

Office of Small & Disadvantaged Business Utilization

Learning & Development

Training evaluation and feedback form

Training session Date: February 22, 2013
Time: All Day
Name of Course: Verification Process Training
Facilitator(s): Subject Matter Experts
NAME OF ATTENDEE:
BUSINESS YOU REPRESENT:

Thank you for attending and participating in the Verification Process Training course. Please take a few moments to answer the questions below; your comments and suggestions will help improve the course content, delivery, and overall experience.

Please indicate your impressions of the items listed below.

	Strongly Disagree	Agree	Neutral	Agree	Strongly Agree
1. The training met my expectations.	1	2	3	4	5
2. I will be able to apply the knowledge learned.	1	2	3	4	5
3. The training objectives for each topic were identified and followed.	1	2	3	4	5
4. The content was organized and easy to follow.	1	2	3	4	5
5. The module assessments enhanced my knowledge acquisition.	1	2	3	4	5
6. I believe the baseline survey will be a good comparative measurement of knowledge acquisition over time	1	2	3	4	5

	Strongly Disagree	Agree	Neutral	Agree	Strongly Agree
7. The information presented has better prepared me for my job.	1	2	3	4	5
8. The quality of instruction was good.	1	2	3	4	5
9. Class participation and interaction were encouraged. (where applicable)	1	2	3	4	5
10. Online training adequately met my needs for class participation and interaction. (where applicable)	1	2	3	4	5
11. Adequate time was provided for questions and discussion.	1	2	3	4	5

12. How do you rate the training overall?

Very poor	Poor	Good	Average	Excellent
1	2	3	4	5

13. Did participating in the training online impact your overall rating of the course? Please explain your answer.

Please review the following list of knowledge and skills statements. Give some thought to what you knew before this training and what you learned here today. Circle the number that best represents your knowledge and skills before then after this training.

RATING SCALE: 1 = LOW 3 = MEDIUM 5 = HIGH

BEFORE TRAINING					SELF-ASSESSMENT OF KNOWLEDGE AND SKILLS RELATED TO:	AFTER TRAINING				
1	2	3	4	5	The mission and vision of OSDBU	1	2	3	4	5
1	2	3	4	5	The laws that govern the Veterans First Program	1	2	3	4	5
1	2	3	4	5	Veterans First Program Timeline	1	2	3	4	5
1	2	3	4	5	The Veterans First eligibility requirements	1	2	3	4	5
1	2	3	4	5	38 C.F.R. Part 74 Overview	1	2	3	4	5
1	2	3	4	5	Verification Process Overall	1	2	3	4	5
1	2	3	4	5	Verification Sub-process – VERIFICATION COUNSELORS	1	2	3	4	5
1	2	3	4	5	Verification Sub-process - INITIATION	1	2	3	4	5
1	2	3	4	5	Verification Sub-process - EXAMINATION	1	2	3	4	5
1	2	3	4	5	Verification Sub-process - EVALUATION	1	2	3	4	5
1	2	3	4	5	Verification Sub-process - DETERMINATION	1	2	3	4	5
1	2	3	4	5	Verification Sub-process – REQUEST FOR RECONSIDERATION	1	2	3	4	5
1	2	3	4	5	Verification Sub-process – SIMPLIFIED RENEWAL	1	2	3	4	5
1	2	3	4	5	Verification Sub-process – RISK MITIGATION	1	2	3	4	5
1	2	3	4	5	Verification Sub-process – SITE VISITS	1	2	3	4	5
1	2	3	4	5	Verification Sub-process – CONTACT CENTER	1	2	3	4	5
1	2	3	4	5	Verification Sub-process – VAIQ	1	2	3	4	5
1	2	3	4	5	Verification Sub-process – QUALITY ASSURANCE	1	2	3	4	5
1	2	3	4	5	Documents Requested	1	2	3	4	5
1	2	3	4	5	VIP Profile & the VA Form 0877	1	2	3	4	5
1	2	3	4	5	Key communication points for the Verification Process	1	2	3	4	5
1	2	3	4	5	Objectives of each stage in the Verification Process	1	2	3	4	5

1. Other comments?

2. What other training would you like to see in the future in the different stages of the Verification Process?

VAP Counselors / **Pre-Assessment Assistance**

Verification Sub-Process - **Initiation**

Verification Sub-Process - **Examination**

Verification Sub-Process - **Evaluation**

Verification Sub-Process - **Determination**

Verification Sub-Process - **Request for Reconsideration**

Verification Sub-Process - **Simplified Renewal**

Verification Sub-Process - **Risk Mitigation**

Verification Sub-Process - **Site Visits**

Verification Sub-Process - **Contact Center**

Verification Sub-Process - **VAIQ**

Verification Sub-Process - **Quality Assurance**

THANK YOU FOR YOUR PARTICIPATION!