



## **Adobe Training Partner Program: Student Feedback Collection Frequently Asked Questions (FAQ)**

**Q: What is the new survey methodology Adobe Authorized Training Partners will use for student feedback?**

A: Adobe will change from a system of surveying all students attending training with an authorized partner to a system of randomly collecting student feedback.

**Q: When will partners start to use the new student survey methodology?**

A: Beginning in December 2016, training partners will be invited for a random survey of their students. When you are selected to participate, the Adobe Training Partner Program team will work with you to survey of your students.

**Q: Will I need to use the new survey system for all of my Adobe classes?**

A: Adobe will randomly select partners to participate in a survey of students. You will not need to set up all your training classes in the new survey system. Adobe training partners will be able to use whatever survey system you wish for your ongoing classes.

**Q: Why is Adobe making this change for Authorized Training partners?**

A: Historically, Adobe Authorized Training partners have performed very well in comparison to like training providers we've been benchmarked against in MTM. At this time, we will no longer collect student feedback from each class taught by our training partners.

**Q. How will I know when my students will be surveyed?**

A: The Adobe Training Partner team will contact you at least one week before the start of your class to set up your random survey in the Adobe course evaluation system. You will be asked to provide specific information to the partner team in order to create the survey in the Adobe course evaluation system.



**Q: When selected for a random survey, how will I be able to see the results of the feedback collected for my class?**

A: The Adobe Training Partner program team will share the feedback collected following your participation in a random survey.

**Q: What is the new system we will be using?**

A: The Adobe Training Partner team will be managing the surveys through Saba software. Saba is being used to survey students who take training directly from Adobe. Adobe will be using one system to collect all student feedback. Training partners will not need to set up an account in Saba.

**Q: Our students receive a Certificate of Course Completion from Adobe. How will this be handled in the future?**

A: The Adobe Certificate of Course Completion is available for download from the Training Provider Partner Portal. Partners can find it under the Student Feedback section on the portal.

**Q: Will the questions in the feedback survey remain the same as those in MTM?**

A: The student survey is a short survey using a ten point rating scale. It will be the same set of questions Adobe is using to collect feedback from attendees of our direct training classes.

**Q: Do we need to contact Adobe every time if we setup a new class?**

A: The Training Partner team will manage adding partner classes into the Adobe course evaluation system and will contact you when you are selected to participate in a random survey. When selected, partners will provide a list of registered students and other pertinent information to set up the class in the survey system. Instructors will provide the survey link to students on the last day of class.

**Q: Will Adobe require training partners to use Saba in the future?**

A: There is no plan at this time to require training partners to subscribe to Saba for student feedback.