2011 Lender training evaluation survey

Your comments help us design this training to meet your needs. Please take a moment and complete this survey. You may email it to Marquet Smith at Msmith@ihcda.in.gov or if in person, please give this form to an IHCDA staff member.

The objective of Single Family Training is to direct and guide the user to navigate all Single Family products with ease. To understand every aspect of the underwriting review criteria, to submit a clean application and closing package upon the first submission. At the end of this training session we would like to know that you have a level of comfort upon moving forward, if not we would like to know exactly how we may improve this training for you.

Date of Training _____**Trainer** _____

1. Please indicate your level of satisfaction with the following by checking your choice:

   Overall Training: Excellent ☐ Good ☐ Fair ☐ Poor ☐

2. Do you agree that the objective of this training was met?

   Objective met: Yes ☐ No ☐

   Please indicate the reason for your answer _____

   _____

3. Length of training Excellent Good
4. Please indicate your level of satisfaction with the facilitator by checking your choice:

   Facilitator _____Excellent ☐ Good ☐ Fair ☐ Poor ☐

5. Was the training information presented today what you expected?
   Please check: Yes ☐ NO ☐

   Please indicate the reason for your answer _____

6. Do you find the Single Family staff Customer Service friendly? Yes ☐ NO ☐

   Please indicate the reason for your answer _____

7. Do you find the Single Family System easy to navigate? Yes ☐ NO ☐

   Please indicate the reason for your answer _____