



Nationwide Mortgage Licensing System

Notice Regarding NMLS Student Surveys

As part of its multi-phase auditing process, NMLS has initiated a student survey process. NMLS is randomly selecting students that have completed courses within the past two weeks and is soliciting their feedback regarding course content, delivery, and overall satisfaction. Individual survey results are only shared with the course provider through the NMLS Course Approval Portal. The results of the survey are intended to provide an opportunity for reflection. However, if a number of survey results indicate significant student dissatisfaction NMLS may require changes be made to the course to address student concerns.

Below, is a survey template for each course delivery format: classroom, classroom equivalent, and online- instructor led (PE). A new survey will soon be posted for online CE courses.

If you have any questions regarding the survey process, please do not hesitate to contact Terasita Edwards, Auditing Manager, NMLS Education Programs, at (202) 683-7122 or via email at tedwards@csbs.org.

Survey for Classroom Courses

Please use the rating scale to answer the statements below:

Question 1: I felt the instructor(s) had a solid understanding of the course subject matter.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 2: I felt that the instructor(s) had good communication skills and presented the course material well.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 3: I felt there was significant instructor to student interaction and that the instructor(s) encouraged feedback and questions.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 4: I found the course materials to be up-to-date and useful.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 5: I found the facilities where the course was offered to be satisfactory and did not distract from my learning experience.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 6: I found the registration and payment process to be easy and convenient.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 7: I felt the course possessed sufficient difficulty and that it assisted me in achieving my goals.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Please answer yes or no to the following statements.

Question 8: I was presented with an end-of-course certificate after I completed the course.

Yes No

Question 9: I understood that I needed to provide to the school my NMLS ID number in order to get credit for the course.

Yes No

Question 10: I would recommend this course to a friend.

Yes No

Question 11: Overall, my experience with this course was satisfactory.

Yes No

I was taking this course:

- _____ To satisfy my pre-licensure education requirement
- _____ To prepare to take the National or State Component of the MLO SAFE Act test
- _____ Both

Survey for Classroom Equivalent Courses

Please use the rating scale to answer the statements below:

Question 1: I felt the instructor(s) had a solid understanding of the course subject matter.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 2: I felt that the instructor(s) had good communication skills and presented the course material well.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 3: I felt there was significant instructor to student interaction and that the instructor(s) encouraged feedback and questions.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 4: I found the course materials to be up-to-date and useful.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 5: I found the course material to be useful and easily accessible.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 6: The course format and delivery of the course met my expectations.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Please answer yes or no to the following questions.

Question 7: The instructor required me to verify my identity prior to the start of the course.

Yes No

Question 8: I was required to verify my attendance throughout the entirety of the course.

Yes No

Question 9: I understood what I needed to do if I had a question during the course.

Yes No

Question 10: I will recommend this course to a friend.

Yes No

Question 11: Overall, my experience with this course was satisfactory.

Yes No

I was taking this course:

_____ To satisfy my pre-licensure education requirement

_____ To prepare to take the National or State Component of the MLO SAFE Act test

_____ Both

Survey for Online Instructor-led Courses

Please use the following rating scale to answer the statements below:

Question 1: I understood there was an instructor leading the course.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 2: I felt there was significant instructor to student interaction and that the instructor encouraged feedback and questions.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 3: I found the instructor to be responsive to my questions and he/she provided sufficient feedback on my assignments.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 4: I felt the instructor(s) had a solid understanding of the course subject matter.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 5: I found the course easy to navigate and the technology easy to use.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 6: I found the course material to be useful and easily accessible.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 7: I found the assignments and quizzes assisted me to learn the material.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Question 8: I felt the course possessed sufficient difficulty and that it assisted me to achieve my goals.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Please answer yes or no to the following questions.

Question 9: The course format and delivery of the course met my expectations.

Yes No

Question 10: I was informed that the course had a defined start and end date.

Yes No

Question 11: I would recommend this course to a friend.

Yes No

I was taking this course:

- _____ To satisfy my pre-licensure education requirement
- _____ To prepare to take the National or State Component of the MLO SAFE Act test
- _____ Both