

# SURVEY



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**Expires December 31, 2025**

# Software Vendor Support Team Survey

December 11, 2024

We are dedicated to providing you with  
the support you need.

You feedback is greatly appreciated!

\* Required

1. How helpful are the ISIR Processing Office Hour meetings to you? \*

	Very helpful	Somewhat helpful	Neither helpful nor unhelpful	Somewhat unhelpful	Very unhelpful
Choose one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How could a Software Vendor Support Team improve ISIR processing support? \*

3. Would you like to have more regularly scheduled meetings? \*

- ☐ Yes
- ☐ No

4. If yes, how often would you like the meetings to be held?

- ☐ Weekly
- ☐ Bi-weekly
- ☐ Monthly
- ☐ Quarterly

5. Would you prefer the meetings to be topic-based (FAFSA, COD, Policy, etc.) or to have an open-topic structure? \*

- ☐ Topic-based
- ☐ Open-topic
- ☐ A combination of both

6. What is the most effective way for a Software Vendor Support Team to provide you with updated information? \*

- ☐ Regular email communications
- ☐ Regular meetings
- ☐ Dedicated vendor information page on Partner Connect
- ☐ Other

7. How could a Software Vendor Support Team make your job easier? We welcome your suggestions. \*

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