

Student Loan Product Rationalization

PR0012554

Flows
CX Resource/ Mike McGehee

Wednesday, December 14, 2009

Student Loan Product Rationalization / Current User Task Flow

CX Resource/ Mike McGehee

12.14.09 / Version 1

Student Loans (start) https://www.wellsfargo.com/student/

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Student Loans (nothing selected) Data Collection

 $https://apply.wellsfargo.\underline{com}/student_datacollection$



Student Loans (student selected) Data Collection

https://apply.wellsfargo.com/student_datacollection



Student Loans (parent selected) **Data Collection**

https://apply.wellsfargo.com/student_datacollection



Student Loans (consolidate selected) **Data Collection**

https://apply.wellsfargo.com/student_datacollection



Student Loans Student Recommendations

https://apply.wellsfargo.com/recommendations



Student Loans Parent Recommendations

https://apply.wellsfargo.com/recommendations



Student Loans (Fed loan) Cosolidate Recommendations

https://apply.wellsfargo.com/recommendations



Student Loans (WF Private Ioan) Consolidate Recommendations

https://apply.wellsfargo.com/recommendations



Student Loans (nothing selected) Student Authorization

https://apply.wellsfargo.com/common_auth_start



Student Loans (nothing selected) Parent Authorization

https://apply.wellsfargo.com/common_auth_start



Student Loans (out of path)

Loan Consolidation

https://www.wellsfargo.com/student/repay/fed_consolidation



Student Loans (nothing selected) Consolidate Authorization

https://apply.wellsfargo.com/common auth start

Student Loans (yes selected) Student Authorization



Student Loans (yes selected) Parent Authorization

https://apply.wellsfargo.com/common_auth_start



Student Loans (yes selected)

Consolidate Authorization https://apply.wellsfargo.com/common_auth_start



from cosigner next step <

to your information

Student Loans (no selected) **Student Authorization**

https://apply.wellsfargo.com/common_auth_start



to your information

Student Loans (no selected)

Parent Authorization



Student Loans (no selected) Consolidate Authorization

https://apply.wellsfargo.com/common_auth_start



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from pg1

Student Loans

Student Your Information https://apply.wellsfargo.com/main?





Residence Stats Monthly Mortgag Payment Contact Information Email Address Why do so set for the Phone Number







Student Loans References

Student Loans

https://apply.wellsfargo.com/main?

page id=loan details information

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Loan Details

https://apply.wellsfargo.com/main? page_id=references



Student Loans Verify and Submit

https://apply.wellsfargo.com/main? page_id=verify_and_submit



Student Loans Cosigner Next Step https://apply.wellsfargo.com/main?

page_id=cosigner_nextstep

12.14.09 / Version 1



from pg1

Student Loans

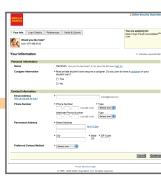
Parent Your Information https://apply.wellsfargo.com/main? page_id=your_information



from pg1

Student Loans

Consolidate Your Information https://apply.wellsfargo.com/main? page_id=your_information



Student Loans Loan Details

https://apply.wellsfargo.com/main? page_id=loan_details_information



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Student Loans References

https://apply.wellsfargo.com/main? page_id=references



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Student Loans Verify and Submit

https://apply.wellsfargo.com/main? page_id=verify_and_submit



Student Loans Sign Your Application

https://apply.wellsfargo.com/main? page_id=sign_your_app



Student Loans (end) Thank You

https://apply.wellsfargo.com/main? page_id=primary_thank_you



Student Loans Loan Details

https://apply.wellsfargo.com/main? page_id=loan_details_information

References https://apply.wellsfargo.com/main? page_id=references

Student Loans

Student Loans Verify and Submit

https://apply.wellsfargo.com/main? page_id=verify_and_submit



