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.

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 you primary responsibilities?
    _____ managerial or supervisory   _____ expert in one program area (Please
    specify.) _____ counselor or advisor   _____ one person office
    _____ other (Please specify.) _____

YOUR INSTITUTION AND ITS PROGRAMS

3. Are your academic programs measured in credit hours or clock hours?

    _____ credit hours with standard terms   _____ clock hours
    _____ credit hours with non-standard terms   _____ 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   _____Stafford (Direct Loan Program)
    _____ Federal SEOG   _____Stafford (FFEL Program)
    _____ Federal Work-Study   _____PLUS (Direct Loan Program)
    _____ Federal Perkins   _____PLUS (FFEL Program)

TRAINING DELIVERY

6. Which type of training delivery do you prefer? (Rank, starting with 1)

    _____ Federal trainer in-person   _____ Self-instructional modules on-line
    _____ Federal and non-Federal trainer in-person   _____ Self-instructional modules on CD-
    ROM
    _____ Video-conference   _____ Internet based or other distance
    education   format
    _____ Other (Please specify.) _____

7. What is the best location for you to attend FSA training? (Rank, starting with 1.)

    _____ FSA's Regional Training Facility   _____ State association meeting
    _____ Institution in your state
    _____ Other (Please specify.) _____

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

_____ Distance to training site _____ Travel cost
_____ Training provided at inconvenient time _____ Insufficient coverage in office
_____ FSA did not cover topics relevant to your needs _____ Did not know training was being offered

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

_____ Schools portal (sfa4schools.sfa.ed.gov) _____ Information for Financial Aid Professionals
_____ State listserv (ifap.ed.gov)
_____ State association web site _____ Other (Please specify.)
_____
_____ 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.)

_____ Reading and understanding laws and regulations _____ Institutional participation and eligibility (e.g.,
_____ Institutional participation and eligibility issues recertification process, adding new programs
_____ Fiscal responsibilities and cash management issues and/or locations)
_____ Developing policies and procedures
_____ Other _____

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

_____ Common Origination and Disbursement records
_____ E-Campus-Based processing: completing the FISAP Report
_____ NSLDS on the Web (e.g, Inform/Monitor/Alert, Student Status Confirmation Reporting)
_____FAA Access to CPS On-line
_____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….

_____ FAFSA and ISIR questions _____ Verification
_____ Needs analysis/EFC calculations _____ Professional Judgment
_____ Overawards and overpayments _____ Satisfactory Academic Progress
_____ Other _____ _____ 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.)

_____ Determining payment periods _____ Required authorizations and
notifications _____ R2T4 (Return of Title IV funds) related to

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
     your cohort default rate
_____ Campus Security Report
_____ Other _____
required reports

_____ Student consumer information

_____ Family Education Rights and Privacy Act
     (FERPA) requirements
_____ Overview of all Institutionally

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