

Sample Introduction Email

Dear Financial Aid Professional:

The U. S. Department of Education's Office of Federal Student Aid offers training to schools participating in the Title IV student aid programs. The training covers all aspects of the administration of these programs. FSA's External Training Branch is conducting a survey to learn how to best meet your institutional Title IV training needs and expectations.

The Training Satisfaction Survey contains 15 (or fewer) questions and should take no longer than 5-7 minutes to complete. Please fill in the blanks. If you want to provide a response not already listed, a space is provided at the end of most questions for "other." There is also a space at the end of the survey to make any additional comments regarding your training needs.

Please feel free to send the web site link for this survey to other individuals at your institution who are involved in processing Title IV student aid.

Please complete and return your survey by (30 days from launch date). This site will remain active until then.

Thank you for your assistance in our efforts to make our training programs more relevant to your needs and to improve the integrity of the FSA programs.

Please note that the formatting of these surveys will change when deployed either as a result of Forms scanning requirements or by virtue of the web based tools used to deploy the survey. The content of the questions and answers will not change.

Survey # 1 Sample

Training Satisfaction Survey

#	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Issue
1						Trainer (Insert name) explained content clearly.
1.1						Trainer (Insert name) explained content clearly.
1.2						Trainer (Insert name) explained content clearly.
1.3						Trainer (Insert name) explained content clearly.
2						Trainer (Insert name) demonstrated knowledge of content.
2.1						Trainer (Insert name) demonstrated knowledge of content.
2.2						Trainer (Insert name) demonstrated knowledge of content.
2.3						Trainer (Insert name) demonstrated knowledge of content.
3						Trainer (Insert name) delivered content in an engaging way.
3.1						Trainer (Insert name) delivered content in an engaging way.
3.2						Trainer (Insert name) delivered content in an engaging way.

3.3						Trainer (Insert name) delivered content in an engaging way.
4						Trainer (Insert name) was responsive to questions?
4.1						Trainer (Insert name) was responsive to questions?
4.2						Trainer (Insert name) was responsive to questions?
4.3						Trainer (Insert name) was responsive to questions?
5						Trainer (Insert name) made complex concepts understandable.
5.1						Trainer (Insert name) made complex concepts understandable.
5.2						Trainer (Insert name) made complex concepts understandable.
5.3						Trainer (Insert name) made complex concepts understandable.
6						Materials were clear.
7						Materials were useful in understanding the training.
8						Information provided will help me as I perform my job duties.
9						Number of case studies/scenarios was appropriate for this training.
10						Case studies/scenarios were useful in illustrating the subject.
11						There was enough time included in the training for questions.

12						Time spent on questions was useful.
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13. Please elaborate on any of responses of “Somewhat Disagree” or “Strongly Disagree.”

14. Please provide any other comments you have on this training.

15. Our trainers welcome any specific feedback about their performance today. In the space below, please feel free to offer your comments. Be sure to identify which trainer your comments apply to, if there was more than one!

FSA Longitudinal Training Needs Survey

YOU

1. How many years of experience do you have in processing Title IV student aid programs?
 less than 2 years
 more than 2 years but less than 5
 more than 5 years but less than 10
 more than 10 years

2. Which best describes your primary responsibilities?
 managerial or supervisory
 counselor or advisor
 other (Please specify.) _____
 expert in one program area (Please specify.)
 one person office

YOUR INSTITUTION AND ITS PROGRAMS

3. Are your academic programs measured in credit hours or clock hours?
 credit hours with standard terms
 credit hours with non-standard terms
 clock hours
 both credit and clock hours

4. Are the majority of your academic programs undergraduate or graduate level?
 undergraduate
 graduate

5. In which of the following Title IV student aid programs does your school participate?
 Pell
 Federal SEOG
 Federal Work-Study
 Federal Perkins
 Stafford (Direct Loan Program)
 Stafford (FFEL Program)
 PLUS (Direct Loan Program)
 PLUS (FFEL Program)

TRAINING DELIVERY

6. Which type of training delivery do you prefer? (Rank, starting with 1)
 Federal trainer in-person
 Federal and non-Federal trainer in-person
 Video-conference
 education
 Other (Please specify.) _____
 Self-instructional modules on-line
 Self-instructional modules on CD-ROM
 Internet based or other distance format

7. What is the best location for you to attend FSA training? (Rank, starting with 1.)
 FSA's Regional Training Facility
 Institution in your state
 Other (Please specify.) _____
 State association meeting

8. What was (were) the most significant reason(s) that limited your participation in FSA-sponsored training?

- | | |
|--|--|
| <input type="checkbox"/> Distance to training site | <input type="checkbox"/> Travel cost |
| <input type="checkbox"/> Training provided at inconvenient time | <input type="checkbox"/> Insufficient coverage in office |
| <input type="checkbox"/> FSA did not cover topics relevant to your needs offered | <input type="checkbox"/> Did not know training was being offered |

9. What is the best method for informing you of FSA-sponsored training? (Rank, starting with 1.)

- | | |
|--|--|
| <input type="checkbox"/> Schools portal (sfa4schools.sfa.ed.gov) Professionals | <input type="checkbox"/> Information for Financial Aid (ifap.ed.gov) |
| <input type="checkbox"/> State listserv | <input type="checkbox"/> Other (Please specify.) |
| <input type="checkbox"/> State association web site | |
| <input type="checkbox"/> Email or written notice | |
- TRAINING TOPICS

10. On which of the following topics related to *general administrative capability* do you want or need more training? (Rank starting with 1.)

- | | |
|--|--|
| <input type="checkbox"/> Reading and understanding laws and regulations eligibility (e.g., | <input type="checkbox"/> Institutional participation and |
| <input type="checkbox"/> Institutional participation and eligibility issues programs | recertification process, adding new |
| <input type="checkbox"/> Fiscal responsibilities and cash management issues | and/or locations) |
| <input type="checkbox"/> Developing policies and procedures | |
| <input type="checkbox"/> Other _____ | |

11. On which of the following topics related to *electronic processes* do you want or need more training? (Rank starting with 1.)

- | |
|--|
| <input type="checkbox"/> Common Origination and Disbursement records |
| <input type="checkbox"/> E-Campus-Based processing: completing the FISAP Report |
| <input type="checkbox"/> NSLDS on the Web (e.g, Inform/Monitor/Alert, Student Status Confirmation Reporting) |
| <input type="checkbox"/> FAA Access to CPS On-line |
| <input type="checkbox"/> Other _____ |

12. On which of the following topics related to *processing student applications* do you want or need more training? (Rank starting with 1.) Non traditional could go here....

- | | |
|--|--|
| <input type="checkbox"/> FAFSA and ISIR questions | <input type="checkbox"/> Verification |
| <input type="checkbox"/> Needs analysis/EFC calculations | <input type="checkbox"/> Professional Judgment |
| <input type="checkbox"/> Overawards and overpayments | <input type="checkbox"/> Satisfactory Academic Progress |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Processing students in non-traditional programs |

13. On which of the following topics related to *disbursing aid* do you want or need more training? (Rank starting with 1.)

- | | |
|--|---|
| <input type="checkbox"/> Determining payment periods notifications | <input type="checkbox"/> Required authorizations and related to |
| <input type="checkbox"/> R2T4 (Return of Title IV funds) | |

disbursing aid
____ Entrance and exit loan counseling
____ Other _____

14. On which of the following topics related to *preparing, providing, and sending required reports* do you want or need more training?

____ Reading, interpreting, and appealing requirements	____ Student consumer information
____ your cohort default rate	____ Family Education Rights and Privacy Act
____ Campus Security Report	____ (FERPA) requirements
____ Other _____	____ Overview of all Institutionally required reports

15. In the remaining space, please provide any other suggestions for training topics and delivery of training, (e.g., Do you need training at a basic, intermediate, or advance level on particular topics? Do you need one-on-one training/technical assistance?)

Survey #3 Content Depth

<http://www.zoomerang.com/survey.zgi?p=WEB226U53TTL4Y>