



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

**Instructional Design**

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## **Student Aid Front 2 Back: Instructional Design**

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### **1. 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.

During the design phase of the course, the content and learning activities were outlined and illustrated using storyboards. A high level outline and the resulting storyboards were included in Deliverable 31.2.1.

This document illustrates the results of the detailed design phase that took place after the initial design of the storyboards was accepted by SFA leadership. The high level outline was developed into a detailed course outline, while prototypes of the classroom media were developed and approved by the Design Team. The learning objectives and course outline were used to develop a course evaluation instrument to be completed by the participants at the end of the course.

This document includes:

- The Detailed Course Outline
- Prototypes of the Presenter Guide, the Participant Guide, and the course presentation slideshow
- The Course Evaluation Instrument

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



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### **The Detailed Course Outline**

The course has five segments: Opening, PBO Measurements, Financial Aid Process, SFA's Service and Support of the Process, and the Conclusion. The course outline details each of the five segments, breaking each segment down into distinct sections. For each section, the title, key points, type of facilitation, description of powerpoint slides to use, classroom materials, and participant guide materials are listed. Each one is described below.

Title - This is the title of the section.

Transition / set up / instructions – This explains how the presenter will verbally transition between sections of the course.

Facilitation – This provides high-level points for the presenter to discuss. This can include content reminders, possible questions to ask, and points that should be drawn out from the participants.

Key Points – This is a list of the key points that are being described by the facilitator. Each key point is accompanied by a description of the slide(s) needed to facilitate the learning.

Classroom Materials – This describes the classroom materials that are necessary for the section.

Participant Guide Materials – This describes the participant guide materials that are being used by the participants.

The detailed course outline is included as Appendix 1.



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### **The Prototype Course Materials**

In order to meet the needs of the course Presenters, prototypes of the media were designed, developed, and shown to the Presenters chosen for the pilot, as well as the course design team. Feedback was incorporated into the design of the prototypes, resulting in the final prototypes submitted with this document. The prototype course materials include prototypes of the Presenter Guide, Participant Guide, and the PowerPoint slideshow. The Opening segment of the course was used as the content for the course materials. The development phase of the course will result in both draft course materials to be used for the course pilot, and final course materials to be used in the course.

The Presenter Guide prototype was designed to be the document that the Presenter uses to learn the course as well as conduct it. The Presenter will be able to see which slide of the slideshow needs to be projected, which page of the Participant Guide the participants need to be on, and all the key speaking points for that section. Additionally, the time allotted for that section is shown, so the Presenter can conduct the course on schedule.

The Participant Guide prototype is designed to include the key information presented in the course as well as any materials the participants will need for various learning activities. Space will be provided for the participants to write in their individual learning points.

The course PowerPoint slideshow prototype is designed to assist the Presenter in guiding the participants through the course and aligns with the instructor and participant guides.

The prototype materials are included as Appendix 2.



## **The Course Evaluation Instrument**

The course evaluation instrument is designed to gather in-depth participant feedback. The course evaluation is based on the learning objectives determined during the design phase. The results of the evaluation will help SFA University determine if the course is effective in meeting the learning objectives. This feedback can be used by SFA University to improve future courses.

Additionally, the evaluation includes a section on the presenters, so that feedback can be gathered for each presenter and used to improve their facilitation skills.

The Course Evaluation Instrument is included as Appendix 3.



**Appendix 1 Detailed Course Outline**



**Appendix 2 Course Material Prototypes**



**Appendix 3 Course Evaluation Instrument**