

Customer Satisfaction Survey: THDA's Homebuyer Education Program

For Staff Use Only	Agency Name:	Date:	ID #:
Staff Interviewer:	Customer Name:	Loan #	Phone:
	Lender:		

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?

- YES
 NO

2. How would you rate this training overall?

- Excellent Good Fair Poor

3. How did it compare to what you were told you would learn? Did you learn . . .

- More than you expected About what you expected Less than you expected

5. How effective was/were the instructor(s)? *(sometimes there are more than 1 trainer per class)*

- Excellent Good Fair Poor

Name(s) of
Instructors:

6. How engaging or exciting was this course?

- Very engaging Somewhat engaging Not very engaging Not at all engaging

7. How would you rate the materials and handouts used?

- Excellent Good Fair 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 Excellent Good Fair Poor
- b.. What it takes to qualify for a loan Excellent Good Fair Poor
- c. The steps involved in purchasing a home Excellent Good Fair Poor
- d.. The financial requirements of purchasing and paying off a home Excellent Good Fair Poor
- e.. The responsibilities involved in owning your own home Excellent Good Fair 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
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- 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?
