

Conference Survey

Update for FY 26

The Training and Information Services Branch is in the process of updating conference surveys that are distributed to the public. This update is being initiated for two primary reasons: 1) The Office of Management and Budget (OMB) control number 1845-0045 is set to expire on December 31, 2025; and 2) To enhance the quality of data collection by incorporating revised language that is more user-friendly and customer-focused. Please note that the length of the surveys and the overall types of questions will remain unchanged.

Table of Changes

Please note that asterisks indicate branching questions that will either open a required text box or navigate the end of the survey.

Conferences	
Current Question 1	Proposed New Question 1
Multiple-Choice - required Did you attend the <i>Name of Conference Session</i> session? • Yes • No* *Moves to end of survey	Multiple-Choice - required Did you attend the <i>Name of Conference Session</i> session? • Yes • No* *Moves to end of survey Note: No change

Current Question 2	Proposed New Question 2
Drop-Down Menu - required In what U.S. state (or what country, if outside the U.S.) is your school located? Currently, there is a drop-down list with all 5 states, US territories, and an other option for other countries	Drop-Down Menu - required In which U.S. state is your school located? If your school is outside the United States, please select 'Other' and specify the country. -Keep the dropdown menu as is
Current Question 3	Proposed Question 3
Multiple-Choice - required How many years of <i>Title IV</i> experience do you have? • Less than 2 years • 2-5 years • 6-10 years • More than 10 years	Multiple-Choice - required How many years of experience do you have working with <i>Title IV</i> federal student aid programs? • Fewer than 2 years • 2-5 years • 6-10 years • More than 10 years • I am not with a school or servicer
Current Question 4	Proposed Question 4
Multiple-Choice - required Did the training materials (presentation slides, etc.) for the webinar enhance your understanding of the topic? • Yes • No*	Multiple-Choice - required To what extent did the training materials (e.g., presentation slides, handouts, or visuals) enhance your understanding of the webinar topic? • Significantly enhanced my understanding

Please let us know what can be improved.	• Somewhat enhanced my understanding • My understanding remained the same • Confused me or decreased my understanding *Please let us know what can be improved.
Current Question 5	Proposed Question 5
Multiple-Choice - required How effective was the organization and delivery of the session in helping you to understand the subject matter? • Extremely effective • Very effective • Somewhat effective • Not so effective* • Not at all effective* *Please let us know what can be improved.	Multiple-Choice - required How effective was the session's organization and delivery in helping you understand the content? • Extremely effective • Very effective • Moderately effective • Slightly effective* • Not at all effective* *Please let us know what can be improved.
Current Question 6	Proposed Question 6
Multiple-Choice - required Were the answers from the Q&A clearly articulated? • Yes • No* • There was no Q&A / I did not attend the Q&A portion *Please let us know what can be improved.	Multiple-Choice - required How clearly were the responses communicated during the Q&A portion of the session? • Very clearly • Somewhat clearly • Not clearly* • I did not attend the Q&A portion / There was no Q&A offered during the session

	*Please let us know what can be improved.
Current Question 7	Proposed Question 7
Multiple-Select - required Which words or phrases best describe your overall impression of the session? Select all that apply: ☐ Helpful ☐ Engaging ☐ Informative ☐ Well Organized ☐ Worthwhile ☐ Applicable to My Work ☐ Repetitive ☐ Not Helpful ☐ Boring ☐ Overwhelming ☐ Not Enough Information ☐ Confusing ☐ Other _____	Multiple-Select - required Which of the following words or phrases best describe your overall impression of the conference session? Select all that apply. ☐ Clear and easy to follow ☐ Helpful and practical ☐ Engaging and interactive ☐ Informative and well-paced ☐ Well-organized ☐ Relevant to my work ☐ Provided valuable resources or examples ☐ Too repetitive ☐ Not enough detail or depth ☐ Difficult to follow ☐ Overwhelming or too fast-paced ☐ Lacked engagement ☐ Not applicable to my role ☐ Too much time spent on basic information ☐ Other comments_____
Current Question 8	Proposed Question 8
Multiple-Select - required Which words or phrases best describe your overall impression of <i>trainer's name</i> and his/her delivery? Select all that apply.	Multiple-Select - required Which words or phrases best describe your overall impression of <i>trainer's name's</i> delivery? Select all that apply.

☐ Effective ☐ Well Prepared ☐ Engaging ☐ Professional ☐ Knowledgeable ☐ Clear ☐ Personable ☐ Ineffective ☐ Unprepared ☐ Dry ☐ Unprofessional ☐ Unknowledgeable ☐ Unapproachable ☐ Other _____	☐ Clear and easy to understand ☐ Well-prepared and organized ☐ Knowledgeable about the content ☐ Engaging and kept my attention ☐ Approachable and responsive to questions ☐ Kept appropriate pace for learning ☐ Used examples or explanations effectively ☐ Difficult to follow / confusing ☐ Seemed unprepared or disorganized ☐ Lacked depth in content knowledge ☐ Delivery felt dry or monotone ☐ Spoke too quickly or slowly ☐ Other comments_____
Current Question 9	Proposed Question 9
Text Box - not required Please share any additional comments, thoughts, or suggestions for future trainings.	Text Box - not required Please share any additional feedback about this training experience, including kudos, suggestions for improvement, topics to be covered in the future, or ways we can enhance delivery.

Fundamentals of Federal Student Aid Administration / Policies & Procedures Survey

Update for FY 26

The Training and Information Services Branch is in the process of updating the Fundamentals of Federal Student Aid Administration and Policies and Procedures surveys that are distributed to the public. This update is being initiated for two primary reasons: 1) The Office of Management and Budget (OMB) control number 1845-0045 is set to expire on December 31, 2025; and 2) To enhance the quality of data collection by incorporating revised language that is more user-friendly and customer-focused. Please note that the length of the surveys and the overall types of questions will remain unchanged.

Table of Changes

Please note that asterisks indicate branching questions that will open a required text box. One question has been removed and consolidated into another question.

Fundamentals / Policies & Procedures	
Current Question 1	Proposed New Question 1
Multiple-Choice - required Did the presentation for the Virtual Fundamentals of Federal Student Aid Administration training enhance your understanding of the topic? • Yes • No*	Multiple-Choice - required To what extent did the presentation in the Virtual Fundamentals of Federal Student Aid Administration training enhance your understanding of the content? • Significantly enhanced my understanding • Somewhat enhanced my understanding

Please let us know what can be improved.	• My understanding remained the same • Confused me or decreased my understanding* *Please let us know what can be improved.
Current Question 2	Proposed New Question 2
Multiple-Choice - required How effective was the organization and delivery of the training in helping you to understand the subject matter? • Extremely Effective • Very Effective • Somewhat Effective • Not so effective* • Not at all effective* *Please let us know what can be improved.	Multiple-Choice - required How effective were the organization and delivery of the training in helping you understand the content? • Extremely effective • Very effective • Moderately effective • Slightly effective* • Not at all effective* *Please let us know what can be improved.
Current Question 3	Proposed Question 3
Multiple-Choice - required The trainers answered your questions throughout the training. Were the answers to these questions clearly articulated? • Yes • No* *Please let us know what can be improved.	Multiple-Choice - required When the trainers answered participants' questions throughout the training, how clearly were the answers articulated? • Very clearly • Somewhat clearly • Not very clearly* • Not at all clearly* *Please let us know what can be improved.

Current Question 4	Proposed Question 4
Multiple-Select - required Which words or phrases best describe your overall impression of the training? Select all that apply: ☐ Helpful ☐ Engaging ☐ Informative ☐ Well Organized ☐ Worthwhile ☐ Applicable to My Work ☐ Repetitive ☐ Not Helpful ☐ Boring ☐ Overwhelming ☐ Not Enough Information ☐ Confusing ☐ Other _____	Multiple-Select - required Which of the following words or phrases best describe your overall impression of the training? Select all that apply. ☐ Clear and easy to follow ☐ Helpful for understanding <i>Title IV</i> concepts ☐ Relevant to my work ☐ Well-organized and structured ☐ Interactive and engaging ☐ Provided useful resources or tools ☐ Encouraged participation and questions ☐ Covered the right amount of material ☐ Too repetitive ☐ Lacked practical application ☐ Confusing or unclear at times ☐ Overwhelming or too fast-paced ☐ Not enough information provided ☐ Difficult to stay engaged ☐ Other Comments _____
Current Question 5	Proposed Question 5
Multiple-Select - required Which words or phrases best describe your overall impression of <i>trainer's name</i> and his/her delivery? Select all that apply. ☐ Effective ☐ Well Prepared ☐ Engaging	Multiple-Select - required Which words or phrases best describe your overall impression of <i>trainer's name's</i> delivery? Select all that apply. ☐ Clear and easy to understand ☐ Well-prepared and organized ☐ Knowledgeable about the content

☐ Professional ☐ Knowledgeable ☐ Clear ☐ Personable ☐ Ineffective ☐ Unprepared ☐ Dry ☐ Unprofessional ☐ Unknowledgeable ☐ Unapproachable ☐ Other _____	☐ Engaging and kept my attention ☐ Approachable and responsive to questions ☐ Kept appropriate pace for learning ☐ Used examples or explanations effectively ☐ Difficult to follow / confusing ☐ Seemed unprepared or disorganized ☐ Lacked depth in content knowledge ☐ Delivery felt dry or monotone ☐ Did not encourage interaction ☐ Spoke too quickly or slowly ☐ Other comments _____ Note: This question may appear multiple times, depending on the number of trainers involved in the training.
Current Question 6	Proposed Question 6
Text Box - Not Required Please share any additional comments, thoughts, or suggestions for future trainings.	Text Box - Not Required Please share any additional feedback about this training experience, including kudos, suggestions for improvement, topics to be covered in the future, or ways we can enhance virtual delivery.

FSA Training Center Surveys Survey

Update for FY 26

The Training and Information Services Branch is in the process of updating the FSA Training Center surveys that are distributed to the public. This update is being initiated for two primary reasons: 1) The Office of Management and Budget (OMB) control number 1845-0045 is set to expire on December 31, 2025; and 2) To enhance the quality of data collection by incorporating revised language that is more user-friendly and customer-focused. Please note that the length of the surveys and the overall types of questions will remain unchanged.

Table of Changes

Please note that asterisks indicate branching questions that will open a required text box.

FSA Training Center Surveys	
Current Question 1	Proposed New Question 1
Multiple-Choice – required How satisfied were you with the content of the training and its ability to help you meet the training course’s objectives? • Very Satisfied • Satisfied • Neutral • Dissatisfied* • Very Dissatisfied*	Multiple-Choice - required Overall, how satisfied are you with the training content and its effectiveness in helping you achieve the course objectives? • Very satisfied • Somewhat satisfied • Neither satisfied nor dissatisfied • Somewhat dissatisfied* • Very dissatisfied*

*Please provide any ideas on how we could improve the content provided in this training. Were there topics, activities, job aids, or examples that you felt should be added or expanded upon?	*Please share any suggestions for improving the training content. Are there specific topics, activities, job aids, or examples you believe should be added, updated, or expanded?
Current Question 2	Proposed New Question 2
Multiple-Choice - required How effective was the organization and delivery of the training in helping you to understand the subject matter? • Very Effective • Effective • Average • Ineffective* • Very Ineffective* *Please provide any ideas on how we could enhance either the organization or delivery of this training to improve understanding of the subject matter.	Multiple-Choice - required How effective were the organization and delivery of the training in helping you understand the content? • Extremely effective • Very effective • Somewhat effective • Not so effective* • Not at all effective* *Do you have any suggestions for improving the organization or delivery of this training to better support your understanding of the content?
Current Question 3	Proposed Question 3
Multiple-Choice - required	Multiple-Choice - required

Compared to before you completed this training, how confident are you about your ability to perform your job duties as it relates to the topics covered? • Much more confident • More confident • About the same • Less confident* • Much less confident* • Course not applicable to my job *Please provide any ideas on how this training could have improved confidence in your job effectiveness. Was it confusing in any particular areas or deficient in a topic you'd hoped to gain more knowledge about?	After completing this training, how confident are you in your ability to perform your job responsibilities related to the topics covered? • Extremely confident • Very confident • Somewhat confident • Slightly confident* • Not at all confident* • Course not applicable to my job *Please share any suggestions for how this training could better improve your confidence in performing your job responsibilities.
Current Question 4	Proposed Question 4
Text Box - required Please use this space to tell us what worked well in this training.	Text Box - required What aspects of this training worked well for you? Please share any content, features, or approaches that you found particularly helpful.
Current Question 5	Proposed Question 5
Text Box - not required Please use this space to give us any further feedback on how we could improve	Text Box - not required Do you have any additional feedback on how this training could be improved to make it more user-friendly, engaging, or effective?

this training to make it more user friendly, engaging, and effective.	Please include any areas where content may have been missing, unclear, or insufficiently covered.
Current Question 6	Proposed Question 6
Text Box - required In what U.S. state (or what country, if outside of the U.S.) is your school located?	Text Box - required In which U.S. state or territory is your school located? If your school is outside the United States, please specify the country. Note: This question will be moved to the top of the survey
Current Question 7	Proposed Question 7
Multiple-Choice - required How many years of <i>Title IV</i> experience do you have? • Less than 2 years • 2 – 5 years • 6 – 10 years • More than 10 years	Multiple-Choice - required How many years of experience do you have working with <i>Title IV</i> federal student aid programs? • Fewer than 2 years • 2-5 years • 6-10 years • More than 10 years • I am not with a school or servicer Note: This question will be moved into the second position on the survey

Webinar Survey

Update for FY 26

The Training and Information Services Branch is in the process of updating webinar surveys that are distributed to the public. This update is being initiated for two primary reasons: 1) The Office of Management and Budget (OMB) control number 1845-0045 is set to expire on December 31, 2025; and 2) To enhance the quality of data collection by incorporating revised language that is more user-friendly and customer-focused. Please note that the length of the surveys and the overall types of questions will remain unchanged.

Table of Changes

Please note that asterisks indicate branching questions that will either open a required text box or navigate to the end of the survey.

Webinars	
Current Question 1	Proposed New Question 1
Multiple-Choice - required Did you watch the <i>Name of Webinar</i> webinar? • Yes • No* *Moves to end of survey	Multiple-Choice - required Did you attend the <i>Name of Webinar</i> webinar? • Yes, I attended the live webinar • Yes, I reviewed the recording • No, I did not attend or review the webinar* *Moves to end of survey

Current Question 2	Proposed New Question 2
Drop-Down Menu - required In what U.S. state (or what country, if outside the U.S.) is your school located? Currently, there is a drop down list with all 50 states, US territories, and an other option for other countries	Drop-Down Menu - required In which U.S. state is your school located? If your school is outside the United States, please select 'Other' and specify the country. Keep the dropdown menu as is
Current Question 3	Proposed Question 3
Multiple-Choice - required How many years of <i>Title IV</i> experience do you have? • Less than 2 years • 2-5 years • 6-10 years • More than 10 years	Multiple-Choice - required How many years of experience do you have working with <i>Title IV</i> federal student aid programs? • Fewer than 2 years • 2-5 years • 6-10 years • More than 10 years • I am not with a school or servicer
Current Question 4	Proposed Question 4
Multiple-Choice - required Did the training materials (presentation slides, etc.) for the webinar enhance your understanding of the topic? • Yes • No*	Multiple-Choice - required To what extent did the training materials (e.g., presentation slides, handouts, or visuals) enhance your understanding of the webinar topic? • Significantly enhanced my understanding

Please let us know what can be improved.	• Somewhat enhanced my understanding • My understanding remained the same • Confused me or decreased my understanding *Please let us know what can be improved.
Current Question 5	Proposed Question 5
Multiple-Choice - required How effective was the organization and delivery of the webinar in helping you to understand the subject matter? • Extremely effective • Very effective • Somewhat effective • Not so effective* • Not at all effective* *Please let us know what can be improved.	Multiple-Choice - required How effective were the webinar's organization and delivery in helping you understand the topic? • Extremely effective • Very effective • Moderately effective • Slightly effective* • Not at all effective* *Please let us know what can be improved.
Current Question 6	Proposed Question 6
Multiple-Select - required Which words or phrases best describe your overall impression of the webinar? Select all that apply: ☐ Helpful ☐ Engaging ☐ Informative ☐ Well Organized ☐ Worthwhile	Multiple-Select - required Which of the following words or phrases best describe your overall impression of the webinar? Select all that apply. ☐ Clear and easy to follow ☐ Helpful and practical ☐ Engaging and interactive ☐ Informative and well-paced ☐ Well-organized

☐ Applicable to My Work ☐ Repetitive ☐ Not Helpful ☐ Boring ☐ Overwhelming ☐ Not Enough Information ☐ Confusing ☐ Other _____	☐ Relevant to my work ☐ Provided valuable resources or examples ☐ Too repetitive ☐ Not enough detail or depth ☐ Difficult to follow ☐ Overwhelming or too fast-paced ☐ Lacked engagement ☐ Not applicable to my role ☐ Too much time spent on basic information ☐ Other comments _____
Current Question 7	Proposed Question 7
Multiple-Select - required Which words or phrases best describe your overall impression of <i>trainer's name</i> and his/her delivery? Select all that apply. ☐ Effective ☐ Well Prepared ☐ Engaging ☐ Professional ☐ Knowledgeable ☐ Clear ☐ Personable ☐ Ineffective ☐ Unprepared ☐ Dry ☐ Unprofessional ☐ Unknowledgeable ☐ Unapproachable ☐ Other _____	Multiple-Select - required Which words or phrases best describe your overall impression of <i>trainer's name's</i> delivery? Select all that apply. ☐ Clear and easy to understand ☐ Well-prepared and organized ☐ Knowledgeable about the content ☐ Engaging and kept my attention ☐ Approachable and responsive to questions ☐ Kept appropriate pace for learning ☐ Used examples or explanations effectively ☐ Difficult to follow / confusing ☐ Seemed unprepared or disorganized ☐ Lacked depth in content knowledge ☐ Delivery felt dry or monotone ☐ Spoke too quickly or slowly ☐ Other comments _____

Current Question 8	Proposed Question 8
Text Box - not required Please share any additional comments, thoughts, or suggestions for future trainings.	Text Box - not required Please share any additional feedback about this training experience, including kudos, suggestions for improvement, topics to be covered in the future, or ways we can enhance virtual delivery.