



Office of Institutional Research

Graduate Follow-Up Survey

Fall 2011



Prepared by the Office of Institutional Research

4/15/2013

Table of Contents

Graduate Experiences	1
Non-Transferable Credit Hours	1
Reasons for Non-Transferable Credit Hours	1
Level of Satisfaction in Relation to Field of Study	2
Employment Experiences	2
Reasons Graduates are not Working in their Field of Study	3
Level of Job Preparedness	4
Educational Experience at Delgado	4
Wages of Graduates	6
Comments	7

Methodology

Graduates were surveyed six months after their graduation. Graduates are contacted via email. Academic departments are asked to contact their graduates and encourage them to answer the survey.

Graduate Experiences

	Number	Percent
Total Respondents	271	35.5%
Total Graduates	764	

After Graduation did you :	Yes	%	No	%	No Response	%
Continue your Education?	142	52.4%	123	45.4%	6	2.2%
Is your current major related to your major at Delgado?	116	81.7%	22	17.9%	4	2.8%

At what institution did you continue your education?

Delgado Community College	25
Dillard	0
UNO	28
SUNO	22
Loyola	5
Our Lady of Holy Cross College	4
LSU	12
Nicholls State University	1
Southeastern Louisiana University	8
Our Lady of the Lake College	2
Tulane	1
Xavier	2
Other	25
No Response	7
Total	142



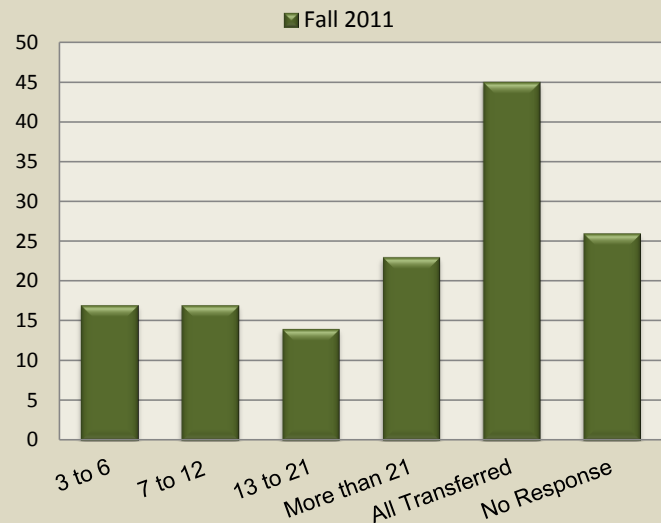
Number of Delgado Non-Developmental Credit Hours Unable to Transfer

3 to 6	17	12.0%
7 to 12	17	12.0%
13 to 21	14	9.9%
More than 21	23	16.2%
All Transferred	45	31.7%
No Response	26	18.3%
Total	142	100.0%

Reasons Delgado Non-Developmental Credit Hours were not Transferred

Changed Major	10	7.0%
No comparable course	50	35.2%
Grade in course	6	4.2%
Other	23	16.2%
No Response	53	37.3%
Total	142	100.0%

Non-Transferable Credit Hours



Graduate Experiences

Level of Satisfaction in relation to the field of study:	Average Rating*	
	Number	Average
	Fall 2011	
I feel well prepared from my studies at Delgado to continue my education	196	4.15
I was able to transfer most of my credits earned at Delgado to my four-year institution	NA	NA

% of students who responded positively**	
Number	%
Fall 2011	
158	80.6%
NA	NA

* Scale is 1 to 5, 5 = Strongly Agree

** Percentage of students who responded Agree or Strongly Agree

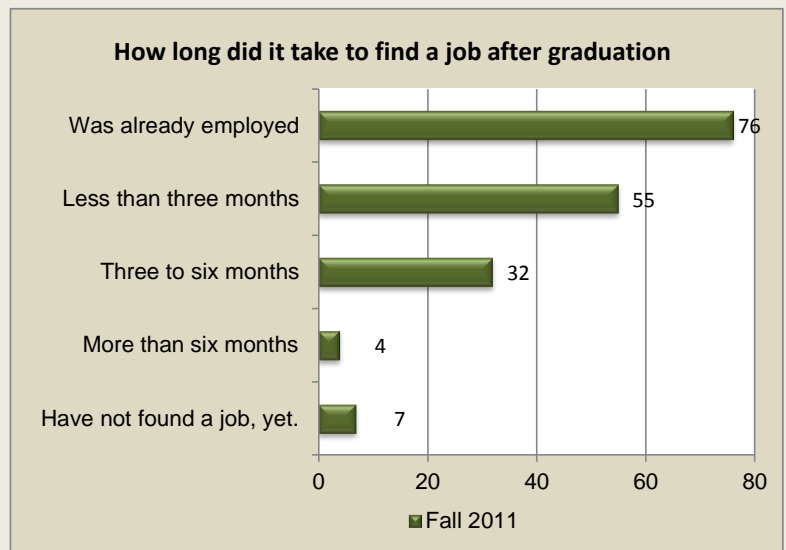
Employment Experiences

Employment Analysis	Yes	%	No	%	No Response	%
Are you currently employed?	187	69.0%	78	28.8%	6	2.2%
Is your job related to your field of study?*	142	75.9%	45	24.1%	0	0.0%
Have you changed jobs since graduating?*	45	24.1%	142	75.9%	0	0.0%
Have you received a promotion or salary increase since graduating?*	60	32.1%	125	66.8%	2	1.1%
Do you attribute your promotion or salary increase to skills acquired at Delgado?*	49	81.7%	11	18.3%	0	0.0%
Are you generally satisfied with your chosen occupation?*	155	82.9%	23	12.3%	9	4.8%

*Averages based on only those students who responded as being employed.

**Averages based on only those students who responded as receiving a salary increase.

How long did it take you to find a job after graduating?		
Was already employed	76	40.6%
Less than three months	55	29.4%
Three to six months	32	17.1%
More than six months	4	2.1%
Have not found a job, yet.	7	3.7%
No Response	13	7.0%
Total	187	100.0%



Employment Experiences

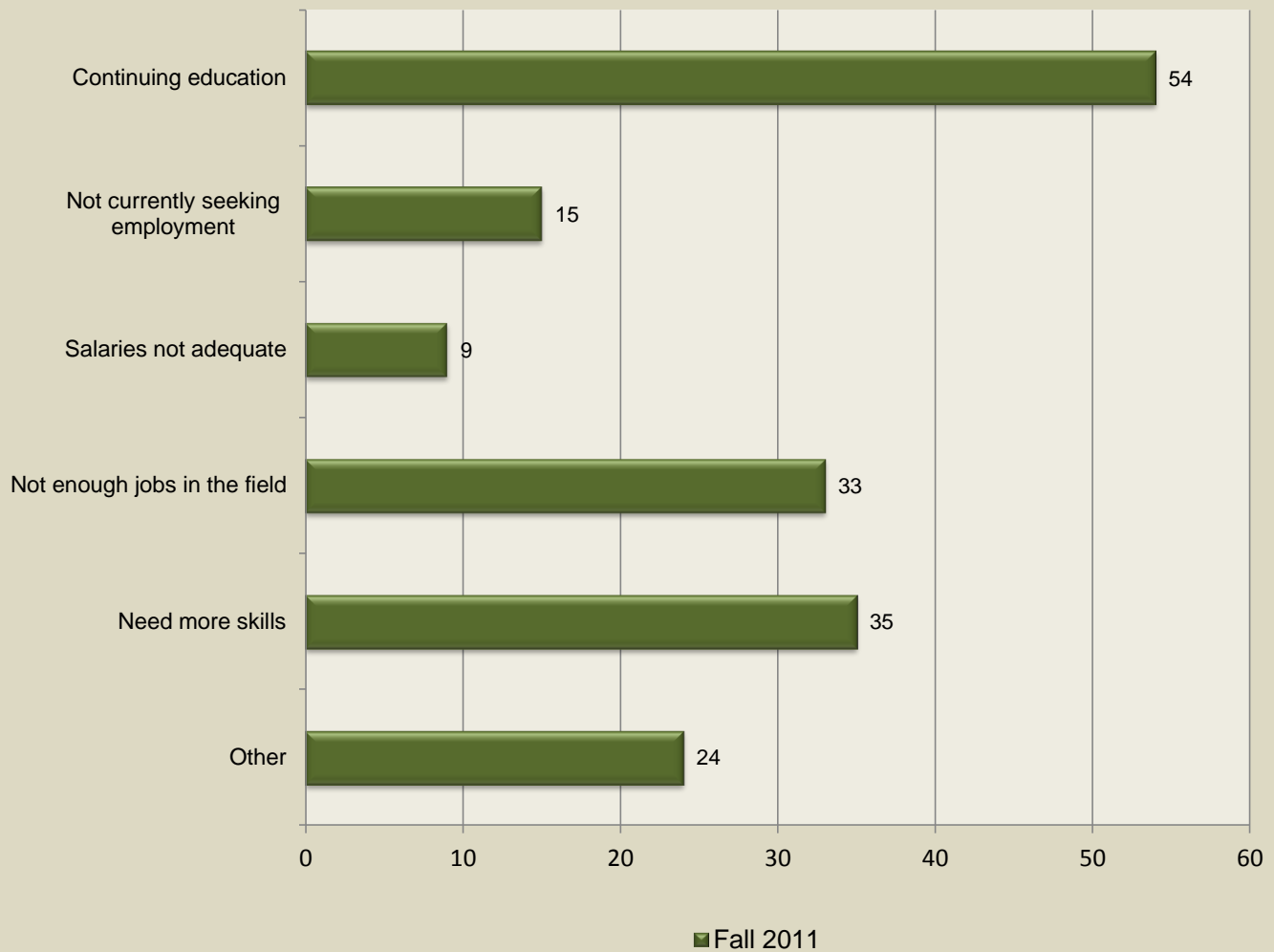
Reasons why graduates are unemployed or employed in a field unrelated to their field of study*

Continuing education	54	31.8%
Not currently seeking employment	15	8.8%
Salaries not adequate	9	5.3%
Not enough jobs in the field	33	19.4%
Need more skills	35	20.6%
Other	24	14.1%
Total	170	100.0%

*Table contains multiple responses.



Why Graduates are not Employed in their Field of Study



Employment Experiences

Level of Satisfaction in relation to job preparedness:	Average Rating*	
	Number	Average
	Fall 2011	
I feel well prepared to efficiently and effectively perform my job duties	184	4.30
My program of study at Delgado prepared me for my career goal	191	4.12

% of students who responded positively**	
Number	%
Fall 2011	
157	85.3%
152	79.6%

* Scale is 1 to 5, 5 = Strongly Agree

** Percentage of students who responded Agree or Strongly Agree

Educational Experience at Delgado

Level of Satisfaction with your educational experience in relation to the field of study:	Average Rating*	
	Number	Average
	Fall 2011	
The program was logically organized; the material built from course to course	263	4.13
The program could be completed in a reasonable amount of time	262	4.16
The length of the program is appropriate to learn the material needed to start a career in this field	261	3.97
There was a good balance between theoretical material and applied learning in the program	261	4.05
Instructors were usually available to students outside the classroom	263	4.22
Instructional methods were effective in presenting the material	261	4.08
Course contents were up-to-date, giving good preparation in this field	262	4.16
Equipment and labs were modern and up to industry standards	248	3.93
I was satisfied with the quality of instruction I received	264	4.14
I would recommend this program at Delgado to others	264	4.21
I was satisfied with the quality of advising received	260	3.90
The advising I received kept me "on track" toward program completion	256	3.86

% of students who responded positively**	
Number	%
Fall 2011	
215	81.7%
217	82.8%
200	76.6%
209	80.1%
212	80.6%
205	78.5%
214	81.7%
176	71.0%
215	81.4%
219	83.0%
180	69.2%
173	67.6%

* Scale is 1 to 5, 5 = Strongly Agree

** Percentage of students who responded Agree or Strongly Agree

**Educational Experience at Delgado
Levels of Satisfaction With Your Educational Experience**

Fall 2011



Fall 2011 Graduate Follow-up Survey Comments

All in all, I thoroughly enjoyed my time at Delgado. My instructors were helpful and very knowledgeable. I have and will recommend Delgado to others.

Most of the teachers are responsible, punctual, helpful, and friendly, especially all the ESL teachers. I would recommend Delgado to my friends.

It would have been easier and quicker to graduate in my field if they would have offered night classes to the students on the Westbank. I felt that the school could have cared less about the Westbank night students.

The degree did put me a step above other employees by knowledge. I am glad I did it. The instructors were very knowledgeable in the trade.

Mr. Ripberger is the one of best instructors.

I would have appreciated more help in job placement or finding a job in my field of study. I was excited about getting a job but now I feel almost like I wasted my time because I now have loans and I'm working a job that I could have had without a degree.

I have enjoyed my time at Delgado. I wish that it was a 4yr college. But I will recommend Delgado to everyone and any one who what to start out in college.

The only thing that I found a problem at Delgado, was the advising. I was put in classes I did not need, therefore it took me longer to graduate. Other than that I had a great experience. I graduated very happy as my last classes were perhaps the most exciting. Geology 102 with Ms. Woods. (probably in my opinions one of the best teachers)

One way to improve the college would be having two sessions for the summer. That would allow students to come to summer school who did not make the first round. Also shorter regular sessions like two sessions for Fall and Spring. That helps students from burning out from school. Usually after midterm students become lazy and they drop classes.

Ms. Jamie, a counselor was awesome in helping me schedule my classes. Also, Felicia Young, in Financial Aid was extremely helpful and always courteous.

It was disturbing to think I lost so many hours because of it wasn't comparable or the correct level.

I had a remarkable learning experience at Delgado, since graduating I have referred my sister and brother to the school.

Fall 2011 Graduate Follow-up Survey Comments

Enjoyed my experience at Delgado. I believe it provided me with a quality education for an Associate Degree. I would recommend that all freshmen be required to take the Personal Finance class. It provides valuable lessons that will help them in the future.

Delgado's city park and Slidell campuses need better financial aid advisors. They lost or forgot to send forms for me on several different occasions. The financial aid office lost paperwork on three different occasions at Slidell's campus. Once I switched to the city park campus they lost my paperwork on four different occasions. Every year they would lose just enough forms to make me come back. These were always the same exact forms I already filled out each time! By the time I resubmitted these forms so many times the date was too late to receive financial aid. This happened every semester attended at DCC. The employees working in the office were also unorganized, not knowledgeable, and almost no help. Their customer service sucked. I heard many other students complaining about this on both campuses as well. Switching up books is getting very old as well. Offering a new book with only slightly different changes is forcing students to spend much more money than anticipated. DCC should rent textbooks! Also, something needs to be worked out with Southeastern Louisiana University about transfer credits. More of the credits need to transfer. A lot of the classes that did not transfer were the same classes taken at DCC. They did not transfer due to them being above a 300 level course at SELU. This is neutralizing all savings I thought I would get by attending DCC for my first two years of college. There needs to be something worked out or a better communication between course content between the two schools. I personally know twelve other students facing the same problems after transferring from DCC to SELU. In conclusion, I would not suggest to any new students to attend DCC until these problems are resolved. DCC's competitive advantage is due to the tuition savings it offers us, the students, this is only perceived in the short run however. In the long run due to these problems no savings are actual or they are not significant for students seeking a four year degree or higher after DCC. If I see some major changes going on in the areas I have mentioned, then I will once again suggest this institution to everyone attempting to achieve a higher education. Delgado was a great experience. However, I think educating young students on options could be improved. Friendlier counselors and financial aid assistants would help young students when they don't understand the system.

Delgado is a great college! I was impressed how much I learnt there. Teachers and other employees of Delgado are very friendly, professional and willing to make everything possible to help you meet your goal. The only issue that I had while studying at Delgado was that most watches in classroom did not work and I was always confused about the time. It would be good if you could concern it. Over all I had wonderful time at Delgado and I will never forget the time I spent there. Thank you.

Career Services was not effective in helping me gain employment while I was attending Delgado and after graduation. I think the services that they provide in helping students find jobs needs improving.

I feel the course was unorganized because the course material repeated itself in most of concentration.

Fall 2011 Graduate Follow-up Survey Comments

Thank You

I had fun and learned a lot from Delgado. I've recommended Delgado to some of my friends now they go there also. When ready to do another commercial please keep me in mind.

I feel the course was unorganized because the course material repeated itself in most of concentration.

Thank you Delgado for preparing me for the beginning of my education in Early Childhood. I will continue.

I really feel the two colleges need to sit and discuss the transferrable hours and classes.

Delgado may want to connect with SUNO to form a partnership so that all classes are accepted for future students.

The program was wonderful and my favorite professor was Dr. Gary Wallace. The only classes I wish I had taken that I am using in the field is an A+ Certification class and a Net+ Certification class. I found out that if I had those certifications, that I would have started off with a much higher wage.

These classes are adequate but there is still a lot of studying that needs to be done to prepare for the A+ Certification test.

My instructors were very helpful and overall great!

In the future the institution needs to gear course criteria so they are transferable to the four year institution so the student do not continue repeating courses they have already completed.

I work for ISMG and a fast food restaurant because it allows me to have a flexible schedule and continue my education. Dr. Hippensteel has done an excellent job at introducing me to different literature, expanding my knowledge of self and community. In my near future, I plan to seek employment with law enforcement.

I really enjoyed my time at Delgado. I believe that I received the most quality education available. The teachers were great and they supported me in my endeavors. They treated me like family.

I miss Delgado and I wish it was a 4-year university.

I loved the fact that the instructor knew a lot about each subject he taught and the fact that he was an actual Sheriff's Deputy and had been there and done that. He was able to incorporate what he experienced into his teachings.

Fall 2011 Graduate Follow-up Survey Comments

For Criminal Justice some courses for terrorism prevention for those of us who want to work in that area as well as some Paralegal courses as a choice of courses. A little more legal terminology should be inserted into the program as well as more focus on current laws and less on sociological theories. Between five sociology/psychology classes and ology such as drug, victim, and criminal I learned more about the introduction of thinking in criminal justice than I did the actual justice system. Those courses should be made still but more focus on the actual reality of law should be focused on as well. Many who graduate in Criminal Justice go on to FBI, Police, Homeland Security, ICE, Law School and so forth and enter with the ology courses instead of factual understanding of today's law. Overall Dr. Hipp, was by far the best instructor and most motivational - a true inspiration and effective instructor.

Dr. Hippensteel was my primary instructor and he is the reason I graduated. He pushed me and challenged me to strive for the best. If all the teachers at Delgado were like him, Delgado would be the number one college in the nation.

The Westbank technical division is like a third world country, compared to other campuses. Tuition is the same at all campuses, but you would think it was FREE on Manhattan. There is NO STUDENT SERVICES AT ALL! Library-NO BOOKS, Cafeteria-NO FOOD(Soda & chips is not food), No Fitness center, but A LOT of empty classrooms. Always having to go another campus to take another class and use amenities there. I am not please at all with the certificate I was GIVEN! It was given to me because I did earn it. I paid about \$10,000. for it in student loans and learn NOTHING that prepared me for my state board exam. My first semester there was NO INSTRUCTOR, second semester finally got a book for the course, that had NOTHING to do with the course at all. Third semester finally instructor, books, class, then "you've reach 500 hours you read for the State board certification exam" NOT!! I have had to explore other options & other beauty schools to assist me in preparing myself for state board certification. The program is unorganized, and the staff in NOT KNOWLEDGEABLE, beyond the freshman class . The director teaches as well as run the program, the few teachers they do have teach two classes at the exact same time. Students are UNHAPPY and dissatisfied with the program, and leaving, going to other Cosmetology programs.

Great program. Michael is an excellent teacher!

Enjoyed attending Delgado Community College. Studying air conditioning & refrigeration to have a better chance at employment options.

Offer more chances for students to get a job if they need one while in school, or at least help once they are out of school or graduating.

Awesome education! Delgado Community College is an exceptional institution that is very under-rated. Continue striving for excellence through promotion and public relations, student advocacy, and overall process improvement. As a proud Delgado graduate, I will continue to sing its praises every chance that I get!

I only wish there was a bigger faculty on the Northshore for students, which may increase enrollment as well as being more room for students and teachers. An art room would really be nice for students at both locations.

Fall 2011 Graduate Follow-up Survey Comments

I enjoyed my experience at Delgado.

I am proud to be an Honor Graduate from Delgado Community College.

The instruction I received in the intro to Graphic Design course was desperately outdated. Some of the examples presented were from the 1980's and before. This was not during the segment of the class which covered the history of graphic design but rather were used to demonstrate the instructor's "talent". Couldn't believe it and ultimately changed my major because of it.

Sociology and PSYC instructors were great.

If you guys can give any tips or help on how to find a good job to help pay for my education after graduating please let me know. Thanks for reading.

I have very much enjoyed attending Delgado, it is reasonably priced and the instructors are very good. My biggest disappoint with DCC is that I have taken all the required pre-reqs to get into both of my desired majors RAD TECH or NURSING and I continue to be denied acceptance to both programs. I have applied for RAD TECH twice and was denied the first time, so I applied for a second time and I hope to get accepted this time. I will find out if I will be accepted into RAD TECH in JUNE. I have applied to nursing twice and have been denied twice. I am an honors graduate with a 3.6 GPA, I don't understand why I continue to be denied. This is what is frustrating about DCC. I feel as though I have done everything right. I took all the classes I needed. I earned an associates degree in General Studies while awaiting acceptance into DCC's Rad Tech or Nursing program. I am an honors student with a 3.6 GPA. My goal at DCC was not to get a General Studies degree it is to complete the Rad Tech and Nursing program. I am disappointed by DCC because I feel like I am being held back by DCC from achieving my goal. Why do you allow people to choose Rad Tech and Nursing as majors and take all the pre-requisites if they can never get into the program? I have student loans to pay off. I am ready to complete one of these programs. I just need DCC to give me the opportunity.

I am extremely disappointed with the "graduation" experience at Delgado. I elected not to walk across stage to get my diploma but instead to pick it up at school. I went in December on the designated day and was told that my Diploma was not there, that it should be but the woman couldn't find it. She said she would pass my information along to someone so I could get it and that I would receive a call back on that day. I did not receive that call. Since then I have called the Registrars office at least 20 times, most of the time no one answers and when I do speak with someone I have to explain to them what happened and that I STILL have not been able to get my diploma. Every time I am told that they will have someone contact me. The person who is supposed to contact me still have not contacted. I request to be carbon copied on the emails that are supposedly being sent but I am not, or they just aren't sent. I do not think that my Delgado Diploma has helped me get my new job because I DO NOT HAVE IT. I have been told that it may not have been printed or it was misplaced. To be honest I would not refer anyone I know who is interested in continuing their education because of the poor performance of the Registrars office.

Fall 2011 Graduate Follow-up Survey Comments

Charity school of Nursing takes more than two years to complete especially with prerequisites.

I intend to continue with courses at Delgado working toward a 4-year degree in Horticulture, hopefully from LSU.

DCC's Horticulture Program was one of the most useful training experiences of my life.

I think the Coding program would be more effective with in classroom teaching. I am not a fan of all the online classes. This particular occupation has very little interest in hiring people straight out of school, so it is pretty frustrating looking for a job. I can only hope to find an entry level job somewhere and possibly get a chance to work in my field later if an employer is willing to work with/train me. Otherwise, the education is basically being used for background medical info to get my foot in the door.

You guys should go to the mechanic department and see how a lot of those old teachers work. You guys also should check the material or the old test that they provide because they are too lazy make new ones. Some of the teachers make raises comments in the classrooms. Also they chose some student more than others. I am just saying. when I was in that section, I hate it because of those reasons. Also I finished because I was already in the program and did not have to many choices. So please have them all of them to show you their material and their test. Also everybody passes because they all do open book tests or the help their students "friend". I am talking about the Jefferson and City Park campus. Please check on that guys because I am sure a lot of the student think the same way I think about those teachers.

Great program.

I feel that the school could have done more for the Nursing students to let them know about what really was ahead of them when looking for a job. A lot of my peers have yet to get an interview for a job as an RN and jobs are few and far between. I think that the teachers need to make it known to the students that getting a job as a tech and getting involved is important, but they often do not tell you until it is too late. As of this point I would not recommend anyone going to nursing school because they would be lucky to just get an interview, let alone a job!! I hope my fellow classmates that do not have a job will be able to become employed before the next class graduates.

Instructors in the Pre-nursing classes are doing a fantastic job of preparing students for the Nursing program. The Nursing program at Delgado Charity School of Nursing has incredibly insightful, caring instructors. They have helped me become a more grounded individual and prepared me to be a fantastic nurse. I know that going to this school prepared me adequately for my chosen profession. I do wish there had been more guidance during my Pre-nursing time to help me choose classes that I would later have been able to apply toward a bachelor's in Nursing.

Fall 2011 Graduate Follow-up Survey Comments

I wish the Nursing program was a BSN degree because I am as prepared like other people who have graduated from BSN programs that I have made contact with at my new job. Additionally, I will need to return to Delgado in order to complete other prerequisites in order to obtain a BSN. This is disappointing to say the least.

I am a recent graduate of Charity at DCC. I have not yet been able to find employment as an RN. It would be helpful if there was more assistance from the school in this area.

Delgado courses are not difficult enough to prepare a student for nursing school.

I am desperate to find a job. I have applied over and over again at every hospital in New Orleans and the surrounding area and have not received even 1 response. There are not enough jobs to go around for all the students pouring out of the nursing schools here. I'm starting to think that you have to know somebody. The student loan people are starting to ask for their money as my grace period has ended. I think that the Nursing school should warn prospective Nursing students that there is no longer a Nursing shortage in New Orleans so that they may think twice before they begin. It's a tough program to go through and not be able to get a job after going through it is very discouraging. Thank You!

Basically Delgado & Charity need to be more organized. Always something that delays you when trying to get an answer or something paid or what not. So unorganized. Mainly the staff at DCC. Especially financial aid.

I think the Delgado/Charity school of Nursing is a great program and I am proud to be a graduate from this institution, however, I wish I would have been told it would be necessary to continue my education to receive a BSN. If someone would have talked to me about this I could have prepared myself for the situation. I never thought I would have any difficulties obtaining a job as a RN but here I am eight months later and I still have no job. I have been told by nurse recruiters from local hospitals that I need a BSN so I have made my decision to return to school.

I do not feel fully qualified to perform the position I have been hired for (inpatient rehab, acute rehab, outpatient rehab). There is much more to the "medical" aspect of the job than I was prepared for i.e. blood pressure, o2 readings & adjustments to tanks, wound care & precautions.

I recommend Delgado Community College who is looking to go to College in New Orleans. It is a good college. The instructors are very helpful answering questions during offices hours and some tutor student during office hours (which was very helpful). The study labs helped me in my course. English lab stuff helped me with my English and writing courses. The Math lab stuff helped me understand math better. Without the math staff and a couple of math teachers helping me by tutoring me I won't have passed any of my math's. And without testing center staff reading my test to me when I asked for them to read it to me. Without the extra time I needed to take my test I would not have graduated. I am very glad Delgado Community College assist people with physical and learning disabilities.

Fall 2011 Graduate Follow-up Survey Comments

I feel that more observation hours in at least two different settings should be required before being accepted into the program, especially for the students who have no prior experience as med-tech, OT aide, etc. As of now only 30 hours are required to enter.

This questionnaire was silly because it only allowed me to expound if my answer to most questions was "yes". I intend to continue my education, but elected to take a semester (maybe two) off - as my last semester was so overwhelming. I experienced a fire in my home in December 2010. It took just over a year to complete the renovations and finally get back into our home. During that year, my family made four moves - the third move was November 2011, in the midst of finals. It was an extremely stressful period, so much so I almost dropped out at that point. But I had some really concerned instructors who were very encouraging and just wouldn't allow me to give up. The fourth move didn't occur until January 2012 - when we finally moved back into our home. We're just getting to the point where everything is FINALLY in its place and we can breathe. Before now I wasn't interested in employment or continuing my education. However, it's time that I begin my employment search and consider whether to enroll somewhere for the Fall 2012 semester. I loved, loved, loved the Television Production curriculum - it was the perfect match for me. I wish there would have been more TV Production courses, as I believe something is missing. And I wish the course would have provided more instructions on the types of jobs that are actually available for the level of education and experience one has upon graduation from the program. But more than anything, I think the program would be best served if it were set up as the nursing program - where real life internships/practicums are available. I was blessed enough to receive one, but most of my classmates could only dream to have the type of internship I received, as I worked with a production company on a film being released later this month. And because of my internship my confidence level soared! My biggest issue with the program is the fact that a student who failed a course was "given" points she did not earn to pass the class. Incidentally, she is one of the graduates who failed the NCLEX. Also, while most of the instructors were fantastic, one in particular was absolutely unprofessional and downright rude and nasty on a daily basis.

I am currently waiting to take NCLEX PN test then I'll start searching for employment.

Although I learned a lot during my studies, I still have so much to learn on the job. There are areas in which I wish we had spent more time on in class. Also, the only reason I have not continued my education is financial. I would love to be an RN, but at this time cannot take the financial burden added to what I have now.

The PTA program at Delgado was great. For the time it took to graduate and the money it cost for tuition, it was well worth it for the money you can make once you graduate. It was also relatively easy to find a job as well. I recommend it to anyone that is looking for a new career. The instructors were very helpful and knowledgeable in helping you along the way and to graduate.

I felt that the Delgado PTA program was great! All 4 of the instructors were wonderful and helpful.

Fall 2011 Graduate Follow-up Survey Comments

This program was great! Great teachers, very encouraging and helpful. Felt very prepared for registry. I speak nothing but great things about this program!

The Radiologic Technology program at Delgado was great at preparing me for my future in my career field. Unfortunately I did not have the same great experience with the rest of the college. They are the most unprofessional group of people that I have ever had to deal with and I am so thankful to be done with the college. I hope they learn to get things together so the future students don't have to deal with the frustrations of a student at the college. I would hate for future students to be so discouraged by the college to not want to be a part of the radiology class because they would be missing out on a great field and future.

The Program instructors were great, however when you put 30-40 new techs out on the market and there are only 1-2 fulltime jobs available you maybe accepting to many students into your program. I myself have been very fortunate to acquire a full-time position but many of my classmates have not.

The issue I have is the lack of jobs available due to the amount of students that fill the need for employees. Why hire a tech when you have free labor Monday through Friday, for the entire day.

I would like the Register office to get better training on their jobs and to learn how to treat the students better. There is too much attitude and disrespect toward the students it seems to me that some of them abuse the little power they have.

I was very pleased with my education received by Delgado Community College. It changed me as a person, made me think outside the box, and as far as I'm concerned I had the best instructors the college had to offer. Today I am a stronger person than I was 3 years ago. I found a job that not only am I satisfied with but I love going to every day. Thank you Mrs. Chistophi, Mrs. Palmer, and Mr. Goody!

Delgado should provide employment placement. I graduated in December, my classmates & I are still unemployed.

Had problems with my credits transferring as a package. After speaking to Lauren, I was able to work this out, but still frustrating. This is when I applied at SELU. SELU was not very helpful. There is no guidance once you graduate from Delgado.

Financial Aid needs help! They approved me once and denied me 3 times after for the next semesters that I was enrolled in for my Certificate in which I had to appeal. I have no income and should have not had been denied aid.