50. Need more information on availability of surplus astronomical equipment- both radio and optical telescopes.
51. I have found FEDIX quite useful so far.
52. Thanks for making FEDIX available.

53. Nice work. Keep it up.
54. I have not used it very much, however, I do think it is a valuable service.
55. Super!
56. It will be great help if the database can be accessed in "batch" mode by network. (Such as LISTSERV).
57. As government documents librarian, I have replaced people without using it much myself. I think it has large potential - should work with other information dissemination in government - particularly GPO.
58. I have had trouble using the system - never seems to have information I need. Is there a manual available?
59. I am not aware of all the programs and institutions that can be accessed by FEDIX. It would be helpful if there was an informational program within the FEDIX system or a book available. I'm particularly interested in education (college) information and job opportunities.
60. I hold this public database, as well as others like it, in high regard. They are a positive step in linking government with other public institutions as well as the private sector. I'd like to thank both the supporters and operators of this facility for a truly valuable public service.
61. A LISTSERVER would be a nice option.

**DATE
FILMED**

9 / 14 / 93

END