# I want to drop this class!

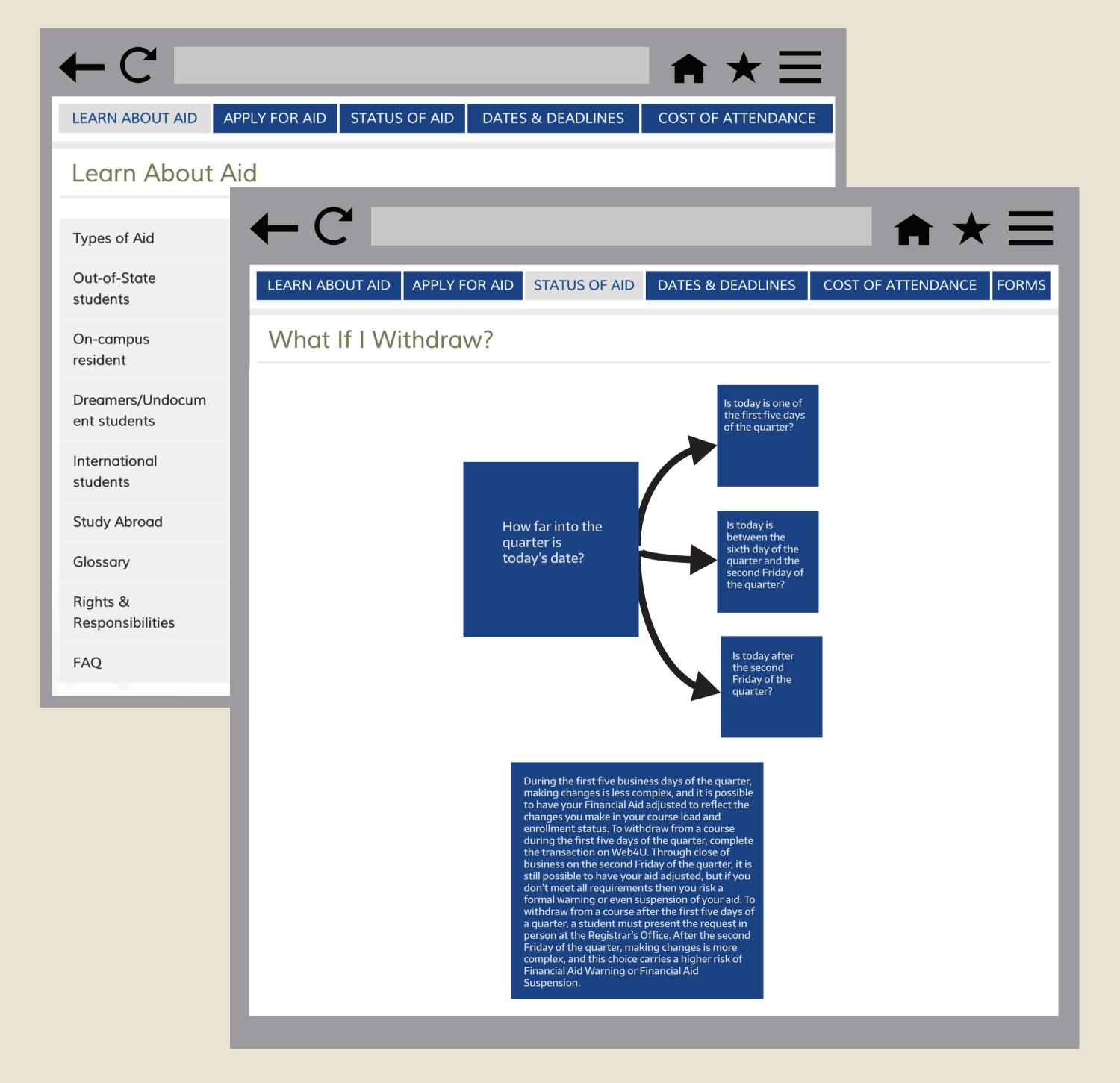
helping students navigate the financial aid process

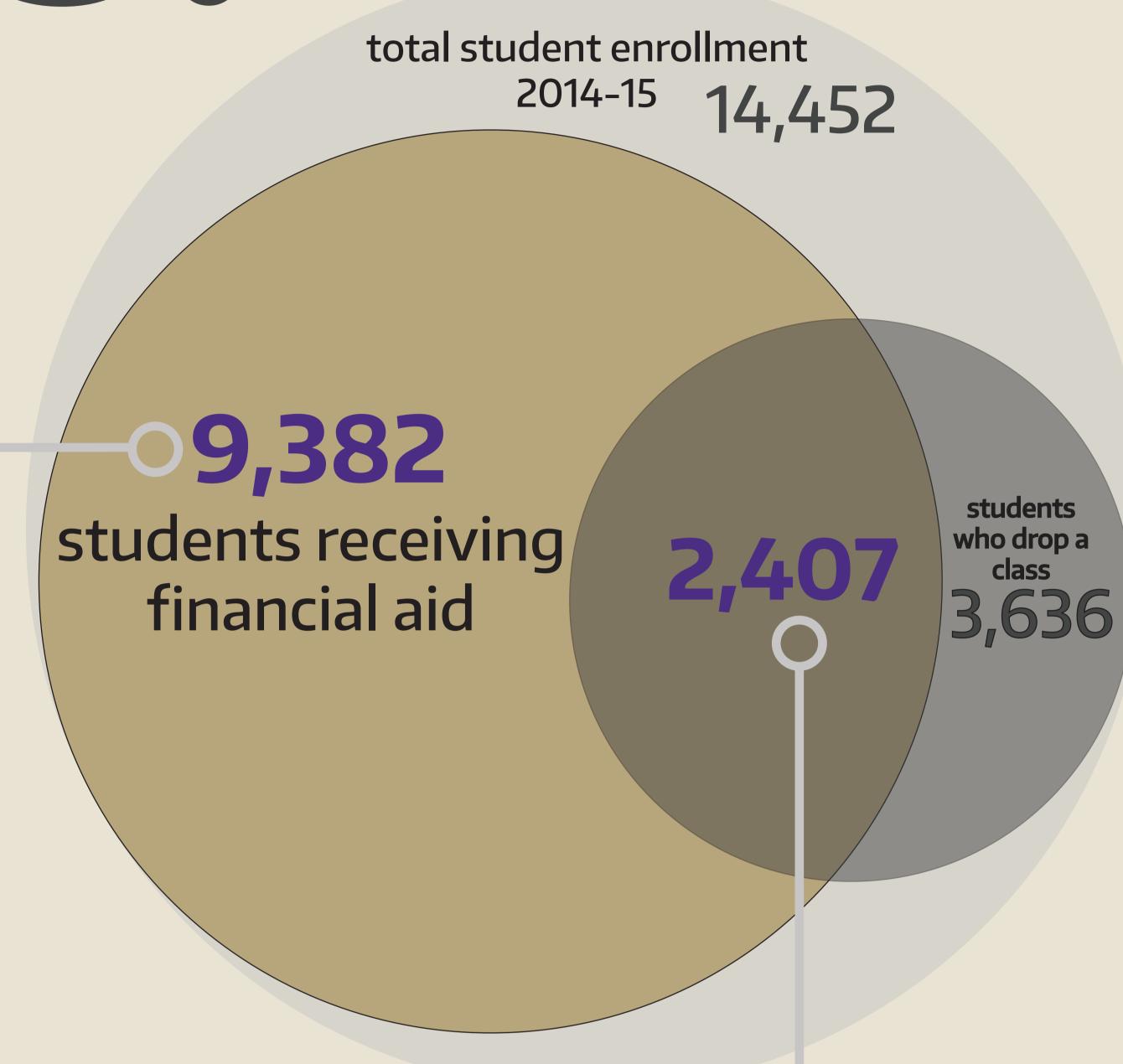
# **Enhance Usability** O

If users can't quickly find what they're looking for, they're likely to give up. The goal of the website is to inform students. Analysis indicated an opportunity for improvement.

### Findability O

Our revised website navigation puts information where users expect to find it, leading to a more intuitive and useful website experience.





informing students of the impact of enrollment decisions through visualization

### Improve Student Retention

Informed students are empowered students. Preventing accidental mishaps in the financial aid process keeps students in school.

## **Personalization**

Our interactive, educational web experience provides students with personalized and relevant information as they navigate the complexity of financial aid rules, requirements, and timelines.

Western Washington University Financial Aid Website

Deborah Frost - Patrick McCall - Brian Smith - Jason Smith Mid-Career MSIM

