Customer Satisfaction Survey: THDA’s Homebuyer Education Program

For Staff Use Only

Agency Name: __________________________  Date: ____________  ID #: ____________

Staff Interviewer: __________________________  Customer Name: __________________________  Loan #: ____________

Lender: __________________________  Phone: __________________________

1. Were you already approved for a loan and/or have a contract on a home when you
   received homebuyer education at the above-named agency?
   Ô YES
   Ô NO

2. How would you rate this training overall?
   Ô Excellent  Ô Good  Ô Fair  Ô Poor

3. How did it compare to what you were told you would learn? Did you learn . . .
   Ô More than you expected  Ô About what you expected  Ô Less than you expected

5. How effective was/were the instructor(s)? (sometimes there are more than 1 trainer
   per class)
   Ô Excellent  Ô Good  Ô Fair  Ô Poor

Name(s) of
Instructors: __________________________

6. How engaging or exciting was this course?
   Ô Very engaging  Ô Somewhat engaging  Ô Not very engaging  Ô Not at all engaging

7. How would you rate the materials and handouts used?
   Ô Excellent  Ô Good  Ô Fair  Ô Poor

8. Were you allowed to keep the manuals used in the class? __________

9. How well did this course help you understand the following?
   a. Terms related to housing, like escrow accounts, title insurance and loan points
      Ô Excellent  Ô Good  Ô Fair  Ô Poor

   b. What it takes to qualify for a loan
      Ô Excellent  Ô Good  Ô Fair  Ô Poor

   c. The steps involved in purchasing a home
      Ô Excellent  Ô Good  Ô Fair  Ô Poor

   d. The financial requirements of purchasing and paying off a home
      Ô Excellent  Ô Good  Ô Fair  Ô Poor

   e. The responsibilities involved in owning your own home
      Ô Excellent  Ô Good  Ô Fair  Ô Poor
10. How did you find out about the counseling program?

- Radio
- TV
- Print media
- Billboards or signs
- THDA website list
- THDA website calendar
- Referral from lender (bank or mortgage co.) or realtor (which one? Name of lender or realtor)
- Referral from city or county government office
- Referral from friend

11. How many hours of service did you receive from your trainer?

- 1
- 2-4
- 8-10
- over 10

12. How much did you pay in fees to your trainer? (staff: note exact amount below appropriate range)

- 0
- 1-25
- 25 - 50
- over 100

14. Location and Convenience of training facility?

- Excellent
- Good
- Fair
- Poor

ADDITIONAL COMMENTS: Did you feel that the counselor presented the information in a helpful, professional manner?

__________________________________________________________________________
__________________________________________________________________________
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