

February 26, 2013

FROM: Nergal Issaie, Student Assistant

TO: Andrew LaManque, Foothill-De Anza CCD Institutional Research

SUBJECT: FHDA Financial Aid Survey, Winter 2013

The Financial Aid Survey was emailed to FHDA students who applied for Financial Aid for the 2012-13 year during Winter quarter 2013. A total of 1,876 people responded to the online survey (out of about 25,000).

Important highlights include:

- 95% of respondents knew that if they see red flags on the Financial Aid tab at MyPortal.fhda.edu, they “need to turn in that document,” while 4% selected “You are not eligible for Financial Aid.”
- 90% of respondents knew that they should apply for Financial Aid “every year,” while 8% selected “Every quarter,” and 2% selected “Just once when you first go to college.”
- 82% of respondents knew that they find out what other Financial Aid documents they are required to turn in “At MyPortal.fhda.edu,” while 17% selected “At FAFSA.gov,” 1% selected “At CalGrant.edu,” and 1% selected “At FinAid.org.”
- 62% of respondents applied for Financial Aid for De Anza College, 23% applied for Financial Aid for Foothill College, and about 15% applied for Financial Aid for both colleges.
- 45% of respondents listed multiple colleges on their FAFSA.
- 25% of respondents selected that the 2012-13 is their first year at College.

Responses by *College* highlights include:

- 85% of De Anza College respondents reported they find out what other Financial Aid documents they are required to turn in *at MyPortal.fhda.edu*, while this percentage was 79% for Foothill College respondents.
- 80% of De Anza College respondents believe that the first step to apply for Financial Aid is to do the FAFSA, while this percentage was 75% for Foothill College respondents.
- 77% of De Anza College respondents knew *they have to check online at MyPortal.fhda.edu* in order to see if they are awarded Financial Aid, while this percentage was 71% for Foothill College respondents.

Responses by *Multiple College* highlights include:

- 80% of students who reported they know that the first step to apply for Financial Aid is to *do the FAFSA* applied for multiple colleges on FAFSA, while this percentage was 76% for those students who applied for single college on FAFSA.
- 58% of students who stated that they know if they are on probation or disqualified by *checking at MyPortal.fhda.edu* applied for single college on FAFSA, while this percentage was 48% for those students who applied for multiple colleges on FAFSA.
- 40% of students who reported that they know when they will get Financial Aid money by checking *MyPortal.fhda.edu* applied for single college on FAFSA, while this percentage was 35% for those students who applied for multiple colleges on FAFSA.

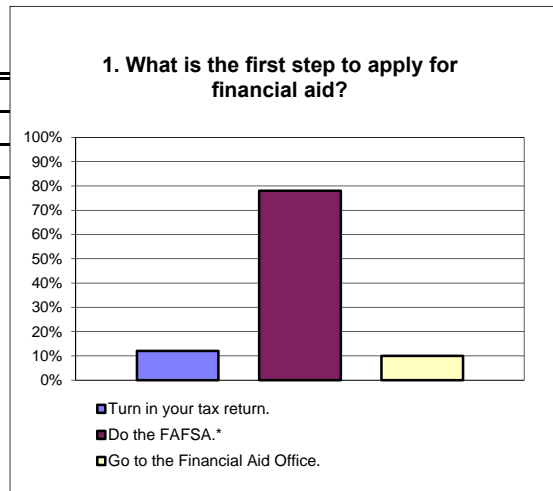
Important highlights of *Spring 2011 and Winter 2013* comparison:

- In Spring 2011, 88% of respondents stated that the first step to apply for Financial Aid is to *do the FAFSA*, while in Winter 2013, this percentage was 85% for the same students.
- In Spring 2011, 88% of respondents reported that they should apply for Financial Aid *every year*, while in Winter 2013, this percentage was 92% for the same students.
- In Spring 2011, 84% of respondents to answer to *how will you get your Financial Aid money* selected “You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account,” while in Winter 2013, this percentage was 96% for the same students.
- In Spring 2011, 0% of respondents knew they can check if they are on probation or disqualified *at MyPortal.fhda.edu*, while in Winter 2013, this percentage was 100% for the same students.

# FHDA Financial Aid Survey Result, Winter 2013

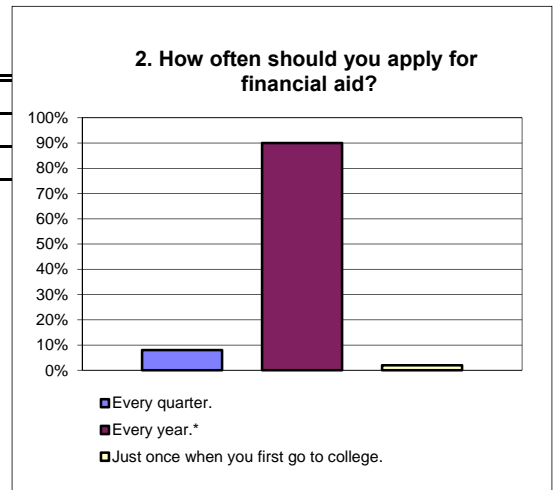
## \* 1. What is the first step to apply for financial aid?

| Response                        | N            | %           |
|---------------------------------|--------------|-------------|
| Turn in your tax return.        | 219          | 12%         |
| <b>Do the FAFSA.*</b>           | <b>1,470</b> | <b>78%</b>  |
| Go to the Financial Aid Office. | 196          | 10%         |
| <b>Total</b>                    | <b>1,885</b> | <b>100%</b> |



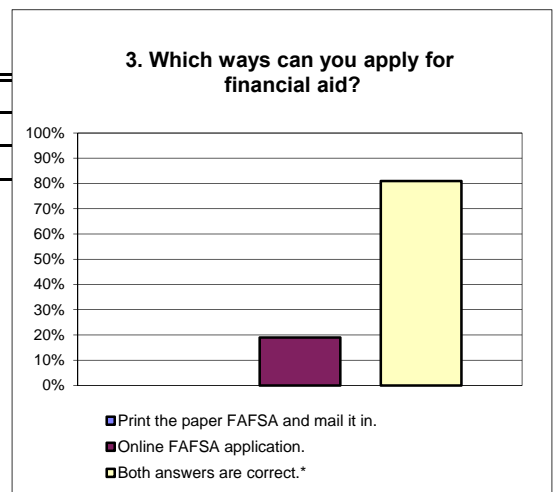
## \* 2. How often should you apply for financial aid?

| Response                                | N            | %           |
|---|--------------|-------------|
| Every quarter.                          | 144          | 8%          |
| <b>Every year.*</b>                     | <b>1,696</b> | <b>90%</b>  |
| Just once when you first go to college. | 44           | 2%          |
| <b>Total</b>                            | <b>1,884</b> | <b>100%</b> |



## \* 3. Which ways can you apply for financial aid?

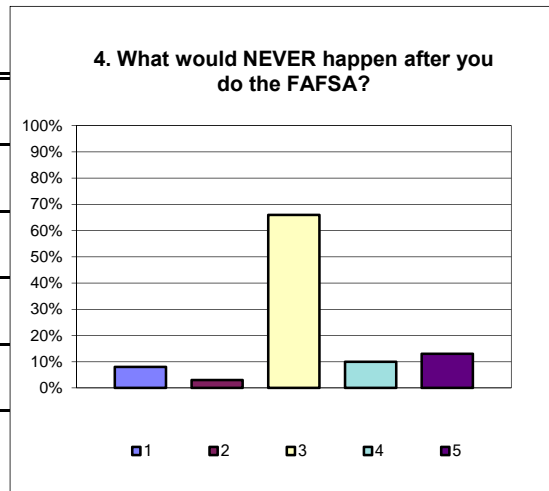
| Response                              | N            | %           |
|---------------------------------------|--------------|-------------|
| Print the paper FAFSA and mail it in. | 5            | 0%          |
| Online FAFSA application.             | 352          | 19%         |
| <b>Both answers are correct.*</b>     | <b>1,528</b> | <b>81%</b>  |
| <b>Total</b>                          | <b>1,885</b> | <b>100%</b> |



## FHDA Financial Aid Survey Result, Winter 2013

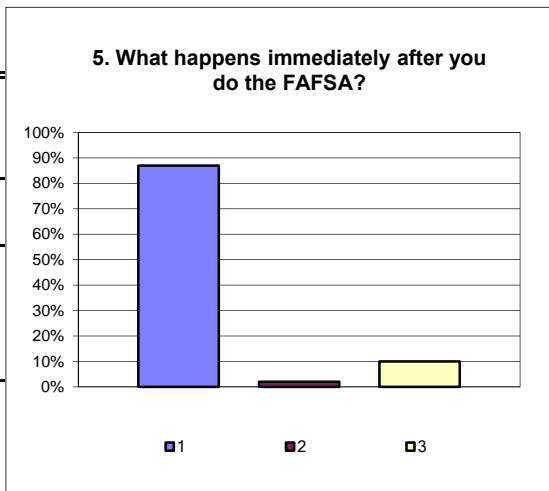
### \* 4. What would NEVER happen after you do the FAFSA?

| Response  | N            | %           |
|---|--------------|-------------|
| 1= You get an email from the US Department of Education.                | 156          | 8%          |
| 2= You get an email from the Financial Aid Office.                      | 59           | 3%          |
| 3= You get a letter from the president of De Anza or Foothill College.* | 1,237        | 66%         |
| 4= You get a letter from the CA Student Aid Commission.                 | 180          | 10%         |
| 5= You have to add another college if you change your mind.             | 241          | 13%         |
| <b>Total</b>  | <b>1,873</b> | <b>100%</b> |



### \* 5. What happens immediately after you do the FAFSA?

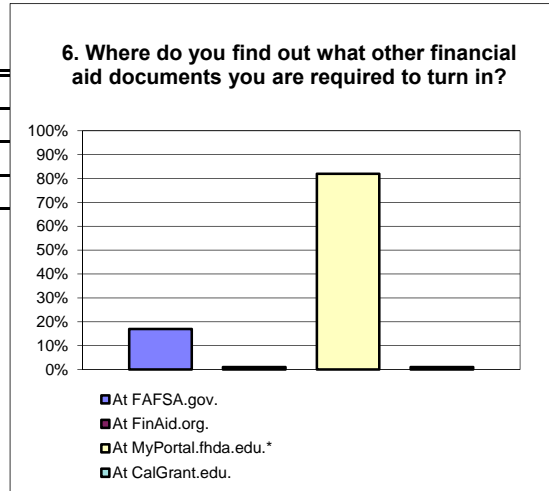
| Response  | N            | %           |
|---|--------------|-------------|
| 1= You get an email from both the US Department of Education and from De Anza or Foothill with instructions.*                                   | 1,638        | 87%         |
| 2= Money shows up in your bank account after you enroll in classes.   | 44           | 2%          |
| 3= You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 191          | 10%         |
| <b>Total</b>  | <b>1,873</b> | <b>100%</b> |



# FHDA Financial Aid Survey Result, Winter 2013

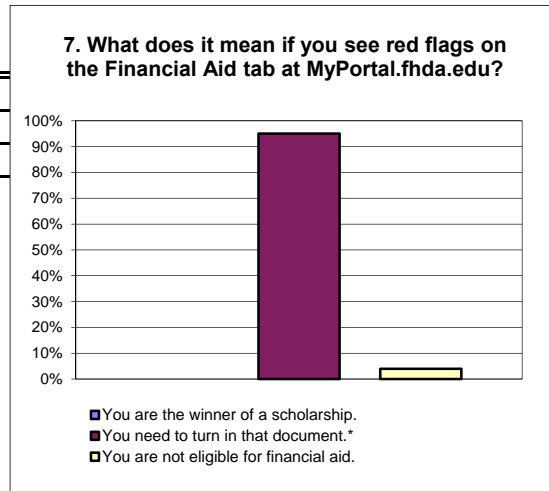
**\* 6. Where do you find out what other financial aid documents you are required to turn in?**

| Response                      | N            | %           |
|-------------------------------|--------------|-------------|
| At FAFSA.gov.                 | 314          | 17%         |
| At FinAid.org.                | 20           | 1%          |
| <b>At MyPortal.fhda.edu.*</b> | <b>1,532</b> | <b>82%</b>  |
| At CalGrant.edu.              | 13           | 1%          |
| <b>Total</b>                  | <b>1,879</b> | <b>100%</b> |



**\* 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?**

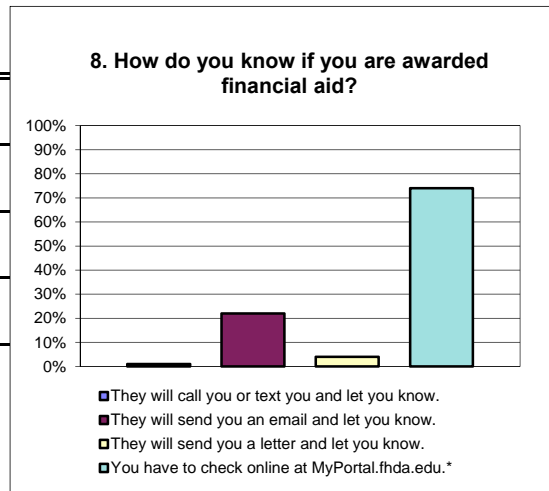
| Response                                   | N            | %           |
|--|--------------|-------------|
| You are the winner of a scholarship.       | 7            | 0%          |
| <b>You need to turn in that document.*</b> | <b>1,787</b> | <b>95%</b>  |
| You are not eligible for financial aid.    | 83           | 4%          |
| <b>Total</b>                               | <b>1,877</b> | <b>100%</b> |



# FHDA Financial Aid Survey Result, Winter 2013

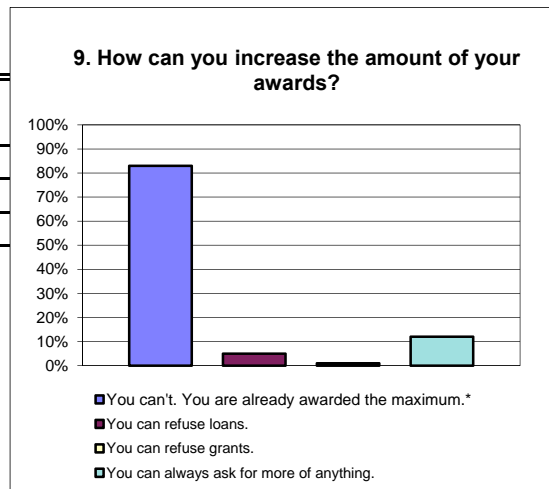
## \* 8. How do you know if you are awarded financial aid?

| Response  | N            | %           |
|---|--------------|-------------|
| They will call you or text you and let you know.  | 12           | 1%          |
| They will send you an email and let you know.   | 404          | 22%         |
| They will send you a letter and let you know.   | 70           | 4%          |
| You have to check online at <a href="http://MyPortal.fhda.edu">MyPortal.fhda.edu</a> .* | 1,391        | 74%         |
| <b>Total</b>  | <b>1,877</b> | <b>100%</b> |



## \* 9. How can you increase the amount of your awards?

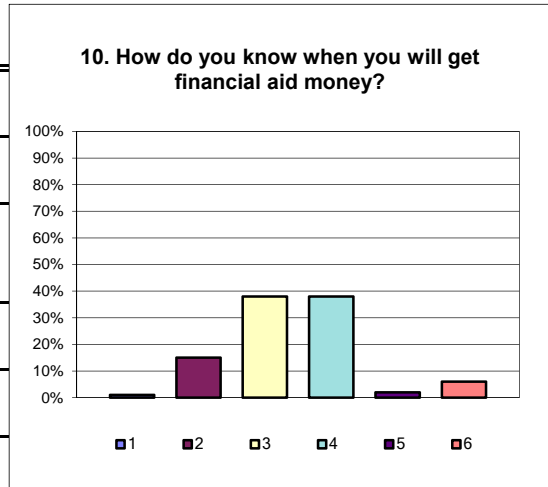
| Response   | N            | %           |
|--|--------------|-------------|
| You can't. You are already awarded the maximum.* | 1,552        | 83%         |
| You can refuse loans.                            | 86           | 5%          |
| You can refuse grants.                           | 23           | 1%          |
| You can always ask for more of anything.         | 216          | 12%         |
| <b>Total</b>                                     | <b>1,877</b> | <b>100%</b> |



## FHDA Financial Aid Survey Result, Winter 2013

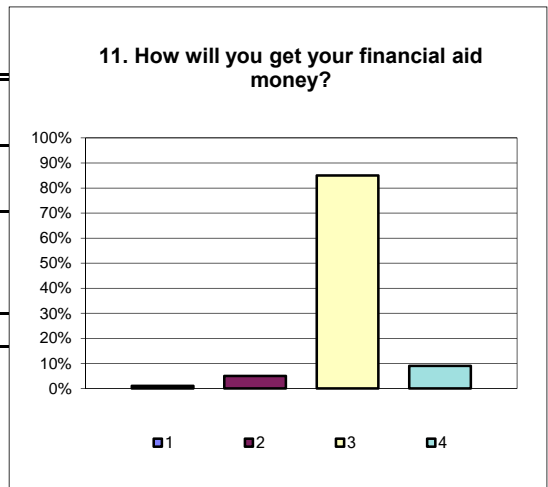
### \* 10. How do you know when you will get financial aid money?

| Response  | N            | %           |
|---|--------------|-------------|
| 1= They will call you or text you and let you know.   | 16           | 1%          |
| 2= They will send you an email and let you know.  | 272          | 15%         |
| 3= You can check the regular refund schedule on the website but it also depends on your enrollment and award status.* | 721          | 38%         |
| 4= You have to check online at MyPortal.fhda.edu.   | 714          | 38%         |
| 5= You have to check at DeAnza.edu or Foothill.edu.   | 31           | 2%          |
| 6= You have to check the Financial Aid Office website at your college.  | 120          | 6%          |
| <b>Total</b>  | <b>1,874</b> | <b>100%</b> |



### \* 11. How will you get your financial aid money?

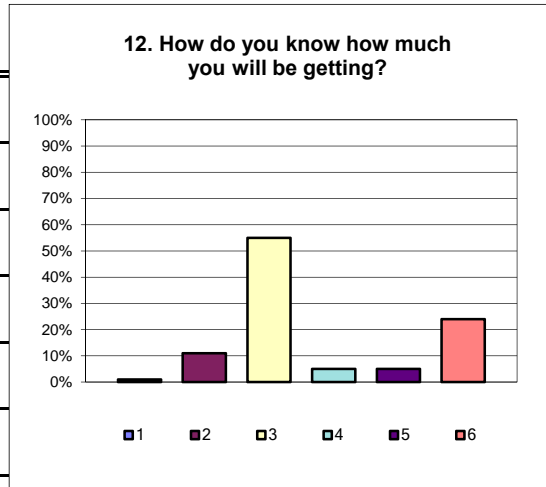
| Response  | N            | %           |
|---|--------------|-------------|
| 1= You line up once a week at the Financial Aid Office to pick up a check.                              | 15           | 1%          |
| 2= All the money goes to the Cashier and they keep it for your expenses.                                | 89           | 5%          |
| 3= You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account.* | 1,590        | 85%         |
| 4= They mail you a check.   | 176          | 9%          |
| <b>Total</b>  | <b>1,870</b> | <b>100%</b> |



## FHDA Financial Aid Survey Result, Winter 2013

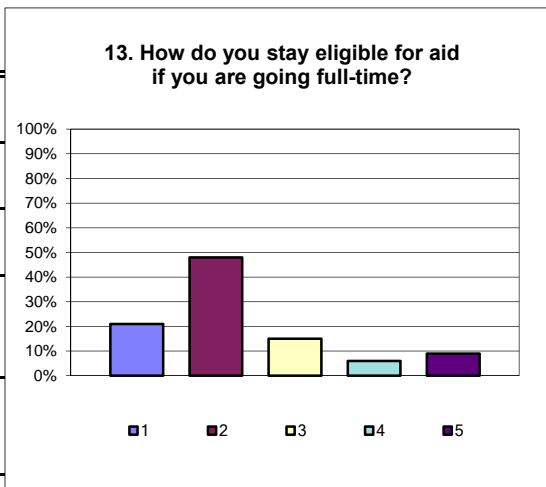
### \* 12. How do you know how much you will be getting?

| Response  | N            | %           |
|---|--------------|-------------|
| 1= They will call you or text you and let you know.                             | 16           | 1%          |
| 2= They will send you an email and let you know.                                | 199          | 11%         |
| 3= You check online at MyPortal.fhda.edu to see the disbursement dates.         | 1,033        | 55%         |
| 4= You have to check at DeAnza.edu or Foothill.edu.                             | 85           | 5%          |
| 5= You have to check the Financial Aid Office website at your college.          | 92           | 5%          |
| 6= It depends on your enrollment level but your award will show the FT amount.* | 443          | 24%         |
| <b>Total</b>  | <b>1,868</b> | <b>100%</b> |



### \* 13. How do you stay eligible for aid if you are going full-time?

| Response   | N            | %           |
|--|--------------|-------------|
| 1= You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 397          | 21%         |
| 2= You have to earn 10 units each quarter no matter the GPA.   | 902          | 48%         |
| 3= You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 286          | 15%         |
| 4= You have to pass 10 units each quarter with a C average for both the quarter and cumulative.*                                     | 105          | 6%          |
| 5= As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 171          | 9%          |
| <b>Total</b>   | <b>1,861</b> | <b>100%</b> |

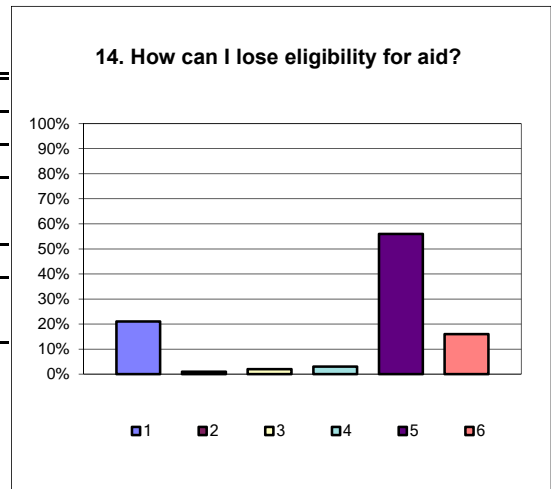




# FHDA Financial Aid Survey Result, Winter 2013

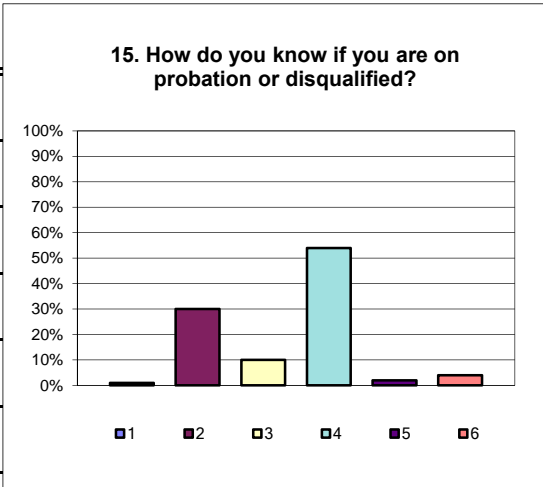
## \* 14. How can I lose eligibility for aid?

| Response   | N            | %           |
|--|--------------|-------------|
| 1= Don't enroll in classes at your college.  | 401          | 21%         |
| 2= Get a good job that pays a good salary.   | 19           | 1%          |
| 3= Default on a student loan.  | 38           | 2%          |
| 4= Try to get aid at two or more colleges at the same time.                            | 63           | 3%          |
| 5= All of the above.*  | 1,047        | 56%         |
| 6= None of the above you can't lose eligibility as long as you still show you need it. | 301          | 16%         |
| <b>Total</b>   | <b>1,869</b> | <b>100%</b> |



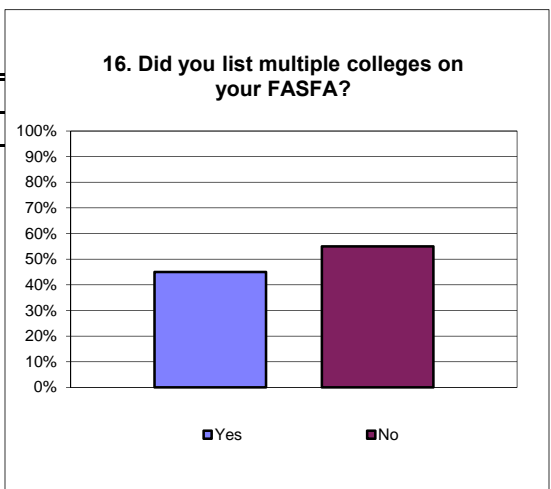
## \* 15. How do you know if you are on probation or disqualified?

| Response   | N            | %           |
|--|--------------|-------------|
| 1= They will call you or text you and let you know.                    | 18           | 1%          |
| 2= They will send you an email and let you know.                       | 557          | 30%         |
| 3= They will send you a letter and let you know.                       | 180          | 10%         |
| 4= You have to check online at MyPortal.fhda.edu.*                     | 1,004        | 54%         |
| 5= You have to check at DeAnza.edu or Foothill.edu.                    | 37           | 2%          |
| 6= You have to check the Financial Aid Office website at your college. | 71           | 4%          |
| <b>Total</b>   | <b>1,867</b> | <b>100%</b> |



## 16. Did you list multiple colleges on your FASFA?

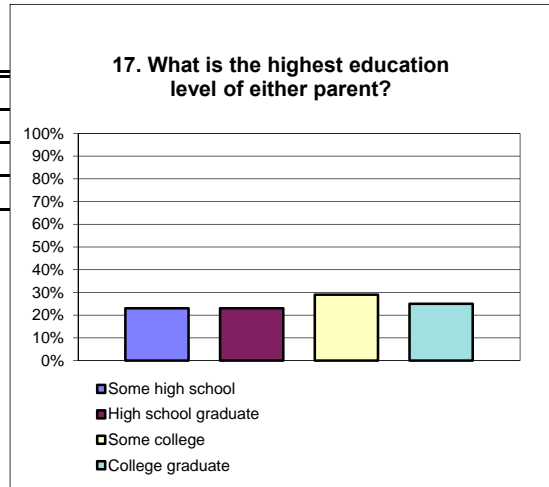
| Response     | N            | %           |
|--------------|--------------|-------------|
| Yes          | 845          | 45%         |
| No           | 1,032        | 55%         |
| <b>Total</b> | <b>1,877</b> | <b>100%</b> |



# FHDA Financial Aid Survey Result, Winter 2013

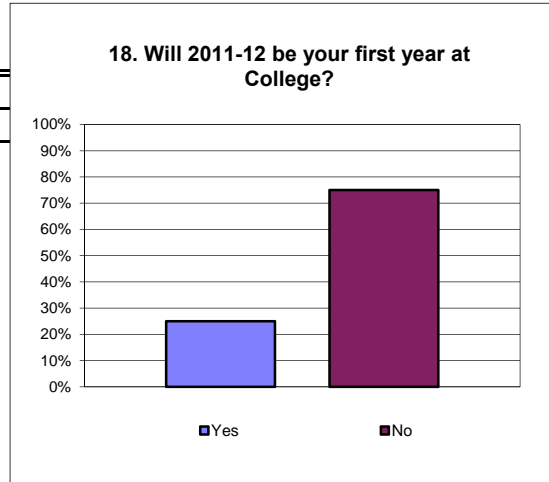
## 17. What is the highest education level of either parent?

| Response             | N            | %           |
|----------------------|--------------|-------------|
| Some high school     | 424          | 23%         |
| High school graduate | 425          | 23%         |
| Some college         | 544          | 29%         |
| College graduate     | 469          | 25%         |
| <b>Total</b>         | <b>1,862</b> | <b>100%</b> |



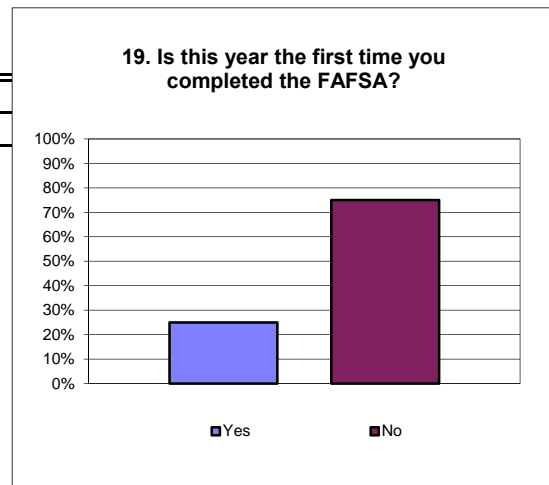
## 18. Will 2012-13 be your first year at College?

| Response     | N            | %           |
|--------------|--------------|-------------|
| Yes          | 464          | 25%         |
| No           | 1,412        | 75%         |
| <b>Total</b> | <b>1,876</b> | <b>100%</b> |



## 19. Is this year the first time you completed the FAFSA?

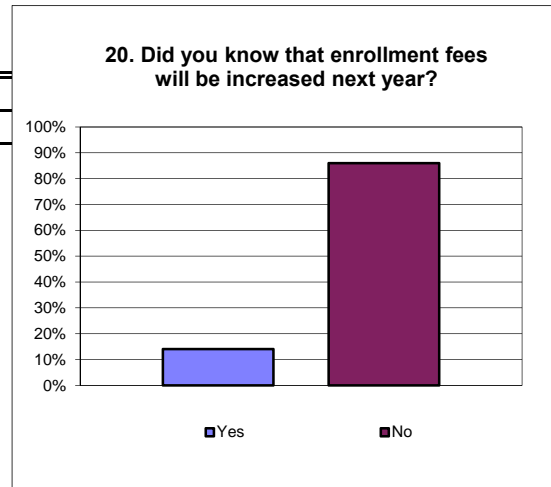
| Response     | N            | %           |
|--------------|--------------|-------------|
| Yes          | 475          | 25%         |
| No           | 1,396        | 75%         |
| <b>Total</b> | <b>1,871</b> | <b>100%</b> |



## FHDA Financial Aid Survey Result, Winter 2013

### 20. Did you know that there is no plan to increase resident enrollment fees in 2013-14?

| Response     | N            | %           |
|--------------|--------------|-------------|
| Yes          | 259          | 14%         |
| No           | 1,608        | 86%         |
| <b>Total</b> | <b>1,867</b> | <b>100%</b> |



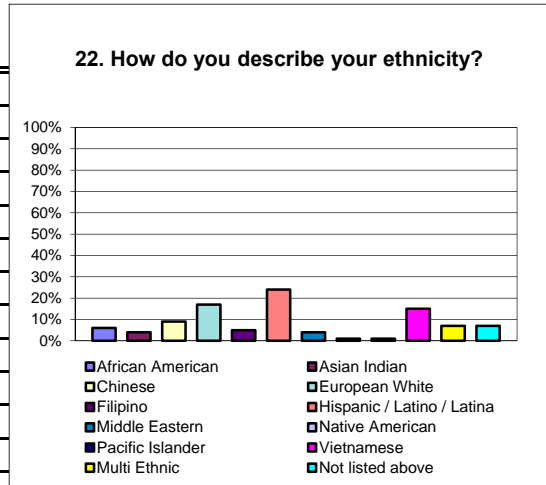
### 21. What is the zip code where you live?

| Response      | N            | %           |
|---------------|--------------|-------------|
| Burlingame    | 5            | 0%          |
| Campbell      | 46           | 2%          |
| Cupertino     | 45           | 2%          |
| Fremont       | 42           | 2%          |
| Gilroy        | 16           | 1%          |
| Hayward       | 14           | 1%          |
| Los Altos     | 16           | 1%          |
| Los Gatos     | 10           | 1%          |
| Menlo Park    | 13           | 1%          |
| Milpitas      | 54           | 3%          |
| Morgan Hill   | 14           | 1%          |
| Mountain View | 80           | 4%          |
| Other         | 275          | 15%         |
| Palo Alto     | 77           | 4%          |
| San Jose      | 925          | 49%         |
| Santa Clara   | 108          | 6%          |
| Saratoga      | 10           | 1%          |
| Sunnyvale     | 121          | 6%          |
| <b>Total</b>  | <b>1,871</b> | <b>100%</b> |

# FHDA Financial Aid Survey Result, Winter 2013

## 22. How do you describe your ethnicity?

| Response                   | N            | %           |
|----------------------------|--------------|-------------|
| African American           | 117          | 6%          |
| Asian Indian               | 67           | 4%          |
| Chinese                    | 163          | 9%          |
| European White             | 309          | 17%         |
| Filipino                   | 100          | 5%          |
| Hispanic / Latino / Latina | 447          | 24%         |
| Middle Eastern             | 66           | 4%          |
| Native American            | 10           | 1%          |
| Pacific Islander           | 27           | 1%          |
| Vietnamese                 | 269          | 15%         |
| Multi Ethnic               | 136          | 7%          |
| Not listed above           | 123          | 7%          |
| <b>Total</b>               | <b>1,834</b> | <b>100%</b> |

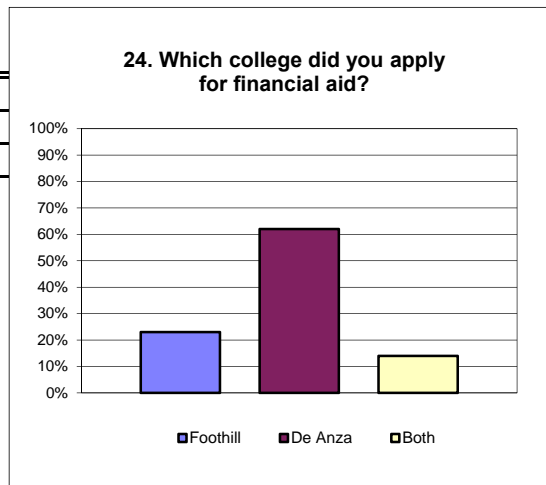


## 23. If not listed above please enter here:

| Response     | N         | %           |
|--------------|-----------|-------------|
| Burmese      | 2         | 7%          |
| Japanese     | 2         | 7%          |
| Korean       | 20        | 74%         |
| Nepali       | 3         | 11%         |
| <b>Total</b> | <b>27</b> | <b>100%</b> |

## 24. Which college did you apply for financial aid?

| Response     | N            | %           |
|--------------|--------------|-------------|
| Foothill     | 425          | 23%         |
| De Anza      | 1,143        | 62%         |
| Both         | 264          | 14%         |
| <b>Total</b> | <b>1,832</b> | <b>100%</b> |



# FHDA Financial Aid Survey Result by Multiple College, Winter 2013

## 1. What is the first step to apply for financial aid?

| Response                        | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---------------------------------|----------------------------|-------------|-------------------------|-------------|
|                                 | N                          | %           | N                       | %           |
| Turn in your tax return.        | 105                        | 12%         | 113                     | 11%         |
| Do the FAFSA.                   | 673                        | 80%         | 788                     | 76%         |
| Go to the Financial Aid Office. | 65                         | 8%          | 130                     | 13%         |
| <b>Total</b>                    | <b>843</b>                 | <b>100%</b> | <b>1,031</b>            | <b>100%</b> |

## 2. How often should you apply for financial aid?

| Response                                | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| Every quarter.                          | 55                         | 7%          | 87                      | 8%          |
| Every year.                             | 769                        | 91%         | 918                     | 89%         |
| Just once when you first go to college. | 21                         | 2%          | 23                      | 2%          |
| <b>Total</b>                            | <b>845</b>                 | <b>100%</b> | <b>1,028</b>            | <b>100%</b> |

## 3. Which ways can you apply for financial aid?

| Response                              | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---------------------------------------|----------------------------|-------------|-------------------------|-------------|
|                                       | N                          | %           | N                       | %           |
| Print the paper FAFSA and mail it in. | 2                          | 0%          | 3                       | 0%          |
| Online FAFSA application.             | 145                        | 17%         | 204                     | 20%         |
| Both answers are correct.             | 697                        | 83%         | 823                     | 80%         |
| <b>Total</b>                          | <b>844</b>                 | <b>100%</b> | <b>1,030</b>            | <b>100%</b> |

## 4. What would NEVER happen after you do the FAFSA?

| Response  | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| You get an email from the US Department of Education.               | 69                         | 8%          | 86                      | 8%          |
| You get an email from the Financial Aid Office.                     | 18                         | 2%          | 40                      | 4%          |
| You get a letter from the president of De Anza or Foothill College. | 578                        | 69%         | 652                     | 64%         |
| You get a letter from the CA Student Aid Commission.                | 95                         | 11%         | 84                      | 8%          |
| You have to add another college if you change your mind.            | 78                         | 9%          | 163                     | 16%         |
| <b>Total</b>  | <b>838</b>                 | <b>100%</b> | <b>1,025</b>            | <b>100%</b> |

## FHDA Financial Aid Survey Result by Multiple College, Winter 2013

### 5. What happens immediately after you do the FAFSA?

| Response   | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|--|----------------------------|-------------|-------------------------|-------------|
|  | N                          | %           | N                       | %           |
| You get an email from both the US Department of Education and from De Anza or Foothill with instructions.                                    | 737                        | 88%         | 893                     | 87%         |
| Money shows up in your bank account after you enroll in classes.   | 17                         | 2%          | 27                      | 3%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 85                         | 10%         | 106                     | 10%         |
| <b>Total</b>   | <b>839</b>                 | <b>100%</b> | <b>1,026</b>            | <b>100%</b> |

### 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|-----------------------|----------------------------|-------------|-------------------------|-------------|
|                       | N                          | %           | N                       | %           |
| At FAFSA.gov.         | 171                        | 20%         | 141                     | 14%         |
| At FinAid.org.        | 7                          | 1%          | 13                      | 1%          |
| At MyPortal.fhda.edu. | 657                        | 78%         | 869                     | 85%         |
| At CalGrant.edu.      | 8                          | 1%          | 5                       | 0%          |
| <b>Total</b>          | <b>843</b>                 | <b>100%</b> | <b>1,028</b>            | <b>100%</b> |

### 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| You are the winner of a scholarship.    | 3                          | 0%          | 4                       | 0%          |
| You need to turn in that document.      | 800                        | 95%         | 979                     | 95%         |
| You are not eligible for financial aid. | 38                         | 5%          | 45                      | 4%          |
| <b>Total</b>                            | <b>841</b>                 | <b>100%</b> | <b>1,028</b>            | <b>100%</b> |

## FHDA Financial Aid Survey Result by Multiple College, Winter 2013

### 8. How do you know if you are awarded financial aid?

| Response   | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|--|----------------------------|-------------|-------------------------|-------------|
|  | N                          | %           | N                       | %           |
| They will call you or text you and let you know. | 4                          | 0%          | 8                       | 1%          |
| They will send you an email and let you know.    | 191                        | 23%         | 211                     | 21%         |
| They will send you a letter and let you know.    | 39                         | 5%          | 30                      | 3%          |
| You have to check online at MyPortal.fhda.edu.   | 610                        | 72%         | 776                     | 76%         |
| <b>Total</b>                                     | <b>844</b>                 | <b>100%</b> | <b>1,025</b>            | <b>100%</b> |

### 9. How can you increase the amount of your awards?

| Response  | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| You can't. You are already awarded the maximum. | 697                        | 83%         | 849                     | 83%         |
| You can refuse loans.                           | 36                         | 4%          | 48                      | 5%          |
| You can refuse grants.                          | 13                         | 2%          | 10                      | 1%          |
| You can always ask for more of anything.        | 96                         | 11%         | 120                     | 12%         |
| <b>Total</b>                                    | <b>842</b>                 | <b>100%</b> | <b>1,027</b>            | <b>100%</b> |

### 10. How do you know when you will get financial aid money?

| Response  | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| They will call you or text you and let you know.  | 7                          | 1%          | 9                       | 1%          |
| They will send you an email and let you know.   | 104                        | 12%         | 166                     | 16%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 343                        | 41%         | 376                     | 37%         |
| You have to check online at MyPortal.fhda.edu.  | 298                        | 35%         | 414                     | 40%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 17                         | 2%          | 14                      | 1%          |
| You have to check the Financial Aid Office website at your college.   | 71                         | 8%          | 49                      | 5%          |
| <b>Total</b>  | <b>840</b>                 | <b>100%</b> | <b>1,028</b>            | <b>100%</b> |

## FHDA Financial Aid Survey Result by Multiple College, Winter 2013

### 11. How will you get your financial aid money?

| Response  | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| You line up once a week at the Financial Aid Office to pick up a check.                             | 7                          | 1%          | 8                       | 1%          |
| All the money goes to the Cashier and they keep it for your expenses.                               | 51                         | 6%          | 38                      | 4%          |
| You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account. | 679                        | 81%         | 906                     | 88%         |
| They mail you a check.  | 103                        | 12%         | 72                      | 7%          |
| <b>Total</b>  | <b>840</b>                 | <b>100%</b> | <b>1,024</b>            | <b>100%</b> |

### 12. How do you know how much you will be getting?

| Response  | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| They will call you or text you and let you know.                            | 5                          | 1%          | 11                      | 1%          |
| They will send you an email and let you know.                               | 88                         | 10%         | 111                     | 11%         |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 446                        | 53%         | 586                     | 57%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 42                         | 5%          | 42                      | 4%          |
| You have to check the Financial Aid Office website at your college.         | 46                         | 5%          | 46                      | 5%          |
| It depends on your enrollment level but your award will show the FT amount. | 214                        | 25%         | 226                     | 22%         |
| <b>Total</b>  | <b>841</b>                 | <b>100%</b> | <b>1,022</b>            | <b>100%</b> |

### 13. How do you stay eligible for aid if you are going full-time?

| Response  | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 185                        | 22%         | 212                     | 21%         |
| You have to earn 10 units each quarter no matter the GPA.   | 414                        | 49%         | 485                     | 48%         |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 128                        | 15%         | 158                     | 15%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 43                         | 5%          | 62                      | 6%          |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 68                         | 8%          | 103                     | 10%         |
| <b>Total</b>  | <b>838</b>                 | <b>100%</b> | <b>1,020</b>            | <b>100%</b> |



## FHDA Financial Aid Survey Result by Multiple College, Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| Don't enroll in classes at your college.  | 192                        | 23%         | 209                     | 20%         |
| Get a good job that pays a good salary.   | 6                          | 1%          | 13                      | 1%          |
| Default on a student loan.  | 23                         | 3%          | 15                      | 1%          |
| Try to get aid at two or more colleges at the same time.                            | 26                         | 3%          | 37                      | 4%          |
| All of the above.   | 453                        | 54%         | 592                     | 58%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 141                        | 17%         | 159                     | 16%         |
| <b>Total</b>  | <b>841</b>                 | <b>100%</b> | <b>1,025</b>            | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response  | Multiple colleges on FAFSA |             | Single college on FAFSA |             |
|---|----------------------------|-------------|-------------------------|-------------|
|   | N                          | %           | N                       | %           |
| They will call you or text you and let you know.                    | 9                          | 1%          | 9                       | 1%          |
| They will send you an email and let you know.                       | 284                        | 34%         | 273                     | 27%         |
| They will send you a letter and let you know.                       | 91                         | 11%         | 89                      | 9%          |
| You have to check online at MyPortal.fhda.edu.                      | 404                        | 48%         | 597                     | 58%         |
| You have to check at DeAnza.edu or Foothill.edu.                    | 15                         | 2%          | 21                      | 2%          |
| You have to check the Financial Aid Office website at your college. | 38                         | 5%          | 33                      | 3%          |
| <b>Total</b>  | <b>841</b>                 | <b>100%</b> | <b>1,022</b>            | <b>100%</b> |

# FHDA Financial Aid Survey Result by Parental Education, Winter 2013

## 1. What is the first step to apply for financial aid?

**What is the highest education level of either parent?**

| Response                        | College graduate |             | Less than college graduate |             |
|---------------------------------|------------------|-------------|----------------------------|-------------|
|                                 | N                | %           | N                          | %           |
| Turn in your tax return.        | 62               | 13%         | 155                        | 11%         |
| Do the FAFSA.                   | 368              | 78%         | 1,082                      | 78%         |
| Go to the Financial Aid Office. | 39               | 8%          | 153                        | 11%         |
| <b>Total</b>                    | <b>469</b>       | <b>100%</b> | <b>1,390</b>               | <b>100%</b> |

## 2. How often should you apply for financial aid?

| Response                                | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| Every quarter.                          | 32               | 7%          | 111                        | 8%          |
| Every year.                             | 430              | 92%         | 1,241                      | 89%         |
| Just once when you first go to college. | 7                | 1%          | 37                         | 3%          |
| <b>Total</b>                            | <b>469</b>       | <b>100%</b> | <b>1,389</b>               | <b>100%</b> |

## 3. Which ways can you apply for financial aid?

| Response                              | College graduate |             | Less than college graduate |             |
|---------------------------------------|------------------|-------------|----------------------------|-------------|
|                                       | N                | %           | N                          | %           |
| Print the paper FAFSA and mail it in. | 2                | 0%          | 3                          | 0%          |
| Online FAFSA application.             | 71               | 15%         | 275                        | 20%         |
| Both answers are correct.             | 395              | 84%         | 1,113                      | 80%         |
| <b>Total</b>                          | <b>468</b>       | <b>100%</b> | <b>1,391</b>               | <b>100%</b> |

## 4. What would NEVER happen after you do the FAFSA?

| Response  | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| You get an email from the US Department of Education.               | 42               | 9%          | 113                        | 8%          |
| You get an email from the Financial Aid Office.                     | 12               | 3%          | 46                         | 3%          |
| You get a letter from the president of De Anza or Foothill College. | 300              | 64%         | 920                        | 67%         |
| You get a letter from the CA Student Aid Commission.                | 45               | 10%         | 132                        | 10%         |
| You have to add another college if you change your mind.            | 69               | 15%         | 169                        | 12%         |
| <b>Total</b>  | <b>468</b>       | <b>100%</b> | <b>1,380</b>               | <b>100%</b> |

## FHDA Financial Aid Survey Result by Parental Education, Winter 2013

### 5. What happens immediately after you do the FAFSA?

| Response   | College graduate |             | Less than college graduate |             |
|--|------------------|-------------|----------------------------|-------------|
|  | N                | %           | N                          | %           |
| You get an email from both the US Department of Education and from De Anza or Foothill with instructions.                                    | 409              | 88%         | 1,208                      | 87%         |
| Money shows up in your bank account after you enroll in classes.   | 8                | 2%          | 35                         | 3%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 47               | 10%         | 142                        | 10%         |
| <b>Total</b>   | <b>464</b>       | <b>100%</b> | <b>1,385</b>               | <b>100%</b> |

### 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | College graduate |             | Less than college graduate |             |
|-----------------------|------------------|-------------|----------------------------|-------------|
|                       | N                | %           | N                          | %           |
| At FAFSA.gov.         | 80               | 17%         | 231                        | 17%         |
| At FinAid.org.        | 3                | 1%          | 17                         | 1%          |
| At MyPortal.fhda.edu. | 378              | 81%         | 1,134                      | 82%         |
| At CalGrant.edu.      | 5                | 1%          | 8                          | 1%          |
| <b>Total</b>          | <b>466</b>       | <b>100%</b> | <b>1,390</b>               | <b>100%</b> |

### 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| You are the winner of a scholarship.    | 1                | 0%          | 6                          | 0%          |
| You need to turn in that document.      | 443              | 95%         | 1,321                      | 95%         |
| You are not eligible for financial aid. | 23               | 5%          | 60                         | 4%          |
| <b>Total</b>                            | <b>467</b>       | <b>100%</b> | <b>1,387</b>               | <b>100%</b> |

## FHDA Financial Aid Survey Result by Parental Education, Winter 2013

### 8. How do you know if you are awarded financial aid?

| Response   | College graduate |             | Less than college graduate |             |
|--|------------------|-------------|----------------------------|-------------|
|  | N                | %           | N                          | %           |
| They will call you or text you and let you know. | 2                | 0%          | 10                         | 1%          |
| They will send you an email and let you know.    | 99               | 21%         | 301                        | 22%         |
| They will send you a letter and let you know.    | 14               | 3%          | 56                         | 4%          |
| You have to check online at MyPortal.fhda.edu.   | 354              | 75%         | 1,018                      | 74%         |
| <b>Total</b>                                     | <b>469</b>       | <b>100%</b> | <b>1,385</b>               | <b>100%</b> |

### 9. How can you increase the amount of your awards?

| Response  | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| You can't. You are already awarded the maximum. | 376              | 81%         | 1,156                      | 83%         |
| You can refuse loans.                           | 27               | 6%          | 57                         | 4%          |
| You can refuse grants.                          | 7                | 1%          | 16                         | 1%          |
| You can always ask for more of anything.        | 57               | 12%         | 157                        | 11%         |
| <b>Total</b>                                    | <b>467</b>       | <b>100%</b> | <b>1,386</b>               | <b>100%</b> |

### 10. How do you know when you will get financial aid money?

| Response  | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| They will call you or text you and let you know.  | 3                | 1%          | 13                         | 1%          |
| They will send you an email and let you know.   | 66               | 14%         | 202                        | 15%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 180              | 39%         | 534                        | 39%         |
| You have to check online at MyPortal.fhda.edu.  | 186              | 40%         | 520                        | 38%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 8                | 2%          | 23                         | 2%          |
| You have to check the Financial Aid Office website at your college.   | 23               | 5%          | 94                         | 7%          |
| <b>Total</b>  | <b>466</b>       | <b>100%</b> | <b>1,386</b>               | <b>100%</b> |

## FHDA Financial Aid Survey Result by Parental Education, Winter 2013

### 11. How will you get your financial aid money?

| Response  | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| You line up once a week at the Financial Aid Office to pick up a check.                             | 4                | 1%          | 11                         | 1%          |
| All the money goes to the Cashier and they keep it for your expenses.                               | 28               | 6%          | 60                         | 4%          |
| You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account. | 386              | 83%         | 1,185                      | 86%         |
| They mail you a check.  | 47               | 10%         | 127                        | 9%          |
| <b>Total</b>  | <b>465</b>       | <b>100%</b> | <b>1,383</b>               | <b>100%</b> |

### 12. How do you know how much you will be getting?

| Response  | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| They will call you or text you and let you know.                            | 7                | 2%          | 9                          | 1%          |
| They will send you an email and let you know.                               | 48               | 10%         | 149                        | 11%         |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 263              | 57%         | 758                        | 55%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 22               | 5%          | 62                         | 4%          |
| You have to check the Financial Aid Office website at your college.         | 19               | 4%          | 71                         | 5%          |
| It depends on your enrollment level but your award will show the FT amount. | 104              | 22%         | 335                        | 24%         |
| <b>Total</b>  | <b>463</b>       | <b>100%</b> | <b>1,384</b>               | <b>100%</b> |

### 13. How do you stay eligible for aid if you are going full-time?

| Response  | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 101              | 22%         | 293                        | 21%         |
| You have to earn 10 units each quarter no matter the GPA.   | 245              | 53%         | 647                        | 47%         |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 63               | 14%         | 221                        | 16%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 21               | 5%          | 84                         | 6%          |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 36               | 8%          | 133                        | 10%         |
| <b>Total</b>  | <b>466</b>       | <b>100%</b> | <b>1,378</b>               | <b>100%</b> |

## FHDA Financial Aid Survey Result by Parental Education, Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| Don't enroll in classes at your college.  | 93               | 20%         | 303                        | 22%         |
| Get a good job that pays a good salary.   | 4                | 1%          | 15                         | 1%          |
| Default on a student loan.  | 11               | 2%          | 27                         | 2%          |
| Try to get aid at two or more colleges at the same time.                            | 10               | 2%          | 52                         | 4%          |
| All of the above.   | 291              | 63%         | 747                        | 54%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 56               | 12%         | 241                        | 17%         |
| <b>Total</b>  | <b>465</b>       | <b>100%</b> | <b>1,385</b>               | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response  | College graduate |             | Less than college graduate |             |
|---|------------------|-------------|----------------------------|-------------|
|   | N                | %           | N                          | %           |
| They will call you or text you and let you know.                    | 6                | 1%          | 12                         | 1%          |
| They will send you an email and let you know.                       | 118              | 25%         | 433                        | 31%         |
| They will send you a letter and let you know.                       | 56               | 12%         | 120                        | 9%          |
| You have to check online at MyPortal.fhda.edu.                      | 264              | 57%         | 733                        | 53%         |
| You have to check at DeAnza.edu or Foothill.edu.                    | 8                | 2%          | 28                         | 2%          |
| You have to check the Financial Aid Office website at your college. | 13               | 3%          | 57                         | 4%          |
| <b>Total</b>  | <b>465</b>       | <b>100%</b> | <b>1,383</b>               | <b>100%</b> |

# FHDA Financial Aid Survey Result by First Year at College, Winter 2013

## 1. What is the first step to apply for financial aid?

| Response                        | 2012-13, my first year at college |             | Not my first year |             |
|---------------------------------|-----------------------------------|-------------|-------------------|-------------|
|                                 | N                                 | %           | N                 | %           |
| Turn in your tax return.        | 45                                | 10%         | 173               | 12%         |
| Do the FAFSA.                   | 365                               | 79%         | 1,095             | 78%         |
| Go to the Financial Aid Office. | 52                                | 11%         | 143               | 10%         |
| <b>Total</b>                    | <b>462</b>                        | <b>100%</b> | <b>1,411</b>      | <b>100%</b> |

## 2. How often should you apply for financial aid?

| Response                                | 2012-13, my first year at college |             | Not my first year |             |
|---|-----------------------------------|-------------|-------------------|-------------|
|   | N                                 | %           | N                 | %           |
| Every quarter.                          | 51                                | 11%         | 92                | 7%          |
| Every year.                             | 388                               | 84%         | 1,298             | 92%         |
| Just once when you first go to college. | 24                                | 5%          | 20                | 1%          |
| <b>Total</b>                            | <b>463</b>                        | <b>100%</b> | <b>1,410</b>      | <b>100%</b> |

## 3. Which ways can you apply for financial aid?

| Response                              | 2012-13, my first year at college |             | Not my first year |             |
|---------------------------------------|-----------------------------------|-------------|-------------------|-------------|
|                                       | N                                 | %           | N                 | %           |
| Print the paper FAFSA and mail it in. | 2                                 | 0%          | 3                 | 0%          |
| Online FAFSA application.             | 103                               | 22%         | 247               | 18%         |
| Both answers are correct.             | 358                               | 77%         | 1,160             | 82%         |
| <b>Total</b>                          | <b>463</b>                        | <b>100%</b> | <b>1,410</b>      | <b>100%</b> |

## 4. What would NEVER happen after you do the FAFSA?

| Response  | 2012-13, my first year at college |             | Not my first year |             |
|---|-----------------------------------|-------------|-------------------|-------------|
|   | N                                 | %           | N                 | %           |
| You get an email from the US Department of Education.               | 39                                | 8%          | 116               | 8%          |
| You get an email from the Financial Aid Office.                     | 12                                | 3%          | 46                | 3%          |
| You get a letter from the president of De Anza or Foothill College. | 283                               | 62%         | 947               | 67%         |
| You get a letter from the CA Student Aid Commission.                | 54                                | 12%         | 125               | 9%          |
| You have to add another college if you change your mind.            | 71                                | 15%         | 169               | 12%         |
| <b>Total</b>  | <b>459</b>                        | <b>100%</b> | <b>1,403</b>      | <b>100%</b> |

## FHDA Financial Aid Survey Result by First Year at College, Winter 2013

### 5. What happens immediately after you do the FAFSA?

| Response   | 2012-13, my first year<br>at college |             | Not my first year |             |
|--|--------------------------------------|-------------|-------------------|-------------|
|  | N                                    | %           | N                 | %           |
| You get an email from both the US Department of Education and from De Anza or Foothill with instructions.                                    | 388                                  | 85%         | 1,240             | 88%         |
| Money shows up in your bank account after you enroll in classes.   | 12                                   | 3%          | 32                | 2%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 59                                   | 13%         | 132               | 9%          |
| <b>Total</b>   | <b>459</b>                           | <b>100%</b> | <b>1,404</b>      | <b>100%</b> |

### 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | 2012-13, my first year<br>at college |             | Not my first year |             |
|-----------------------|--------------------------------------|-------------|-------------------|-------------|
|                       | N                                    | %           | N                 | %           |
| At FAFSA.gov.         | 88                                   | 19%         | 224               | 16%         |
| At FinAid.org.        | 3                                    | 1%          | 17                | 1%          |
| At MyPortal.fhda.edu. | 368                                  | 80%         | 1,157             | 82%         |
| At CalGrant.edu.      | 2                                    | 0%          | 11                | 1%          |
| <b>Total</b>          | <b>461</b>                           | <b>100%</b> | <b>1,409</b>      | <b>100%</b> |

### 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | 2012-13, my first year<br>at college |             | Not my first year |             |
|---|--------------------------------------|-------------|-------------------|-------------|
|   | N                                    | %           | N                 | %           |
| You are the winner of a scholarship.    | 3                                    | 1%          | 4                 | 0%          |
| You need to turn in that document.      | 420                                  | 91%         | 1,358             | 97%         |
| You are not eligible for financial aid. | 38                                   | 8%          | 45                | 3%          |
| <b>Total</b>                            | <b>461</b>                           | <b>100%</b> | <b>1,407</b>      | <b>100%</b> |



## FHDA Financial Aid Survey Result by First Year at College, Winter 2013

### 8. How do you know if you are awarded financial aid?

| Response   | 2012-13, my first year<br>at college |             | Not my first year |             |
|--|--------------------------------------|-------------|-------------------|-------------|
|  | N                                    | %           | N                 | %           |
| They will call you or text you and let you know. | 6                                    | 1%          | 5                 | 0%          |
| They will send you an email and let you know.    | 121                                  | 26%         | 280               | 20%         |
| They will send you a letter and let you know.    | 19                                   | 4%          | 51                | 4%          |
| You have to check online at MyPortal.fhda.edu.   | 316                                  | 68%         | 1,070             | 76%         |
| <b>Total</b>                                     | <b>462</b>                           | <b>100%</b> | <b>1,406</b>      | <b>100%</b> |

### 9. How can you increase the amount of your awards?

| Response  | 2012-13, my first year<br>at college |             | Not my first year |             |
|---|--------------------------------------|-------------|-------------------|-------------|
|   | N                                    | %           | N                 | %           |
| You can't. You are already awarded the maximum. | 348                                  | 75%         | 1,197             | 85%         |
| You can refuse loans.                           | 32                                   | 7%          | 52                | 4%          |
| You can refuse grants.                          | 6                                    | 1%          | 16                | 1%          |
| You can always ask for more of anything.        | 77                                   | 17%         | 139               | 10%         |
| <b>Total</b>                                    | <b>463</b>                           | <b>100%</b> | <b>1,404</b>      | <b>100%</b> |

### 10. How do you know when you will get financial aid money?

| Response  | 2012-13, my first year<br>at college |             | Not my first year |             |
|---|--------------------------------------|-------------|-------------------|-------------|
|   | N                                    | %           | N                 | %           |
| They will call you or text you and let you know.  | 8                                    | 2%          | 8                 | 1%          |
| They will send you an email and let you know.   | 95                                   | 21%         | 174               | 12%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 140                                  | 30%         | 578               | 41%         |
| You have to check online at MyPortal.fhda.edu.  | 182                                  | 39%         | 530               | 38%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 6                                    | 1%          | 25                | 2%          |
| You have to check the Financial Aid Office website at your college.   | 30                                   | 7%          | 90                | 6%          |
| <b>Total</b>  | <b>461</b>                           | <b>100%</b> | <b>1,405</b>      | <b>100%</b> |

# FHDA Financial Aid Survey Result by First Year at College, Winter 2013

## 11. How will you get your financial aid money?

| Response  | 2012-13, my first year<br>at college |             | Not my first year |             |
|---|--------------------------------------|-------------|-------------------|-------------|
|   | N                                    | %           | N                 | %           |
| You line up once a week at the Financial Aid Office to pick up a check.                             | 7                                    | 2%          | 8                 | 1%          |
| All the money goes to the Cashier and they keep it for your expenses.                               | 36                                   | 8%          | 53                | 4%          |
| You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account. | 376                                  | 82%         | 1,207             | 86%         |
| They mail you a check.  | 42                                   | 9%          | 133               | 9%          |
| <b>Total</b>  | <b>461</b>                           | <b>100%</b> | <b>1,401</b>      | <b>100%</b> |

## 12. How do you know how much you will be getting?

| Response  | 2012-13, my first year<br>at college |             | Not my first year |             |
|---|--------------------------------------|-------------|-------------------|-------------|
|   | N                                    | %           | N                 | %           |
| They will call you or text you and let you know.                            | 9                                    | 2%          | 7                 | 0%          |
| They will send you an email and let you know.                               | 71                                   | 15%         | 127               | 9%          |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 241                                  | 53%         | 787               | 56%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 30                                   | 7%          | 55                | 4%          |
| You have to check the Financial Aid Office website at your college.         | 25                                   | 5%          | 67                | 5%          |
| It depends on your enrollment level but your award will show the FT amount. | 83                                   | 18%         | 359               | 26%         |
| <b>Total</b>  | <b>459</b>                           | <b>100%</b> | <b>1,402</b>      | <b>100%</b> |

## 13. How do you stay eligible for aid if you are going full-time?

| Response  | 2012-13, my first year<br>at college |             | Not my first year |             |
|---|--------------------------------------|-------------|-------------------|-------------|
|   | N                                    | %           | N                 | %           |
| You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 87                                   | 19%         | 309               | 22%         |
| You have to earn 10 units each quarter no matter the GPA.   | 213                                  | 47%         | 685               | 49%         |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 65                                   | 14%         | 221               | 16%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 34                                   | 7%          | 71                | 5%          |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 59                                   | 13%         | 112               | 8%          |
| <b>Total</b>  | <b>458</b>                           | <b>100%</b> | <b>1,398</b>      | <b>100%</b> |

## FHDA Financial Aid Survey Result by First Year at College, Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | 2012-13, my first year<br>at college |             | Not my first year |             |
|---|--------------------------------------|-------------|-------------------|-------------|
|   | N                                    | %           | N                 | %           |
| Don't enroll in classes at your college.  | 109                                  | 24%         | 290               | 21%         |
| Get a good job that pays a good salary.   | 4                                    | 1%          | 15                | 1%          |
| Default on a student loan.  | 10                                   | 2%          | 28                | 2%          |
| Try to get aid at two or more colleges at the same time.                            | 10                                   | 2%          | 53                | 4%          |
| All of the above.   | 226                                  | 49%         | 818               | 58%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 102                                  | 22%         | 199               | 14%         |
| <b>Total</b>  | <b>461</b>                           | <b>100%</b> | <b>1,403</b>      | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response  | 2012-13, my first year<br>at college |             | Not my first year |             |
|---|--------------------------------------|-------------|-------------------|-------------|
|   | N                                    | %           | N                 | %           |
| They will call you or text you and let you know.                    | 7                                    | 2%          | 10                | 1%          |
| They will send you an email and let you know.                       | 146                                  | 32%         | 409               | 29%         |
| They will send you a letter and let you know.                       | 42                                   | 9%          | 137               | 10%         |
| You have to check online at MyPortal.fhda.edu.                      | 227                                  | 49%         | 776               | 55%         |
| You have to check at DeAnza.edu or Foothill.edu.                    | 12                                   | 3%          | 25                | 2%          |
| You have to check the Financial Aid Office website at your college. | 25                                   | 5%          | 46                | 3%          |
| <b>Total</b>  | <b>459</b>                           | <b>100%</b> | <b>1,403</b>      | <b>100%</b> |

# FHDA Financial Aid Survey Result by First Time FAFSA, Winter 2013

## 1. What is the first step to apply for financial aid?

| Response                        | First time completing the FAFSA |             | Not the first time |             |
|---------------------------------|---------------------------------|-------------|--------------------|-------------|
|                                 | N                               | %           | N                  | %           |
| Turn in your tax return.        | 44                              | 9%          | 175                | 13%         |
| Do the FAFSA.                   | 370                             | 78%         | 1,087              | 78%         |
| Go to the Financial Aid Office. | 60                              | 13%         | 132                | 9%          |
| <b>Total</b>                    | <b>474</b>                      | <b>100%</b> | <b>1,394</b>       | <b>100%</b> |

## 2. How often should you apply for financial aid?

| Response                                | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| Every quarter.                          | 58                              | 12%         | 83                 | 6%          |
| Every year.                             | 392                             | 83%         | 1,292              | 93%         |
| Just once when you first go to college. | 24                              | 5%          | 18                 | 1%          |
| <b>Total</b>                            | <b>474</b>                      | <b>100%</b> | <b>1,393</b>       | <b>100%</b> |

## 3. Which ways can you apply for financial aid?

| Response                              | First time completing the FAFSA |             | Not the first time |             |
|---------------------------------------|---------------------------------|-------------|--------------------|-------------|
|                                       | N                               | %           | N                  | %           |
| Print the paper FAFSA and mail it in. | 3                               | 1%          | 2                  | 0%          |
| Online FAFSA application.             | 76                              | 16%         | 274                | 20%         |
| Both answers are correct.             | 395                             | 83%         | 1,118              | 80%         |
| <b>Total</b>                          | <b>474</b>                      | <b>100%</b> | <b>1,394</b>       | <b>100%</b> |

## 4. What would NEVER happen after you do the FAFSA?

| Response  | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| You get an email from the US Department of Education.               | 50                              | 11%         | 102                | 7%          |
| You get an email from the Financial Aid Office.                     | 12                              | 3%          | 45                 | 3%          |
| You get a letter from the president of De Anza or Foothill College. | 276                             | 58%         | 951                | 69%         |
| You get a letter from the CA Student Aid Commission.                | 55                              | 12%         | 125                | 9%          |
| You have to add another college if you change your mind.            | 80                              | 17%         | 161                | 12%         |
| <b>Total</b>  | <b>473</b>                      | <b>100%</b> | <b>1,384</b>       | <b>100%</b> |

## FHDA Financial Aid Survey Result by First Time FAFSA, Winter 2013

### 5. What happens immediately after you do the FAFSA?

| Response   | First time completing the FAFSA |             | Not the first time |             |
|--|---------------------------------|-------------|--------------------|-------------|
|  | N                               | %           | N                  | %           |
| You get an email from both the US Department of Education and from De Anza or Foothill with instructions.                                    | 390                             | 83%         | 1,237              | 89%         |
| Money shows up in your bank account after you enroll in classes.   | 13                              | 3%          | 30                 | 2%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 69                              | 15%         | 119                | 9%          |
| <b>Total</b>   | <b>472</b>                      | <b>100%</b> | <b>1,386</b>       | <b>100%</b> |

### 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | First time completing the FAFSA |             | Not the first time |             |
|-----------------------|---------------------------------|-------------|--------------------|-------------|
|                       | N                               | %           | N                  | %           |
| At FAFSA.gov.         | 102                             | 22%         | 210                | 15%         |
| At FinAid.org.        | 5                               | 1%          | 15                 | 1%          |
| At MyPortal.fhda.edu. | 360                             | 76%         | 1,160              | 83%         |
| At CalGrant.edu.      | 6                               | 1%          | 7                  | 1%          |
| <b>Total</b>          | <b>473</b>                      | <b>100%</b> | <b>1,392</b>       | <b>100%</b> |

### 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| You are the winner of a scholarship.    | 3                               | 1%          | 4                  | 0%          |
| You need to turn in that document.      | 436                             | 92%         | 1,338              | 96%         |
| You are not eligible for financial aid. | 34                              | 7%          | 48                 | 3%          |
| <b>Total</b>                            | <b>473</b>                      | <b>100%</b> | <b>1,390</b>       | <b>100%</b> |

## FHDA Financial Aid Survey Result by First Time FAFSA, Winter 2013

### 8. How do you know if you are awarded financial aid?

| Response   | First time completing the FAFSA |             | Not the first time |             |
|--|---------------------------------|-------------|--------------------|-------------|
|  | N                               | %           | N                  | %           |
| They will call you or text you and let you know. | 4                               | 1%          | 7                  | 1%          |
| They will send you an email and let you know.    | 114                             | 24%         | 285                | 21%         |
| They will send you a letter and let you know.    | 18                              | 4%          | 50                 | 4%          |
| You have to check online at MyPortal.fhda.edu.   | 337                             | 71%         | 1,048              | 75%         |
| <b>Total</b>                                     | <b>473</b>                      | <b>100%</b> | <b>1,390</b>       | <b>100%</b> |

### 9. How can you increase the amount of your awards?

| Response  | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| You can't. You are already awarded the maximum. | 364                             | 77%         | 1,180              | 85%         |
| You can refuse loans.                           | 30                              | 6%          | 53                 | 4%          |
| You can refuse grants.                          | 10                              | 2%          | 12                 | 1%          |
| You can always ask for more of anything.        | 67                              | 14%         | 146                | 10%         |
| <b>Total</b>                                    | <b>471</b>                      | <b>100%</b> | <b>1,391</b>       | <b>100%</b> |

### 10. How do you know when you will get financial aid money?

| Response  | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| They will call you or text you and let you know.  | 6                               | 1%          | 10                 | 1%          |
| They will send you an email and let you know.   | 89                              | 19%         | 179                | 13%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 142                             | 30%         | 577                | 42%         |
| You have to check online at MyPortal.fhda.edu.  | 198                             | 42%         | 510                | 37%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 9                               | 2%          | 22                 | 2%          |
| You have to check the Financial Aid Office website at your college.   | 28                              | 6%          | 91                 | 7%          |
| <b>Total</b>  | <b>472</b>                      | <b>100%</b> | <b>1,389</b>       | <b>100%</b> |

## FHDA Financial Aid Survey Result by First Time FAFSA, Winter 2013

### 11. How will you get your financial aid money?

| Response  | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| You line up once a week at the Financial Aid Office to pick up a check.                             | 7                               | 1%          | 8                  | 1%          |
| All the money goes to the Cashier and they keep it for your expenses.                               | 35                              | 7%          | 53                 | 4%          |
| You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account. | 376                             | 80%         | 1,205              | 87%         |
| They mail you a check.  | 52                              | 11%         | 121                | 9%          |
| <b>Total</b>  | <b>470</b>                      | <b>100%</b> | <b>1,387</b>       | <b>100%</b> |

### 12. How do you know how much you will be getting?

| Response  | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| They will call you or text you and let you know.                            | 4                               | 1%          | 12                 | 1%          |
| They will send you an email and let you know.                               | 70                              | 15%         | 126                | 9%          |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 246                             | 53%         | 779                | 56%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 29                              | 6%          | 56                 | 4%          |
| You have to check the Financial Aid Office website at your college.         | 27                              | 6%          | 65                 | 5%          |
| It depends on your enrollment level but your award will show the FT amount. | 92                              | 20%         | 350                | 25%         |
| <b>Total</b>  | <b>468</b>                      | <b>100%</b> | <b>1,388</b>       | <b>100%</b> |

### 13. How do you stay eligible for aid if you are going full-time?

| Response  | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 107                             | 23%         | 286                | 21%         |
| You have to earn 10 units each quarter no matter the GPA.   | 219                             | 47%         | 680                | 49%         |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 55                              | 12%         | 230                | 17%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 35                              | 7%          | 69                 | 5%          |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 51                              | 11%         | 119                | 9%          |
| <b>Total</b>  | <b>467</b>                      | <b>100%</b> | <b>1,384</b>       | <b>100%</b> |

## FHDA Financial Aid Survey Result by First Time FAFSA, Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| Don't enroll in classes at your college.  | 109                             | 23%         | 291                | 21%         |
| Get a good job that pays a good salary.   | 5                               | 1%          | 14                 | 1%          |
| Default on a student loan.  | 5                               | 1%          | 33                 | 2%          |
| Try to get aid at two or more colleges at the same time.                            | 10                              | 2%          | 52                 | 4%          |
| All of the above.   | 236                             | 50%         | 804                | 58%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 107                             | 23%         | 193                | 14%         |
| <b>Total</b>  | <b>472</b>                      | <b>100%</b> | <b>1,387</b>       | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response  | First time completing the FAFSA |             | Not the first time |             |
|---|---------------------------------|-------------|--------------------|-------------|
|   | N                               | %           | N                  | %           |
| They will call you or text you and let you know.                    | 6                               | 1%          | 11                 | 1%          |
| They will send you an email and let you know.                       | 154                             | 32%         | 400                | 29%         |
| They will send you a letter and let you know.                       | 48                              | 10%         | 131                | 9%          |
| You have to check online at MyPortal.fhda.edu.                      | 228                             | 48%         | 771                | 56%         |
| You have to check at DeAnza.edu or Foothill.edu.                    | 11                              | 2%          | 26                 | 2%          |
| You have to check the Financial Aid Office website at your college. | 27                              | 6%          | 44                 | 3%          |
| <b>Total</b>  | <b>474</b>                      | <b>100%</b> | <b>1,383</b>       | <b>100%</b> |



# FHDA Financial Aid Survey Result by Enrollment Fees, Winter 2013

## 1. What is the first step to apply for financial aid?

| Response                        | I knew the enrollment fees will increase |             | Didn't know  |             |
|---------------------------------|--|-------------|--------------|-------------|
|                                 | N  | %           | N            | %           |
| Turn in your tax return.        | 31                                       | 12%         | 186          | 12%         |
| Do the FAFSA.                   | 197                                      | 76%         | 1,259        | 78%         |
| Go to the Financial Aid Office. | 31                                       | 12%         | 162          | 10%         |
| <b>Total</b>                    | <b>259</b>                               | <b>100%</b> | <b>1,607</b> | <b>100%</b> |

## 2. How often should you apply for financial aid?

| Response                                | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| Every quarter.                          | 18                                       | 7%          | 123          | 8%          |
| Every year.                             | 235                                      | 91%         | 1,445        | 90%         |
| Just once when you first go to college. | 5  | 2%          | 38           | 2%          |
| <b>Total</b>                            | <b>258</b>                               | <b>100%</b> | <b>1,606</b> | <b>100%</b> |

## 3. Which ways can you apply for financial aid?

| Response                              | I knew the enrollment fees will increase |             | Didn't know  |             |
|---------------------------------------|--|-------------|--------------|-------------|
|                                       | N  | %           | N            | %           |
| Print the paper FAFSA and mail it in. | 1  | 0%          | 3            | 0%          |
| Online FAFSA application.             | 53                                       | 20%         | 295          | 18%         |
| Both answers are correct.             | 205                                      | 79%         | 1,308        | 81%         |
| <b>Total</b>                          | <b>259</b>                               | <b>100%</b> | <b>1,606</b> | <b>100%</b> |

## 4. What would NEVER happen after you do the FAFSA?

| Response  | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| You get an email from the US Department of Education.               | 18                                       | 7%          | 136          | 9%          |
| You get an email from the Financial Aid Office.                     | 11                                       | 4%          | 47           | 3%          |
| You get a letter from the president of De Anza or Foothill College. | 168                                      | 65%         | 1,055        | 66%         |
| You get a letter from the CA Student Aid Commission.                | 23                                       | 9%          | 157          | 10%         |
| You have to add another college if you change your mind.            | 39                                       | 15%         | 200          | 13%         |
| <b>Total</b>  | <b>259</b>                               | <b>100%</b> | <b>1,595</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Enrollment Fees, Winter 2013

### 5. What happens immediately after you do the FAFSA?

| Response   | I knew the enrollment fees will increase |             | Didn't know  |             |
|--|--|-------------|--------------|-------------|
|  | N  | %           | N            | %           |
| You get an email from both the US Department of Education and from De Anza or Foothill with instructions.                                    | 227                                      | 88%         | 1,395        | 87%         |
| Money shows up in your bank account after you enroll in classes.   | 11                                       | 4%          | 33           | 2%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 19                                       | 7%          | 170          | 11%         |
| <b>Total</b>   | <b>257</b>                               | <b>100%</b> | <b>1,598</b> | <b>100%</b> |

### 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | I knew the enrollment fees will increase |             | Didn't know  |             |
|-----------------------|--|-------------|--------------|-------------|
|                       | N  | %           | N            | %           |
| At FAFSA.gov.         | 38                                       | 15%         | 270          | 17%         |
| At FinAid.org.        | 3  | 1%          | 17           | 1%          |
| At MyPortal.fhda.edu. | 215                                      | 84%         | 1,305        | 81%         |
| At CalGrant.edu.      | 1  | 0%          | 12           | 1%          |
| <b>Total</b>          | <b>257</b>                               | <b>100%</b> | <b>1,604</b> | <b>100%</b> |

### 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| You are the winner of a scholarship.    | 2  | 1%          | 4            | 0%          |
| You need to turn in that document.      | 242                                      | 94%         | 1,530        | 95%         |
| You are not eligible for financial aid. | 13                                       | 5%          | 69           | 4%          |
| <b>Total</b>                            | <b>257</b>                               | <b>100%</b> | <b>1,603</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Enrollment Fees, Winter 2013

### 8. How do you know if you are awarded financial aid?

| Response   | I knew the enrollment fees will increase |             | Didn't know  |             |
|--|--|-------------|--------------|-------------|
|  | N  | %           | N            | %           |
| They will call you or text you and let you know. | 4  | 2%          | 7            | 0%          |
| They will send you an email and let you know.    | 51                                       | 20%         | 349          | 22%         |
| They will send you a letter and let you know.    | 6  | 2%          | 63           | 4%          |
| You have to check online at MyPortal.fhda.edu.   | 196                                      | 76%         | 1,184        | 74%         |
| <b>Total</b>                                     | <b>257</b>                               | <b>100%</b> | <b>1,603</b> | <b>100%</b> |

### 9. How can you increase the amount of your awards?

| Response  | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| You can't. You are already awarded the maximum. | 211                                      | 82%         | 1,326        | 83%         |
| You can refuse loans.                           | 8  | 3%          | 76           | 5%          |
| You can refuse grants.                          | 5  | 2%          | 18           | 1%          |
| You can always ask for more of anything.        | 34                                       | 13%         | 180          | 11%         |
| <b>Total</b>                                    | <b>258</b>                               | <b>100%</b> | <b>1,600</b> | <b>100%</b> |

### 10. How do you know when you will get financial aid money?

| Response  | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| They will call you or text you and let you know.  | 2  | 1%          | 13           | 1%          |
| They will send you an email and let you know.   | 33                                       | 13%         | 237          | 15%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 103                                      | 40%         | 612          | 38%         |
| You have to check online at MyPortal.fhda.edu.  | 109                                      | 42%         | 600          | 38%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 2  | 1%          | 28           | 2%          |
| You have to check the Financial Aid Office website at your college.   | 9  | 3%          | 109          | 7%          |
| <b>Total</b>  | <b>258</b>                               | <b>100%</b> | <b>1,599</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Enrollment Fees, Winter 2013

### 11. How will you get your financial aid money?

| Response  | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| You line up once a week at the Financial Aid Office to pick up a check.                             | 3  | 1%          | 10           | 1%          |
| All the money goes to the Cashier and they keep it for your expenses.                               | 7  | 3%          | 82           | 5%          |
| You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account. | 224                                      | 88%         | 1,354        | 85%         |
| They mail you a check.  | 22                                       | 9%          | 151          | 9%          |
| <b>Total</b>  | <b>256</b>                               | <b>100%</b> | <b>1,597</b> | <b>100%</b> |

### 12. How do you know how much you will be getting?

| Response  | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| They will call you or text you and let you know.                            | 1  | 0%          | 14           | 1%          |
| They will send you an email and let you know.                               | 24                                       | 9%          | 173          | 11%         |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 141                                      | 55%         | 886          | 55%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 6  | 2%          | 78           | 5%          |
| You have to check the Financial Aid Office website at your college.         | 12                                       | 5%          | 79           | 5%          |
| It depends on your enrollment level but your award will show the FT amount. | 72                                       | 28%         | 367          | 23%         |
| <b>Total</b>  | <b>256</b>                               | <b>100%</b> | <b>1,597</b> | <b>100%</b> |

### 13. How do you stay eligible for aid if you are going full-time?

| Response  | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 46                                       | 18%         | 345          | 22%         |
| You have to earn 10 units each quarter no matter the GPA.   | 126                                      | 49%         | 769          | 48%         |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 44                                       | 17%         | 241          | 15%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 9  | 4%          | 96           | 6%          |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 30                                       | 12%         | 141          | 9%          |
| <b>Total</b>  | <b>255</b>                               | <b>100%</b> | <b>1,592</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Enrollment Fees, Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| Don't enroll in classes at your college.  | 53                                       | 21%         | 344          | 22%         |
| Get a good job that pays a good salary.   | 7  | 3%          | 12           | 1%          |
| Default on a student loan.  | 9  | 3%          | 28           | 2%          |
| Try to get aid at two or more colleges at the same time.                            | 6  | 2%          | 56           | 4%          |
| All of the above.   | 154                                      | 60%         | 888          | 56%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 29                                       | 11%         | 269          | 17%         |
| <b>Total</b>  | <b>258</b>                               | <b>100%</b> | <b>1,597</b> | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response  | I knew the enrollment fees will increase |             | Didn't know  |             |
|---|--|-------------|--------------|-------------|
|   | N  | %           | N            | %           |
| They will call you or text you and let you know.                    | 3  | 1%          | 13           | 1%          |
| They will send you an email and let you know.                       | 87                                       | 34%         | 467          | 29%         |
| They will send you a letter and let you know.                       | 16                                       | 6%          | 162          | 10%         |
| You have to check online at MyPortal.fhda.edu.                      | 141                                      | 55%         | 857          | 54%         |
| You have to check at DeAnza.edu or Foothill.edu.                    | 6  | 2%          | 30           | 2%          |
| You have to check the Financial Aid Office website at your college. | 5  | 2%          | 66           | 4%          |
| <b>Total</b>  | <b>258</b>                               | <b>100%</b> | <b>1,595</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Zip Code, Winter 2013

### 1. What is the first step to apply for financial aid?

| Response                        | Mountain View,<br>Los Altos,<br>Palo Alto |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|---------------------------------|---|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|                                 | N   | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|                                 | Turn in your tax return.                  | 20          | 12%        | 10          | 8%        | 3           | 7%          | 13          | 12%        | 118         | 13%        | 31          |
| Do the FAFSA.                   | 125                                       | 72%         | 94         | 78%         | 37        | 82%         | 85          | 79%         | 715        | 77%         | 217        | 79%         |
| Go to the Financial Aid Office. | 28  | 16%         | 17         | 14%         | 5         | 11%         | 9           | 8%          | 91         | 10%         | 26         | 9%          |
| <b>Total</b>                    | <b>173</b>                                | <b>100%</b> | <b>121</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>107</b>  | <b>100%</b> | <b>924</b> | <b>100%</b> | <b>274</b> | <b>100%</b> |

### 2. How often should you apply for financial aid?

| Response                                | Mountain View,<br>Los Altos,<br>Palo Alto |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|---|---|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|   | N   | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|   | Every quarter.                            | 13          | 8%         | 7           | 6%        | 1           | 2%          | 8           | 7%         | 71          | 8%         | 26          |
| Every year.                             | 153                                       | 89%         | 114        | 94%         | 41        | 91%         | 95          | 88%         | 826        | 90%         | 245        | 89%         |
| Just once when you first go to college. | 6   | 3%          | 0          | 0%          | 3         | 7%          | 5           | 5%          | 25         | 3%          | 4          | 1%          |
| <b>Total</b>                            | <b>172</b>                                | <b>100%</b> | <b>121</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>922</b> | <b>100%</b> | <b>275</b> | <b>100%</b> |

### 3. Which ways can you apply for financial aid?

| Response                  | Mountain View,<br>Los Altos,<br>Palo Alto |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|---------------------------|---|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|                           | N   | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|                           | Print the paper FAFSA and mail it in.     | 0           | 0%         | 0           | 0%        | 0           | 0%          | 1           | 1%         | 1           | 0%         | 1           |
| Online FAFSA application. | 51  | 29%         | 26         | 21%         | 9         | 20%         | 25          | 23%         | 156        | 17%         | 45         | 16%         |
| Both answers are correct. | 122                                       | 71%         | 95         | 79%         | 36        | 80%         | 82          | 76%         | 766        | 83%         | 228        | 83%         |
| <b>Total</b>              | <b>173</b>                                | <b>100%</b> | <b>121</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>923</b> | <b>100%</b> | <b>274</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Zip Code, Winter 2013

### 4. What would NEVER happen after you do the FAFSA?

| Response   | Mountain View,<br>Los Altos,<br>Palo Alto             |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|--|---|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|  | N   | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|  | You get an email from the US Department of Education. | 15          | 9%         | 10          | 8%        | 6           | 13%         | 15          | 14%        | 67          | 7%         | 22          |
| You get an email from the Financial Aid Office.            | 9   | 5%          | 5          | 4%          | 1         | 2%          | 2           | 2%          | 24         | 3%          | 6          | 2%          |
| You get a letter from the president of De Anza or Foothill | 112   | 65%         | 89         | 74%         | 26        | 58%         | 66          | 61%         | 614        | 67%         | 180        | 66%         |
| You get a letter from the CA Student Aid Commission.       | 10  | 6%          | 11         | 9%          | 7         | 16%         | 11          | 10%         | 90         | 10%         | 28         | 10%         |
| You have to add another college if you change your mind.   | 25  | 15%         | 6          | 5%          | 5         | 11%         | 14          | 13%         | 121        | 13%         | 36         | 13%         |
| <b>Total</b>   | <b>171</b>  | <b>100%</b> | <b>121</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>916</b> | <b>100%</b> | <b>272</b> | <b>100%</b> |

### 5. What happens immediately after you do the FAFSA?

| Response   | Mountain View,<br>Los Altos,<br>Palo Alto   |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|--|---|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|  | N   | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|  | You get an email from both the US Department of Education and from De Anza or Foothill with instructions. | 151         | 88%        | 104         | 86%       | 36          | 80%         | 88          | 81%        | 810         | 88%        | 243         |
| Money shows up in your bank account after you enroll in classes.   | 3   | 2%          | 4          | 3%          | 0         | 0%          | 3           | 3%          | 21         | 2%          | 6          | 2%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 17  | 10%         | 13         | 11%         | 9         | 20%         | 17          | 16%         | 85         | 9%          | 24         | 9%          |
| <b>Total</b>   | <b>171</b>  | <b>100%</b> | <b>121</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>916</b> | <b>100%</b> | <b>273</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Zip Code, Winter 2013

### 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | Mountain View,          |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|-----------------------|-------------------------|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|                       | Los Altos,<br>Palo Alto |             |            |             |           |             |             |             |            |             |            |             |
|                       | N                       | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
| At FAFSA.gov.         | 36                      | 21%         | 17         | 14%         | 9         | 20%         | 20          | 19%         | 160        | 17%         | 36         | 13%         |
| At FinAid.org.        | 1                       | 1%          | 2          | 2%          | 1         | 2%          | 1           | 1%          | 7          | 1%          | 4          | 1%          |
| At MyPortal.fhda.edu. | 134                     | 77%         | 101        | 83%         | 34        | 76%         | 86          | 80%         | 749        | 81%         | 231        | 84%         |
| At CalGrant.edu.      | 2                       | 1%          | 1          | 1%          | 1         | 2%          | 1           | 1%          | 5          | 1%          | 3          | 1%          |
| <b>Total</b>          | <b>173</b>              | <b>100%</b> | <b>121</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>921</b> | <b>100%</b> | <b>274</b> | <b>100%</b> |

### 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | Mountain View,          |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|---|-------------------------|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|   | Los Altos,<br>Palo Alto |             |            |             |           |             |             |             |            |             |            |             |
|   | N                       | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
| You are the winner of a scholarship.    | 0                       | 0%          | 0          | 0%          | 0         | 0%          | 1           | 1%          | 4          | 0%          | 0          | 0%          |
| You need to turn in that document.      | 163                     | 96%         | 118        | 98%         | 45        | 100%        | 105         | 97%         | 871        | 95%         | 260        | 95%         |
| You are not eligible for financial aid. | 7                       | 4%          | 3          | 2%          | 0         | 0%          | 2           | 2%          | 45         | 5%          | 15         | 5%          |
| <b>Total</b>                            | <b>170</b>              | <b>100%</b> | <b>121</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>920</b> | <b>100%</b> | <b>275</b> | <b>100%</b> |



## FHDA Financial Aid Survey Result by Zip Code, Winter 2013

### 8. How do you know if you are awarded financial aid?

| Response                                       | Mountain View,<br>Los Altos,<br>Palo Alto        |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|--|--|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|  | N  | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|  | They will call you or text you and let you know. | 1           | 1%         | 1           | 1%        | 0           | 0%          | 1           | 1%         | 6           | 1%         | 1           |
| They will send you an email and let you know.  | 45   | 26%         | 21         | 17%         | 11        | 24%         | 25          | 23%         | 180        | 20%         | 69         | 25%         |
| They will send you a letter and let you know.  | 4  | 2%          | 4          | 3%          | 1         | 2%          | 2           | 2%          | 33         | 4%          | 19         | 7%          |
| You have to check online at MyPortal.fhda.edu. | 121  | 71%         | 95         | 79%         | 33        | 73%         | 79          | 74%         | 702        | 76%         | 185        | 68%         |
| <b>Total</b>                                   | <b>171</b>                                       | <b>100%</b> | <b>121</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>107</b>  | <b>100%</b> | <b>921</b> | <b>100%</b> | <b>274</b> | <b>100%</b> |

### 9. How can you increase the amount of your awards?

| Response                                 | Mountain View,<br>Los Altos,<br>Palo Alto       |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|--|---|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|  | N   | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|  | You can't. You are already awarded the maximum. | 134         | 78%        | 94          | 79%       | 34          | 76%         | 91          | 84%        | 766         | 83%        | 231         |
| You can refuse loans.                    | 11  | 6%          | 7          | 6%          | 1         | 2%          | 6           | 6%          | 43         | 5%          | 11         | 4%          |
| You can refuse grants.                   | 0   | 0%          | 2          | 2%          | 2         | 4%          | 1           | 1%          | 13         | 1%          | 2          | 1%          |
| You can always ask for more of anything. | 27  | 16%         | 16         | 13%         | 8         | 18%         | 10          | 9%          | 98         | 11%         | 30         | 11%         |
| <b>Total</b>                             | <b>172</b>                                      | <b>100%</b> | <b>119</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>920</b> | <b>100%</b> | <b>274</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Zip Code, Winter 2013

### 10. How do you know when you will get financial aid money?

| Response  | Mountain View,<br>Los Altos,<br>Palo Alto |             |            |             |             |             |            |             |            |             |            |             |
|---|---|-------------|------------|-------------|-------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | Sunnyvale                                 |             | Cupertino  |             | Santa Clara |             | San Jose   |             | Other      |             |            |             |
|   | N   | %           | N          | %           | N           | %           | N          | %           | N          | %           |            |             |
| They will call you or text you and let you know.  | 1   | 1%          | 1          | 1%          | 0           | 0%          | 2          | 2%          | 8          | 1%          | 2          | 1%          |
| They will send you an email and let you know.   | 29  | 17%         | 17         | 14%         | 7           | 16%         | 11         | 10%         | 130        | 14%         | 41         | 15%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 64  | 37%         | 40         | 33%         | 13          | 29%         | 45         | 42%         | 366        | 40%         | 107        | 39%         |
| You have to check online at MyPortal.fhda.edu.  | 67  | 39%         | 48         | 40%         | 23          | 51%         | 43         | 40%         | 348        | 38%         | 95         | 35%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 2   | 1%          | 1          | 1%          | 0           | 0%          | 3          | 3%          | 14         | 2%          | 6          | 2%          |
| You have to check the Financial Aid Office website at your  | 9   | 5%          | 13         | 11%         | 2           | 4%          | 3          | 3%          | 55         | 6%          | 22         | 8%          |
| <b>Total</b>  | <b>172</b>                                | <b>100%</b> | <b>120</b> | <b>100%</b> | <b>45</b>   | <b>100%</b> | <b>107</b> | <b>100%</b> | <b>921</b> | <b>100%</b> | <b>273</b> | <b>100%</b> |

### 11. How will you get your financial aid money?

| Response   | Mountain View,<br>Los Altos,<br>Palo Alto |             |            |             |             |             |            |             |            |             |            |             |
|--|---|-------------|------------|-------------|-------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|  | Sunnyvale                                 |             | Cupertino  |             | Santa Clara |             | San Jose   |             | Other      |             |            |             |
|  | N   | %           | N          | %           | N           | %           | N          | %           | N          | %           |            |             |
| You line up once a week at the Financial Aid Office to pick up a check.                          | 0   | 0%          | 0          | 0%          | 0           | 0%          | 1          | 1%          | 8          | 1%          | 4          | 1%          |
| All the money goes to the Cashier and they keep it for your expenses.                            | 13  | 8%          | 5          | 4%          | 4           | 9%          | 5          | 5%          | 37         | 4%          | 11         | 4%          |
| You sign up with Higher One Bank to get a bank account or have it sent to your own bank account. | 146                                       | 85%         | 101        | 84%         | 37          | 82%         | 96         | 89%         | 796        | 87%         | 228        | 84%         |
| They mail you a check.   | 13  | 8%          | 14         | 12%         | 4           | 9%          | 6          | 6%          | 75         | 8%          | 30         | 11%         |
| <b>Total</b>   | <b>172</b>                                | <b>100%</b> | <b>120</b> | <b>100%</b> | <b>45</b>   | <b>100%</b> | <b>108</b> | <b>100%</b> | <b>916</b> | <b>100%</b> | <b>273</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Zip Code, Winter 2013

### 12. How do you know how much you will be getting?

| Response  | Mountain View,<br>Los Altos,<br>Palo Alto        |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|---|--|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|   | N  | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|   | They will call you or text you and let you know. | 1           | 1%         | 1           | 1%        | 0           | 0%          | 2           | 2%         | 8           | 1%         | 1           |
| They will send you an email and let you know.                               | 20   | 12%         | 14         | 12%         | 4         | 9%          | 10          | 9%          | 105        | 11%         | 25         | 9%          |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 97   | 56%         | 62         | 52%         | 24        | 53%         | 63          | 58%         | 516        | 56%         | 134        | 49%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 8  | 5%          | 4          | 3%          | 1         | 2%          | 3           | 3%          | 43         | 5%          | 15         | 6%          |
| You have to check the Financial Aid Office website at your                  | 10   | 6%          | 5          | 4%          | 5         | 11%         | 3           | 3%          | 44         | 5%          | 15         | 6%          |
| It depends on your enrollment level but your award will show the FT amount. | 36   | 21%         | 33         | 28%         | 11        | 24%         | 27          | 25%         | 201        | 22%         | 82         | 30%         |
| <b>Total</b>  | <b>172</b>                                       | <b>100%</b> | <b>119</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>917</b> | <b>100%</b> | <b>272</b> | <b>100%</b> |

### 13. How do you stay eligible for aid if you are going full-time?

| Response  | Mountain View,<br>Los Altos,<br>Palo Alto   |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|---|---|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|   | N   | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|   | You have to pass all your classes with a C or better so you cannot take P/NP classes. | 46          | 27%        | 20          | 17%       | 4           | 9%          | 27          | 25%        | 178         | 19%        | 63          |
| You have to earn 10 units each quarter no matter the GPA.   | 80  | 47%         | 66         | 55%         | 22        | 49%         | 48          | 44%         | 450        | 49%         | 129        | 48%         |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 23  | 14%         | 16         | 13%         | 6         | 13%         | 15          | 14%         | 142        | 16%         | 45         | 17%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 7   | 4%          | 10         | 8%          | 5         | 11%         | 9           | 8%          | 58         | 6%          | 9          | 3%          |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 14  | 8%          | 7          | 6%          | 8         | 18%         | 9           | 8%          | 87         | 10%         | 25         | 9%          |
| <b>Total</b>  | <b>170</b>  | <b>100%</b> | <b>119</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>915</b> | <b>100%</b> | <b>271</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Zip Code, Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | Mountain View,<br>Los Altos,<br>Palo Alto |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|---|---|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|   | N   | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|   | Don't enroll in classes at your college.  | 37          | 22%        | 28          | 23%       | 10          | 22%         | 21          | 19%        | 206         | 22%        | 53          |
| Get a good job that pays a good salary.   | 0   | 0%          | 2          | 2%          | 1         | 2%          | 2           | 2%          | 9          | 1%          | 2          | 1%          |
| Default on a student loan.  | 3   | 2%          | 3          | 3%          | 0         | 0%          | 4           | 4%          | 18         | 2%          | 5          | 2%          |
| Try to get aid at two or more colleges at the same time.                            | 13  | 8%          | 1          | 1%          | 1         | 2%          | 3           | 3%          | 27         | 3%          | 10         | 4%          |
| All of the above.   | 89  | 52%         | 60         | 50%         | 25        | 56%         | 63          | 58%         | 515        | 56%         | 156        | 57%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 30  | 17%         | 26         | 22%         | 8         | 18%         | 15          | 14%         | 143        | 16%         | 47         | 17%         |
| <b>Total</b>  | <b>172</b>                                | <b>100%</b> | <b>120</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>918</b> | <b>100%</b> | <b>273</b> | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response   | Mountain View,<br>Los Altos,<br>Palo Alto        |             | Sunnyvale  |             | Cupertino |             | Santa Clara |             | San Jose   |             | Other      |             |
|--|--|-------------|------------|-------------|-----------|-------------|-------------|-------------|------------|-------------|------------|-------------|
|  | N  | %           | N          | %           | N         | %           | N           | %           | N          | %           | N          | %           |
|  | They will call you or text you and let you know. | 1           | 1%         | 1           | 1%        | 0           | 0%          | 2           | 2%         | 12          | 1%         | 0           |
| They will send you an email and let you know.              | 53   | 31%         | 29         | 24%         | 12        | 27%         | 30          | 28%         | 284        | 31%         | 84         | 31%         |
| They will send you a letter and let you know.              | 26   | 15%         | 13         | 11%         | 5         | 11%         | 8           | 7%          | 71         | 8%          | 36         | 13%         |
| You have to check online at MyPortal.fhda.edu.             | 79   | 46%         | 74         | 62%         | 26        | 58%         | 62          | 57%         | 495        | 54%         | 139        | 51%         |
| You have to check at DeAnza.edu or Foothill.edu.           | 2  | 1%          | 0          | 0%          | 1         | 2%          | 2           | 2%          | 25         | 3%          | 3          | 1%          |
| You have to check the Financial Aid Office website at your | 12   | 7%          | 3          | 3%          | 1         | 2%          | 4           | 4%          | 28         | 3%          | 12         | 4%          |
| <b>Total</b>   | <b>173</b>                                       | <b>100%</b> | <b>120</b> | <b>100%</b> | <b>45</b> | <b>100%</b> | <b>108</b>  | <b>100%</b> | <b>915</b> | <b>100%</b> | <b>274</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Ethnicity, Winter 2013

### 1. What is the first step to apply for financial aid?

| Response                        | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---------------------------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|                                 | N          | %           | N          | %           | N          | %           | N          | %           |
| Turn in your tax return.        | 42         | 14%         | 33         | 12%         | 41         | 9%          | 97         | 12%         |
| Do the FAFSA.                   | 244        | 79%         | 216        | 80%         | 352        | 79%         | 619        | 77%         |
| Go to the Financial Aid Office. | 23         | 7%          | 20         | 7%          | 54         | 12%         | 90         | 11%         |
| <b>Total</b>                    | <b>309</b> | <b>100%</b> | <b>269</b> | <b>100%</b> | <b>447</b> | <b>100%</b> | <b>806</b> | <b>100%</b> |

### 2. How often should you apply for financial aid?

| Response                                | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| Every quarter.                          | 26         | 8%          | 12         | 4%          | 42         | 9%          | 61         | 8%          |
| Every year.                             | 279        | 90%         | 253        | 94%         | 398        | 89%         | 717        | 89%         |
| Just once when you first go to college. | 4          | 1%          | 4          | 1%          | 7          | 2%          | 27         | 3%          |
| <b>Total</b>                            | <b>309</b> | <b>100%</b> | <b>269</b> | <b>100%</b> | <b>447</b> | <b>100%</b> | <b>805</b> | <b>100%</b> |

### 3. Which ways can you apply for financial aid?

| Response                              | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---------------------------------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|                                       | N          | %           | N          | %           | N          | %           | N          | %           |
| Print the paper FAFSA and mail it in. | 0          | 0%          | 1          | 0%          | 1          | 0%          | 3          | 0%          |
| Online FAFSA application.             | 44         | 14%         | 57         | 21%         | 85         | 19%         | 150        | 19%         |
| Both answers are correct.             | 265        | 86%         | 210        | 78%         | 361        | 81%         | 654        | 81%         |
| <b>Total</b>                          | <b>309</b> | <b>100%</b> | <b>268</b> | <b>100%</b> | <b>447</b> | <b>100%</b> | <b>807</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Ethnicity, Winter 2013

### 4. What would NEVER happen after you do the FAFSA?

| Response  | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| You get an email from the US Department of Education.               | 22         | 7%          | 22         | 8%          | 44         | 10%         | 62         | 8%          |
| You get an email from the Financial Aid Office.                     | 4          | 1%          | 7          | 3%          | 12         | 3%          | 33         | 4%          |
| You get a letter from the president of De Anza or Foothill College. | 207        | 68%         | 199        | 74%         | 276        | 62%         | 523        | 65%         |
| You get a letter from the CA Student Aid Commission.                | 35         | 11%         | 17         | 6%          | 43         | 10%         | 79         | 10%         |
| You have to add another college if you change your mind.            | 37         | 12%         | 24         | 9%          | 68         | 15%         | 106        | 13%         |
| <b>Total</b>  | <b>305</b> | <b>100%</b> | <b>269</b> | <b>100%</b> | <b>443</b> | <b>100%</b> | <b>803</b> | <b>100%</b> |

### 5. What happens immediately after you do the FAFSA?

| Response   | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|--|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|  | N          | %           | N          | %           | N          | %           | N          | %           |
| You get an email from both the US Department of Education and from De Anza or Foothill with instructions.                                    | 270        | 88%         | 233        | 88%         | 391        | 88%         | 696        | 86%         |
| Money shows up in your bank account after you enroll in classes.   | 7          | 2%          | 6          | 2%          | 12         | 3%          | 18         | 2%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 29         | 9%          | 27         | 10%         | 42         | 9%          | 91         | 11%         |
| <b>Total</b>   | <b>306</b> | <b>100%</b> | <b>266</b> | <b>100%</b> | <b>445</b> | <b>100%</b> | <b>805</b> | <b>100%</b> |

### 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|-----------------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|                       | N          | %           | N          | %           | N          | %           | N          | %           |
| At FAFSA.gov.         | 45         | 15%         | 40         | 15%         | 82         | 18%         | 138        | 17%         |
| At FinAid.org.        | 5          | 2%          | 0          | 0%          | 5          | 1%          | 9          | 1%          |
| At MyPortal.fhda.edu. | 253        | 83%         | 227        | 84%         | 357        | 80%         | 655        | 81%         |
| At CalGrant.edu.      | 3          | 1%          | 2          | 1%          | 2          | 0%          | 6          | 1%          |
| <b>Total</b>          | <b>306</b> | <b>100%</b> | <b>269</b> | <b>100%</b> | <b>446</b> | <b>100%</b> | <b>808</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Ethnicity, Winter 2013

### 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| You are the winner of a scholarship.    | 0          | 0%          | 2          | 1%          | 0          | 0%          | 5          | 1%          |
| You need to turn in that document.      | 291        | 95%         | 253        | 94%         | 424        | 95%         | 771        | 96%         |
| You are not eligible for financial aid. | 15         | 5%          | 13         | 5%          | 23         | 5%          | 29         | 4%          |
| <b>Total</b>                            | <b>306</b> | <b>100%</b> | <b>268</b> | <b>100%</b> | <b>447</b> | <b>100%</b> | <b>805</b> | <b>100%</b> |

### 8. How do you know if you are awarded financial aid?

| Response   | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|--|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|  | N          | %           | N          | %           | N          | %           | N          | %           |
| They will call you or text you and let you know. | 0          | 0%          | 0          | 0%          | 2          | 0%          | 10         | 1%          |
| They will send you an email and let you know.    | 51         | 17%         | 46         | 17%         | 112        | 25%         | 183        | 23%         |
| They will send you a letter and let you know.    | 7          | 2%          | 6          | 2%          | 22         | 5%          | 31         | 4%          |
| You have to check online at MyPortal.fhda.edu.   | 249        | 81%         | 217        | 81%         | 311        | 70%         | 580        | 72%         |
| <b>Total</b>                                     | <b>307</b> | <b>100%</b> | <b>269</b> | <b>100%</b> | <b>447</b> | <b>100%</b> | <b>804</b> | <b>100%</b> |

### 9. How can you increase the amount of your awards?

| Response  | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| You can't. You are already awarded the maximum. | 250        | 82%         | 238        | 88%         | 376        | 84%         | 650        | 81%         |
| You can refuse loans.                           | 10         | 3%          | 11         | 4%          | 13         | 3%          | 45         | 6%          |
| You can refuse grants.                          | 3          | 1%          | 0          | 0%          | 5          | 1%          | 15         | 2%          |
| You can always ask for more of anything.        | 41         | 13%         | 20         | 7%          | 53         | 12%         | 96         | 12%         |
| <b>Total</b>                                    | <b>304</b> | <b>100%</b> | <b>269</b> | <b>100%</b> | <b>447</b> | <b>100%</b> | <b>806</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Ethnicity, Winter 2013

### 10. How do you know when you will get financial aid money?

| Response  | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| They will call you or text you and let you know.  | 3          | 1%          | 2          | 1%          | 2          | 0%          | 9          | 1%          |
| They will send you an email and let you know.   | 35         | 12%         | 40         | 15%         | 82         | 18%         | 108        | 13%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 123        | 41%         | 109        | 41%         | 158        | 35%         | 311        | 39%         |
| You have to check online at MyPortal.fhda.edu.  | 127        | 42%         | 97         | 36%         | 161        | 36%         | 309        | 38%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 2          | 1%          | 6          | 2%          | 7          | 2%          | 16         | 2%          |
| You have to check the Financial Aid Office website at your college.   | 13         | 4%          | 14         | 5%          | 36         | 8%          | 54         | 7%          |
| <b>Total</b>  | <b>303</b> | <b>100%</b> | <b>268</b> | <b>100%</b> | <b>446</b> | <b>100%</b> | <b>807</b> | <b>100%</b> |

### 11. How will you get your financial aid money?

| Response   | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|--|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|  | N          | %           | N          | %           | N          | %           | N          | %           |
| You line up once a week at the Financial Aid Office to pick up a check.                          | 2          | 1%          | 1          | 0%          | 2          | 0%          | 8          | 1%          |
| All the money goes to the Cashier and they keep it for your expenses.                            | 19         | 6%          | 4          | 1%          | 28         | 6%          | 32         | 4%          |
| You sign up with Higher One Bank to get a bank account or have it sent to your own bank account. | 248        | 82%         | 242        | 91%         | 375        | 84%         | 685        | 85%         |
| They mail you a check.   | 34         | 11%         | 20         | 7%          | 39         | 9%          | 81         | 10%         |
| <b>Total</b>   | <b>303</b> | <b>100%</b> | <b>267</b> | <b>100%</b> | <b>444</b> | <b>100%</b> | <b>806</b> | <b>100%</b> |



## FHDA Financial Aid Survey Result by Ethnicity, Winter 2013

### 12. How do you know how much you will be getting?

| Response  | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| They will call you or text you and let you know.                            | 1          | 0%          | 0          | 0%          | 3          | 1%          | 11         | 1%          |
| They will send you an email and let you know.                               | 30         | 10%         | 23         | 9%          | 65         | 15%         | 76         | 9%          |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 188        | 62%         | 148        | 55%         | 231        | 52%         | 440        | 55%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 7          | 2%          | 11         | 4%          | 23         | 5%          | 42         | 5%          |
| You have to check the Financial Aid Office website at your college.         | 10         | 3%          | 13         | 5%          | 24         | 5%          | 39         | 5%          |
| It depends on your enrollment level but your award will show the FT amount. | 66         | 22%         | 73         | 27%         | 99         | 22%         | 196        | 24%         |
| <b>Total</b>  | <b>302</b> | <b>100%</b> | <b>268</b> | <b>100%</b> | <b>445</b> | <b>100%</b> | <b>804</b> | <b>100%</b> |

### 13. How do you stay eligible for aid if you are going full-time?

| Response  | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 58         | 19%         | 42         | 16%         | 118        | 27%         | 162        | 20%         |
| You have to earn 10 units each quarter no matter the GPA.   | 165        | 55%         | 140        | 52%         | 194        | 44%         | 388        | 48%         |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 41         | 14%         | 44         | 16%         | 61         | 14%         | 133        | 17%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 18         | 6%          | 14         | 5%          | 26         | 6%          | 45         | 6%          |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 20         | 7%          | 27         | 10%         | 42         | 10%         | 75         | 9%          |
| <b>Total</b>  | <b>302</b> | <b>100%</b> | <b>267</b> | <b>100%</b> | <b>441</b> | <b>100%</b> | <b>803</b> | <b>100%</b> |

## FHDA Financial Aid Survey Result by Ethnicity, Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| Don't enroll in classes at your college.  | 50         | 16%         | 59         | 22%         | 96         | 22%         | 183        | 23%         |
| Get a good job that pays a good salary.   | 1          | 0%          | 1          | 0%          | 3          | 1%          | 12         | 1%          |
| Default on a student loan.  | 14         | 5%          | 3          | 1%          | 7          | 2%          | 13         | 2%          |
| Try to get aid at two or more colleges at the same time.                            | 9          | 3%          | 6          | 2%          | 14         | 3%          | 32         | 4%          |
| All of the above.   | 181        | 59%         | 164        | 61%         | 235        | 53%         | 446        | 56%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 51         | 17%         | 35         | 13%         | 90         | 20%         | 116        | 14%         |
| <b>Total</b>  | <b>306</b> | <b>100%</b> | <b>268</b> | <b>100%</b> | <b>445</b> | <b>100%</b> | <b>802</b> | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response  | White      |             | Vietnamese |             | Hispanic   |             | All Other  |             |
|---|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
|   | N          | %           | N          | %           | N          | %           | N          | %           |
| They will call you or text you and let you know.                    | 4          | 1%          | 2          | 1%          | 3          | 1%          | 9          | 1%          |
| They will send you an email and let you know.                       | 73         | 24%         | 85         | 32%         | 146        | 33%         | 238        | 30%         |
| They will send you a letter and let you know.                       | 38         | 12%         | 18         | 7%          | 45         | 10%         | 76         | 9%          |
| You have to check online at MyPortal.fhda.edu.                      | 175        | 57%         | 149        | 56%         | 221        | 50%         | 431        | 54%         |
| You have to check at DeAnza.edu or Foothill.edu.                    | 3          | 1%          | 7          | 3%          | 11         | 2%          | 15         | 2%          |
| You have to check the Financial Aid Office website at your college. | 12         | 4%          | 7          | 3%          | 16         | 4%          | 35         | 4%          |
| <b>Total</b>  | <b>305</b> | <b>100%</b> | <b>268</b> | <b>100%</b> | <b>442</b> | <b>100%</b> | <b>804</b> | <b>100%</b> |

# FHDA Financial Aid Survey Result by College, Winter 2013

## 1. What is the first step to apply for financial aid?

| Response                        | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---------------------------------|---|-------------|--|-------------|
|                                 | N   | %           | N  | %           |
| Turn in your tax return.        | 50  | 12%         | 123  | 11%         |
| Do the FAFSA.                   | 319   | 75%         | 911  | 80%         |
| Go to the Financial Aid Office. | 55  | 13%         | 107  | 9%          |
| <b>Total</b>                    | <b>424</b>                                  | <b>100%</b> | <b>1,141</b>                               | <b>100%</b> |

## 2. How often should you apply for financial aid?

| Response                                | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| Every quarter.                          | 33  | 8%          | 82   | 7%          |
| Every year.                             | 379   | 89%         | 1,031                                      | 90%         |
| Just once when you first go to college. | 12  | 3%          | 27   | 2%          |
| <b>Total</b>                            | <b>424</b>                                  | <b>100%</b> | <b>1,140</b>                               | <b>100%</b> |

## 3. Which ways can you apply for financial aid?

| Response                              | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---------------------------------------|---|-------------|--|-------------|
|                                       | N   | %           | N  | %           |
| Print the paper FAFSA and mail it in. | 1   | 0%          | 3  | 0%          |
| Online FAFSA application.             | 75  | 18%         | 211  | 18%         |
| Both answers are correct.             | 349   | 82%         | 927  | 81%         |
| <b>Total</b>                          | <b>425</b>                                  | <b>100%</b> | <b>1,141</b>                               | <b>100%</b> |

## 4. What would NEVER happen after you do the FAFSA?

| Response  | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| You get an email from the US Department of Education.               | 42  | 10%         | 85   | 7%          |
| You get an email from the Financial Aid Office.                     | 15  | 4%          | 34   | 3%          |
| You get a letter from the president of De Anza or Foothill College. | 265   | 63%         | 750  | 66%         |
| You get a letter from the CA Student Aid Commission.                | 39  | 9%          | 108  | 10%         |
| You have to add another college if you change your mind.            | 59  | 14%         | 158  | 14%         |
| <b>Total</b>  | <b>420</b>                                  | <b>100%</b> | <b>1,135</b>                               | <b>100%</b> |

## FHDA Financial Aid Survey Result by College, Winter 2013

### 5. What happens immediately after you do the FAFSA?

| Response   | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|--|---|-------------|--|-------------|
|  | N   | %           | N  | %           |
| You get an email from both the US Department of Education and from De Anza or Foothill with instructions.                                    | 376   | 89%         | 987  | 87%         |
| Money shows up in your bank account after you enroll in classes.   | 6   | 1%          | 28   | 2%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 39  | 9%          | 119  | 10%         |
| <b>Total</b>   | <b>421</b>                                  | <b>100%</b> | <b>1,134</b>                               | <b>100%</b> |

### 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|-----------------------|---|-------------|--|-------------|
|                       | N   | %           | N  | %           |
| At FAFSA.gov.         | 81  | 19%         | 157  | 14%         |
| At FinAid.org.        | 4   | 1%          | 14   | 1%          |
| At MyPortal.fhda.edu. | 334   | 79%         | 964  | 85%         |
| At CalGrant.edu.      | 4   | 1%          | 4  | 0%          |
| <b>Total</b>          | <b>423</b>                                  | <b>100%</b> | <b>1,139</b>                               | <b>100%</b> |

### 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| You are the winner of a scholarship.    | 1   | 0%          | 3  | 0%          |
| You need to turn in that document.      | 402   | 95%         | 1,093                                      | 96%         |
| You are not eligible for financial aid. | 19  | 5%          | 43   | 4%          |
| <b>Total</b>                            | <b>422</b>                                  | <b>100%</b> | <b>1,139</b>                               | <b>100%</b> |

## FHDA Financial Aid Survey Result by College, Winter 2013

### 8. How do you know if you are awarded financial aid?

| Response   | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|--|---|-------------|--|-------------|
|  | N   | %           | N  | %           |
| They will call you or text you and let you know. | 4   | 1%          | 6  | 1%          |
| They will send you an email and let you know.    | 100   | 24%         | 230  | 20%         |
| They will send you a letter and let you know.    | 18  | 4%          | 30   | 3%          |
| You have to check online at MyPortal.fhda.edu.   | 301   | 71%         | 872  | 77%         |
| <b>Total</b>                                     | <b>423</b>                                  | <b>100%</b> | <b>1,138</b>                               | <b>100%</b> |

### 9. How can you increase the amount of your awards?

| Response  | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| You can't. You are already awarded the maximum. | 348   | 83%         | 943  | 83%         |
| You can refuse loans.                           | 14  | 3%          | 53   | 5%          |
| You can refuse grants.                          | 3   | 1%          | 15   | 1%          |
| You can always ask for more of anything.        | 56  | 13%         | 127  | 11%         |
| <b>Total</b>                                    | <b>421</b>                                  | <b>100%</b> | <b>1,138</b>                               | <b>100%</b> |

### 10. How do you know when you will get financial aid money?

| Response  | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| They will call you or text you and let you know.  | 5   | 1%          | 10   | 1%          |
| They will send you an email and let you know.   | 62  | 15%         | 166  | 15%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 160   | 38%         | 432  | 38%         |
| You have to check online at MyPortal.fhda.edu.  | 159   | 38%         | 449  | 39%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 6   | 1%          | 17   | 1%          |
| You have to check the Financial Aid Office website at your college.   | 29  | 7%          | 65   | 6%          |
| <b>Total</b>  | <b>421</b>                                  | <b>100%</b> | <b>1,139</b>                               | <b>100%</b> |

## FHDA Financial Aid Survey Result by College, Winter 2013

### 11. How will you get your financial aid money?

| Response  | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| You line up once a week at the Financial Aid Office to pick up a check.                             | 3   | 1%          | 6  | 1%          |
| All the money goes to the Cashier and they keep it for your expenses.                               | 25  | 6%          | 40   | 4%          |
| You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account. | 353   | 84%         | 1,002                                      | 88%         |
| They mail you a check.  | 38  | 9%          | 90   | 8%          |
| <b>Total</b>  | <b>419</b>                                  | <b>100%</b> | <b>1,138</b>                               | <b>100%</b> |

### 12. How do you know how much you will be getting?

| Response  | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| They will call you or text you and let you know.                            | 3   | 1%          | 10   | 1%          |
| They will send you an email and let you know.                               | 44  | 10%         | 122  | 11%         |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 237   | 56%         | 639  | 56%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 13  | 3%          | 50   | 4%          |
| You have to check the Financial Aid Office website at your college.         | 24  | 6%          | 52   | 5%          |
| It depends on your enrollment level but your award will show the FT amount. | 99  | 24%         | 260  | 23%         |
| <b>Total</b>  | <b>420</b>                                  | <b>100%</b> | <b>1,133</b>                               | <b>100%</b> |

### 13. How do you stay eligible for aid if you are going full-time?

| Response  | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 101   | 24%         | 227  | 20%         |
| You have to earn 10 units each quarter no matter the GPA.   | 204   | 49%         | 548  | 48%         |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 62  | 15%         | 176  | 16%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 18  | 4%          | 73   | 6%          |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 34  | 8%          | 107  | 9%          |
| <b>Total</b>  | <b>419</b>                                  | <b>100%</b> | <b>1,131</b>                               | <b>100%</b> |

## FHDA Financial Aid Survey Result by College, Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| Don't enroll in classes at your college.  | 84  | 20%         | 241  | 21%         |
| Get a good job that pays a good salary.   | 2   | 0%          | 13   | 1%          |
| Default on a student loan.  | 9   | 2%          | 18   | 2%          |
| Try to get aid at two or more colleges at the same time.                            | 17  | 4%          | 39   | 3%          |
| All of the above.   | 253   | 60%         | 635  | 56%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 57  | 14%         | 187  | 17%         |
| <b>Total</b>  | <b>422</b>                                  | <b>100%</b> | <b>1,133</b>                               | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response  | Apply financial aid for<br>Foothill College |             | Apply financial aid for<br>De Anza College |             |
|---|---|-------------|--|-------------|
|   | N   | %           | N  | %           |
| They will call you or text you and let you know.                    | 5   | 1%          | 10   | 1%          |
| They will send you an email and let you know.                       | 135   | 32%         | 329  | 29%         |
| They will send you a letter and let you know.                       | 49  | 12%         | 91   | 8%          |
| You have to check online at MyPortal.fhda.edu.                      | 211   | 50%         | 641  | 57%         |
| You have to check at DeAnza.edu or Foothill.edu.                    | 3   | 1%          | 24   | 2%          |
| You have to check the Financial Aid Office website at your college. | 20  | 5%          | 36   | 3%          |
| <b>Total</b>  | <b>423</b>                                  | <b>100%</b> | <b>1,131</b>                               | <b>100%</b> |

# FHDA Financial Aid Survey, Comparison of Spring 2011 and Winter 2013

## 1. What is the first step to apply for financial aid?

| Response                        | Spring 2011 |             | Winter 2013 |             |
|---------------------------------|-------------|-------------|-------------|-------------|
|                                 | N           | %           | N           | %           |
| Turn in your tax return.        | 48          | 8%          | 96          | 15%         |
| Do the FAFSA.                   | 552         | 88%         | 528         | 85%         |
| Go to the Financial Aid Office. | 24          | 4%          | 0           | 0%          |
| <b>Total</b>                    | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 2. How often should you apply for financial aid?

| Response                                | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| Every quarter.                          | 24          | 4%          | 24          | 4%          |
| Every year.                             | 552         | 88%         | 576         | 92%         |
| Just once when you first go to college. | 48          | 8%          | 24          | 4%          |
| <b>Total</b>                            | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 3. Which ways can you apply for financial aid?

| Response                              | Spring 2011 |             | Winter 2013 |             |
|---------------------------------------|-------------|-------------|-------------|-------------|
|                                       | N           | %           | N           | %           |
| Print the paper FAFSA and mail it in. | 0           | 0%          | 0           | 0%          |
| Online FAFSA application.             | 144         | 23%         | 72          | 12%         |
| Both answers are correct.             | 480         | 77%         | 552         | 88%         |
| <b>Total</b>                          | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 4. What would NEVER happen after you do the FAFSA?

| Response  | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| You get an email from the US Department of Education.               | 24          | 4%          | 72          | 12%         |
| You get an email from the Financial Aid Office.                     | 0           | 0%          | 24          | 4%          |
| You get a letter from the president of De Anza or Foothill College. | 480         | 77%         | 504         | 81%         |
| You get a letter from the CA Student Aid Commission.                | 48          | 8%          | 0           | 0%          |
| You have to add another college if you change your mind.            | 72          | 12%         | 24          | 4%          |
| <b>Total</b>  | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |



# FHDA Financial Aid Survey, Comparison of Spring 2011 and Winter 2013

## 5. What happens immediately after you do the FAFSA?

| Response   | Spring 2011 |             | Winter 2013 |             |
|--|-------------|-------------|-------------|-------------|
|  | N           | %           | N           | %           |
| You get an email from both the US Department of Education and from De Anza or Foothill with instructions.                                    | 528         | 85%         | 552         | 88%         |
| Money shows up in your bank account after you enroll in classes.   | 0           | 0%          | 0           | 0%          |
| You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time. | 96          | 15%         | 72          | 12%         |
| <b>Total</b>   | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 6. Where do you find out what other financial aid documents you are required to turn in?

| Response              | Spring 2011 |             | Winter 2013 |             |
|-----------------------|-------------|-------------|-------------|-------------|
|                       | N           | %           | N           | %           |
| At FAFSA.gov.         | 168         | 27%         | 48          | 8%          |
| At FinAid.org.        | 0           | 0%          | 0           | 0%          |
| At MyPortal.fhda.edu. | 456         | 73%         | 576         | 92%         |
| At CalGrant.edu.      | 0           | 0%          | 0           | 0%          |
| <b>Total</b>          | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?

| Response                                | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| You are the winner of a scholarship.    | 0           | 0%          | 0           | 0%          |
| You need to turn in that document.      | 576         | 96%         | 624         | 100%        |
| You are not eligible for financial aid. | 24          | 4%          | 0           | 0%          |
| <b>Total</b>                            | <b>600</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

# FHDA Financial Aid Survey, Comparison of Spring 2011 and Winter 2013

## 8. How do you know if you are awarded financial aid?

| Response   | Spring 2011 |             | Winter 2013 |             |
|--|-------------|-------------|-------------|-------------|
|  | N           | %           | N           | %           |
| They will call you or text you and let you know. | 24          | 4%          | 0           | 0%          |
| They will send you an email and let you know.    | 96          | 15%         | 72          | 12%         |
| They will send you a letter and let you know.    | 24          | 4%          | 0           | 0%          |
| You have to check online at MyPortal.fhda.edu.   | 480         | 77%         | 552         | 88%         |
| <b>Total</b>                                     | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 9. How can you increase the amount of your awards?

| Response  | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| You can't. You are already awarded the maximum. | 456         | 73%         | 480         | 77%         |
| You can refuse loans.                           | 0           | 0%          | 0           | 0%          |
| You can refuse grants.                          | 0           | 0%          | 0           | 0%          |
| You can always ask for more of anything.        | 168         | 27%         | 120         | 19%         |
| <b>Total</b>                                    | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 10. How do you know when you will get financial aid money?

| Response  | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| They will call you or text you and let you know.  | 1           | 1%          | 0           | 0%          |
| They will send you an email and let you know.   | 48          | 8%          | 96          | 15%         |
| You can check the regular refund schedule on the website but it also depends on your enrollment and award status. | 288         | 46%         | 240         | 38%         |
| You have to check online at MyPortal.fhda.edu.  | 192         | 31%         | 216         | 35%         |
| You have to check at DeAnza.edu or Foothill.edu.  | 24          | 4%          | 0           | 0%          |
| You have to check the Financial Aid Office website at your college.   | 72          | 12%         | 72          | 12%         |
| <b>Total</b>  | <b>624</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

# FHDA Financial Aid Survey, Comparison of Spring 2011 and Winter 2013

## 11. How will you get your financial aid money?

| Response  | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| You line up once a week at the Financial Aid Office to pick up a check.                             | 0           | 0%          | 0           | 0%          |
| All the money goes to the Cashier and they keep it for your expenses.                               | 48          | 8%          | 24          | 4%          |
| You sign up with Higher One Bank to get a bank account or have it sent it to your own bank account. | 504         | 84%         | 600         | 96%         |
| They mail you a check.  | 48          | 8%          | 0           | 0%          |
| <b>Total</b>  | <b>600</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 12. How do you know how much you will be getting?

| Response  | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| They will call you or text you and let you know.                            | 0           | 0%          | 0           | 0%          |
| They will send you an email and let you know.                               | 24          | 4%          | 24          | 4%          |
| You check online at MyPortal.fhda.edu to see the disbursement dates.        | 312         | 52%         | 432         | 69%         |
| You have to check at DeAnza.edu or Foothill.edu.                            | 24          | 4%          | 24          | 4%          |
| You have to check the Financial Aid Office website at your college.         | 120         | 20%         | 0           | 0%          |
| It depends on your enrollment level but your award will show the FT amount. | 120         | 20%         | 144         | 23%         |
| <b>Total</b>  | <b>600</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## 13. How do you stay eligible for aid if you are going full-time?

| Response  | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| You have to pass all your classes with a C or better so you cannot take P/NP classes.   | 96          | 16%         | 48          | 8%          |
| You have to earn 10 units each quarter no matter the GPA.   | 24          | 4%          | 24          | 4%          |
| You have to have a 2.0 GPA overall so you can get a D or F sometimes.   | 144         | 24%         | 192         | 31%         |
| You have to pass 10 units each quarter with a C average for both the quarter and cumulative.                                      | 336         | 56%         | 312         | 50%         |
| As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes. | 0           | 0%          | 48          | 8%          |
| <b>Total</b>  | <b>600</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

## FHDA Financial Aid Survey, Comparison of Spring 2011 and Winter 2013

### 14. How can I lose eligibility for aid?

| Response  | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| Don't enroll in classes at your college.  | 96          | 16%         | 120         | 19%         |
| Get a good job that pays a good salary.   | 24          | 4%          | 0           | 0%          |
| Default on a student loan.  | 0           | 0%          | 24          | 4%          |
| Try to get aid at two or more colleges at the same time.                            | 24          | 4%          | 72          | 12%         |
| All of the above.   | 384         | 64%         | 312         | 50%         |
| None of the above you can't lose eligibility as long as you still show you need it. | 72          | 12%         | 96          | 15%         |
| <b>Total</b>  | <b>600</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

### 15. How do you know if you are on probation or disqualified?

| Response  | Spring 2011 |             | Winter 2013 |             |
|---|-------------|-------------|-------------|-------------|
|   | N           | %           | N           | %           |
| They will call you or text you and let you know.                    | 96          | 16%         | 0           | 0%          |
| They will send you an email and let you know.                       | 72          | 12%         | 120         | 19%         |
| They will send you a letter and let you know.                       | 384         | 64%         | 24          | 4%          |
| You have to check online at MyPortal.fhda.edu.                      | 0           | 0%          | 480         | 77%         |
| You have to check at DeAnza.edu or Foothill.edu.                    | 0           | 0%          | 0           | 0%          |
| You have to check the Financial Aid Office website at your college. | 48          | 8%          | 0           | 0%          |
| <b>Total</b>  | <b>600</b>  | <b>100%</b> | <b>624</b>  | <b>100%</b> |

# FHDA Financial Aid Survey

This survey has been sent to you because you completed a 2012-13 financial aid application for De Anza or Foothill College. The survey asks about your knowledge of the financial aid application process. Your answers will help us design our information and services to students.

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Please select the ONE best answer

## 1. What is the first step to apply for financial aid?

- Turn in your tax return.
- Do the FAFSA.
- Go to the Financial Aid Office.

## 2. How often should you apply for financial aid?

- Every quarter.
- Every year.
- Just once when you first go to college.

## 3. Which ways can you apply for financial aid?

- Print the paper FAFSA and mail it in.
- Online FAFSA application.
- Both answers are correct.

## 4. What would NEVER happen after you do the FAFSA?

- You get an email from the US Department of Education.
- You get an email from the Financial Aid Office.
- You get a letter from the president of De Anza or Foothill College.
- You get a letter from the CA Student Aid Commission.
- You have to add another college if you change your mind.

## 5. What happens immediately after you do the FAFSA?

- You get an email from both the US Department of Education and from De Anza or Foothill with instructions.
- Money shows up in your bank account after you enroll in classes.
- You have to go in to the Financial Aid Office to let them know you are enrolled in classes so that your disbursements are scheduled on time.

**6. Where do you find out what other financial aid documents you are required to turn in?**

- At FAFSA.gov.
- At FinAid.org.
- At MyPortal.fhda.edu.
- At CalGrant.edu.

**7. What does it mean if you see red flags on the Financial Aid tab at MyPortal.fhda.edu?**

- You are the winner of a scholarship.
- You need to turn in that document.
- You are not eligible for financial aid.

**8. How do you know if you are awarded financial aid?**

- They will call you or text you and let you know.
- They will send you an email and let you know.
- They will send you a letter and let you know.
- You have to check online at MyPortal.fhda.edu.

**9. How can you increase the amount of your awards?**

- You can't. You are already awarded the maximum.
- You can refuse loans.
- You can refuse grants.
- You can always ask for more of anything.

**10. How do you know when you will get financial aid money?**

- They will call you or text you and let you know.
- They will send you an email and let you know.
- You can check the regular refund schedule on the website, but it also depends on your enrollment and award status.
- You have to check online at MyPortal.fhda.edu.
- You have to check at DeAnza.edu or Foothill.edu.
- You have to check the Financial Aid Office website at your college.

**11. How will you get your financial aid money?**

- You line up once a week at the Financial Aid Office to pick up a check.
- All the money goes to the Cashier and they keep it for your expenses.
- You sign up with Higher One Bank to get a bank account or have it sent to your own bank account.
- They mail you a check.

**12. How do you know how much you will be getting?**

- They will call you or text you and let you know.
- They will send you an email and let you know.
- You check online at MyPortal.fhda.edu to see the disbursement dates.
- You have to check at DeAnza.edu or Foothill.edu.
- You have to check the Financial Aid Office website at your college.
- It depends on your enrollment level, but your award will show the FT amount.

**13. How do you stay eligible for aid if you are going full-time?**

- You have to pass all your classes with a C or better, so you cannot take P/NP classes.
- You have to earn 10 units each quarter no matter the GPA.
- You have to have a 2.0 GPA overall so you can get a D or F sometimes.
- You have to pass 10 units each quarter with a C average for both the quarter and cumulative.
- As long as you pass most of your classes most of the time and still need the money you can get financial aid as long as it takes.

**14. How can I lose eligibility for aid?**

- Don't enroll in classes at your college.
- Get a good job that pays a good salary.
- Default on a student loan.
- Try to get aid at two or more colleges at the same time.
- All of the above.
- None of the above, you cant lose eligibility as long as you still show you need it.

**15. How do you know if you are on probation or disqualified?**

- They will call you or text you and let you know.
- They will send you an email and let you know.
- They will send you a letter and let you know.
- You have to check online at MyPortal.fhda.edu.
- You have to check at DeAnza.edu or Foothill.edu.
- You have to check the Financial Aid Office website at your college.

Please tell us a little about yourself

**16. Did you list multiple colleges on your FASFA?**

- Yes
- No

**17. What is the highest education level of either parent?**

- Some high school
- High school graduate
- Some college
- College graduate

**18. Will 2012-13 be your first year at College?**

- Yes
- No

**19. Is this year the first time you completed the FAFSA?**

- Yes
- No

**20. Did you know that there is no plan to increase resident enrollment fees in 2013-14?**

- Yes
- No

**21. What is the zip code where you live?**



**22. How do you describe your ethnicity?**

- African American
- Asian Indian
- Chinese
- European (White)
- Filipino
- Hispanic / Latino / Latina
- Middle Eastern
- Native American
- Pacific Islander
- Vietnamese
- Multi Ethnic
- Not listed above

**23. If not listed above please enter here:**

**24. Which college did you apply for financial aid?**

- Foothill
- De Anza
- Both

If you'd like to be in a drawing for one of 10, twenty-five dollar gas cards, please provide your contact information:

Name

**Telephone:**

**Email:**

Submit