## 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	Multiple-Choice - required
Did you attend the <i>Name of Conference</i> Session session?	Did you attend the <i>Name of Conference</i> Session session?
<ul><li>Yes</li><li>No*</li></ul>	<ul><li>Yes</li><li>No*</li></ul>
*Moves to end of survey	*Moves to end of survey
	Note: No change

Current Question 2	Proposed New Question 2
Drop-Down Menu - required	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	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	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	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	Multiple-Choice - required
Did the training materials (presentation slides, etc.) for the webinar enhance your understanding of the topic?  • Yes • No*	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.	<ul> <li>Somewhat enhanced my understanding</li> <li>My understanding remained the same</li> <li>Confused me or decreased my understanding*</li> <li>*Please let us know what can be improved.</li> </ul>
Current Question 5	Proposed Question 5
Multiple-Choice - required	Multiple-Choice - required
How effective was the organization and delivery of the session in helping you to understand the subject matter?	How effective was the session's organization and delivery in helping you understand the content?
<ul> <li>Extremely effective</li> <li>Very effective</li> <li>Somewhat effective</li> <li>Not so effective*</li> <li>Not at all effective*</li> <li>*Please let us know what can be improved.</li> </ul>	<ul> <li>Extremely effective</li> <li>Very effective</li> <li>Moderately effective</li> <li>Slightly effective*</li> <li>Not at all effective*</li> <li>*Please let us know what can be improved.</li> </ul>
Current Question 6	Proposed Question 6
Multiple-Choice - required	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.	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	Multiple-Select - required
Which words or phrases best describe your overall impression of the session? Select all that apply:	Which of the following words or phrases best describe your overall impression of the conference 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	☐ 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>	Multiple-Select - required  Which words or phrases best describe your overall impression of trainer's name's
and his/her delivery? Select all that apply.	delivery? Select all that apply.

☐ Effective         ☐ Well Prepared         ☐ Engaging         ☐ Professional         ☐ Knowledgeable         ☐ Clear         ☐ Personable         ☐ Ineffective         ☐ Unprepared         ☐ Dry         ☐ Unknowledgeable         ☐ Unapproachable         ☐ Other	<ul> <li>☐ Clear and easy to understand</li> <li>☐ Well-prepared and organized</li> <li>☐ Knowledgeable about the content</li> <li>☐ Engaging and kept my attention</li> <li>☐ Approachable and responsive to</li> <li>questions</li> <li>☐ Kept appropriate pace for learning</li> <li>☐ Used examples or explanations</li> <li>effectively</li> <li>☐ Difficult to follow / confusing</li> <li>☐ Seemed unprepared or disorganized</li> <li>☐ Lacked depth in content knowledge</li> <li>☐ Delivery felt dry or monotone</li> <li>☐ Spoke too quickly or slowly</li> <li>☐ Other comments</li> </ul>
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

# Fundamentals of Federal Student Aid Administration / Polices & 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.	<ul> <li>My understanding remained the same*</li> <li>Confused me or decreased my understanding*</li> <li>*Please let us know what can be improved.</li> </ul>
Current Question 2	Proposed New Question 2
Multiple-Choice - required	Multiple-Choice - required
How effective was the organization and delivery of the training in helping you to understand the subject matter?	How effective were the organization and delivery of the training in helping you understand the content?
<ul> <li>Extremely Effective</li> <li>Very Effective</li> <li>Somewhat Effective</li> <li>Not so effective*</li> <li>Not at all effective*</li> <li>*Please let us know what can be improved.</li> </ul>	<ul> <li>Extremely effective</li> <li>Very effective</li> <li>Moderately effective</li> <li>Slightly effective*</li> <li>Not at all effective*</li> <li>*Please let us know what can be improved.</li> </ul>
Current Question 3	Proposed Question 3
Multiple-Choice - required	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.	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	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	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	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	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	<ul> <li>☐ Engaging and kept my attention</li> <li>☐ Approachable and responsive to questions</li> <li>☐ Kept appropriate pace for learning</li> <li>☐ Used examples or explanations effectively</li> <li>☐ Difficult to follow / confusing</li> <li>☐ Seemed unprepared or disorganized</li> <li>☐ Lacked depth in content knowledge</li> <li>☐ Delivery felt dry or monotone</li> <li>☐ Did not encourage interaction</li> <li>☐ Spoke too quickly or slowly</li> <li>☐ Other comments</li> <li>Note: This question may appear multiple times, depending on the number of trainers involved in the training.</li> </ul>
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 \*Please share any suggestions for improving could improve the content provided in this the training content. Are there specific topics, training. Were there topics, activities, job activities, job aids, or examples you believe aids, or examples that you felt should be should be added, updated, or expanded? added or expanded upon? **Current Question 2 Proposed New Question 2** Multiple-Choice - required Multiple-Choice - required How effective was the organization and How effective were the organization and delivery of the training in helping you to delivery of the training in helping you understand the content? understand the subject matter? Very Effective Extremely effective Effective Very effective Somewhat effective Average Ineffective\* Not so effective\* Not at all effective\* Very Ineffective\* \*Please provide any ideas on how we \*Do you have any suggestions for improving could enhance either the organization or the organization or delivery of this training to delivery of this training to improve better support your understanding of the understanding of the subject matter. 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	Text Box - required
Please use this space to tell us what worked well in this training.	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	Text Box - not required
Please use this space to give us any further feedback on how we could improve	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
<ul> <li>Multiple-Choice - required</li> <li>How many years of <i>Title IV</i> experience do you have?</li> <li>Less than 2 years</li> <li>2 – 5 years</li> <li>6 – 10 years</li> <li>More than 10 years</li> </ul>	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	Multiple-Choice - required
Did you watch the <i>Name of Webinar</i> webinar?	Did you attend the <i>Name of Webinar</i> webinar?
<ul><li>Yes</li><li>No*</li><li>*Moves to end of survey</li></ul>	<ul> <li>Yes, I attended the live webinar</li> <li>Yes, I reviewed the recording</li> <li>No, I did not attend or review the webinar*</li> <li>*Moves to end of survey</li> </ul>

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

<ul> <li>□ Applicable to My Work</li> <li>□ Repetitive</li> <li>□ Not Helpful</li> <li>□ Boring</li> <li>□ Overwhelming</li> <li>□ Not Enough Information</li> <li>□ Confusing</li> <li>□ Other</li> </ul>	☐ 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	Multiple-Select - required
Which words or phrases best describe your overall impression of trainer's name and his/her delivery? Select all that apply.    Effective	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	Text Box - not required
Please share any additional comments, thoughts, or suggestions for future trainings.	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.