### Context

**Mission Statement**

The goal of the Center for Student Financial Aid is to maximize the utilization of available financial aid programs (grants, loans, scholarships, and federal work-study) to defray the educational expenses incurred by students and their families. In addition to providing financial assistance, the financial aid office will also work in concert with the campus community to provide an environment where students feel connected and supported during their tenure at California State University, Los Angeles.

### Learning Outcomes

**Proficiency: Intellectual Skills**

CSULA graduates are equipped to actively participate in a democratic society. They are critical thinkers who make use of quantitative and qualitative reasoning. They have the ability to find, use, evaluate and process information in order to engage in complex decision-making. They read critically, speak and write clearly and thoughtfully, and communicate effectively.

- Students and their families are more aware of the available financial aid programs and are able to make informed decisions about financing a college education.
- Students are more adept at budgeting and managing their educational expenses.
- Students have acquired added critical thinking and analytical skills.

### Methods

- 1,400 financial aid students who have accepted or declined a student loan using the “accept/decline” feature on GET were contacted.
- Selection method – Random selection of Campus Identification Numbers (CIN’s).
- Assessment method – Zoomerang online survey instrument.
- Communication method – Survey launched on 8/19/2010 via e-mail.
- Results compiled and analyzed using tools provided by Zoomerang.

### Results – 152 (11%) students completed the survey.

<table>
<thead>
<tr>
<th>Questions</th>
<th>Negative change</th>
<th>Somewhat negative change</th>
<th>Unchanged</th>
<th>Somewhat positive change</th>
<th>Positive change</th>
</tr>
</thead>
<tbody>
<tr>
<td>How has the online “accept/decline” feature changed your experience with the Center for Student Financial Aid?</td>
<td>2%</td>
<td>3%</td>
<td>32%</td>
<td>23%</td>
<td>40%</td>
</tr>
<tr>
<td>Please rate your overall satisfaction with the “accept/decline” financial aid awards feature on GET.</td>
<td>Very Dissatisfied</td>
<td>Dissatisfied</td>
<td>Neutral</td>
<td>satisfied</td>
<td>Very satisfied</td>
</tr>
<tr>
<td>Borrower benefits</td>
<td>Need help with school &amp; living expenses</td>
<td>Better than a charge on a credit card</td>
<td>I am not eligible for grant funds</td>
<td>Not applicable</td>
<td></td>
</tr>
<tr>
<td>2%</td>
<td>2%</td>
<td>9%</td>
<td>44%</td>
<td>43%</td>
<td></td>
</tr>
<tr>
<td>Please select the option that best describes your reason for accepting a student loan.</td>
<td>Not enough information</td>
<td>Not Needed</td>
<td>I don’t want to go into debt</td>
<td>High interest rates</td>
<td>Not applicable</td>
</tr>
<tr>
<td>8%</td>
<td>49%</td>
<td>9%</td>
<td>5%</td>
<td>36%</td>
<td></td>
</tr>
<tr>
<td>Please select the option that best describes your reason for declining a student loan.</td>
<td>Not enough information</td>
<td>Not Needed</td>
<td>I don’t want to go into debt</td>
<td>High interest rates</td>
<td>Not applicable</td>
</tr>
<tr>
<td>6%</td>
<td>24%</td>
<td>33%</td>
<td>9%</td>
<td>36%</td>
<td></td>
</tr>
</tbody>
</table>

### Next Steps

A student satisfaction survey will be conducted in the Fall 2010 quarter. The survey will focus on customer service. We will ask for feedback on some of the following:

- Rate the quality of in-person service
- Rate the quality phone service
- Rate the overall satisfaction

### Student Feedback

"The “accept/decline” feature on the GET system is fantastic! With the ability to accept any grants I want and decline any loans that I don’t need. With that in mind, I will always know the right amount of financial aid that I will be receiving.”

"As a student at CSULA, I find the GET system to be very reliable. The new “accept/decline” financial aid awards feature on GET makes it easy as students to see what we are receiving for the school year.”

"The “accept/decline” feature on GET is a convenient way of viewing, accepting, and declining awards. This new feature brings efficiency, eliminates a great amount of paper waste, and high costs associated with it.”