

**Note: The same questions will be used for PTAC and for FPCO customer feedback. Not all questions will be used for every survey.**

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**Webinars and Presentations:**

1. The length of this presentation was:
  - a. Too long
  - b. An appropriate length
  - c. A bit too short
  - d. Far too short
  
2. Overall, the content of the presentation was:
  - a. Far too complex/technical
  - b. A bit too complex/technical
  - c. Just right
  - d. A bit too basic
  - e. Far too basic
  
3. The content of this presentation was helpful.
  - a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
  
4. I plan to go to the (FPCO/PTAC) website (<http://familypolicy.ed.gov> OR <http://ptac.ed.gov>) to explore the trainings, guidance documents, and other material available to me.
  - a. Yes.
  - b. No.
  
5. As a result of this presentation, I have a better understanding of the subject matter.
  - a. Strongly Agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly Disagree
  
6. What additional materials could (PTAC/FPCO) have incorporated in the webinar/presentation that would have made it more helpful to you?
  - a. Open response answer.

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### Technical Assistance Help Desks:

1. (PTAC/FPCO) staff answered my inquiry in a professional and courteous manner.
  - a. Strongly Agree
  - b. Agree
  - c. Neither Agree nor Disagree
  - d. Disagree
  - e. Strongly Disagree
2. (PTAC/FPCO) staff provided a clear and specific response that was helpful and appropriate to answer my question.
  - a. Strongly Agree
  - b. Agree
  - c. Neither Agree nor Disagree
  - d. Disagree
  - e. Strongly Disagree
3. What additional resources could (PTAC/FPCO) provide that would be most helpful to you?
  - a. Open response answer.

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### Listserv Recipients

1. The guidance provided on the (PTAC/FPCO) Website is comprehensive and responsive to my information needs.
  - a. Strongly Agree
  - b. Agree
  - c. Neither Agree nor Disagree
  - d. Disagree
  - e. Strongly Disagree
2. The (PTAC/FPCO) FAQs are a good source of information about issues relating to the privacy of student's education records.
  - a. Strongly Agree
  - b. Agree
  - c. Neither Agree nor Disagree
  - d. Disagree
  - e. Strongly Disagree
3. Are the frequency and content of messages from the (PTAC/FPCO) listserv appropriate to your needs?
  - a. Yes, the number of messages is appropriate.
  - b. Maybe, I think more information would be helpful.
  - c. NO! The messages from the listserv are flooding my inbox!

4. What additional information or guidance would you like to see?
  - a. Open Response answer.
  
5. Please provide any additional feedback not addressed in the questions above:
  - a. Open Response answer

**Public Burden Statement:**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 2 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20210-4537 or email [ICDocketMgr@ed.gov](mailto:ICDocketMgr@ed.gov) and reference the OMB Control Number 1880-0542 Note: Please do not return the completed Survey to this address.