

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
<p>Multiple-Choice – required</p> <p>How satisfied were you with the content of the training and its ability to help you meet the training course’s objectives?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Neutral • Dissatisfied* • Very Dissatisfied* <p>*Please provide any ideas on how we could improve the content provided in this</p>	<p>Multiple-Choice - required</p> <p>Overall, how satisfied are you with the training content and its effectiveness in helping you achieve the course objectives?</p> <ul style="list-style-type: none"> • Very satisfied • Somewhat satisfied • Neither satisfied nor dissatisfied • Somewhat dissatisfied* • Very dissatisfied*

<p>training. Were there topics, activities, job aids, or examples that you felt should be added or expanded upon?</p>	<p>*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?</p>
<p>Current Question 2</p>	<p>Proposed New Question 2</p>
<p>Multiple-Choice - required</p> <p>How effective was the organization and delivery of the training in helping you to understand the subject matter?</p> <ul style="list-style-type: none"> • Very Effective • Effective • Average • Ineffective* • Very Ineffective* <p>*Please provide any ideas on how we could enhance either the organization or delivery of this training to improve understanding of the subject matter.</p>	<p>Multiple-Choice - required</p> <p>How effective were the organization and delivery of the training in helping you understand the content?</p> <ul style="list-style-type: none"> • Extremely effective • Very effective • Somewhat effective • Not so effective* • Not at all effective* <p>*Do you have any suggestions for improving the organization or delivery of this training to better support your understanding of the content?</p>
<p>Current Question 3</p>	<p>Proposed Question 3</p>
<p>Multiple-Choice - required</p> <p>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?</p>	<p>Multiple-Choice - required</p> <p>After completing this training, how confident are you in your ability to perform your job responsibilities related to the topics covered?</p> <ul style="list-style-type: none"> • Extremely confident

<ul style="list-style-type: none"> • Much more confident • More confident • About the same • Less confident* • Much less confident* • Course not applicable to my job <p>*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?</p>	<ul style="list-style-type: none"> • Very confident • Somewhat confident • Slightly confident* • Not at all confident* • Course not applicable to my job <p>*Please share any suggestions for how this training could better improve your confidence in performing your job responsibilities.</p>
<p>Current Question 4</p>	<p>Proposed Question 4</p>
<p>Text Box - required</p> <p>Please use this space to tell us what worked well in this training.</p>	<p>Text Box - required</p> <p>What aspects of this training worked well for you? Please share any content, features, or approaches that you found particularly helpful.</p>
<p>Current Question 5</p>	<p>Proposed Question 5</p>
<p>Text Box - not required</p> <p>Please use this space to give us any further feedback on how we could improve this training to make it more user friendly, engaging, and effective.</p>	<p>Text Box - not required</p> <p>Do you have any additional feedback on how this training could be improved to make it more user-friendly, engaging, or effective? Please include any areas where content may have been missing, unclear, or insufficiently covered.</p>
<p>Current Question 6</p>	<p>Proposed Question 6</p>

<p>Text Box - required</p> <p>In what U.S. state (or what country, if outside of the U.S.) is your school located?</p>	<p>Text Box - required</p> <p>In which U.S. state or territory is your school located? If your school is outside the United States, please specify the country.</p> <p>Note: This question will be moved to the top of the survey</p>
<p>Current Question 7</p>	<p>Proposed Question 7</p>
<p>Multiple-Choice - required</p> <p>How many years of <i>Title IV</i> experience do you have?</p> <ul style="list-style-type: none"> • Less than 2 years • 2 – 5 years • 6 – 10 years • More than 10 years 	<p>Multiple-Choice - required</p> <p>How many years of experience do you have working with <i>Title IV</i> federal student aid programs?</p> <ul style="list-style-type: none"> • Fewer than 2 years • 2-5 years • 6-10 years • More than 10 years • I am not with a school or servicer <p>Note: This question will be moved into the second position on the survey</p>