

Improvements to Mobile@FresnoState App

We Asked 22,000 Students



Survey Results

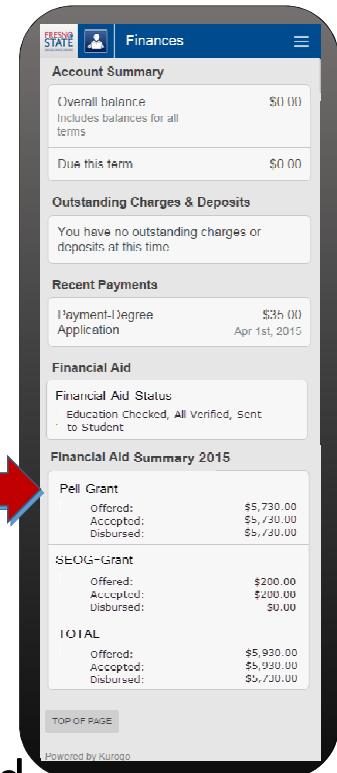
- 1,802 students completed the survey
- Top 5 most desired financial aid app features:
 - 1) Financial aid to do list
 - 2) My financial aid award
 - 3) Financial aid holds
 - 4) Notification of upcoming deadlines
 - 5) Accept or decline awards

Proposed Phase I changes



Metrics

- We will report the number of students enrolling via mobile app, before and after launch of new improvements with PeopleSoft
- Will determine if enhancements will be made to the app with a Customer Satisfaction Survey.



Moving Forward

- Collaboration group for determining future improvements
- Ongoing human and monetary costs and maintenance
- Continue to obtain student feedback and requests

