

Course Program Survey for EOUST

Submit 7/1/06

The below survey was prepared for the Executive Office for U.S. Trustees (EOUST) as part of our courses approval as a personal financial management instructional debtor education course under the new Bankruptcy Code that went into effect October 17, 2005.

The survey covered the period of January 18, 2006 to June 31, 2006. In that time period the approved TakingControl Debtor Education Program course educated 4,041 individual debtors throughout 48 states for their post-discharge bankruptcy requirement. Of the 4,041 debtors, 2,042 were taught through a 2-hour telephone course and 1,999 were taught through the 2-hour Internet course.

Survey Results

- Scale 1 to 5 where 1 is the lowest score
- N/A means that the question was not answered

1. Course goals were explained clearly

	1	2	3	4	5	N/A
Internet	0.99%	2.83%	25.25%	35.59%	34.73%	0.62%
Phone	2.16%	3.71%	14.57%	30.85%	46.67%	2.04%

2. Course topics were relevant to my life

	1	2	3	4	5	N/A
Internet	1.60%	6.77%	21.55%	37.93%	31.53%	0.62%
Phone	1.12%	3.46%	16.36%	32.85%	44.09%	2.12%

3. Course learning materials were helpful

	1	2	3	4	5	N/A
Internet	0.99%	4.68%	21.18%	38.05%	34.48%	0.62%
Phone	1.17%	2.16%	12.61%	31.85%	49.71%	2.50%

4. Course content was easy to understand

	1	2	3	4	5	N/A
Internet	0.49%	2.34%	18.60%	40.89%	36.95%	0.74%
Phone	1.46%	2.08%	13.16%	32.93%	47.67%	2.71%

5. Teacher was well prepared

	1	2	3	4	5	N/A
Internet	1.97%	4.43%	28.57%	33.50%	30.91%	0.62%
Phone	1.17%	2.12%	10.74%	25.19%	57.45%	3.33%

6. Teacher was helpful

	1	2	3	4	5	N/A
Internet	1.97%	4.43%	28.57%	33.50%	30.91%	0.62%
Phone	1.17%	2.12%	10.74%	25.19%	57.45%	3.33%

7. Training facility was comfortable

N/A – No in-person counseling was conducted

8. Facility location was convenient

N/A – No in-person counseling was conducted

9. Course results: I learned something I can use

	1	2	3	4	5	N/A
Internet	0.99%	4.68%	21.18%	38.05%	34.48%	0.62%
Phone	1.17%	2.16%	12.61%	31.85%	49.71%	2.50%

10. Course results: I will use a budget at home

	1	2	3	4	5	N/A
Internet	0.86%	2.96%	22.54%	38.55%	34.48%	0.62%
Phone	1.33%	2.08%	14.98%	36.73%	42.22%	2.66%