Survey 2006
Common Manual Policy Committee

Return by August 15, 2006, to: Onaleah McClellan at - onaleah.mcclellan@fldoe.org
or fax to 1-850-488-3612

Policy Proposal and Format

Q.1   Are your comments regarding proposed policy changes given due consideration?
( )   Yes
( )   No
If no, please provide examples.

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Q.2   Do the comment responses in the final policy proposals presented to the Governing Board provide you with a clear understanding of the Committee's reasons for accepting or rejecting a suggested change?
( )   Yes
( )   No
If no, examples of issues that you believe were inadequately addressed will be helpful in understanding your concern.

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Q.3   Do you believe that the *Common Manual* Policy Committee is accessible to you and that your suggestions and comments regarding administrative aspects of the Committee's work receive the attention that they require?
( )   Yes
( )   No
If no, what suggestions do you have to ensure that the Policy Committee is more accessible to members of the FFELP community?

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Policy Committee Community Communication and Interaction

Q.4   Do you receive sufficient information regarding the activities of the Policy Committee?
( )   Yes
( )   No
If no, what additional information would be helpful to your understanding of the Committee and its work?

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Q.5 The Policy Committee currently distributes regular updates and timelines via the public listserve. Do these communications provide sufficient information regarding the status of the Committee's work and goals?
( ) Yes
( ) No
If no, what additional information would be helpful?

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Q.6 The Policy Committee Timelines and Update documents report all batches and common bulletin language published since the last annual update of the *Common Manual*. Do you find this "historical data" useful?
( ) Yes
( ) No
If no, how much information, if any, is useful in your day-to-day use of the *Common Manual?*

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Q.7 If you have posed questions or comments to the Policy Committee about its processes, timelines, goals, or other administrative or procedural issues, were they addressed in a timely manner and did you receive a response indicating the Committee's discussions and decisions regarding that issue?
( ) Yes
( ) No
If no, please provide information regarding the issue or process about which you inquired.

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Q.8 Rather than issuing a single call for technical edit updates for the Manual, requests may be submitted to the Policy Committee at any time throughout the year. Would you agree that the current procedure of referring periodic, interim technical updates for inclusion in the *Integrated Common Manual* is satisfying the need to identify and correct technical errors in the manual?
( ) Yes
( ) No
If no, please explain.

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Q.9   Do you find the hyperlinks provided within the electronic versions of the *Common Manual* a useful enhancement?

( )   Yes
( )   No

If no, please explain or provide your concerns.

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Policy Committee Training Materials and Presentations

Q.10   The Policy Committee made presentations at the NCHELP Fall Training and at NASFAA Training Conferences. Did you attend any of these sessions?

( )   Yes
( )   No

If yes, what part of the presentation did you find most informative? Please provide any information that might be helpful in the Committee's future presentations to ensure that the FFELP community is apprised of its activities and the features and content of the *Common Manual*.

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Q.11   The *Common Manual* presentation, *The Common Manual as a Resource - Cool Tool*, is posted on the NCHELP web site to assist the FFELP community when training on using the Manual. Have you accessed or used this presentation?

( )   Yes
( )   No

If yes, please indicate how it was used and the audience reception of the material.

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Q.12   The handout *Tips and Tricks* provides information about online PDF searches and features and usage of the *Integrated Common Manual*. This handout has been disseminated at *Common Manual* presentations and is posted on the NCHELP web site. Have you accessed these and found these to be useful?

( )   Yes
( )   No

If yes, please indicate how it was used. Please include other tips that you think will add value to the handout.

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Q.13 What suggestions do you have for improving the Policy Committee's effectiveness in working with members of the FFELP community in the context of FFELP initiatives and in the context of everyday policy review and development?

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Common Manual Website

Q.14 The *Common Manual* guarantors are developing a website. We would appreciate your input to make sure it is designed in a manner our customers will find convenient and useful. The website will house:

- Current batches in process
- Archives of past batches
- Current versions of the ECM and updated ICM
- Policy Committee Updates and Timelines
- Contact Information for key *Common Manual* staff

Which of these categories of documents do you anticipate will be most be useful to you?

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What other *Common Manual* documents or resources may be useful?

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What suggestions do you have for inclusion in the content of the *Common Manual* website?

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Survey submitted by:

_____
(Name)   (Telephone Number and/or email address)

_____
(Organization)   (Date)