

**FMCS STAKEHOLDER SURVEY FOR QUALITATIVE FEEDBACK ON AGENCY SERVICE DELIVERY**  
**OMB NO. 3076-0017**

**FMCS Survey Questions Bank**

1. What is your overall satisfaction with the training? (up to 11 options)
2. How would you rate the virtual event platform? (up to 11 options)
3. How would you rate the session? (up to 11 options)
4. Which session did you attend? (all sessions listed)
5. Are you seeking Continuing Legal Education (CLE) Credits? (up to 11 options)
6. From which state are you seeking CLE Credits? (all states/provinces listed)
7. What would you like to see at future sessions/conferences? (open comment box)
8. The course length was (up to 11 options)
9. The complexity of the course material was (up to 11 options)
10. In regard to the asynchronous (pre-live Webcast) portion of the course, I am: (up to 11 options)
11. How would you rate the instructor? (up to 11 options for each item below)
  - a. Knowledge of the course objectives and material
  - b. Presentation/explanation of the material
  - c. Ability to relate to the participants as individuals
  - d. Overall effectiveness
12. The course objectives (up to 11 options for each item below)
  - a. Addressed important aspects of my needs
  - b. Were appropriately supported by course materials (workbook, handouts, etc)
  - c. Were enhanced by the physical learning environment (classroom facilities, equipment, etc)
  - d. Were fulfilled through relevant situational or workgroup activities
13. Describe your comfort level with the course objectives prior to taking the course. (up to 11 options for each item below)
  - a. Explain the content of [subject matter of the course, i.e. mediation/arbitration/negotiation]
  - b. Describe the [subject matter of course]
  - c. Explain the process of becoming a labor arbitrator
  - d. Write an arbitration opinion award
14. How satisfied are you with the: (up to 11 options for each item below)
  - a. Extent to which the course prepared you to perform the current tasks more effectively
  - b. Extent to which the course prepared you to face new tasks, challenges, opportunities or responsibilities
  - c. Quality of this course overall

15. Additional comments (open comment box)
16. Your knowledge of the topics covered in this course: (up to 11 options)
  - a. Prior to the module
  - b. After this module
17. The information provided in this course is relevant to my duties. (up to 11 options)
18. The instructor(s) fostered interaction and engaged participants. (up to 11 options)
19. The instructors provided enough time for discussion and participant questions. (up to 11 options)
20. What should we retain from this training? (open comment box)
21. What should we remove from this training? (open comment box)
22. I think the webinar format of this training was adequate and effective. (up to 11 options)
23. Please indicate how satisfied were you with the services provided by your FMCS mediator(s) overall. (up to 11 options)
24. How likely are you to recommend working with FMCS to colleagues and associates? (up to 11 options)
25. Did the recent FMCS facilitation help your group's participants achieve their objectives and/or preserve or improve their working relationship? (up to 11 options)
26. Did the recent FMCS assistance or training program help your group's participants achieve their objectives and/or build their knowledge and skills? (up to 11 options)
27. Did the recent FMCS mediation help your group's participants achieve their objectives and/or build their knowledge and skills? (up to 11 options)
28. What is your overall satisfaction with the (*insert year held*) National Labor Management Conference? (up to 11 options)
29. How did you hear of this course? (open comment box)
30. The course objectives addressed important aspects of my needs. (up to 11 options)
31. The course objectives were appropriately supported by course materials (workbook, handouts, etc). (up to 11 options)
32. The course objectives were enhanced by the physical learning environment (classroom facilities, equipment, etc). (up to 11 options)
33. The course objectives were fulfilled through relevant situational or workgroup activities. (up to 11 options)
34. How would you rate the instructor's knowledge of the course objectives and material? (up to 11 options)
35. How would you rate the instructor's presentation/explanation of the material? (up to 11 options)
36. How would you rate the instructor's ability to relate to the participants as individuals? (up to 11 options)
37. How would you rate the instructor's overall effectiveness? (up to 11 options)
38. How satisfied are you with the extent to which the course prepared you to perform the current tasks more effectively? (up to 11 options)

39. How satisfied are you with the extent to which the course prepared you to face new tasks, challenges, opportunities or responsibilities? (up to 11 options)
40. How satisfied are you with the quality of this course overall? (up to 11 options)
41. Your knowledge of the topics covered in this course prior to the module: (up to 11 options)
42. Your knowledge of the topics covered in this course after the module: (up to 11 options)