

<p style="text-align: center;">Attachment A List of Focus Group Participants</p>
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1. Michael Abdouch
Universal Technical Institute
Omaha, NE
2. Jeffrey Arthur
Electronic Computer Programming Institute
Virginia Beach, VA
3. AnnMarie Bouse
The Chubb Institute
Parsippany, NJ
4. Lori Hansen
Rasmussen College
Minnetonka, MN
5. John Hoffman
New England Culinary Institute
Montpelier, VT
6. Tami Kaye
Western Career College
Sacramento, CA
7. Gregory Plourde
Computer Learning Center of Washington, Inc.
Alexandria, VA
8. Michael VanderVelde
Missouri College
St. Louis, MO
9. Janet Walker
Medix School
Towson, MD

Attachment B Method of Delivery
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Interactive computer-based training (CD-ROM/Internet/floppy)

Advantages

- not paper
- quick replay
- self-paced
- specific topic
- self-directed
- cost-effective
- well-designed
- transportable
- consistent
- space saver

Disadvantages

- schools with servicers won't have access
- technical support needed
- computer literacy training needed
- update (time sensitive)
- production cost and time
- paper method still needed
- errata sheet
- delivery interrupted



Workshops

Advantages

- interactive
- high touch
- immediate Q & A
- uninterrupted attention
- interactive exercises
- get out of the office
- chance to network
- breakout based on sections
- errata for update

Disadvantages

- inconsistent responses
- irrelevant material
- often read to
- inconsistency in trainers' delivery
- transportation costs
- size of audience
- time-consuming



Videotapes

Advantages

- review
- easy access
- consistent
- documentable
- entertaining
- time (limit 45 minutes)
- visual
- video should be indexed
- can be recycled
- transportable
- staff in-service or group training

Disadvantages

- one-dimensional
- production cost
- not interactive
- difficult to update
- duplication is not easy at school
- Q & A problem



Videoconferences

Advantages

- has human factor
- EITN (Elkins Interactive Training Network)
- method of future in 5 years

Disadvantages

- additional sites needed
- needs to be more interactive
- phone in–lag time
- cost to ED
- travel issue
- needs better advertising
- training material not received before conference
- have to call to find out about sites
- need directions to sites



Paper Method

Advantages

- availability
- can distribute to staff
- selective
- accessible at leisure
- easily referenced
- documentation for files

Disadvantages

- publication not indexed
- required storage space
- organization
- doesn't allow for Q & A
- not good for updating
- replacement pages
- large manuals not transportable
- cost of storage

<p style="text-align: center;">Attachment C Prioritized Training Topics and Suggested Delivery Methods</p>
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Subgroup 1

<i>Training Topics (In Priority Order)</i>	<i>Suggested Delivery Methods</i>
1. Default training	Interactive workshop
2. Cash management	Computer disk
3. Refund	Computer disk
4. Round table	Workshop
5. Recent Title IV changes	Workshop
6. Quality assurance	Manual or computer disk
7. Top 10 program review findings	Computer
8. Internet training	Computer
9. Satisfactory academic progress	Paper
10. Recertification	Computer, on-line help (like FISAP)



Subgroup 2

Training Topics (In Priority Order)

Suggested Delivery Methods

1. Internet training	See as specialized (workshop)
2. Recertification	Specialized (disk of actual application, hotline)
3. Quality assurance	Low priority, EITN or workshop
4. Default	Low priority
5. Satisfactory academic progress	Medium priority, EITN or workshop, disk, Internet
6. Refunds	High priority
7. Top 10 program review findings	Medium priority, SFA/BBS
8. Cash management	High priority, video with hotline, EITN, workshop
9. Recent Title IV changes	High priority, SFA/BBS, chat session
10. Round table	Decided this is really a delivery method
11. Regional workshops	Field trips to campuses and on-campus training at the school's expense



Subgroup 3

Training Topics (In Priority Order)

Suggested Delivery Methods

1. Default	Workshop
2. Satisfactory academic progress	Video format w/paper workbook
3. Refunds	Workshop
4. Internet	CD-ROM, BBS
5. Top 10 program review findings	Video format, BBS
6. Cash management	Workshop
7. Quality assurance	CD-ROM, hotline
8. Recent Title IV changes	Paper
9. Recertification	CD-ROM, video
10. Round table	Workshop