

Customer Satisfaction Survey: “Fundamentals of Title IV Administration” Workshop (Chicago, October 23-28, 2006)

You've now had three [six] months to use what you learned in the workshop you attended in Chicago. The Department of Education (ED) (Federal Student Aid) would like you to think back and give us your assessment of the workshop and how well it has helped you administer the Title IV programs that your school offers. [add what this will be used for, why this is important]

Paperwork Burden Statement

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Your Reflections on the Workshop

1. The Fundamentals of Title IV Administration workshop takes the approach that it is not supposed to fill your head with everything you need to know. Instead, it aims to give you a sense of confidence that you know what resources are available to help you find what you need and that you can start to use the computer-based tools and systems. Please indicate your level of agreement or disagreement with this approach:

Strongly disagree Disagree Undecided Agree Strongly agree

If you indicated "Agree" or "Strongly agree," please indicate your satisfaction with how well the philosophy is working:

Very dissatisfied Dissatisfied Undecided Satisfied Very satisfied

2. Please rate the level of detail at which the workshop (on the whole) covered the Title IV material:

Much too basic Somewhat basic Just right Somewhat advanced Much too advanced

4. How useful was the Federal Student Aid Handbook to you as a *learning aid* during the workshop? Please indicate your level of satisfaction or dissatisfaction:

Extremely dissatisfied Dissatisfied Undecided Satisfied Extremely satisfied

4a. If you answered “Extremely dissatisfied” or “Dissatisfied,” please tell us what it would take to improve the Handbook as a *learning aid*: _____

5. Consider the following aspects of the Handbook. What importance do you place on each of them, for the Handbook to be more useful to you as a *learning aid*?

Organization of information	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Format and presentation	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Readability/legibility	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Having a subject index	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low

Comments: _____

6. How useful was the Participant Guide to you as a *learning aid* during the workshop? Please indicate your level of satisfaction or dissatisfaction:

Extremely dissatisfied Dissatisfied Undecided Satisfied Extremely satisfied

6a. If you answered “Extremely dissatisfied” or “Dissatisfied,” please tell us what it would take to improve the Participant Guide as a *learning aid*: _____

7. Consider the following aspects of the Participant Guide. What importance do you place on each of them, for the Guide to be more useful to you as a *learning aid*?

Organization	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Format and presentation	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Readability/legibility	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Answers to exercises in the Guide	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
More details in the slides	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Slides printed larger	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Space for your notes next to slides	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Tables and figures to illustrate content	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
References to <u>Handbook</u> page numbers in slides	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low

Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
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Comments: _____

8. ED is considering restructuring the workshop. Please tell us how useful the following would be to you.

8a. More hands-on practice, between Monday evening and Friday morning, before and/or after the workshop sessions:

Useless Not very useful Undecided Somewhat useful Extremely useful

8b. Additional generic Q&A sessions, where each trainer sits with one-fourth of the class and answers questions in more detail:

Useless Not very useful Undecided Somewhat useful Extremely useful

8c. Program-specific Q&A sessions, where trainers answer attendees' questions on situations that they have encountered at their schools:

Useless Not very useful Undecided Somewhat useful Extremely useful

9. If ED adds topics to the workshop, how would you prefer to accommodate the new material?

Extend the workshop to include Friday afternoon

Drop or reduce other material

Both extend the workshop AND drop/reduce other material

9b. If you chose the second or third option above, please tell us what you would drop or reduce. _____

9c. How useful would you find it to have online supplements to the workshop?

Useless Not very useful Undecided Somewhat useful Extremely useful

10. How was the amount of the break time?

Too much About right Need more

b. If you chose "need more," how would you like the breaks structured?

Longer breaks More frequent breaks Both longer AND more frequent breaks

11. Is there anything we haven't asked that you'd like to tell us about your reflections on the workshop or how it could be improved? _____

How the Workshop Is Helping You Do Your Job

Now that it's been a while since you took the workshop, we'd like to get an idea of how well it is helping you administer your school's Title IV programs.

12. How useful is the Handbook to you as a *reference* in doing your Title IV work? Please indicate your level of satisfaction or dissatisfaction:

Extremely dissatisfied Dissatisfied Undecided Satisfied Extremely satisfied

12a. If you answered "Extremely dissatisfied" or "Dissatisfied," please tell us what it would take to improve the Handbook as a reference: _____

13. Consider the following aspects of the Handbook. What importance do you place on each of them, for the Handbook to be more useful to you as a *reference*?

Organization of information	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Format and presentation	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Readability/legibility	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Having a subject index	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low

Comments: _____

14. How useful is the Participant Guide to you as a *reference* in doing your Title IV work? Please indicate your level of satisfaction or dissatisfaction:

Extremely dissatisfied Dissatisfied Undecided Satisfied Extremely satisfied

14a. If you answered "Extremely dissatisfied" or "Dissatisfied," please tell us what it would take to improve the Participant Guide as a reference: _____

15. Consider the following aspects of the Participant Guide. What importance do you place on each of them, for the Guide to be more useful to you as a *reference*?

Organization	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Format and presentation	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Readability/legibility	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Answers to exercises in the Guide	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
More details in the slides	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Slides printed larger	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Space for your notes next to slides	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low

Tables and figures to illustrate content	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
References to <u>Handbook</u> page numbers in slides	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Other (specify: _____)	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low

Comments: _____

16. It has been suggested that the slides be integrated with the rest of the pages in the Participant Guide, so that the materials related to a specific slide come immediately after that slide. How useful would you find this?

Useless Not very useful Undecided Somewhat useful Extremely useful

17. Please indicate your level of agreement or disagreement with the following statement:

"The workshop's hands-on demonstrations have helped me make effective use of the online resources and computerized systems."

Strongly disagree Disagree Undecided Agree Strongly agree

17a. Comments: _____

18. Please indicate your level of agreement or disagreement with the following statement:

"I have been able to perform my job better because of what I learned in the workshop."

Strongly disagree Disagree Undecided Agree Strongly agree

18a. Comments: _____

19. Please indicate your level of agreement or disagreement with the following statement:

"My coworkers have benefited from what I learned in the workshop."

Strongly disagree Disagree Undecided Agree Strongly agree

19a. Comments: _____

20. Are there any Title IV issues that have arisen for you that the workshop did not address?

Yes No

If Yes, please explain: _____

21. Is there anything we haven't asked that you'd like to tell us about how the workshop is helping you do your job or how it can be improved?

You and Your School

22. What kind of school do you work for?

	Four-year or above	Two-year	Less than two-year
Public			
Private, for-profit			
Private, not-for-profit			

23. What is your role in financial aid?

- CEO/owner
- Financial Aid Administrator
- Other (specify: _____)

24. How long had you been in financial aid when you attended the Chicago workshop?

- Less than 1 month
- 1-6 months
- 6 months to 1 year
- 1-2 years
- 2-5 years
- more than 5 years

25. How does your school measure student progress?

- Credit hours
- Clock hours

26. Which Title IV programs does your school offer? (Check all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> Direct Stafford Subsidized Loans | <input type="checkbox"/> Pell Grants |
| <input type="checkbox"/> Direct Stafford Unsubsidized Loans | <input type="checkbox"/> FSEOG |
| <input type="checkbox"/> Direct PLUS Loans | <input type="checkbox"/> Work-study |
| <input type="checkbox"/> FFEL Stafford Subsidized Loans | <input type="checkbox"/> Perkins Loans |
| <input type="checkbox"/> FFEL Stafford Unsubsidized Loans | <input type="checkbox"/> ACG |
| <input type="checkbox"/> FFEL PLUS Loans | <input type="checkbox"/> SMART Grants |

Would you like us to call you to discuss your comments and ideas?

yes no

If yes, please let us know where and when we may reach you:

Telephone number: _____ - _____ - _____

Best time(s) to call (check all that apply): 8am-noon CST noon-5pm CST
 5-8pm CST after 8pm CST

Thank you for your participation in the Fundamentals of Title IV Administration customer satisfaction survey! If you have any questions, please contact UserWorks:

Elizabeth Buie
ebuie@userworks.com
301.431.0500