

August 28, 2009

TO: Cindy Castillo, Director of Financial Aid

FROM: Andrew LaManque, De Anza Research  
Caitlin Tiffany, Student Assistant

SUBJECT: Financial Aid Website Survey

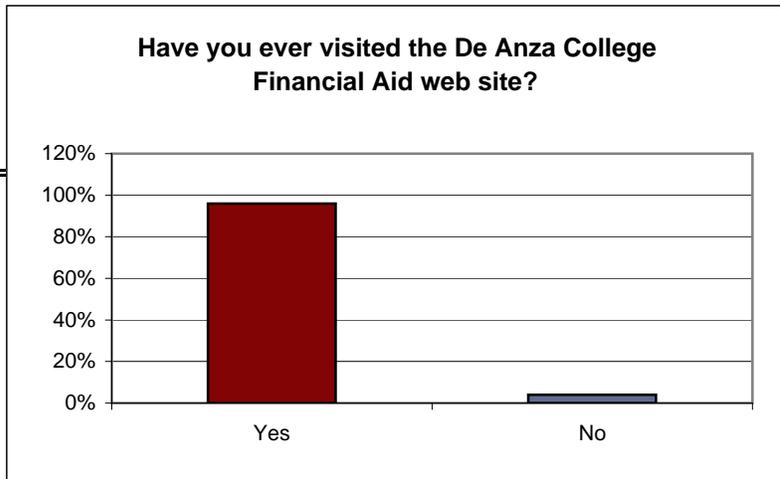
The Financial Aid Website survey was sent out on August 11, 2009 with a reminder on August 18, 2009. There was a 1.7% bounce back rate. It was sent to 7636 financial aid applicants for 2009-10, and 1545 applicants responded for a response rate of 20%.

Important Highlights Include:

- 49% of respondents replied that the primary reason they first visited the website was to learn what was necessary to apply for financial aid at De Anza College.
- 52% of respondents replied that they had visited the website 5 or more times.
- 91% of respondents replied that they “agreed” or “strongly agreed” that the website helped them understand the steps to completing the financial aid application.
- 82% of respondents replied that they “agreed” or “strongly agreed” that the website answered the questions they had about financial aid.
- 75% of respondents replied that they “agreed” or “strongly agreed” that the FAQ section was helpful in answering questions about financial aid.
- 78% of respondents replied that as a result of visiting the website they understand the steps needed to complete a financial aid application at De Anza College.
- 40% of respondents replied that as a result of visiting the website they understand how to apply for professional judgment, and 52% do not.
- 78% of respondents replied that they knew that enrollment fees have increased for California Community Colleges in fall 2009.

1. Have you ever visited the De Anza College Financial Aid web site at: <http://www.deanza.edu/financialaid/>

Response	Number	Percent
Yes	1486	96%
No	57	4%
Total Valid	1543	100%
Total	1545	100%



2. What was the PRIMARY reason you FIRST visited the financial aid website (pick one)?

Response	Number	Percent
To learn about student employment	33	2%
I have never visited the website	37	2%
Other	47	3%
To contact financial aid staff	120	8%
To check important dates	166	11%
To learn about scholarships	172	11%
To apply for a BOG fee waiver	220	14%
To learn what was necessary to apply for financial aid at De Anza	758	49%
Total Valid	1541	100%
Total	1545	100%

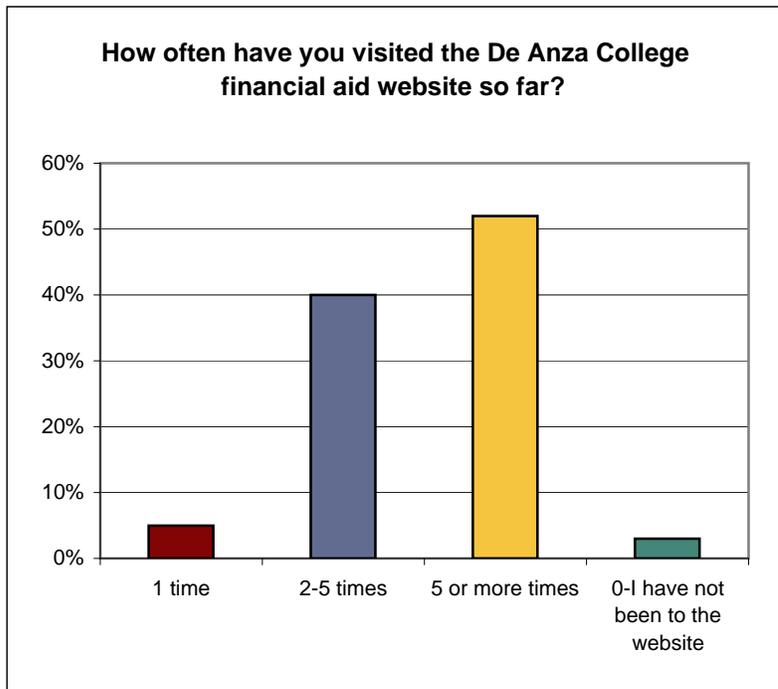


If you selected "other" in the previous question, please specify below.

Response	Number	Percent
Professional judgement, financial aid extension	1	0%
All of the above	6	0%
To check financial aid status	9	1%
To get financial aid forms	14	1%
Total Valid	1541	100%
Total	1545	100%

3. How often have you visited the De Anza College financial aid website so far?

Response	Number	Percent
1 time	81	5%
2-5 times	612	40%
5 or more times	805	52%
0-I have not been to the website	39	3%
Total Valid	1537	100%
Total	1545	100%



**Please respond to the following statements regarding the De Anza College Financial Aid website.**

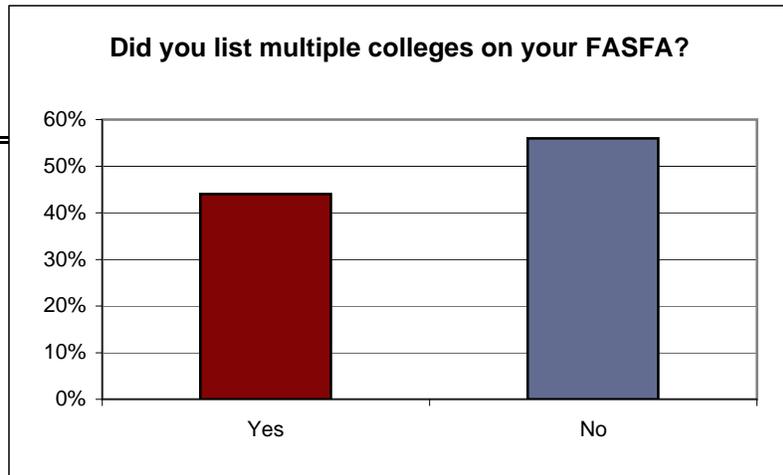
Question	Strongly Disagree		Disagree		Agree		Strongly Agree		Do not know		Total Valid		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
4. The website helped me understand the steps to completing the financial aid application.	12	1%	64	4%	787	51%	607	40%	65	4%	1535	100%	1545	100%
5. The website answered the questions I had about financial aid.	12	1%	135	9%	833	54%	425	28%	74	5%	1529	100%	1545	100%
6. I learned things about financial aid at De Anza from the financial aid website that I didn't know before visiting the page.	19	1%	166	11%	744	49%	516	34%	86	6%	1531	100%	1545	100%
7. The FAQ section was helpful in answering my questions about financial aid.	17	1%	139	9%	789	52%	352	23%	233	15%	1530	100%	1545	100%
8. As a recipient of financial aid, I check the website for answers to my questions before going into the office.	25	2%	180	12%	681	45%	520	34%	124	8%	1530	100%	1545	100%
9. It is easy to print any required supporting documents or forms from the website.	7	0%	51	3%	581	38%	790	52%	100	7%	1529	100%	1545	100%

**As a result of visiting the website:**

Question	Yes		No		I understand but did not learn it from the website		Total Valid		Total	
	N	%	N	%	N	%	N	%	N	%
10. I understand the steps needed to complete a financial aid application at De Anza College.	1200	78%	60	4%	272	18%	1532	100%	1545	100%
11. I understand what satisfactory progress is.	1103	72%	284	19%	140	9%	1527	100%	1545	100%
12. I understand how to apply for professional judgment.	613	40%	787	52%	120	8%	1520	100%	1545	100%
13. I know where to find the disbursement dates for the year.	1075	70%	375	25%	78	5%	1528	100%	1545	100%
14. I understand the difference between being dependent and independent with regards to financial aid.	1179	77%	142	9%	203	13%	1524	100%	1545	100%

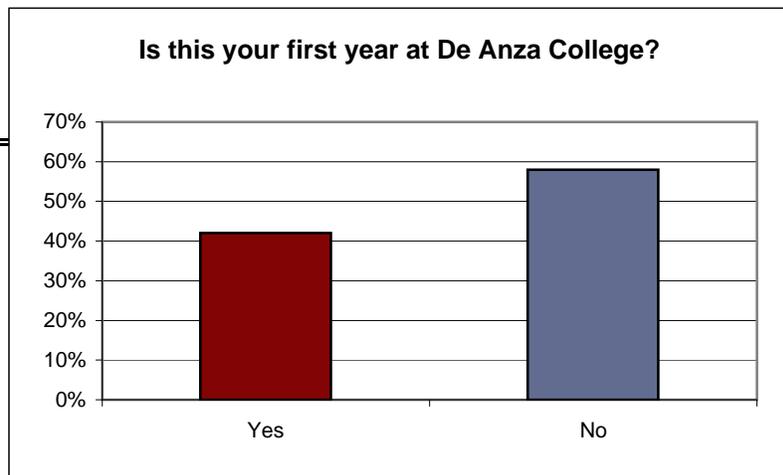
15. Did you list multiple colleges on your FASFA?

Response	Number	Percent
Yes	678	44%
No	855	56%
Total Valid	1533	100%
Total	1545	100%



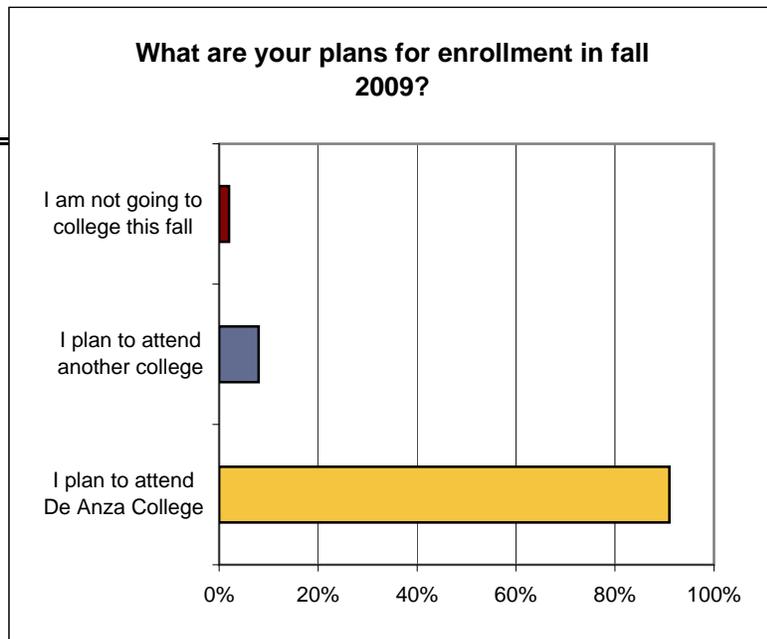
16. Is this your first year at De Anza College?

Response	Number	Percent
Yes	643	42%
No	885	58%
Total Valid	1528	100%
Total	1545	100%



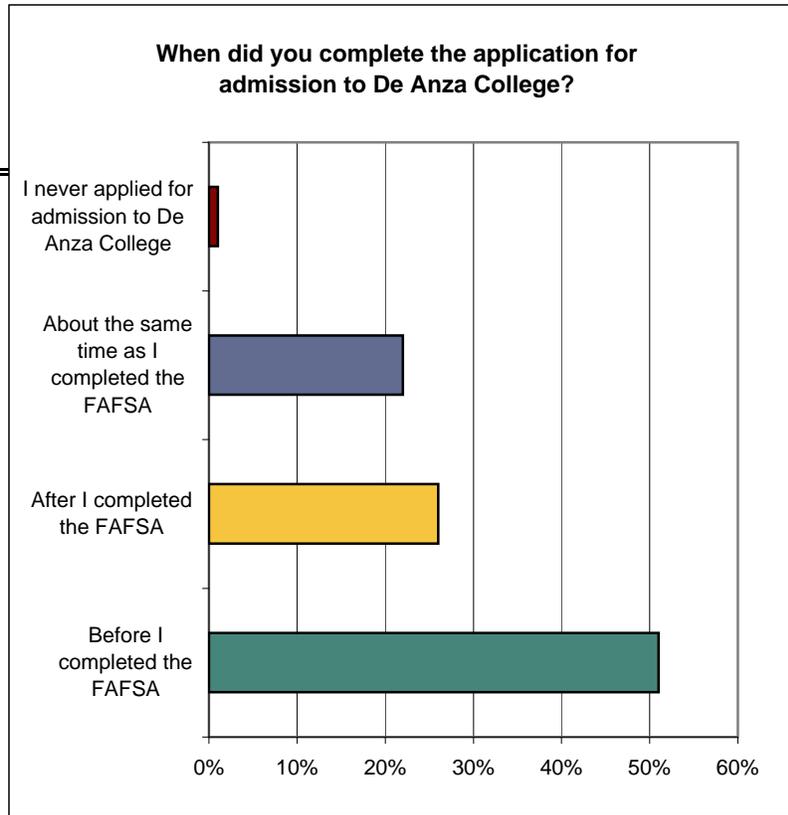
17. What are your plans for enrollment in fall 2009?

Response	Number	Percent
I am not going to college this fall	24	2%
I plan to attend another college	120	8%
I plan to attend De Anza College	1392	91%
Total Valid	1536	100%
Total	1545	100%



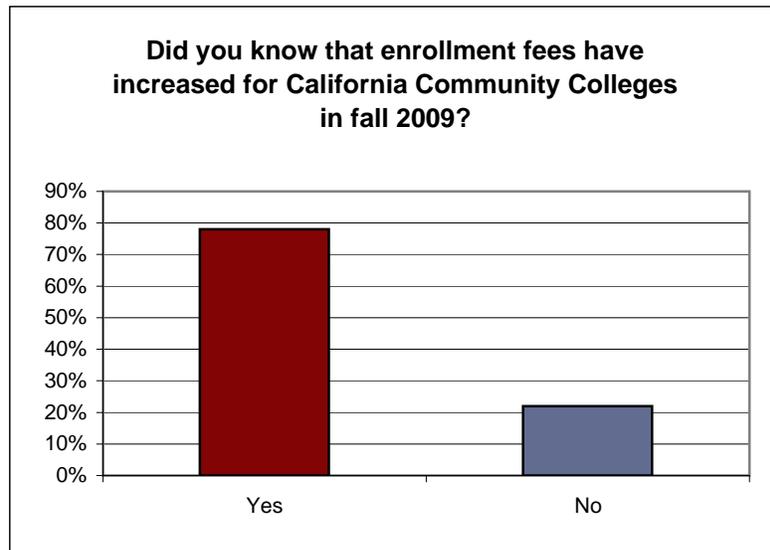
18. When did you complete the application for admission to De Anza College?

Response	Number	Percent
I never applied for admission to De Anza College	22	1%
About the same time as I completed the FAFSA	334	22%
After I completed the FAFSA	393	26%
Before I completed the FAFSA	784	51%
Total Valid	1532	100%
Total	1545	100%



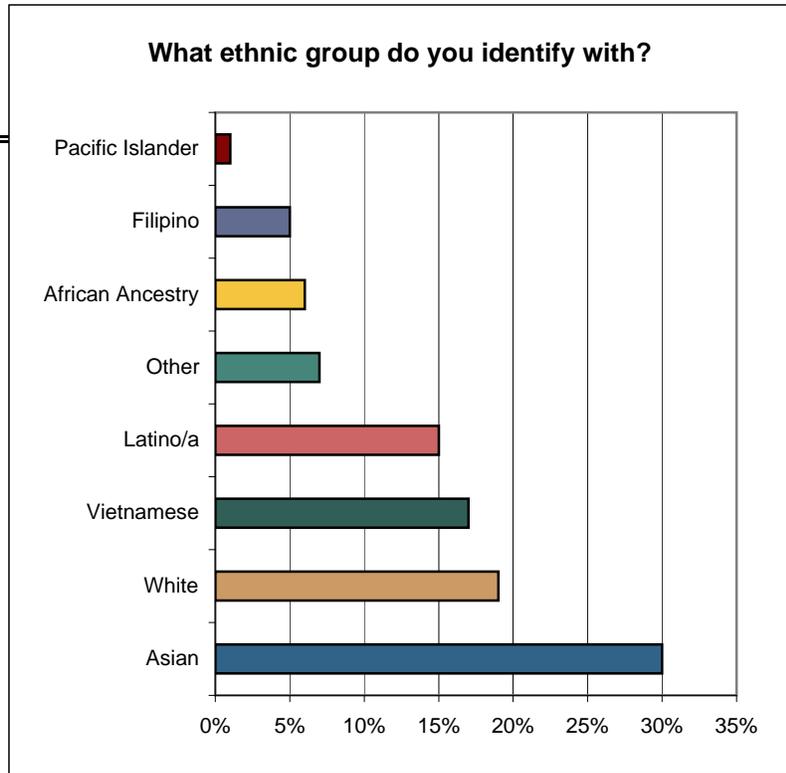
19. Did you know that enrollment fees have increased for California Community Colleges in fall 2009?

Response	Number	Percent
Yes	1203	78%
No	333	22%
Total Valid	1536	100%
Total	1545	100%



20. What ethnic group do you identify with?

Response	Number	Percent
Pacific Islander	18	1%
Filipino	72	5%
African Ancestry	89	6%
Other	105	7%
Latino/a	242	15%
Vietnamese	274	17%
White	296	19%
Asian	470	30%
Total Valid	1566	100%
Total	1545	100%

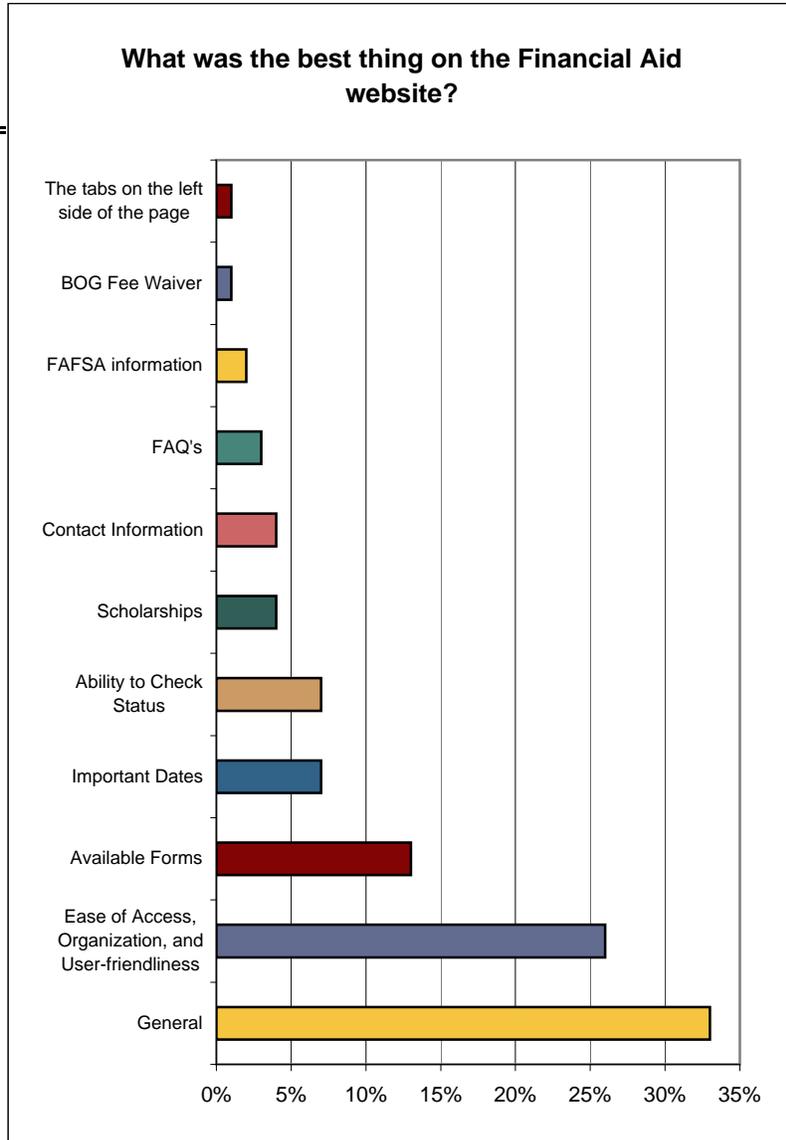


If you selected "other" in the previous question, please specify below.

Response	Number	Percent
Decline to State	3	0%
Native American	4	0%
Middle Eastern	19	1%
Multiple Ethnicities	31	2%
Total Valid	1533	100%
Total	1545	100%

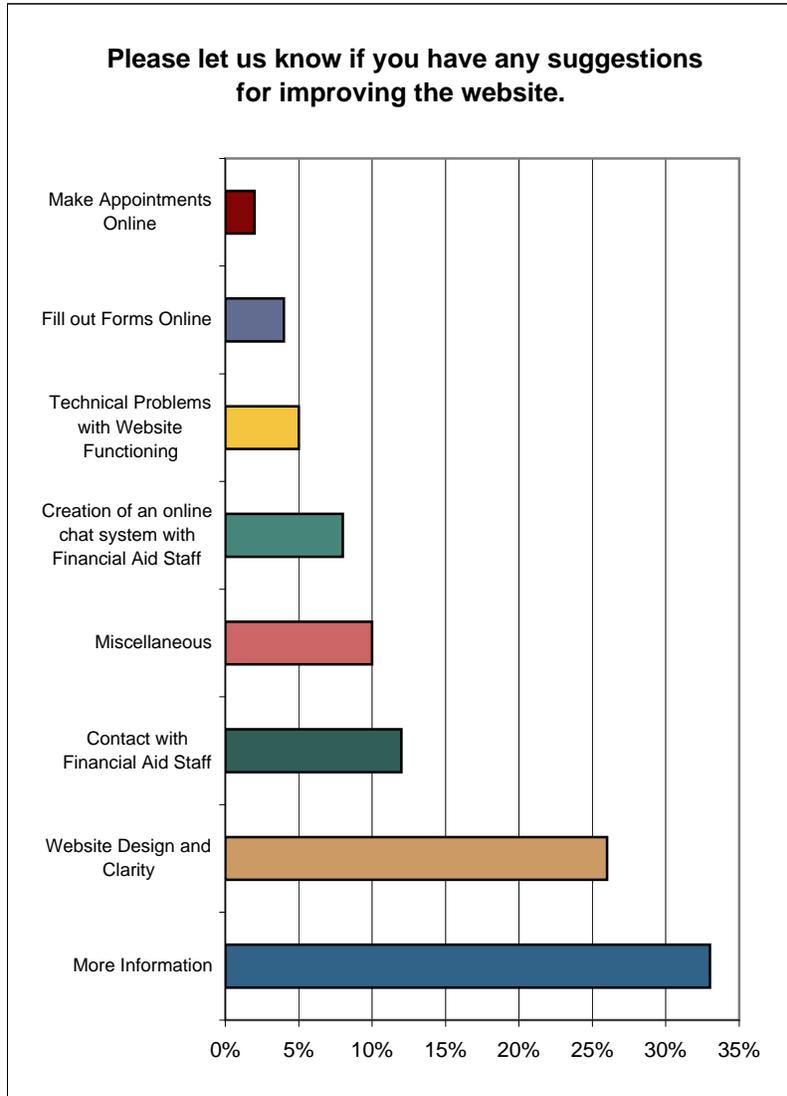
21. What was the best thing on the Financial Aid website?

Response	Number	Percent
The tabs on the left side of the page	7	1%
BOG Fee Waiver	15	1%
FAFSA information	22	2%
FAQ's	26	3%
Contact Information	36	4%
Scholarships	39	4%
Ability to Check Status	69	7%
Important Dates	71	7%
Available Forms	135	13%
Ease of Access, Organization, and User-friendliness	265	26%
General	341	33%
Total Valid	1026	100%
Total	1545	100%



22. Please let us know if you have any suggestions for improving the website.

Response	Number	Percent
Make Appointments Online	5	2%
Fill out Forms Online	10	4%
Technical Problems with Website Functioning	14	5%
Creation of an online chat system with Financial Aid Staff	22	8%
Miscellaneous	28	10%
Contact with Financial Aid Staff	34	12%
Website Design and Clarity	71	26%
More Information	89	33%
<b>Total Valid</b>	<b>273</b>	<b>100%</b>
<b>Total</b>	<b>1545</b>	<b>100%</b>



NOTE: The following comments are taken from the online survey

**21. What was the best thing on the Financial Aid website?**

Ease of Access, Organization, and User-friendliness

It is well design web site
I enjoy how easy it is to access the website.
The key information needed. It's not bogged down with information that isn't needed by the students.
Easy navigation to find information
easy to use and has everything a student needs to know.
The easy step by step help it provides.
Easy-to-locate items.
The website was very informative for me. it's easy reading.
Easy to use
It is very organized and easy to navigate through.
Easy to navigate
they are really great and well organized
Easy access to personal information.
Easy to navigate.
It was easy to browse around and it answered my questions clearly.
The overall clarity of the website.
it has a wonderful picture of our staffs ;). I can easily the information i need on front page.
The way the page is set up
Fast, convenient and helpful
clarity
that all the information is clearly
Every thing is very clear. There is nothing not understandable.
fast and easy to follow
It was really simple and understandable
easy accessability
The information provided is very easy to find.
It's very organize.
I like who everything are easy to find.
It is very easy to use, the topics are categorized neatly in each group (options can be easily seen in the left column).
everything is clear with detailed explanation
easy to understand and its really helpful
Ease of access and helpfulness in finding what I need

Clear info.
The easy access to the information that I need to know in order to stay informed and make sure that I know what the next steps are.
it is easy to use
The site is tough to navigate at first but once you get it its very easy and whenever you can't find something you cansearch it
It is easy to use and contains most of important information
It's easy to access and to use.
The links--easy to get around the site.
It is quick and easy and all the information is right there in front of you so you dont have to look around.
its user friendly
well organized selections
easy to use
It was very well organized and simple.
It helps me how to apply and direct me where to go to get the informations. It is an easy format to follow.
The best thing on the Financial Aid website is the organization of all the accessible information that will help me become better prepared in applying for Financial Aid.
I like how everything was organized.
the interface is user friendly and easy to use
easy to look for information
It was easy to navigate.
Organized
things were easy to find
I liked how everything was really organized into its' own category. It helped me locate/find things more easier.
It is well set up and easy to navigate.
everything is really clear
The ease of use
this is good wewbsite
Everything was pretty clear and on point. If I had any further questions about anything regarding financial aid and it wasn't answered or featured on the financial aid section, I would either call or go to the actual office (which was probably more helpful than being on the phone).
its easy to access and made for all ages. its easy to understand as well
easy navigation
It is really easy to use, because my friends say that the De Anza Financial Aid site isn't as complicated.
The easy links to information.
easy to use
Each category is separate well.

It is very organized.
very easy to use
the website is clear to understand
Navigation
The ease of answering all my questions, and if they were not listed then I had quick access to emailing the office.
How easy it was to apply and how fast it took for it to be processed. Also of how it was professional and oraganized in a way that people who are not computer cordinated can use it.
easy to use
It is very user friendly.
fast, easy understanding, enough informationes.
Accessibility.
it's very helpful, and easy to understand.
The Financial Aid website is easy to navigate and it is quick and easy to find the information I need.
simple, straight forward
It was very clear to understand and easy to find out what I need
it was pretty simple and easy to access and find the answers to the general questions that i had.
It's very user friendly and simple to navigate.
it is easy to sign in and that able to see the states of the application
Simplicity
It is easy to navigate and straight forward, so you can find the answers you need easily.
The organization and layout of the website made it easy for me to access what I needed.
how everything was simple and organized
The ease of looking for information around the website.
easy to follow and understand.
It was very easy to understand and navigate through
It is very helpful and easy to understand.
easy to use.
Easy access to forms needed, dates, award amount
It was easy to fill out the application.
I think that it is laid out well which makes it easy to navigate.
I can access the information anytime.
I can find the answer for my question about financial problem easily.
It's ease of use.
The information you are looking is there on the website which it easy for what you are looking for.
The information was clear

The best thing, actually, on the website was the steps to qualify for financial aid. It was very easy.
Very organize. I can find my answer easily.
its easy
its easy to navigate
The ease of getting the answers you need.
ease of use
Informative information for students. Easy to navigate through.
Easy navigation
I could go whenever if I had a question.
easy to navigate.
It is clear and easy to follow
Knowing that you are able to view it at any time.
Its easy to use and find information that I need.
The main page; it was so neat and organized. I found that everything was easily located on the site. It was very user- friendly.
The best thing about the website itself is that it is very easy to get from point "a" to point "b" since everything is pretty much organized.
Very self explanatory and easy to navigate site
It is very user friendly with lots of great information.
That explains you every single step (e.g. the show you where to click to find the form that they need from us)
its pretty easy
I find everything i need on the website meaning i dont have to go to the office and wait in a long line
all the information and very easy to find what I need to know.
Easy access to the scholarship website
Easy to use
the website is user friendly.
The simplicity
how easy it is to look up any questions that you have and it has any forms that i need to fill out. its easy to find scholarships and disbursment dates.
Everything is right there and easy to find.
Clear,interesting.
The easy navigation system.
very organized
It's convenience for students to check information from the Financial aid without walking in person.
It was easy to find and to figure out what forms to print out.
It was very clear and helpful
ease of finding forms and links

It's very easy to search through what you need the most.
The information it provided. Very detailed and easy to understand.
that you can find stuff esaliy. its simile *
The fact that it is really easy to view and understand.
Easy layout.
The website was very informative yet it was very simple to work with. it helped me navigate and find the things i needed.
easy navigation
The ease in filling out the form.
It was very intuitive and easy to use.
Site is organized and not cluttered with information.
It was easy to read
It is clear with all the resources of what you need to do. Everything that you need to know is categorized correctly, making the process fast and simple.
its easy to get every information from the website, its very organized,easy ti print.
It can easy help students to find the specific application form they want and it's easy to print out.
that is was to the point and told me what was looking for
easy to use
It is easier to figure out what you need to do to make sure financial aid stuff is done right
Its easy !! to understand
it is listed clearly, logically.
it saves lots of time
easy to use!!
It is easy to find all the information related to financial aid.
It was easy to use.
It is easily accessible.
How organized it was.
Everything was clear and straight to the point.
easy to browse and find what you need.
easy to get to the right service
its easily understood
helps you understand clearly.
Lots of information and easy to understand.
to learn easier
You can edit your details easily online.
it's easy
easy log-in
Questions are answered so easily.

Easy to access information
It was easy to navigate and answers all of my questions.
The fact that it was really easy to fill out the application and check if you got the aid or not.
The Website was clear, cut, and precise about how to access different tools needed to about financial aid. The site was well organized and very easy to use, making it very fast and convenient.
It's easy to understand.
It's always there to look at and as often as you want.
easy to find all answers, and also to communicate with financial aid staff
Easy to find what I want to look for.
easy to access
The application was very easy and user friendly.
It so so easy to find anything
Ease of Accessing any page requested.
It was easy to navigate and find answers to my questions.
IT IS EASY TO FOLLOW INSTRUCTIONS
I like the links on the side. They give you easy navigation.
easy to find
Organized, informative
The convenience and easy step by step guides to filling in the application.
I like the layouts. It is easy to find the specific information that I look for.
It's very organized and helps me find information easy.
Easy to access and use, clear organization.
It's readable and easy to use
The best thing on the website is the easy understanding of it. It was not difficult to find what I needed.
It is very convenient.
The way the website is formatted makes it easy to navigate.
Catchy Lay Out with a lot of helpful info.
easy navigation
The easy access and understanding.
It is very clear to understand. If I needed forms that is clearly marked, when I wanted the dates of disbursement it was clearly marked. Lots of useful information
step by step instructions and direct links
very easy to use website !
The website is easy to peruse
it's easy to follow through. and if I have problems or questions I can just ask in the Q&A section
It's very assessable, clear, and easy to use.
it had lots of helpful information that was easily accessible

The theme on the Financial Aid Website is nice and the information is very helpful and clear.
That their is one and it does help a little to understand
Clear and very east to understand.
able to check whenever or wherever I need to
The Financial Aid website has a lot of helpful information and its easy to understand.
I believe the best thing about the website would have to be the fact that it is easy to use and understand. It is very easy to find the scholarships you want and need.
it's clear and easy for me to find what i want. I can also see what I need to complete my financial aid, how much i can loan...It's also connect to my web at deanza, so I can see my stuff in school.
I think it is easy to navigate through, you can click on underlined words to learn more, it is very helpful.
Easy access to information before going to the office.
very helpful and straight forwards. Everything was where it was needed to be. I didnt really have to use a microscope to look around.
it was very easy and simple.
easy to use
It was easy to maneuver through to find the information I needed.
i dont need to go to the finacial aid office.
how easy it is to locate information
easy to access info
easy to obtain info
clear step by step instructions
It was very clear on what steps I need to take to complete my finicial aide form.
The clear and concise information provided.
There are many links on the financial aid website and they are all easy to locate. There is a lot of information on the website and step by step instructions that it makes it easy to understand the whole of the financial aid that De Anza has to offer.
Category breakdown
That it is straight forward. Easy to use.
easy to find out all informations and forms
It was easy to find answers to my questions.
It is easy to use and understand for the most part
The website is easy to browse
Easy to navigate.
It was neatly organized so if I had a question on anything, I would be able to find it.
The best thing about finacial aid website is that it made it easier for me to apply an learn alot from financial aid. It also walked me through the steps in what is needed in order to apply. thanx for The "De Anza college finacial aid website" now applying for finacial aid is now easy an now i can have the knowlege to teach or help others with the financial aid!!...

Easy
How clearly it displayed the information I was looking for concerning the fee waivers.
it was easy to navigate around to say the least. I was able to find answers to my question very quickly and easily.
It is neatly organized. It is possible to find information quickly and easily.
Clear and concise (organization), answers most questions.
easy to use and get scholarship info fast and easy
everything made sense
theme
easy to read and easy to find information
it's really easy to use and when the financial aid office is closed you can just check online.
its easy as long as you follow the steps
Ease of use
I don't need t fill ut all paper works, because now I can apply online.
It's very easy to use and find information.
I just like how it was layed out, it was a simple and clean approach.
It gives me the information I need any time of the day.
It allowed me to sign up for financial aid at home
easy and very helpful
easy to find what i need
It is easy to learn how to find information which i need.
the guidance is very clear
The best thing about Finacial Aid was everything in the web sit is clear and easy to understand.
easy to apply.the steps were easy to do.
The flexibility to fill the form out at home.
The Financial Aid website is easy to navigate through.
Easy to find info
Clarity and ease. I found it easy to navigate throughout the website and find what I was looking for.
Provided information neatly. I liked the sidebar with all the links.
Layout encourages easy nagivation and simple instructions.
It was simple
How easy it was to access to the information of financial aid.
Everything is online for you to do and you don't need to go to the office for anything but just to turn in papers.

## Available Forms

The easy access to forms
Printing Forms
The forms are easy to access and the scholarships that are listed so students can read them.
Finding forms and contact information.
Available Forms To Print, and Financial Aid Office Hours
It tells you the dates and it gives you the forms you need. It is very helpful because i don;t have to visit the office for little things.
Availability of forms so as not to have to come into the office to fill everything out.
It allows me to print out the form I needed. It provides dates of disbursement. All tabs are organized in a column which makes it easy for me to get access to the information I needed.
It is easy to get any of application form from it. Like the form I need to complete for work study, financial aid etc
Being able to print out any forms needed directly from website.
The ease of printing out the required forms.
Forms
Easy to access forms.
easy to find the forms that I need to fill out.
I was able to download documentation forms that i needed to complete my FAFSA application.
Important doc for completing follow up forms to receive finaid.
A To-Do list of forms I needed to turn into De Anza in order to receive Financial Aid
I can look for the form and I can know the information.
Very easy to print and find documents that is required for apply financial aid
Printing out the paperworks to turn in for financial aid.
I didn't have to leave the house and waste a lot of time standing in line to get paper work. All the paper work was posted online and also i didnt have to stand in line or wait on the phone to get the answers to my questions. most of the answers were online in the FAQ area.
Links for specific papers needed
The forms that anyone can download to finish the FAFSA process.
The forms!
They have download-able forms
The online forms that can be easily printed at home.
I can print out the forms that I need for my FAFSA.
I can print out my forms that I needed from the web.
The best thing about the website is that you can print out the pages and turn in the Financial Aid Office.
It has all the forms you need in categories.

Finding the documents easily.
The Forms needed to be filled out
I liked the easy access to all the Financial Aid Forms.
The Forms are online are useful.
The ability to complete forms online.
The many helpful links to forms I needed to fill out
I can find all the forms that I need.
Forms printing
Easy to print forms I suppose.
The form was Fasfa and bog forms were available.
Print out needed forms.
The forms
the supporting documents from the website I can easily print it, fill in, and bring to the financial aid office
The Forms Being Set Up So You Can Easily Print
The forms that needed to be filled out.
The availability of the forms and directions along with scholarship information.
The availability of all the forms.
It is easy to find out what forms to fill, where to find and print them. The disprstment dates are easy to find, and scholarships are very helpful.
Help the news students understand and complete their financial aid forms. Inform early the financial aid status of every student.
Easy to access the form needed
The forms page: easy to access, easy to understand and print
the best thing was the links to the forms i needed to complete and information regarding my approval
That I could print the forms online and not have to wait for them in the mail.
Application form and all questions are the best thing on the financial aid website.
Having necessary forms available for download and printing.
The Financial Aid website on a whole, is a very resourceful tool to help explain to students what the requirements are and what is needed to successfully get money for education. One of the best features of the site would have to be the forms. Being able to print out what you need and filling them out before you make your journey to turn them in, can help save you an extra trip as well as gas. :)
The forms were easy to find and print.
Letting me to access to My De Anza, and print the forms I needed and check the deadlines.
To provide links for required forms, and list which forms we are missing with detailed description.
I got all the forms necessary for my file and could print them out easily.
Printable Forms

I was able to print out forms needed before going into the office. I liked that I could check the status of my FASFA on my account and learn what forms needed to finish completion and then when I clicked on the forms needed their was a description of the particular form. It was not too difficult to apply for aid and the staff has always been warm when I have been in the office....
The list of forms that I need to bring in for my financial aid application
Forms were more accessible and there are provided instructions on how to fill them up.
You are able to print the form that you need.
Print Forms
Forms being available online. Status updates.
Being able to print out the forms online, rather than going in person each time.
forms
The step by step information on how to complete the the correct form that are needed.
I was able to printed all the necessary forms.
the printable forms.
Available application for printing, reasonable answers user friendly designed website. easy access...
You can print the forms you and mail them. Beats traffic all ways around. I love it.
I think the best thing on the Financial Aid is that there are many print out forms that we can print out at home instead of driving far to get our papers on campus.
form are there...dates and staff contact
A list of required documents.
All the documents needed are there and easy to obtain. Dates for disbursements are there and clear.
I can easily find the grants' forms that I need
The forms that need to be printed out are all there and very easy to find, and the links work.
The forms that need to be printed out for completion of the fafsa process.
The Forms.
the forms
Forms to print out
Being able to print the forms i needed for the De Anza financial aid office from home. Also being able to find the information I needed on satisfactory progress.
reminders and forms
Download form.
Telling me how to apply for Financial Aid and let me print out the necessary forums.
The forms were easy to find and print out.
The easy access to the forms needed, and the detailed information on how to complete those forms.
Easy to find the forms needed to submit for PELL grant. Clear and helpful FAQ.
There are many forms to print out.
forms, disbursment dates

Easy to find the form and print them
clear application process and i can download or print any needed forms.
I liked the layout of the forms section. It helped me print the documents that I needed so that I wouldnt have to make multiple trips to the financial aid office.
The link documents that need to be printed and the ability to check on the award status
The best thing about the Financial Aid website is the accessibility of the various forms.
forms, important dates...
Availability of forms
it basically saves you time from going to the main office when you can print papers from home unless you have a very difficult question that needs attentaion to.
availability of forms
The forms.
finding all forms
I can easily get all the necessary form and information!
The ability to find forms and print them.
The download form is pretty useful.
there are many form that i need.
access to forms needed for the FAFSA
It was easy to find important document forms and disbursement dates
I was glad that there were printable forms online.
Easy access to all forms for print out without going to campus.
I loved how all the forms you needed were right there on one page for me to print conveniently print at home.
The forms are all in pdf file on the website
Forms
printouts
easy links and the forms to print out.
The website overall and printing resources.
Required forms
it is easy to print forms or documents that we need.
When I first applied for aid, the links to print out the necessary documents were very helpful.
Being able to download the necessary forms in a fast and easy way.
you can print out any forms your missing from your computer.
It offer all supporting documents
The files you can print out so you don't have to get them at the college.
It provides all the forms needed for students.
all their links for forms, dates and etc.
All forms are available on the website.
The documents available.

The Downloadable Forms
you can print out all the form you need.
having it list what documents were necessary in completing the whole process, also once you log in it tells you if it is received and complete .
How easy it is to download the forms the school asks for.
The best thing is that I can easily print any forms that required for the financial aid process
The document printing process is very clear. I like to get information off of the Financial Aid website so I can save time and gas.

## Important Dates

Important dates
The disbursement date is clearly specified.
Disbursement dates and scholarship opportunities.
It gave me the information that I needed, especially when the important dates are.
The disbursement dates, and other scholarships available.
It listed various different grants that you could apply for, and also the disbursement and deadline dates of many grants, forms, etc.
Being able to locate disbursement dates easily.
list the date of disbursement.
Disbursement dates and scholarship info
The dates for disbursements and the information on what I should do when things go wrong.
They list the disbursement date.
Important Facts. Dead Line Dates, and what I needed for my school.
The information and dates.
The dates, and award status.
I usually like to interact with people as opposed to web sites, but I do use the site to check scholarships, disbursement dates, etc.
Deadlines
important dates and contact numbers in case of questions.
dates, deadlines, financial aid programs
Information about Financial aid and due dates.
important dates
Learn more about financial aid program, and know the important date.
Disbursement dates of each form of financial aid is conveniently listed on one page it gives dates and deadlines and has basically all the information needed without asking.
disbursement dates
disbursement dates
Disbursement dates

The best thing on the Financial Aid website was the important dates for disbursement, financial aid policy, and scholarships.
very helpful information and due dates help out a ton.
The date of the disbursement just kidding, it answer most of my question.
The straightforward dates and the helpful links for other financial support.
I like being able to find the disbursement dates easliy. I also like being able to easily find out what scholarships are available.
being able to email and actually get answers and finding the dibursement dates
It gave the disbursement dates.
the best thing on the Financial Aid website is the disburstment date
Disbursment dates
Disbursement dates posted and printing the necessary forms to complete the fafsa.
showing the disbursement date and printing forms
The disbursement dates.
The website is clear on what the disbursement dates are for financial aid.
Disbursement Section.
the disbursement dates link
The specific directions and deadlines listed in simple formats are the best thing on the Financial Aid website. In addition, the contact information are very helpful if I have further questions and want to call the office.
Knowing the disbursement dates and some forms I needed were on there.
Deadlines and directions
The deadlines and important dates as well as the printable forms
Finding out disburstment dates.
being able to find out the disbursement dates and amounts.
disbursment dates
Disbursement dates, and all the paper work I need.
The list of important dates. I hate checking in at the office, the website makes it much more convenient to look up and be aware of disbursement dates.
The best thing about the website is that i can see important dates and information on what is happening.
For me, I found the dates and deadlines page very helpful. Also, the fact that all the paperwork needed for Financial Aid are on the web page.
All the informations we need are there, and all the important days are on the website too.
It keeps me updated with what was going on like the important dates and all the changes that happen through out the quarters.
i can find important date and print out forms from the financial Aid website.
clear dates and important information in bold
the way that the dates are there and what i need to complete
Disbursement Dates are the main reason i go to the website during the school year.
to learn easier and we can check the deadline and date, and we can take notes.

It's helpful in understanding the most important things. It also helps you to know the important dates . And helps you print the forms you need to complete because they have all the forms on the website . and helps you in contacting the staff.
I like how it has all the important dates listed and I don't have to keep going into the office for answers.
ability to check important dates
the important dates
it has all the important dates needed and reminders
The distribution dates
disbursement dates and explanation of grants and fee waivers
Check the important date.
disbursement dates :)
Dates easy to find
information and dates
clear dates of deadlines

### Ability to Check Status

Status of application and awards. Application process and FAQ.
Checking and seeing my awards
It is nice can check Financial Aid status on the website.
Knowing the status of application without going to the FA office, and instructions on how to apply.
easy to check my financial aid status
the part where you can track your financial aid application.
being able to see what my rewards status is and being able to search for scholarships. Although i find it more accurate to look at the wall for current ones in the fin. aid hallway.
let me know about application ASAP
Access to my status.
Provided online status of FAFSA application.
The best thing on Financial Aid website is that I could check my financial aid status, to see what i'm missing on my financial aid application.
access to my personal information.
it helps me easy to check my statue on the financial website.
Amount of the award
you get to check on how much money you get
The ability to check the status of one's financial aid.
To see what I get on Financial Aid.

It shows you directly what you need and where to go to complete your application online!
The "My Financial Aid" link.
Easy to check my status
Checking the status of my Financial Aid application - and the corresponding information
to print out the forms and to get information or stuts for finansial aid.
Being able to complete the application and checking back for an possible errors
I like how the financial aid website was clear about what information I turned in and what i needed to turn in.
the way that i can view the kind of financial aid i received
IT shows my progress and how much aid i have recieved.
It is my account information . I could check if I need to turn in anything for my FAFSA.
I can check the status on the website
The best thing was knowing what i would be getting for Financial Aid.
Reviewing what I have available in real-time.
The best thing on the website was how it lets me know how much money I get to spend on school.
The best thing on the Financial Aid website is the "my financial aid" button.
information about satatus on the application
how it let me see my awards and classes
The financial aid website allows me to check the status of my application and to see if there are other forms that i need to fill out. I am also able to print the forms necessary and the site provides me with the address to send the completed forms too.
Seeing the grant amount I was awarding for school.
finding out the results of financial aid
Being able to track my FAFSA and other scholarships right from home instead of having to go back and forth to the financial aid office.
You have links for grants and scholarships, and you can check the status of your fasa report.
I FOUND THAT IT WAS NICE BEING ABLE TO CHECK MY APPLICATION STATUS ONLINE, RATHER THAN HAVING TO GO TO THE FINICAL AID OFFICE AT DE ANZA DUE TO THE FACT THAT I LIVE ALL THE WAY IN SANTA CRUZ, CA.
knowing what was awarded to the person by the amount of money that each grant can give the person
Its easy to track ones recoards, and checking the statas.
Status check for application/paperwork processing
I was able to tell how much grant was granted for my financial aid.
to know how many document I have to submit on my application,status of application and disterbuton of payment.
Check the information about financial aid and easy to read documents.

Identifying which aid you have received.
The best thing is it answered a lot of my questions and i can see the status of how my FAFSA and how it is doing.
seeing how much money i'm going to get each quarter.
can check what yoy need to do next.
Confirmation of items received and getting a status update.
Being able to keep track of the financial aid forms and also told of my progress.
Application Status
you can check any updates the office has for you at any time.
It lists what you are missing.
knowing how much you were granted
to check my status
shows your award
Keeps students currently updates on their financial aid status and to inform whether there are any major changes towards the student's financial aid.
Status updates on my Financial Aid.
i can check my FASFSA anytime that i can.
Finding out how much I was awarded.
checking incomplete documents
You are to view your current status about your financial aide.
that i can check on my financial and see what is up to date
To know about the status
It lets me know my award status
the list can show me what i miss.
It lists exactly what we have turned in and not turned in.

## Scholarships

Information about scholarships
Scholarships!
It provides me several necessary information about scholarship, Pellgrants...etc
Checking for Scholarships
Scholarship information
The best thing on the financial aid website is the different scholarship offered and the format it is given to the student. It makes it easy and understandable to research for available scholarships.
Scholarships
scholarship information
the details on the scholorships
Scholorship information.

scholarships
scholarship information.
scholarship update regularly
scholarships
Scholarship information. There is always a handful that I can apply to
Scholarships layout
To learn about scholarship, to check important updates, and print out forms.
They Help you understand what the other scholarships can offer you.
Getting to know information about scholarship.
the scholarships lists
The good thing about financial aid website are the scholarship area.
the best thing is the easy to use scholarship link which save me a lot of time.
Scholarship listings!
Scholarship information.
shows me all the different scholarships i can get.
Scholarship listings!
The Computer Scholarship from CompTech.
The scholarships are helpful.
the scholar ship website was helpful.the informations how to apply and how to get a financial aid also very helpful.
scholarship search
Scholarships
about the scholarship.
Scholarships
Scholarship information and completion information for aid
Finding available scholarships.
The many choices on scholaships offered.
the scholarship site on the web helps a lot
the scholarship giving
Information about scholarships

## Contact Information

Contact hours
contact phone number and staff directory
hours and schedule
Direct contact with financial aid advisors
the order a person can find the contact information, dates, forms and other things.
The contact number and hours for any further questions regarding the financial aid at DeAnza college.

i am able to email the financial aid staff about questions regarding my application status and was able to get a very helpful reply within 24 hours.
The contact information
Everything! Especially the hours of operation and the my financial aid button and the list from the left side.
contact information
the contact #s and the form(s) availability
Contact information
I love the email address listed where I can send my specific questions to and I always get a reply back within 48 hours.
It offers the contact information and hours so I can go down their in person to resolve my financial aid issues.
The names and telephone numbers of the staff, because no one ever answers the telephone in the Financial Aid Office.
Counselor info and contact
I did not deeply research through the site but the office staff are very friendly and helpful. Thank you.
Contact information, scholarship info, deadlines Explanation of Aid available.
the contact number
The contact numbers.
contact info for more questions
Provides contact information
If I have a question, I'll get a responds by the online/email process.
It lists the contact information right on the front page. It also states how much enrollment fees are.
contacts page and list of lenders.
The number to contact reps.
I get good help from office personal.
The amount of information that's on the page, and the contacts left for us in case we need any further help.
the home page has the times the office is open and contact information and locations. It is very helpful to have a home page that is not confusing and provides immediate information that is commonly needed.
phone number
Names and numbers.
the people that help alot.
just checking what time the actual office was open so i can see when to go in and what i needed to turn in
hours of operation of office...id rather talk to someone in person
That you were able to email someone who would respond to you within a set amount of days.
Easy to find staff contacts.

## FAQ's

Frequently Asked Question
The question and answer section...that was really helpful!
The FAQs were very helpful, and also the list of what is needed to obtain financial aid services.
The FAQ section because it answered many of my questions.
F.A.Q.s
The FAQs are handy and answered some of my general questions.
Q & A
FAQ
Faq section
The FAQ section was helpful in answering my questions about financial aid.
FAQ
The FAQ section because it answers much asked questions.
FAQ section, because its like your asking the question and it tells you the answer.
the FAQs
FAQ
the faq's and the fact that there were faculty numbers there for furhter assistance
The frequently asked questions. all the answers are in there.
FAQs
with the FAQ section i was able to understand the steps towards my financial aid progress
FAQ
The questions most frequently asked,
The FAQs and application forms are available online for me to print/
the FAQs helps me a lot when i need to find an answer to a simple question, the page for disbursement dates is helpful whenever i am wondering when i would be receiving my money, and the Forms page is easy to use and straight forward.
FAQ
The F.A.Q.s and information on installment payment plan.
it answers frequently asked questions without having to actually go to the financial aid office.

## FAFSA Information

the information of the qualification of Applying for FAFSA
all the information it offers about fasfa
It gives a clear intruction how to apply the FASA and also updates the important dates.
learn how to apple FASFA
it explained things that I need to have handy before I fill up my fafsa application

It was informative. There were steps and lists that allow you to fill out your FAFSA quickly and efficiently.
It gives more info on FASA.
The best thing is that you can immediately submit your application to FAFSA and not wait for the mailing period.
it will help me to understand how the fasa help me in school.
the FASA help me alot for paying school, and i knew alot of information what i need for FASA.I thanks the FASA and i hope will continue to help the people in the college.
Its easy to find answers to my questions about FAFSA is I can't contact office.
On financial aid webside you learn how to finish fafsa and when to. It also tells you lot more details about financial aid. It also tells us important dates for fafsa.
they have all the forms that you need in order to satisfy your FAFSA requirements.
The link to FAFSA.gov
Fafsha infomation.
All the information I needed to apply for FAFSA, they were very helpful
Learning and getting answers about FAFSA.
Give the basic information needed to complete the fafsa.
Help me to know the FAFSA clearly!
QUICK LINKS TO EVERYTHING I NEEDED TO COMPLETE MY FAFSA WITHOUT ANY ERRORS.
The fact that applicants are able to get more "detailed" information about FAFSA was very helpful to me. The Financial Aid website seemed to have it all. Every question that I had about anything regarding Financial Aid was quickly answered from several of the links given on the website.
The facts on what requirements are needed to complete the FAFSA.

## BOG Fee Waiver

BOG fee waiver
Help in applying for the BOG Waiver.
buying a BOG parking decal
Being able to fill out BOG waiver online
BOG
The bog waiver for which I applied for my second year yet was denied. I do not understand why however.
The fact that one can apply for BOG fee waiver instantly, and the fact that one can know what their award(s) are/is
Being able to fill out the BOG on line. The site is very informative & easy to navigate.
Information on BOG waiver.
If we didn't qualify for grants, we would still be able to qualify for b.o.g.s

What was able to be provided to me. The bog waiver was nice but does not explain where it came from.
Categorization of Bog Waiver
the BOG application
bog
Being able to fill out the BOG fee waiver online.

## The tabs on the left side of the page

The links and lists on the left side to find forms, dates, etc regarding to financial aid.
On the Finaancial Aid website, the best thing for me is the list on the left side. It is clearly tell me what there are on the website. For example, when I need the form, I just click the form and then it is directly go there. Therefore, it is very convinence and save time. Thanks!
The navigation menu on the left side of the page where there are link to lots of useful information. Also I like very much that there is a info about the Main Office of Financial AID in the lower right corner, so if I need i can go right away and find it.
The easy subject tabs you could click on.
I can easily find the information I need by using the panel on the left of the web page.
I like its itemized index on the left side. The explanations are detailed.
the clear tabs on the left side

## General

the response of the email question is really fast which i really appreciated
Have chance to get the Financial Aid for low income student.
Provides information that help to learn more about financial aid programs
Everything, I'm an intelluctual and love learning!
It informed you on what to do in order to apply for financial aid.
LEARING HOW TO GO ABOUT RECEIVING FINANCIAL AID IF NEEDED.
good information
useful info
the student employment because students always need extra money.
the information
It answered all my questions
THE OPTIONS
the website helped me better understand the financial aid offered at De Anza.
i can check my grade. order my parking permit and easy to make my payment
it help me undertsand the question that i was confused and couldn't go to the financial aid office to ask.

All the information available on financial aid.
As a second language learner, it is very helpful to understand what I need to apply Financial Aid from the Financial Aid website because sometimes it is hard to understand just listening from a staff of office.
everything
it provides a lot information
That it is there.
How to Apply.
It answered some questions
the picture!
It has much information about what we need and should do to apply for financial aid
Helpful resources
The best thing on the Financial Aid website is that it has all the information that i needed before going to the office. It was very useful for any student to get information off from the website.
informative
It really helps you pay for college
everything
It was able to answer all the questions I had about financial aid.
Financial Aid website is helping in explaining all the steps needed for students to receive grants. Also there is a list of staffs and phone numbers that students can call in to check the application status or any other information. Everything is in order nice and clear so students wont have a hard time trying to find what they are looking for.
it tells you what you need to do.
The differant areas of financial aid such as work study and grants
To find out what I needed to apply for Financial Aid.
Everything
detailed information
The best thing for me so far was the access to Financial Aid itself, without which I would not be able to attend college.
There's lots of different things to check out from the website and many good programs that are very helpful. The best thing I saw in the website was that the financial aid offers free money for students with low income. I like that because it's willing to pay for our supplies for school.
the whole thing
It provides a lot of useful information.
It helped answer my questions I had about financial aid.
I get all the information i need to know before turn in application and do the application online which is very good.
money
Steps that outlined how to get started in Financial Aid.
Have all the information that I need

Great website for information needed.
Information on getting free money
The website answered the questions I had about financial aid.
all the information
The best thing on the Financial Aid website would be the How to Apply for Financial Aid.
information
It answered my questions.
i can geet a lot of useful information !
I got every information that I need to apply for Financial Aid.
To know basic information
First and for most, I found how informative the website is as the best thing on Financial Aid for a beginners.
every thing is great about financial aid :) i am recieving financial aid for almost 2 years and i thank them for everything they have done for me. without their help I couldnt be a full time student and didn't have a chance to study.
The overall coverage on the basic details when it comes FAFSA, Scholarships, and the financial aid process.
The valuable information it provides
Answered questions
keeps me on track
I had access too it when ever I thought of a question whether it was 2 in the afternoon or 4 in the morning.
very well done
How to apply for financial ad steps.
the financial aid links!
check the stuff that you dont know.
It was helpful and it can help me later.
I liked the way this website explains each step in order to complete every single form or application correctly.
It's helpful.
Gets all the infomation I need without contact the finacial aid office
The Home Page, which let students have access to different Links.
It gives me all the information I need, for my financial aid and grades.
It provides enough information that students want to know. It also provides information about the office and time for open and closing if students need to see any staff for special help.
free money
they help us about money for school and buy book
Did not take me long at all i think everyone should take the time to fill it out. i think a lot of people don't take the time because they assume they are not eligible.
helps you everything that you are looking for.

All the information. Totally informative!
the information is so detailed it explains everything to a t and leaves no room for misunderstanding
it tells you about everything you need to know about financial aid
it was convenient for me to know more about financial aid instead of calling the school, everything was already there for me to read, it is very helpful.
How the important information is bold and is clear.
i have known alot of information, without coming to the office for questions
The best thing i guess is the link "How to apply for aid" , that helps me alot and it wasn't so complicated for me to follow the steps.Thank you so much!
can find more information.
I am able to get all of the information that I need.
all the information out there is very important and help full
I FEEL THAT SOME TIME THEY WILL HELP BUT SOME TIME THEY DO NOT UNDER STAND WHAT PEOPLE WHEN THEY DO NO FINISHED YOUR CLASS PEOPLE HAVE LOTS OF PROBLEMS.
The site itself has many way to allow us to be responsible, and independent by having everything we would ever need such as forms, contacts, and an explanation of types of help we can recieve by applying to financial aid.
It saves time rather then going into an office and waiting for someone to help you fill out the application. It's very self explanatory.
The "How to apply for aid step by step" page.
THE FREE MONEY! DUH.
everything that helps to de anza studnets who are having problem with money. and provides the good information. too
It gives information what I wanted right away,and it is easy to search.
It reassured me that there were options even if I don't qualify for FAFSA loans
information is good
That I got accepted!
Using the Financial Aid website can make me more understand the systems and easy to follow the steps to complete the Financial Aid application.
EVERYTHING!!!
the instructions on how to apply for financial aid
Everything i need is on the website.
It provides me all the information about the qualifications and the forms that I need to get the FA. The informations about the FA application stt are always updated frequently.
I can find out some information that I need about financial aid such as how to apply financial aid and sholarships.
definitely being able to check my transcript and register for classes.
you can find everything. what u need to do next and whats ur status.and you can also print forms what u nedd to turn in.
Very helpful

The goal for helping to student was the best thing
Helped me get financial aid to attend college.
Financial aid programs, scholarships and student employment available at De Anza College
Everything is pretty helpful.
The best thing was the grant opportunities
the best thing is that they have everything i need to know
Informative
it's very helpful and efficient service to answer my questions about financial aids before i go to the financial office.I can save my time and energy and I get the answers for my questions.
Direction for how to apply for financial aid.
That is i can more information about the Financial AID
The fact that it was available,but the drawback for a person with multiple educational challenges and having transcripts that were from 42 to 15 years in the past, along w/ physical limitations...It was far more effecient to converse with Ryan and Nina @ the Outreach office. They have been patient in answering w/my questions, and helping me put the "Financial Puzzle" together, but not soon enough for the Summer 09 quarter. I'm disappointed in how slow the process works.
they had links to the items I needed right on the front page
To learn what to apply for financial aid at De Anza
I received the info I needed with no problem.
good info
It shows everyone how to apply financial aid.
It was some-what helpful.
Schedule
Go on line and find out about information how to apply for financial Aid also go to the office and ask for my application yearly.
Provided some key information regarding the application process.
help me to know more about the financial aid
informations were very detailed
everything
That there was answers on the website but it's not organized.
it helped me alot through out the whole process of applying for financial aid..
The best thing about the Financial Aid website was that it helped me with my application process and also completing my registration.
The best thing about the website is that it gives me so much information and many ways to get what I need so that my file can be looked at faster to greater my chance of reciveing some kind of aid for college.It also has many contact information if I have any questions or don't have a clear idea about something.
free stuff
It helps to obtain general information such as the steps to take.

Knowing the different types of financial aid that is out there to help those who are in need.
it is very helpful
To quickly receive some information that needed.
The Aid and the employment information.
The readily available and detailed information about how to apply for financial aid.
The best thing being it just the same as what is in the paper that the program from school provided and it easy to do at home cause you can ask your parent while you fill out the form
self explanatory, very helpful
Finding out how to apply for financial aid
new information.
it teaches you how to apply and how to get aid
answers
it has lots of information.
directions
The data, news and the ways of contacting right person. The website is very helpful for general questions and information.
financial aid news
This site enables education for the financially challenged
It answered a lot of questions
It helps me understand more about financial aid
the student employment section
The registration system.
The best thing on the Financial Aid website for me was the fact that it could help me, get help financially with school.
It really helped with my questions and concerns.
fast service, helpful
Best information that I can find
That I do qualify but when I looked into it, it said I had a bunch of stuff that needed to be sent in and I have no clue what or where I'm supposed to obtain them.
Being able to find out that they needed more info to be able to process my application and also to view my grades and disbursement dates.
all the information I need it on the website.. dates, documents etc
everything I understand it very well..!
It provided useful information to complete the steps of receiving financial aid.
The best thing on the financial aid website would be the detail and information they given to us.
It tells me everything I need to know from what forms I need to receive financial aid to disbursement dates.
The Financial Aid website allows me to see ways that I can get help paying for college.
Understanding its process to get something completed
links to stuff and many other important materials

It helped me to complete all the steps.
Well, I got to see what I needed to finish in order to complete my financial aid status to receive the fafsa money.
It helps you to complete your financial aid, so you can afford college.
Allowed free money
Very detailed and they give you definitions of what the papers that you needed mean.
That they directed me to the website in which I could apply for financial aid.
The best thing about the website was it tells you all the requirements you need to qualify. also all the forms you need are right their on the website. for me I got a lot of help from the fianancial website. Sometimes I didn't even had to ask for help.
It answered questions for me before planning to visit the office at De Anza.
lots of detailed information
info
explanation and description
It was helped me through the steps to finish up my application for financial aid.
Just the vast amount of information about the financial aid
the links
It provided a lot of answers to my questions and problems. It helped a lot with the registration process and telling me when the dates for disbursement were as well.
helpful information
it show me what steps to take when getting financial aid
getting new informations.
that it help me understand better the steps i needed to take for applying for financial aid. it also made it easier.
I was able to complete a lot of the necessary steps for the application before going into the office! Nice to be prepared and ready to go.
The amount of information provided.
general information
The amount of information it provided, giving us the insight we need to complete an application.
The website helped me understand the steps to completing the financial aid application. The website answered the questions I had about financial aid.
The website was very informative.
good information
to help student in education system.
I learned how to apply financial aid.
I'm not sure it was the website that was a problem or if it was just me getting started back to school after several years of not using my brain...there was alot for me to digest all at once. My daughter had to help me figure things out.
everything
Everything that you need to know is right there.
it tell me what i need to complete the financial aid application.

they r very helpful. they have answer for our every question.
helpful
Info
information
the updated information is on line
Help me find out somthing I need
Help me what to do to get support from the Government
The best thing about the financial aid website was that it provided me with information that answered my questions.
It gives me information I need before coming to the office.
Everything
Everything is very good
It has pretty much everything one needs to complete the application of financial aid.
The best thing on the Financial Aid website help me to know more imformation .
all the facts we read about
It lists all types of Financial Aid available.
the help link
The best thing about it was it had every little information that as tudent needs to know about the Financial Aid system.
The vast amount of information concerning nearly every topic involved with the financial aid process.
the website is helpful.
Multiple links.
The best thing on the Financial Aid website is the financial aid home page because it has all the basic information you need like hours of operation, locations, contact info, a link to fill out the BOG Free Waiver Application online, and a link to see the financial aid application status and awards online.
It is very informational.
Answer most of my question so I can think of better one to ask
to help new students to complete with their financial aid application.
The answers to my questions
its helpful to use if the councelers hand me the sheet of paper of what i need to fill in. Its straight to the point.
I could apply my financial Aid by website,so I did not spend a lot of time to go to Financial Aid's office.
steps to apply for financial aid
Well with the money they get me I am able to attend and finish college. Without their help, that would not be possible for me.
I like how it goes through every step and explains what you need and it gives you links to how to get it. it basically answers all tha How questions, without me having to pay a visit to the office
really good website cause i can found all informations that i needed before! Great JOB!

it helps me to get money for my college tuition fees.
all information is updated very fast for students who want to apply the financial aid. And the instructions are easy to follow step by step.
useful information
i think how they have steps to apply for financial aid
Links provided
All the information on all the different ways to receive aid.
Cost of attendance. How to apply for aid. Scholarships.
i learned everything from it and it always answered all my questions
It's help me understand that I can get money from school if i am low income family. Also I could get the money from Financial Aid to attend school for cheaper and use that money to buy the books from school
very helpful
The best thing would be the link that shows students how to apply for help.
student employment information
assist me in getting free money...for education, of course! hehehe
being a single part the web site allowed me to plan financially for the up incoming year long before the year stated.
There are a lot of options
I think it's easy to fill up the application, but the same time it takes a lot of time to do it, but i think it's more for safety and they need more information i think that's right so i think it's very good for students it help a lot and it answers most of your questions you have.
Getting to know how to get free money
It help to learned more about financial aid at De Anza College and i understand the steps to finish my financial aid application.
Knowing that I can get help and get the materials that I need to better educate myself.
The "Financial Aid Links" provided me a lot of websites I could use to search for more information.
All of the details that are listed when you click on something and the fact that it is very complete
answer all the answer quickly and have a lot of information i need to solve my problem
links
I liked all the different offers they have to get help with your finances
You questions can be answered online.
Probation information.
It is loaded with useful information. When I graduated from High School in June of 09, I had little knowledge about Financial Aid as well as how to apply for it. But De Anza Financial Aid website helped me from A-Z. Instead of calling to the office and having to wait on the line or wait for people to call back to answer one question, I can just browse through De Anza Financial Aid website to find my answer.
It gave you links to many websites on help to get Financial Aid and apply for it.

It offered information
give me information which I want to know.
very helpful.
how much help it provided me nd i didnt have to drive all the way to Deanza
Everything is good.
everything, because everything was so helpful
The help is available to anyone.
It had links that really took me where i needed to go, not just links that took my to another link. i was able to quickly find the information i need whether it was steps, or explanations.
Information that is available
provide how to financial aid requirement with more deatil
I think the the website has good description of many useful information for students who want to learn more about financial aid and answers for some common questions.
It helps students to complete their finance.
to be able to learn more about how the financial aid works overall
everything is good
it's very helpful with questions that i had.
to find out if you can get financial aid
INFORMATIVE
information
The steps to take to finish everything properly and the forms.
The best thing would have to be all the information that was provided on the website. There was so much easy access information (scholarships, grants, and waivers) that there was little requirement to travel all the way to the college to ask my questions or even the need to call.
it provide a lot of informations that all the students might find improtant.
how much they help you in differnt ways.
The best thing on the Financial Aid website is help us how to apply completed the Financial Aid application.
Explaining everything clearly!
security protection.
It gives you information you need about Financial Aid. However, it doesn't assist you completely as far as filling out the Financial Aid application. There are some questions there that is difficult or confusing to answer.
I have all the information that I need to apply for the Financial aid as well as the school's information.
Waive my fees please and my financial aid.
Info
it told me what I had to do for the loans that I will apply for therefore giving me information before personally going into the financial aid office.
it was helpful

helpful financial info
All the information was awesome
I am able to try and figure out the answers to my own question first, it is nice to have a place to do research on the information concerning FASFA. Also, I would say that having access to phone numbers and scholarship are very useful tools.
Infomations
can hlep you to get start on your pagetes and hlep you what yopu can do
very useful
The information is accurate and there is always someone that picks up the phone.
The fullest of information that new students would be grateful to know, added the friendly picture of the FA staffs...
I like everything about the financial aid website
every thing directions how to apply and so no
I learned lot from Financial Aid website cause it tells me everything i need to do to get free money from goverment. I thank you
What was the necessary to apply for financial aid
I found the abundance of information in general available as the best thing about the Financial Aid website. Many of the questions were answered in part due to the information on the website. However, I usually still had to go to the Financial Aid office to ask further questions.
Direction how to apply for financial aid.
It provides everything i need when applying the financial aid
informational
Encouraging students to enroll
Students who have no ideas about the Financial Aid can learn from it. And there are forms that students can easily access to.
Helps me know what inform require to turn in what I need to complete.
the best thing i got to know was the federal work study program.and how it benefits the students in various ways of school fees and accomdation wise
electronic filing
everything
It have all of the information i needed. It also help me a lot on the required documents such as the Tax Return, etc.
Very helpful resources
The fact that you could get grants, loans and things of that sort.
the best thing on the web site learning about other financial aid programs that i could apply for.
everything.
the way scholes look and u can fine all the informino and i really like the wabsite
telling how to apply for financial aid
Information, detailed guidance and answers of questions.
give me more information

Getting the answers I needed.
It's really helpful
it helps you to know what you need for your progress.
specifies steps to apply for financial aid.
Everything
It was complete and helpfull.
Guiding students to get a good support
its help me to pay for my class
Everything was where i needed questions to be answered, and itb helped a lot with how my financial status isn't so great; along woth how my dad just lost his job. It helped me to continue school.
general information
i get money
The information on how to apply for Financial Aid.
everything from the begining to end.Especially for someone like me who has done for the first time.
vereything :)
The best thing on the Financial Aid website was that it cleared up most of my confusions about financial aid.
the best thing ever in the financial aid website is that it provides all the necessaary informations one can ever need in completing your fafsa and other informations like disbursement dates. Also, it spares one the trouble from visiting the school financial aid office since they are always busy rather you just go online and check whatever you want on the webside.
Free money.
this is helpful for some student that don't have money for study and for more education that we to take a target of my life thank you.
I suppose gives a reason for employers to direct me to the website instead of personally handing me a form when I requested at the office. Either which way, De Anza Financial Aid lost some of my paperwork, loan check, and made numerous mistakes then blamed me.

**22. Please let us know if you have any suggestions for improving the website.**

More Information

add more detile information. add Danza employment info for Financial Aid student.
More information regarding what certain status items mean for the individual items on the application status list. More information on what an actual individual needs to do since getting help from the financial aid office takes a couple days if you do not go into the office.

You can help by giving links to FAFSA, cal grant, and other sites that give aid and information to more aid for students. Also any additional information about applying and HOW TO APPLY with deadlines.
I do not think many students are informed about FASA and scholarships so the website may improve on advertiseming them.
Should be more detailed and have more people working at the office to shorten lines.
The website is already very very helpful, and if it listed how to apply to some of the other exclusive grants that would be awesome such as SEOG, EOPS, etc.
I noticed throughout the last year, that sometimes people that I knew would get their checks up to a full week before me, which is totally fine, but I would start to panic. I would include a warning or something regarding that in the FAQs.
be more specific about the meaning of under probation, satisfactory and all those status.
Can you post it under the Disabled Students category. Tahnk you.
preperation steps before applying
Getting specific information to apply for certain grants, etc.
Explain what happens during financial aid probation.
Make your deadlines/other important dates more obvious for all different kinds of applicants.
keep the website updated for the freshman
Be more clear and specific on steps for enrollment
If there were a way for the disbursement dates to be posted.
When I first applied for FAFSA attending De Anza, I really had no idea what to do. I had to ask friends to try to figure it out. Filling out forms regarding about the tax information was also really difficult to understand first off. I think there should be a simple guide showing the steps and pictures of what to look for in the tax forms. Another thing is how important financial aid is. It really does help out a lot.
Have a link that is easier to access in finding out on how to apply for professional judgment.
the website should have more information about off campus scholarship
I applied for scholarships through the financial aid website but after a while the list of scholarships was not posted anymore . I wish they will stay posted even if you can not apply anymore in case we want to still review any information.
It would be best if there was a list of the requirements and qualifications for students and how they would be eligigble for aid.
I didnt get financial aid last summer 2009. Because I didnt know that financial aid required official transcripts and it takes 14 days to order ,so by the time i got it , the summer semester over. So the wedsite should said that or stated that.
Add more helpful questions and on the FAQ section.
Expand the emphasis on the forms section, with explanations of each form and when to use it without having to click on forms or read elsewhere.
give some example for different situation.
Sometime the website is not helpful for me to answer all my qusetion.

Just continue improving all parts of the financial aid portion. It's pretty straight forward. I like that we get notifications too.
Explain the Fasfa in more detail I was so frusterated with all the forms and info i had to answer and give!
give more information
Give more details on the location of the Financial Aid office on the actual De Anza Campus.
I think just keep going and maybe always update new information for financial aid students with send them an email. its very helpful.
put more information about the Student loan.
list more links to outside scholarships
I think there should be a section for work-study openings and a more in depth explanation of documents that we are asked for when we sign onto our student account. Lastly, up-to-date news regarding financial aid and the office.
The site could use more information explaining the processes (including the Request for Extension process) in more detail.
To keep all the information as up to date as possible.
Provide a link for work study rewards to know: -number to call about the work hours and more details, etc. -if there is room for you in the program and if not a sign in for a wait list -more steps to getting the work study reward going more than just saying you got it.
I hope we can be given more information about Federal Government News on the Budget Cuts of Colleges or other news which affect our lives.Thanks!
Have all FA stuff on there. There should be links to all of the finacial assistance that is offered even if not through FA office itself.
maybe a better scholarship list... i just looked it up and there was only 4.
people might not know which forms they need for FAFSA, they may not even know which is necessary or not, although most of them are required. but i didnt learn that all forms are required on the website, i think a more specific information is needed to be added
more details and FAQs
I think you should have more contact information like phone numbers because there are several instances where I tried calling the direct line for information and they never picked up or got back to me.
an update on FAQs
Have more FAQs with more detailed answers.
Showing more searchable scholarships.
More Q's in the FAQ's.
List scholarships sooner. Perferable through out the summer.
Try to explain more of the stuff in detail so that people that arent that well educated can understand easily with less strong termonogy
Some improvement need to improve are the contact area
more questions and answers with categories to organize the q&a

More clear information on what each actual grant/loan/fee waiver does, and how the money will be divided up over the course of the year so students can plan accordingly.
More explanation about the loan types available. prepayment, understandable interest and repayment information. more information about work study options
Please list when the financial aid office will be closed due to special holidays or early closure.
More accessibility to forms and more answers to questions
adding last updated date on the web pages
Clarifying specific forms needed to be turned in. I have entered the office several times with forms listed online but denied because of signatures and other things which were not listed on the site.
Instructions on who and where to turn the financial aid forms to. Also, for students who are primarily going to DeAnza for summer credits, there should be a separate website on requirements for them (those going to Uc's) on where to apply for FAFSA.
i think it is good website. update new information every time.
To better inform the students of what form or statement means what process to take.
Give info. on where to go to get financial help after you have been given one extension already.
have direct links to the missing forms have a glossary to explain vague terms such as professional judgment,etc
links to getting grants
I guess just adding more to the frequently asked questions. Especially stuff about dependency reviews and such, so it's not too vague.
more links
Provide more information about how you can be eligible.
Stress the importance of completing the FAFSA application.
More information about student employment. They just give a general idea about it and dont actually give you the steps needed, unless I am mistaken.
I think it's pretty okay. But maybe there should be a link or something so I can track how my progress is going. I want to know when I have Financial Aids without wondering all the time and wait for the mails.
Maybe putting certain information on the scrolling sections. Same section as where Forms are found. Such as: Appeal for extension of financial aid and so on, mainly because lots of students dont know what happens after they fall into probation nor do they know that they can appeal for it.
you need an easy to obtain directory on how to fill out the fsa and any other corresponding documents
It would be nice if the website had a more thorough process on how to complete financial aid along with what is necessary for the upcoming courses/classes such as filling out specific paperwork and/or requiring to bring any substantial documents. I've been stumbled on what I needed to fill out or provide since the website doesn't inform what is best to start registration out with and what items the college needs. I would love to see a user-friendly tutorial and help with registering and if needed reregistering for upcoming classes and/or financial aid.

To answer all questions and be informed about money situations for classes and paper work to turn in all at once so mistakes don't happen and information is not collected! It's not fair when students fight to stay in college and find out that your FAFSA was disqualified for some sort of problem and not knowing!
Put more information about Financial Aid.
If you could expand your section on scholarships and grants and provide outside additional information that would be very greatly appreciated as well.
Steps necessary for completing the financial aid application, what you will be required to submit, before completing your application you will need to have available.... and paperwork necessary for completion. Help section which has more information that is faced by some people who apply.
we should make it become easier for student to find where they can connect to financial aid link. when I first came to www.deanza.edu, i couldn't see where the financial aid was.
maybe add something about how anyone can apply and that it's worth giving a shot (I have many friends who are possibly eligible but have trouble feeling convinced to apply).
PLEASE POST MORE SCHOLARSHIP LINKS.
I want to know more how to apply for scholarships and to specify more about it in the website.
The forms, information, contact information is up to date.
Make links for the documents that are pending.
Maybe set a tab where we could contact specific persons for specific concerns such as when finding an employment have the employment title and description and the person to contact for that certain employment.
More updates.
I hope "professional judgement" to be put in the index as well.
Maybe helpful to give more clarity about the various forms for printing.
update the website every time when something is happened.
more details about income and the due date
overall the website is very easy to follow it, and guided easily. However, I think it is very helpful and motivative if it is possible to put some voluntary people which their life have been change by the support of and still get support for this program.

## Website Design and Clarity

I got lost real easy!
Yes I think the account detail is a bit confusing of the credit and debits.
Let people know that they have to check MyAnza to get status about their financial aid application. You won't otherwise be notified.
I can't readily locate the work-study sources or jobs available.
More clearer instructions on FAFSA application.
ease of finding papers needed for financial aid

The website is very helpful and informative so far but it would much better if important dates and information in bold or colors so students can be more attentive towards them.
Have a calendar format, and put more websites of which we can look for scholarships.
Make more user friendly
Less questions.
try to use bigger fonts with arrangements to give a catch rather than using lines of paragraphs.
I wish it weren't so bland.
Creating a better access for returning users
Making it shorter couldn't hurt.
make shorter for non-native speaker easy to understand
it would be a lot easier if the left side panel was in alphabetical order.
<b>MAKE IT EASIER TO NAVIGATE THROUGH. IN FACT, MAKE THE WHOLE DE ANZA WEBSITE EASIER TO NAVIGATE THROUGH.</b>
single click to all documents and forms needed. The forms and documents organized in a simple intuit list with large labels
It seems unnecessary to have to leave the De Anza Financial Aid website and go to another website to download the forms which correspond with my Financial Aid Application. A Flow chart of the Financial Aid process might be helpful. A link for Work Study availability, work study jobs seems like it should have a place on your website, i.e. work study sign up, work study wait list, and job opportunities and resume uploads. This feature would allow both the working student and the faculty or departments to monitor, review any interested persons well in advance and simultaneously allow the faculty or departments to post their job requirements, any work or job expectations, job descriptions etc... This feature may relieve some of the burden of Financial Aid Staff from having from having to duplicate work, and also could be updated more accurately and readily than using a 3 ring binder, where pages may be removed, lost or stolen or misplaced.
You should link students form with every qualifications in FA application stt instead of instruction how to find it .
i think its perfect may be some changes in the appearance annually would help the users to get attracted, change is good! may be add some colors otherwise its perfect.
Make contact info of financial aid counselors more visible
Improve on Design.
Make dates/deadlines more clear.
If they could link the fincial aid section in My De Anza with the forms instead of giving directions on how to find the forms, that would be great.
more detailed information in bold so it becomes easier to understand for people who have small attention span
Create a comment/question box which can be viewed and answered by everyone. That way you can share information>
the information needs to be easier to fallow

Organize not only the Financial Aid website but also De Anza's website in general. It looks like a cluttered of links and words put together. It's really hard to find things and answers.
Make it easier to apply for Scholarship. The info there isn't too good and the steps of applying are too long and complicated. Many students will give up half way to the end. Make it more simple.
better design
More graphic designs
The dates and the information for those dates should be clearer in order for me to ketch up with my education.
improve the search engine
Perhaps something on the main De Anza college website that refers to the financial aid website.
I think the website is fine, however getting onto the site where your financial aid reward is was tricky, I didn't even realize that tab was there.
Direct Link to the forms.
Not really, I have a little trouble maneuvering but I'm trying to get more computer literate.
One suggestion is that they should make the site more simple to find information.
Decorate it with bright colors!
A better looking website?
Make it user friendly - send email notifications - often the site is down or won't load properly I have tried this on my computers and have the same difficulties
i feel that the website is great, but if you could remove the forms for the past year, so that when we print the new forms we dont accedently print the ones for last year.
Make the printing default margins fit on the page nicely.
Instead of having a "form page" put links to the forms when mentioning the form itself.
I did not understand what papers were required and had to go to the office a few times during the Spring Semester to make corrections.
When we log into our profile, it would be helpful if an 'Alert' message appeared when ever the financial aid office needs additional forms filed or has problems processing our applications. The alert message could simply prompt us to check our email.
Improvement is needed on the results of the financial. It says you get certain amount, and then it is not true. If you look at my account it says I get financial aid. This is not the 1st time
Cooler lay out ...
Be more clear in the instructions on what is needed to apply for the financial aid and how to receive it.
make it easier to navigate.
the website should help people find out what information is important to know from the start.
It would be nice to have notices of missing information on the financial aid website to your account.

For the whole website: Allow things to use a different tab, rather than opening new windows. They are annoying and take up excess space that is needed for other processes
There is a lot of information on the website. Maybe somehow making it more organize so, us, students could find the information easier.
More basic, more understandable...
need more picture
Bigger Icons for links and services.
My only criticism is that everything is in tiny font and cramped in. I felt a little overwhelmed the first time I went on the site : " Woah that's a lot of text!!!!" But I got used to it. So if the organization could be improved, it'd be awesome.
For improvement, I would suggest that the unofficial transcripts be in a smaller print font. Also, the personal pages be more private.
Didnt use the site too much myself but maybe some of the flashiness could be toned down and info made a little bit more straightforward to find.
way too much text, simplify or organize it neater
organize every thing with alphabet and try to use small pictures in the home page.
try to organized in alphabetical order and put small pictures in home page.
A search feature for scholarships to narrow down appropriate options
It is sometimes hard to find office hours times. They are plainly listed, but not in bold text.This would help. Also, having an income breakdown, instead of referring applicants to the FAFSA website(which is confusing) would help people understand whether or not they qualify for the Pell Grant, etc.
add more detail while making the site more compact
I can't find the application for work studying...
Create more spacing between the links.
Sometimes I would use the search function to find what I need because I could not find it otherwise.
I had to search around for information, not very staight forward, But that stands for the entire De Anza Web Site as well.

## Contact with Financial Aid Staff

I once thought about sending a question through email, but I never got an answer back. I had to go to the financial aid office.
Need more assistant for phone operator, so we can call instead of dropping by every time.
The website is as helpful as it needs to be, but the employees in the Financial Aid office could be a little more understanding and informative. It seems they just want to get you in and out and are not as helpful towards those who do not understand.
A number that will directly go to a financial aid staff that can assist me with any information, because the line is always busy or no one EVER picks up the phone.
I WOULD SUGGEST THAT THEY WOULD USE SOMEONE FOR PHONELINES ONLY, INSTEAD OF GETTING VOICEMAIL ALL THE TIME.

Needs to be more contactable over phone/email.
Deadline dates listed do not help cuz I spend my time driving to the college and the financial aid office closed earlier than the posted time. No one answers the phone and it's very frustrating to complete the financial aid process. I've been to campus about five times trying to get this done.
It would be helpful if e-mails that students sent out to financial aid were replied to i think most peopel dont visit finacial aid web sit.they went for any qestion to the office.I think it is better to put infront of the page of the web sit in deiffernt way.and give information about finacial adi to any student who come to register in the registration office with a clear informaion and easy,because i think deanza college asume every one understand the benefit of finacial aid. thanks
I would start with putting the two fore-mentioned employees in a position to allowing them to easily depart with their knowledge on each phase of applying for Financial Aide @ De Anza College. I have been attending the following Jr. Colleges, since I was a member of the 1st graduating class @ Homstead H.S.;Foothill,San Jose City, Cabrillo and De Anza. I have used these educational experiences to enhance my employability in the community that I grew up in. But, this time has been extremelly fruatrating. Sincerely, Heidi Merry Henn-Ecker
When student document are not complete nobody tell you, students have to chech with themself and sometimes DeAnza's FAFSA personal don't know enough information at the your question.
send notices/emails about the website
Please keep more available staff members in the office. The line tends to get extremely long and students need to get to class and balance out the forms.
Websites fine but the service on campus could be better by having the employees be more helpful.
It would be nice if the staff at financial aid responded to queries faster than a week
I would like to suggest that a receptionist is available to answer calls because it gets to be very annoying when no one ever answers the phone.
I used to directly go to the office for any further clarifications on my application. I guess it is still pending. I will look into it when I come there, busy right now in my home country (India). Bye.
the staff needs to keep up with emails sent through the site. i still haven't heard back from anyone.
YOUR WEBSITE IS HELPFUL. I HAD A HARD TIME CONTACTING THE STAFF WHEN I WAS CONFUSED WITH THE REQUIREMENTS OF CERTAIN DOCUMENTS THAT HAD TO BE FILLED OUT, AND THAT'S WHEN I WENT IN PERSON A NUMBER OF TIMES TO THE FINICAL AID OFFICE IN ORDER TO GET MY QUESTIONS ANSWERED.
It's hard to get a hold of a real person over the phone.
Sent email to inform the students on everything regarding DeAnza College.
Please don't send out work study letters after all the money is gone!
The website should email the students about important news because not everyone checks regularly and these are some of the important stuff that they need to know.

i hope when student in the line have least 3-4 staff helping makeing line goes more easier
Financial aid staff is terrible about updating you on your status or at requesting for any documentation. Also, no one picks up the phone, it is always transferred to voicemail.
I would like the website give my email more the important dates and the information about financial aid application as soon as possible
Explain how to contact the financial aid office better, since you don't pick up the phone or reply to voicemail.
Could provide quicker responses to the emailed questions.
quick email responce
To respond to emails. I still have not received a response to my question.
It is very difficult to reach the Financial Aid office over the phone and through email. I still have not received a reply to my voicemail and email I sent over a month ago!!
Have a telephone operator that picks up calls because when you leave your phone number on the answering machine and they call back, students tend to miss them because they're in class and whatnot.
i want some direct contact with the office details.
Sorry, but it does not make up for having a human assisting a student. I find it a shame that the nice helpful people eventually go away while the rude unhelpful ones somehow get promoted.

### Creation of an online chat system with Financial Aid Staff

I wish there could be a "chat" feature
maybe online counseling like at Foothill college?
You should have a Live Help for the people who really need help but cannot make the schedule to come to the office
a live chat with a financial aid officer would be a nice addition to the website. In this case, minor questions could be solved online, or if someone is having trouble with the site.
If there is a live chat, then it may work better. Thanks.
Instant message support is widely becoming available with many companies and schools so that the student can go to a library and get support without the hassle of finding a phone and not having to wait forever to receive an email.
It would be great if the website could have a direct chat 24/7 or during business hours for those who have questions.
Live assistance.
real-time chat (but that's impossible, because who has time?)
Perhaps a live person to speak to a FAFSA customer rep, as a chat hot line.
Interactive chat with students
It would be nice to have a forum where people can ask specific questions that can be answered by staff members - I think it would save lots of people a visit to the Financial Aid office - some things that may be more specific than what is in the general FAQ

Have live customer support agents working 24/7 on both live chat and telephone service.
a possible online chat help.
To have a live chat with the counselor.
Enable online tutoring.
If there is a online staff , it will help a lot.
It would be nice if there were financial aid advisers to chat with or to email with quicker resopnse times.
I think, instead of going to the office, if students can leave a message on the website, and you can help ask questions on the website, it will be better. Because almost of time, there are many people waiting in the Financial Aid Office.
Live help would be great.
I felt lost in the site, maybe a live chat person to help walk me through the process
There should be an option to talk to a financial aid counselor via online mediums such as AIM,MSM,etc...

### Technical Problems with Website Functioning

The web-site frequently returns error messages that my session has 'timed out' less than 30 seconds after login. Also, there is no reliable way to make, check, change or cancel guidance appointments online; The suggestion to use email has, thus far, had a 0% success rate for myself and my friends.
I want to be able to get on the website at all times. Sometimes I have a hard time logging on due to overload of students trying to get on at the same time especially during registration time.
Sometimes the website is really slow and error. when I log in the administration, it usually expires and I have to wait for awhile. I suggest that on the front page of Financial Aid website, you should highlight the due date to apply. One more thing I suggest is can you put the date for applying work study because many students like me don't know. Thanks so much for listening me. ^_^ Have a good night.
The network system does not work well, sometimes it always errors and I need to wait a few hours to check online,or occasionally I have to wait on next day to check online.
Make the website crash less often. De Anza websites tend to "go down" for me.
the website is fine the way it is but there is a lot of lag while browsing the site
I sometime have problem printing the financial aid form. My computer doesn't seem to open or the screen say it an "error."
The website (in general) logs you out automatically too quickly, while you are still using it.
Increasing the time limit so your not constantly logging in over and over.
More time using our account since it block itself when is not in use. It should be a little bit longer, so we do not have to be singing every time.

I personally had a difficult time finding the progress of my FASFA. I was told how to check it on the website, but every time I tried, it pulled up a screen that allowed me to e-mail financial aid, which I did not want to do. So, I had to keep going into financial aid to find the answer to my question. Making the website more user friendly in regards to this would be helpful. Also, one of the forms I needed for financial verification for me and my spouse was not available.
I think the website overall needs a login. I login by navigating through apply online and all that. Its a big hassle. And I think everything needs to be categorized better because there are a lot of categories and subcategories that can get a bit frustrating when looking for things.
fix "time out" issue
Every time when i tried to log in using my student ID for registration of classes it just log me off may be i am typing slow but i told my friend to register for me because he is too fast and happens the same.

## Fill out Forms Online

After 2009 spring quarter,I come back China to visit my family. When I am China, I find my status is uncompleted on the website. I want to do it online,but can not, it is something that I have to do in person at financial aid office.However,now I am in China, can not do it, and it will reflect to my finance on coming fall quarter.
I would love to do some papaer work through the website if if is possible. Actually, after filed FASFA, I had to apply some paper for De Anza College, and it took a little time to mail some documents that they need to process my case. Therefor, I have to wait for a while and worry about wether they received my paper or not.
Make it so you can fill out EVERYTHING online, including direct deposit and information sheet.
It would be good to have interactive forms that can be submitted online.
Make applying for financial aid online
Please show me what forms I need to fill exactly and I don't know why we have to print those forms out. Please make them electronic so we can fill them out via the web and send it to you guys with no hassle. Saves paper too!
provide more electronic computerized applications which people can complete online, that will help save more time and fast processed, moreover will prevent long line waiting at financial aid office. Providing more detailed information would be ideal.
If you could make it so I don't have to physically hand in paperwork that'd be great.
make it possible to turn in forms online.
I hope we could write forms on line, then we should not to print out.The reason is I don't have printer.

## Make Appointments Online

To set up appointments online.
It would be nice to be able to make an appointment through the site.
None. Maybe able to make appointments
The addition of being able to schedule appointments online would make it even better.
I would say that there are always improvements that can be made with anything, but I don't know what to suggest with the website. The only things maybe have an appointment book online with the advisers so that the student can see what is available for themselves.

## Miscellaneous

Better phone numbers for staff
Not sure what went wrong but the mailed information received, did not go through in the computer which held up the enrollment process for me.
Why stand in one line for the Main Office to be told to you also have to go to Outreach Office? Then I go to Outreach Office which was closed, then the next time moved from old Book Store Bldg to Student Center. I filled out various forms and then I get to the center and I told they are not needed? Then the Financial status via the Registration system still I did not submit various forms that were not needed. I not a typical student age 48 multiple degrees/B.S. Thanks for the survey. Everything at De Anza College keeps moving temp to other location WITHOUT notice and communication to students/staff/professors. Distance Learning Center moved those teaching did not seem to know in advance.
A short elaboration when direct deposit was "denied" would have been good. I still do not know whether they meant the Financial Aid was denied, or the direct deposit was denied. The reason for denial would be helpful
Hello. actually I'm so angry for you. you cut my financial aid because i made mistake when i was exchanging Iranian date to English date. and now i've been spending quarters without this...maybe i'll leave Deanza college and go to another college for ever.my English not very well and i can't explain for you that Iran system is very old and awful,,,if you need my diploma i must go to Iran(MY country)..it is impassible by fax or mail....however thank u for everything and i hope my problem unravel as soon as possible.....
Can I still have chance to add the financial work study as long as I get the part time job in fall 2009?
I have had a lot of trouble resolving a defaulted loan that should have been a forgivable loan.
I missed the part about Professional judgment but wasn't looking for it either. i will probably go back and look for it because i do not have a job any more.
I need to know where to log in easier.

<p>something is not specify such as i turn in some document and it says received but incomplete i thought that was progresing However,, that means i should go to financial office and turn more documents.. so i waste 2 weeks</p>
<p>THEY NEED TO IMPROVING AND UNDERSTAND STUDENT WHO HAVE HARD TIME IN THE CLASS BUT PEOPLE DO NOT CARE ABOUT THE STUDENT CAN DO THE BEST FOR SELF AND SOME NEED HELP.</p>
<p>How much does it cost for a unit per quarter for a resident? How much was the enrollment fees increased for Fall 2009? Will this change in fee affect the financial aid? Will qualified applicants receive more aid when the fee is increased?</p>
<p>I would like to know if the financial Aid approve of my application, how lone it the financial Aid let me know about it when I receive of my grant?</p>
<p>Find a way to help financial aid disqualified students. Like me.</p>
<p>For some reason every time I submit forms they tell me that they are incomplete, but they don't tell me why and it's very hard to contact anyone at that office as I take mostly night classes and work during the day. It is not easy for me to be there during normal office hours, but I have the ability to fax and mail things in. It just seems like they want me to go down to the office, but for my schedule it's just not feasible.</p>
<p>Get the aid. The site based information for "last year" it did not take into consideration that I have not had a job since November of 2008. How poor do you have to be before you get help?...or should I be from a foreign country? "they got aid"</p>
<p>should have multiple choice on some questions.</p>
<p>I always apply for financial aid but only get the BOG Fee Waiver because I make too much money from income. But all my money goes to my bills and mortgage which I have. I would like to one day be able to provide financial aid with a budget of mine so they can see that I should be eligible for grants and scholarships and cannot afford college without financial aids help in these ways.</p>
<p>The only thing that I was dissappointed with recently was that i wanted to apply for the book loan and went into the office to hand in my application when I learned that I could not do that unless denied aid...</p>
<p>Say what to do when something doesn't apply to me. For instance, if I just graduated from high school and have not filed an income tax form, what do I do when you tell me I need to give you my income tax form? You could state on the site that either, I don't need to have this form if I had no income, or that I need some other documentation, or whatever I need to do if I cannot provide, and can't reasonably be expected to provide, what you asked for. That way, I wouldn't need to make numerous calls to the financial aid office, or go there, just to find out that something doesn't apply to me.</p>
<p>Sometimes, the items on the Financial Aid advises the students to please contact a certain individual. However, regarding certain questions, it is necessary to input the questions through the security of the website instead. It would be nice if this was made clear.</p>
<p>multiple language choices</p>
<p>On the address part of editing the FAFSA, My address is something like 487-1 since its a townhouse complex and my home is #1, it did not allow for the -. And thus I have to put unit 1.</p>
<p></p>

I do have one question that has to do with student loans I want to know if I qualify
Do not assume that all students come from a public high school. Some of us come from small private schools and find some of the financial aid questions confusing or unrelated as it regards high school activities.
I applied but have never heard anything back, i don't know whats going on with my aid but not reciving it has made me fail my classes due to non payment & has held me back from continuing to attend. If someone could contact me and help me get this right i would appreciate it very much. Thank you, Nicole Lewis 408-393-8181
I couldn't register for DeAnza online due to something missing on my Fin Aid app and didn't have time to meet with Fin Aid Office before registration period ended, so I registered with Foothill. I would have been able to update my information online, but that didn't seem to be an option.
I applied for professional judgment because I do not have the same income and I was denied. I was making around 60000.00 and now under 24000.00.

**Note: The following questions were asked in the survey.**

1. Have you ever visited the De Anza College Financial Aid web site at <http://www.deanza.edu/financialaid/> ?
2. What was the PRIMARY reason you FIRST visited the financial aid website (pick one)?  
-If you selected "other" in the previous question, please specify below.
3. How often have you visited the De Anza College financial aid website so far?

**Please respond to the following statements regarding the De Anza College Financial Aid website.**

4. The website helped me understand the steps to completing the financial aid application.
5. The website answered the questions I had about financial aid.
6. I learned things about financial aid at De Anza from the financial aid website that I didn't know before visiting the page.
7. The FAQ section was helpful in answering my questions about financial aid.
8. As a recipient of financial aid, I check the website for answers to my questions before going into the office.
9. It is easy to print any required supporting documents or forms from the website.

**As a result of visiting the website:**

10. I understand the steps needed to complete a financial aid application at De Anza College.
11. I understand what satisfactory progress is.
12. I understand how to apply for professional judgment.
13. I know where to find the disbursement dates for the year.
14. I understand the difference between being dependent and independent with regards to financial aid.
  
15. Did you list multiple colleges on your FASFA?
16. Is this your first year at De Anza College?
17. What are your plans for enrollment in fall 2009?
18. When did you complete the application for admission to De Anza College?
19. Did you know that enrollment fees have increased for California Community Colleges in fall 2009?
20. What ethnic group do you identify with?  
-If you selected "other" in the previous question, please specify below.
21. What was the best thing on the Financial Aid website?
22. Please let us know if you have any suggestions for improving the website.

**Note: The following email was sent to the financial aid applicants.**

Dear \_\_\_\_\_,

The Financial Aid Office at De Anza College needs your feedback!

You received this survey because you listed De Anza College in your Federal Application for Financial Aid (FAFSA).

Please take a few minutes to complete the survey and then enter into the drawing for a free gas card (we are giving away twenty \$25 gas cards)!

Survey Web site:

<http://www.research.fhda.edu/cgi-bin/rws3.pl?FORM=financialaid>

Thank you for participating.

Questions can be addressed to:

Andrew LaManque, Ph.D.  
De Anza College Institutional Research and Planning  
[lamanqueandrew@fhda.edu](mailto:lamanqueandrew@fhda.edu)

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Please do not reply to this e-mail. Use the contact information provided above. For information about this message, check out:

<http://www.deanza.edu/students/emailupdate.html>

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