

## NRNW FFSC Mystery Shopper Questionnaire

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name of Webinar Attended: \_\_\_\_\_

Date of Webinar:\_\_\_\_\_

Did you complete the NRNW FFSC Survey?:	Yes	No

1. How can we improve marketing for the webinar?
2. What are your recommendations to improve the webinar enrollment process?
3. What, if any, technical issues did you experience in joining the webinar?
4. How well did the instructor engage with participants?
5. How relevant were the materials to the course presentation?
6. Was the course length too short, just right, or too long?  
Please explain your response.

7. Do you believe you are better informed/educated on the subject at the conclusion of the course? Please explain your response.
8. What did you like least about the webinar? What would you want to change?
9. What did you like best about the webinar?
10. Any overall comments/suggestions on the NRNW FFSC webinar?

**Thank you for participating in the NRNW Fleet & Family Support Center  
Mystery Shopper Program!**

**Please Return Completed Form to  
FFSP2@navy.mil**