

# Policy to Measure Student Achievement and Satisfaction

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## Purpose

The purpose of this policy is to establish the National Mortgage Licensing System and Registry's (NMLS) definition, interpretation, and expectation regarding measurement of student achievement and satisfaction. While the SAFE Act does not specifically require NMLS to measure student achievement, the intent of the legislation and its pre-licensure education and continuing education requirements is to ensure that mortgage lending officers (MLOs) acquire a level of proficiency in various areas of study and to remain current in such areas as Federal law, ethics, and non-traditional mortgage lending standards. This policy provides an overview regarding the NMLS' role in measuring student achievement and how it will measure and evaluate student satisfaction.

## Background and Reason for the Policy

The Secure and Fair Enforcement for Mortgage Licensing Act of 2008 (SAFE Act) requires MLOs to meet specific pre-licensure education, federal and state testing, and continuing education requirements. The intent of these requirements is to ensure MLOs have acquired and will maintain a certain level of proficiency necessary to conduct business within the industry. However, unless some outcome measures are put into place at the start of the SAFE Act's implementation, NMLS will have no way to evaluate the effectiveness of its mission or to determine if it is successfully fulfilling its intended mandate. Thus, the reason for this policy to establish baseline measures by which NMLS can evaluate and demonstrate that it is fulfilling its testing and education requirement as the SAFE Act intended.

## Primary Measures

There are two primary measures which can be used by NMLS to determine student achievement and satisfaction: external independent assessments and professed student satisfaction.

1. *External independent assessments.* MLO pre-licensure courses are intended to prepare a student to function successfully within the industry. The SAFE Act's requirement that students achieve a test score of not less than 75 percent correct answers to questions provides an ideal measure of a MLO's preparedness. NMLS will track test scores as a means to help determine how prepared MLOs were prior to taking either the National Component or the Unique State Component of the SAFE test.
2. *Professed student satisfaction.* How students perceive the quality and value of the instruction they receive is an important component in determining satisfaction. As such, NMLS requires end of course surveys to be completed at the end of every course a student takes.

Using standards comparable to those in the education industry, NMLS has developed a set of questions that each student will be required to answer via an NMLS-sponsored survey. For each course offered by an NMLS-approved course provider, three of every four students responding must answer the questions positively. Survey results will be shared with course-providers on a routine basis. In situations where students report satisfaction with the course to be less than 75%, the course provider will be notified, and as appropriate, will be asked to demonstrate that it is taking action to address any deficiency. As required, NMLS will review explanations and the course-provider's plan of action to address a problem and then will take whatever action it deems appropriate to include: 1) accepting the explanation and plan of action; 2) suspend or revoke NMLS approval to offer the course until conditions are met; 3) suspend or revoke NMLS approved course provider status.

- a. The following NMLS-sponsored survey questions will be asked of students at the completion of their course and to use the "Yes-No" response:
  - i. Did you find this course to be of value as you work to achieve your pre-licensure or continuing education goal?
  - ii. Would you recommend this course to a friend?
  - iii. All things considered, were you satisfied with the course and the experience you had with the course provider?
  - iv. Did you find the course instructor to be knowledgeable in the course subject matter?
  - v. Did the course include learning objectives and a course outline?
  - vi. Did you find the course materials to be informative and useful?
  - vii. Did the course provider ask you to complete an end-of-course survey?

### **Defining the Standards for Student Achievement and Satisfaction**

1. NMLS defines student achievement as the ability of the course provider to deliver course instruction, independent of classroom type, in such a way that the student is presented with information to prepare them to successfully function within the mortgage industry and to satisfy the requirements of pre-licensure and continuing education as required by the SAFE Act.

2. NMLS defines student satisfaction as a unit of measure that indicates students are satisfied with the instruction that was provided and the overall experience they encountered.