



**Department of Education
Office of Student Financial Assistance**

Front 2 Back Pilot Training Session

April 27, 2001



**Student Aid Front 2 Back:
Front 2 Back Pilot Training Session**

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Executive Summary

The Student Aid Front 2 Back course is the third course in a series of courses offered by SFA University. The purpose of the course is to help SFA employees and Operating Partners gain a better understanding of the process a student goes through when applying for financial aid, the other “players” in the financial aid industry (Schools, Lenders, Guarantors) and how they interact with one another in support of the student. Additionally, SFA employees and Operating Partners will learn more about the measurements that are being used by SFA to measure and improve how well SFA supports the student financial aid process.

In the development phase of the course, the content and learning activities that were outlined in the course storyboards and instructional design documents were further developed in draft materials. These draft materials were used in pilot sessions in Washington, DC and Chicago. The course content, presentation and materials were rated on evaluation forms during and after the pilot. The draft materials were included in Deliverable 31.2.4.

This deliverable contains the high-level planning documents for the pilots as well as the evaluations completed by the participants. Feedback collected in the pilots will be reflected in the final materials.

This document includes:

- The Pilot Plan
- The Course Timeline
- The Course Evaluations
- The Action Items from Pilot Feedback

Each document is described in this executive summary, and attached as an appendix.

The Pilot Plan

The pilot plan contains a summary of the logistical details and was used to facilitate the planning and execution of the pilot. Each task associated with the pilot is listed and the details of the task are given. Specific action items for each task are included. THE logistics team used the document to track completion of the action items.

The pilot plan is included as appendix A.



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The Course Timeline

The course timeline includes an outline of how long each activity, exercise, lecture or break was estimated to take during the pilot. The major sections of the course are listed with suggested start and end times. These were intended to be guidelines for the facilitators. During the pilot, each section was tied to determine the actual length. Times on the outline were adjusted base on the times recorded during the pilot.

The course timeline is included as appendix B.

The Course Evaluations

The course evaluations from the pilot sessions are included. The evaluations were filled out by the participants after each major section of the course. After the pilot, the evaluations were read and analyzed by the design and development team, and enhancements were made to the course based on participant feedback.

The course evaluations are included as appendix C.

Action Item List

An action item list was created as a result of the design and development team's analysis of the pilot evaluations. The action item list contains all of the changes that resulted from participant and presenter feedback, as well as design team observations. Once the action item list was completed, the tasks were assigned to a member of the design team for completion.

The action item list is included as appendix D.



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Appendix 1 Pilot Plan



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Appendix 2 Course Timeline



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Appendix 3 Course Evaluations



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Appendix 4 Action Item List
