

Program Evaluation for *Understanding Your Options: Mortgage Refinance and Home-Equity Loans*

Please help us understand how well we did today. We value your comments.

1. **Are you now more confident that you can obtain a refinance or home-equity loan?**
 Very Confident Modestly Confident Not Very Confident Not at All Confident
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 as much as you expected Less than you expected
4. **How effective was the instructor(s)?**
 Excellent Good Fair Poor
5. **How engaging or exciting was this course?**
 Very engaging Somewhat engaging Not very engaging Not at all engaging
6. **How would you rate the materials and handouts used?**
 Excellent Good Fair Poor

How well did this course help you understand the following?

7. When it makes sense to refinance or borrow against your home equity Excellent Good Fair Poor
8. Financing terms related to refinance and home-equity loans Excellent Good Fair Poor
9. The steps involved in obtaining a refinance or home-equity loan Excellent Good Fair Poor
10. The financial requirements of obtaining a refinance or home-equity loan Excellent Good Fair Poor
11. The responsibilities involved after obtaining a refinance or home-equity loan Excellent Good Fair Poor

12. How did you find out about the counseling program?

- Radio TV Print media Billboards or signs Referral from friends
 Referral from lender (bank or mortgage co.) Referral from city or county government office

Additional Comments: _____

For Staff Use Only	Location:	Date:	ID #:
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