

EOTA – Business Form

	<p><i>Document Title:</i></p> <p>Follow-up Student Contact Questionnaire Form</p>
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Revision History:

Rev.	Description of Change
11_0405	Initial Release



Student Contact Questionnaire Instructions

The purpose of this questionnaire is to gain additional information on how students perceive EOTA courses and how EOTA can improve course offerings.

If a student has indicated that you may contact them and they provided only an email address, send a request that they furnish a phone number that you can call for additional information regarding the EOTA course they have taken. You might also request that the student furnish information regarding the “best time” to call. Complete entire form electronically and forward a copy to QAM.

Prior to placing a call to a student:

1. Using the data from ISDF-005, WBT Student Feedback Survey or ISDF-008, ILT Student Feedback Survey, complete as much of the information as possible. This will avoid keeping the student on the phone for an extended time.
2. Review the student’s responses to ISDF-005, WBT Student Feedback Survey or ISDF-008, ILT Student Feedback Survey. The responses can be found on the WBT/ILT Survey Results (current month) which is distributed to the PM2 each month. Make note of any items that were rated three or lower and of any comments the student made that you “feel” additional information may assist us in providing better training.

Placing the call:

1. Identify yourself immediately
2. State the purpose of your call
3. Let student know that you would like 5 minutes of their time – keep it to 5 minutes or less
4. Ask the student if this is a convenient time – if not, when would be?

There are specific questions for those that have taken a WBT course and specific questions for those that have taken an ILT course/exercise. The remaining questions should be asked of all students. Remember, we are asking the student for their perception (positive or negative) of the course they have taken. Do not “grill” the student and do not become defensive towards any responses.

Transcribe all of the student’s comments verbatim (word for word). Do not edit or paraphrase what the student said. Do not “lead” the student’s responses. Let the student provide their own responses.

Secure any missing demographic information.

Demographic Information

Name: Phone Number: Email address: Official and/or Working Title: Location:	DOE Federal/DOE Contractor/ Other: Area of Employment: Course Number for this call: Is this course required? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>
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Course Information

1. WBT Only – Did the options provided for navigating the course allow you to move through the material in a timely manner?

Yes No

Comments:

2. WBT Only – If this course could be organized differently to improve navigation, what should be changed?

Comments:

3. WBT Only – Did this course allow you to move through the material easily?

Comments:

4. WBT Only – What did you particularly like or dislike about how the course was structured?

Comments:

5. ILT Only – What did you particularly like/dislike about the instructor/facilitator?

Comments:

6. ILT Only – What did you particularly like/dislike about the course structure?

Comments:

7. ILT Only – Do you feel that the course needs to have additional printable reference material or learning aids? If yes, please explain/list.

8. Was the course material what you expected from the course description? Explain.

Yes No Don't Know

Comments:

9. Does the course contain information that was inaccurate? Explain.

Yes No Don't Know

Comments:

10. Does the course require updates due to Orders and Guides/reference material?

Explain why.

Yes No Don't Know

Comments:

11. Does the course content reflect current practice in the field? Explain why.

Yes No Don't Know

Comments:

12. Do you feel the course needs to have printable reference material or learning aids?

Yes No Don't Know

Comments:

13. Do you feel that you learned valuable information by taking this course?

Yes No Don't Know

Comments:

14. If you could organize this course differently, what would change?

Comments:

15. Do you feel that you learned valuable information by taking this course?

Comments:

16. Do you feel this course was time well spent, or could you have obtained the same information from another source?

Comments: