

Participant Guide

FDIC



FDIC Financial Education Curriculum



Money Matters

Banking Loans Credit
Borrowing Payments MONEY
Interest Assets Fees
FINANCES

EXPENSES			
	Month	Due	Paid
Housing			
Utilities			
Food			12.5
Clothing			
Transportation			
Child Care			
Other			

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Checking In

Welcome

Welcome to the *Money Matters* module! One of the first steps to financial security is planning and following through on a personal spending plan or budget. Budgeting is about choices—choosing how to make money and choosing how to spend money.

Objectives

After completing this module, you will be able to:

- List the steps for setting financial goals
- Track daily spending habits
- Prepare a spending plan to estimate monthly income and expenses
- Identify ways to decrease spending
- Identify ways to increase income
- Identify spending plan tools that will help you manage your bills

Participant Materials

This *Money Matters* Participant Guide contains:

- Information and activities to help you learn the material
- Tools and instructions to complete the activities
- Checklists and tip sheets
- A glossary of the terms used in this module

Pre-Test

Test your knowledge about managing money before you go through the course.

- 1. Following a spending plan helps you:**
 - a. Meet expenses in a given period of time
 - b. Control your financial situation
 - c. Build assets
 - d. All of the above

- 2. In order to track your daily spending habits, you should:**
 - a. Find ways to increase income
 - b. Write down what you buy or pay for each day
 - c. Find ways to decrease spending
 - d. Determine your monthly income and expenses

- 3. Which of the following are examples of a *flexible* expense? Select all that apply.**
 - a. Car payment
 - b. Health insurance premium
 - c. Electric/water
 - d. Personal expenses

- 4. Which of the following would either increase your income or help you decrease spending? Select all that apply.**
 - a. Get a part-time job
 - b. Carpool or take public transportation
 - c. Conserve energy
 - d. Eat out regularly

- 5. Which of the following would help you manage your bills? Select all that apply.**
 - a. Monthly payment calendar
 - b. Computer software or spreadsheets
 - c. Not paying them one month per year
 - d. An expense envelope

- 6. Which of the following are ways you can save more? Select all that apply.**
 - a. Pay yourself first
 - b. Use coupons
 - c. Develop a spending plan
 - d. Use your credit card rather than paying with cash/debit card

-
- 7. After you identify and write down your financial goals, the second step to setting financial goals would be to:**
- a. Evaluate and change them as necessary
 - b. Select two to three main goals
 - c. Organize them
 - d. Learn more about implementing these goals
- 8. It is best to evaluate progress toward meeting your financial goals at least:**
- a. Daily, since you must meet them soon
 - b. Weekly, when you get paid
 - c. Monthly, since you do not want to do it too often
 - d. According to a schedule that works for you

How to Create a Spending Plan

Setting Financial Goals

Financial goals are specific to what you want to do with your money within a certain time period. Before you create a spending plan, you should complete the following steps to setting financial goals:

1. Identify and write down your financial goals.
2. Organize your financial goals.
3. Educate yourself.
4. Evaluate your progress.

Why Create a Spending Plan?

A good way to start taking control of your financial situation is to develop a personal spending plan. A *spending plan* is a step-by-step plan for meeting expenses in a given period of time.

Following a spending plan:

- Helps you reduce the anxiety of not knowing whether you have enough money to pay your bills when they are due
- Gives you a sense of control over your money, rather than letting money have control over you
- Helps you build assets that will improve the quality of life for you and your family



A spending plan is all about choices—choosing how to use your money. Knowing what your income and expenses are every month will help you take control of your financial situation.

Spending Plan Steps

There are four steps to preparing a spending plan:

1. Keep track of your daily spending
2. Determine your monthly income and expenses
3. Find ways to decrease spending
4. Find ways to increase income

Activity 1: Daily Spending Diary

If you want to be in control of your money, you must understand where your money goes. Use this diary to track your spending over a period of time so that you can see how you are spending your money.

Day	What did I spend my money on today?
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

Determine Income and Expense

Income is money that comes to you from:

- Wages
- Self-employment income
- Public assistance, which might include Temporary Assistance for Needy Families (TANF) or Food Stamps
- Child support or alimony
- Interest and dividends
- Social Security
- Other sources (e.g., tips)



There are two categories of income: *gross* income and *net* income. *Gross income* is your total income without deductions. *Net income* is gross income minus deductions, such as Social Security and other taxes.

Social Security is a potentially valuable insurance plan. On some pay stubs, it is called FICA, which stands for Federal Insurance Contribution Act. Social Security income includes:

- **Retirement benefits** paid every month to eligible retired workers, as early as age 62
- **Disability benefits** paid every month to eligible workers of all ages who have a severe disability
- **Family benefits** paid every month to spouses and children of eligible retired and disabled workers
- **Survivor benefits** paid every month to the eligible widow or widower and children of a deceased worker
- **Medicare benefits** paid as needed to help with hospital bills and offer limited coverage of stays in skilled nursing facilities, hospice care, and other medical services to people 65 or older and to younger people who are disabled

There are two kinds of expenses: *fixed* and *flexible*.

Fixed expenses do not change from month to month. Typically, you do not have any control over how much you pay. Your rent or mortgage payment is an example of a fixed expense.

Flexible expenses often change from month to month. You may have some degree of control over how much you pay. For example, if you decide to lower your thermostat during the winter to save on heating costs, you will pay less than you did the month before.

Activity 2: Monthly Income and Expense Worksheet

The Monthly Income and Expense Worksheet should be prepared on a monthly basis to help you determine how much money you have coming in, how much is going out, and whether or not you have enough income to pay your bills and expenses each month. Read the scenario below and list the monthly income amounts in the left column and monthly expenses in the right column.

My Income

- Wages \$ _____
- Self-Employment Income \$ _____
- Public Assistance \$ _____
- Child Support/Alimony \$ _____
- Interest/Dividends \$ _____
- Social Security \$ _____
- Advance Earned Income Credit \$ _____
- Other \$ _____

My Expenses

Fixed Expenses

- Rent/Mortgage \$ _____
- Property Taxes/Insurance \$ _____
- Trash Collection \$ _____
- Cable/Satellite \$ _____
- Telephone/Internet \$ _____
- Car Payment \$ _____
- Car Insurance \$ _____
- Health Insurance \$ _____
- Other Loan Payments \$ _____
- Day Care/Elder Care \$ _____

Flexible Expenses

- Savings \$ _____
- Water \$ _____
- Electric \$ _____
- Gas/Oil \$ _____
- Cell Phone \$ _____
- Food \$ _____
- Transportation/Gas \$ _____
- Car Maintenance \$ _____
- Education \$ _____
- Personal Expenses \$ _____
- Donations \$ _____

Scenario:

Income

A couple receives monthly *net wages*, or take-home pay, in the amount of \$3,500.

Expenses

- Rent \$1,000
- Credit card and loan payments total \$140
- Child care expenses total \$400
- Savings total \$75
- Telephone bill totals \$40
- Food expenses total \$400
- Transportation and gasoline costs total \$200
- Personal expenses total \$150

Total Income \$ _____

Total Expenses \$ _____

Tips to Help You Decrease Spending or Save More Money

- Develop and follow a spending plan.
- Carry small amounts of cash to limit your spending.
- Eliminate or control your use of credit cards.
- Avoid shopping “for fun” unless you have strong self-control to only window shop!
- Take your written savings goals as a reminder when shopping.
- Buy only what you need versus what you want.
- Use coupons to save money on items you need.
- Use a grocery shopping list to prevent impulse buying.
- Take your lunch to work instead of eating out.
- Shop around for the best deal on big-ticket items, like cars and appliances.
- Pay your bills on time to avoid late fees, extra finance charges, utilities being turned off, eviction, repossessions, and the costs of a bad credit rating.
- Use direct deposit for your paycheck or federal benefits (e.g., Social Security). You will not have to pay to have your check cashed, or if you have a checking account, the bank may reduce or eliminate the monthly fee if you have direct deposit.

Direct Deposit Myths and Facts

Using direct deposit for your paycheck and state or federal benefits not only saves money; it is also safer and easier than using paper checks. Following are common misconceptions about direct deposit and the corrected facts.

MYTH: Receiving paychecks or benefit payments in the form of a paper check gives you more control over your money because you can deposit it at your bank or credit union when it is convenient for you.

FACT: With direct deposit, your money is immediately accessible, it eliminates the risk of stolen checks and forgeries, and helps protect you from identity theft.

MYTH: Switching to direct deposit is time-consuming and a hassle.

FACT: Enrolling in direct deposit is usually fast and easy. If you receive Social Security or Supplemental Security Income (SSI), call *Go Direct's* toll-free helpline at **1-800-333-1795**, visit www.GoDirect.org, or contact your local bank or credit union to sign up for direct deposit.

MYTH: People who do not have a bank account should not consider direct deposit.

FACT: If you have not yet signed up for an account, call the United States (U.S.) Treasury's *Go Direct* toll-free helpline at **1-800-333-1795** for help finding a financial institution that offers low- or no-cost accounts.

MYTH: If you use direct deposit, you will not know when your money is in your account.

FACT: You can be sure your money is in your account by the time your bank opens on payment day. Paper checks can be lost or stolen.

MYTH: Direct deposit does not really save time because the check still must be mailed to the bank.

FACT: With direct deposit, your payment is electronically transferred to your bank account. The payment process is completely paperless.

MYTH: Direct deposit is not a trustworthy way to receive federal benefit payments.

FACT: Direct deposit is completely reliable. You are 30 times more likely to have a problem with your federal benefit check than with your direct deposit payment.

MYTH: Direct deposit is not as safe as receiving a check because it is sent over the Internet.

FACT: Direct deposit works by transferring funds directly into your account through a highly secure electronic banking system—not the Internet. It is the same system used by the world’s leading financial institutions.

MYTH: Direct deposit is expensive.

FACT: Most banks and credit unions do not charge you to sign up for direct deposit. In fact, they may waive your monthly checking account fee if you have direct deposit.

Tax Credits That May Increase Your Income

Besides decreasing your spending and obvious ways to increase your income, like getting a second job, there are other options for increasing your income that you might not have considered, these tax credits include:

- Earned Income Tax Credit (EITC)
- Child tax credit
- Credit for child and dependent care expenses
- Education credits
- Tax credits for retirement savings contributions

The EITC is a refundable federal income tax credit for people who work, but do not earn high incomes. If you qualify, the EITC reduces the amount of tax you owe, and you may receive a refund. You may even be eligible for an advance EITC, which allows you to receive part of the credit in each paycheck during the year.

The following eligibility requirements apply:

- You must have a valid Social Security number.
- You must be between 25 and 65 years of age, unless you have a qualifying child.
- A qualifying child must live with you in the U.S. more than half of the year.
- You must have earned income from wages or self-employment. This does not include alimony, child support, welfare benefits, unemployment benefits, interest, dividends, pensions, and certain workforce payments.
- You cannot file your taxes as “Married Filing Separately.”

If you qualify, you must file the Form W-5 with your employer to get the advance EITC. All of the rules and examples can be found in Internal Revenue Service (IRS) Publication 596. Benefits can range from \$2 to over \$4,500, depending on earned income, number of qualifying children, and other factors. Any refund that you receive as a result of taking the EITC will not be used to determine your eligibility or how much you can receive from the following programs:

- TANF
- Medicaid, Food Stamps, and housing assistance

Child Tax Credit

The Child Tax Credit can lower the amount of income tax you owe and increase any refund you might receive. The benefit can be as high as \$1,000 per child. Information is available in IRS Publication 972. The tax credit application form and the IRS Publication are available at: www.irs.gov or by calling the IRS at **1-800-829-3676** or **1-800-829-1040**.

Eligibility requirements are fully explained in IRS Publication 972, or in the Form 1040 or 1040A Instructions, and include the following:

- The child must be 17 years of age or younger by the end of the tax year.
- The child must be a U.S. citizen, resident, or national.

Credit for Child and Dependent Care Expenses

If you pay someone to care for your child who is under the age of 13, for your spouse, or for another dependent who is not able to care for him or herself, you may be eligible for a tax credit. The tax credit can lower the amount of income tax you owe and increase any refund you might receive. To qualify, you must pay the child or dependent care expenses so you can work or look for work. There are other requirements. Information is available in IRS Publication 503 or in the Form 1040 or 1040A Instructions. The tax credit application form and the IRS Publication are available at www.irs.gov or by calling the IRS at **1-800-829-3676** or **1-800-829-1040**.

Education Credits

If you are saving for or paying education costs for yourself or another student to attend a college, university, vocational school, or other postsecondary education institution, then you may be eligible for a tax credit. The amount of credit you can take depends on your filing status, your adjusted gross income, and your eligible expenses. Information is available in IRS Publication 970. The tax credit application form and the IRS Publication are available at www.irs.gov or by calling the IRS at **1-800-829-3676** or **1-800-829-1040**.

Credit for Retirement Savings Contributions

If you make eligible contributions to an employer-sponsored retirement plan or to an individual retirement arrangement or individual retirement account (IRA), you may be eligible for a tax credit. The amount of credit you can take depends on your filing status, your adjusted gross income, and your eligible contributions. To claim the credit, complete IRS Form 8880 and submit it with your federal income tax form. A copy of the tax credit application form is available at www.irs.gov or by calling the IRS at **1-800-829-3676** or **1-800-829-1040**.

Free Income Tax Preparation Assistance

The IRS-sponsored Volunteer Income Tax Assistance (VITA) program and Tax Counseling for the Elderly (TCE) program provide free basic income tax return preparation to individuals with low to moderate incomes, individuals with disabilities, non-English-speaking taxpayers, and the elderly. In addition to free assistance, many sites offer free electronic filing (e-filing). During the tax season, VITA and TCE sites are located at libraries, churches, community centers, shopping malls, and retirement homes.

To take advantage of these volunteer assistance programs, bring the following information when you visit a VITA or TCE site:

- Photo identification
- Social Security cards or Individual Taxpayer Identification cards for you, your spouse, and your dependents (if applicable)
- Birth dates for you, your spouse, and your dependents (if applicable)
- Wage and earning statement(s) Form W-2, W-2G, 1099-R from each employer
- Interest and dividend statements from banks (Forms 1099)
- Other relevant information about income and expenses
- If claiming day care expenses, total amount paid and day care provider's tax identification number
- A copy of last year's tax return (if available)
- Bank account number and routing number for direct deposit
- All other information relating to this year's return

To obtain the location, dates, and hours of the volunteer site closest to you, call the IRS toll-free Tax Help Line for Individuals at **1-800-829-1040**. The Association for the Advancement of Retired Persons (AARP) provides free tax assistance to elderly taxpayers. For AARP sites, call **1-888-AARP NOW (227-7669)**.

Remember, you must provide accurate information when applying for these benefits. Tax fraud is a serious offense.

Activity 4: Monthly Payment Calendar

This spending plan tool will help you carry out your personal spending plan. Transfer your expenses to the dates they are due on the calendar below. Use one color ink for income and a different color for expenses. Check off each bill as it is paid.

April						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 \$25 savings	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Other Spending Plan Tools

There are other spending plan tools that you can use to help you carry out your budget. Select one that you are most comfortable with using.

Expense Envelope System

- This tool is useful if you pay your bills in cash each month.
- Make an envelope for each expense category, such as rent, gas, electricity, and food.
- Label the envelope with the name of the category, the amount, and the due date.
- When you receive income, divide it into the amounts to cover the expenses listed on the envelope.
- Pay bills right away so you will not be tempted to spend the money on something else.

Budget Box System

- The *budget box* is a small box with dividers for each month, with one divider for each day of the month.
- When you receive a bill, check the due date and place it behind the divider that represents the bill's due date.
- As you receive income, pay your bills right away so you will not be tempted to spend your money on something else instead.



Computer System

- If you have access to a personal computer, you can create your own spreadsheet. Put your income in the first column, the income date in the second, expenses in a third column, and a space under the expense column for your total expenses. Include a space to show income—expenses. Use the help function of your spreadsheet software for instructions if you do not know how to use a spreadsheet.
- You may also want to purchase a personal finance program. They are available for less than \$75.
- Using a computer to manage your finances is relatively simple. Once you set up the system, updating information is quick and easy. It is important to enter transactions frequently to truly understand your financial position.

Spending Considerations

Paying Your Loans

If you can pay your monthly household expenses but are having trouble paying all of your loans, consider:

- **Paying off the loan with the highest interest rate first to save on interest payments.**
- **Talking to your creditors.** Your creditor may be willing to reduce your payments or change the terms to accommodate your situation. Some creditors might offer extensions, accept smaller payments over a longer period of time, or accept partial payments.
- **Getting credit counseling.** If you are not disciplined enough to create a workable spending plan and stick to it, cannot work out a repayment plan with your creditors, or cannot keep track of mounting bills, you might contact a reputable credit counseling organization. Many credit counseling organizations are nonprofit and work with you to solve your financial problems.
 - Reputable credit counseling organizations can advise you on managing your money and debts, help you develop a spending plan, and offer free educational materials and workshops. Their counselors are certified and trained in the areas of consumer credit, money and debt management, and budgeting.
 - Counselors discuss your entire financial situation with you and help you develop a personalized plan to solve your money problems. An initial counseling session typically lasts an hour, with an offer of follow-up sessions.
- **Declaring bankruptcy.** This is a last resort. Bankruptcy is a legal proceeding that adjusts the debts of individuals who cannot meet their credit obligations. Bankruptcy:
 - Eliminates most debts; however, certain back taxes, child support, alimony, and student loans must still be paid
 - May force you to pay higher credit rates and receive less favorable terms on loans in the future
 - May make it difficult to get a mortgage, open a bank account, buy life insurance, and get a job because creditors and employers can run a credit check to determine your history of past financial commitments
 - Is very serious and stays on your credit report for 10 years; use it as a last resort

A new law requires you to get credit counseling before you can file for bankruptcy. Credit reports, bankruptcies, and credit counseling are covered in the *To Your Credit* module.

Activity 5: Spending Plan Considerations

The purpose of this exercise is to give you an opportunity to practice making budgeting decisions when you have more expenses than income. Read the scenario carefully. Answer the questions. Be prepared to explain your answers.

Scenario

The Clarks hold off on paying their credit card bills until the end of the month because they know they do not have enough money to cover what they owe. They have five credit cards. Three of them have an interest rate of 24 percent. The other two cards have an interest rate of 13 percent. Two of the high interest rate cards and one of the lower interest rate cards are 15 days past the due date.

Looking over the credit card bills, Mr. Clark is amazed to see that his wife spent \$200 last month on shoes. She is amazed to see that he bought yet another power tool and spent \$385 for it. “No wonder we have no money!” each says to the other.

When reviewing the bills, Mr. Clark confesses that he stops for coffee on his way to work every morning and eats out for lunch. Mrs. Clark admits that she gets a pedicure and manicure twice a month.

By the time the Clarks pay their rent, utilities, car payment, and grocery bill, they do not have enough money to make the minimum payment on three of their five credit cards.

What has caused these financial problems for the Clarks?

What can they do to resolve their problems?

Post-Test

Now that you have gone through the course, see what you have learned.

1. **A spending plan helps you control spending because you are able to:**
 - a. Keep track of your daily spending and bills due
 - b. Determine your monthly income and expenses
 - c. Find ways to decrease spending
 - d. Find ways to increase income
 - e. All of the above

2. **What is the definition of a *fixed expense*?**
 - a. An expense that may change annually
 - b. An expense that changes from month to month
 - c. An expense that stays the same from month to month
 - d. An expense that stays the same for a period of time, and then changes

3. **Which of the following are generally considered examples of fixed expenses? Select all that apply.**
 - a. Car payment
 - b. Personal expenses
 - c. Electric or gas bill
 - d. Rent or mortgage

4. **Which of the following are generally considered examples of flexible expenses? Select all that apply.**
 - a. Food
 - b. Child care
 - c. Entertainment
 - d. Rent or mortgage

5. **Which of the following are examples of how you might control or reduce your expenses? Select all that apply.**
 - a. Eat out at restaurants
 - b. Carry a small amount of cash for purchases
 - c. Conserve or use less electricity, gas, or oil
 - d. Use your credit card to make most purchases

6. **Which of the following are examples of how you might save money and increase your income?**
 - a. Follow a spending plan
 - b. Determine if you qualify for a tax credit
 - c. Direct deposit a portion of your paycheck or federal benefits into a savings account
 - d. All of the above

- 7. Which spending plan tool(s) are you most comfortable with and likely to use following this training?**
- Daily Spending Plan
 - Monthly Income and Expense Worksheet
 - Monthly Payment Schedule or Calendar
 - Expense Envelopes or Budget Box
 - Computer systems or electronic spreadsheets
- 8. In which of the following goal setting steps would you identify timeframes (e.g., short-, medium-, or long-term) for your financial goals?**
- Write down your goals
 - Organize your goals
 - Educate yourself
 - Evaluate your goals

Glossary

Fixed Expenses: Expenses with amounts that do not change from month to month.

Flexible Expenses: Expenses with amounts that often change from month to month.

Gross Income: Total income without deductions.

Net Income: Gross income minus deductions such as Social Security and other taxes.

Spending Plan: A step-by-step plan for meeting expenses in a given period of time.

1. Keep track of your daily spending
2. Determine what your monthly income and expenses are the month before they are due
3. Find ways to decrease spending
4. Find ways to increase income

For Further Information

Federal Deposit Insurance Corporation (FDIC)

www.fdic.gov/consumer

Division of Supervision & Consumer Protection

2345 Grand Boulevard, Suite 1200

Kansas City, Missouri 64108

1-877-ASK-FDIC (275-3342)

Email: consumeralerts@fdic.gov

Visit the FDIC's website for additional information and resources on consumer issues. For example, every issue of the quarterly *FDIC Consumer News* provides practical hints and guidance on how to become a smarter, safer user of financial services. Also, the FDIC's Consumer Response Center is responsible for:

- Investigating all types of consumer complaints about FDIC-supervised institutions
- Responding to consumer inquiries about consumer laws and regulations and banking practices

U.S. Financial Literacy and Education Commission

www.mymoney.gov

1-888-My-Money (696-6639)

MyMoney.gov is the U.S. Government's website dedicated to teaching all Americans about financial education.

Whether you are planning to buy a home, balance your checkbook, or invest in your 401k, the resources on MyMoney.gov can help you. Throughout the site, you will find important information from federal agencies.

Federal Trade Commission

www.ftc.gov/credit

1-877-FTC-HELP (382-4357)

The Federal Trade Commission (FTC) website offers practical information on a variety of consumer topics, including privacy, credit, and identity theft. The FTC also provides guidance and information on how to select a credit counselor.

What Do You Know? – Money Matters

Instructor: _____ Date: _____

This form will allow you and the instructors to see what you know about managing money both before and after the training. Read each statement below. Please circle the number that shows how much you agree with each statement.

	Before the Training				After the Training			
	Strongly Disagree	Disagree	Agree	Strongly Agree	Strongly Disagree	Disagree	Agree	Strongly Agree
I could/can:								
1. List the steps for setting financial goals	1	2	3	4	1	2	3	4
2. Track daily spending habits	1	2	3	4	1	2	3	4
3. Prepare a personal spending plan or budget to estimate monthly income and expenses	1	2	3	4	1	2	3	4
4. Identify ways to decrease spending and increase income	1	2	3	4	1	2	3	4
5. Identify ways to increase income	1	2	3	4	1	2	3	4
6. Identify budgeting tools that will help me manage my money	1	2	3	4	1	2	3	4

Evaluation Form

This evaluation will enable you to assess your observations of the *Money Matters* module. Please indicate the degree to which you agree with each statement by circling the appropriate number.

<p>1. Overall, I felt the module was:</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Very Good</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Fair</p> <p><input type="checkbox"/> Poor</p>	<p>Strongly Disagree</p> <p>Disagree</p> <p>Neutral</p> <p>Agree</p> <p>Strongly Agree</p>				
<p>2. I achieved the training objectives.</p>	1	2	3	4	5
<p>3. The instructions were clear and easy to follow.</p>	1	2	3	4	5
<p>4. The overheads were clear.</p>	1	2	3	4	5
<p>5. The overheads enhanced my learning.</p>	1	2	3	4	5
<p>6. The time allocation was correct for this module.</p>	1	2	3	4	5
<p>7. The module included sufficient examples and exercises so that I will be able to apply these new skills.</p>	1	2	3	4	5
<p>8. The instructor was knowledgeable and well-prepared.</p>	1	2	3	4	5
<p>9. The worksheets are valuable.</p>	1	2	3	4	5
<p>10. I will use the worksheets again.</p>	1	2	3	4	5
<p>11. The participants had ample opportunity to exchange experiences and ideas.</p>	1	2	3	4	5
<p>12. My knowledge/skill level of the subject matter before taking the module.</p>	None		Advanced		
	1	2	3	4	5
<p>13. My knowledge/skill level of the subject matter upon completion of the module.</p>	1	2	3	4	5
<p>14. Name of Instructor:</p>	Response Scale:				
<p>Instructor Rating:</p>	5 Excellent				
<p>Please use the response scale and circle the appropriate number.</p>	4 Very Good				
	3 Good				
	2 Fair				
	1 Poor				
<p>Objectives were clear & attainable</p>	1	2	3	4	5
<p>Made the subject understandable</p>	1	2	3	4	5
<p>Encouraged questions</p>	1	2	3	4	5
<p>Had technical knowledge</p>	1	2	3	4	5

What was the most useful part of the training?

What was the least useful part of the training and how could it be improved?
