

## ATTACHMENT 1: SURVEY FOR INDUSTRIAL TECHNOLOGIES PROGRAM END USER TRAINING RECIPIENTS

**Note to Interviewer:** This survey addresses ITP-sponsored end user training on a single training topic (either Process Heat, Steam, Pumps, Compressed Air, Fans, or Motors) as indicated in the list of prospective interviewees. For each prospective interviewee, the list provides the person's name, company name, and training topic.

Good <morning or afternoon>. I am calling today on behalf of the U.S. Department of Energy to conduct a survey about your experience with <Training Topic> end-user training provided by the Industrial Technologies Program. The questions in this survey will take approximately 15 minutes for you to answer, and the results will be used to help improve the program for future training recipients. Your answers will not be linked to your name or company and will be reported only in the aggregate. We greatly appreciate your taking the time to help us with this study.

**Note to Interviewer:** If respondent spontaneously says that he/she did not receive training on this topic, remind him/her of the specific training session(s) that he/she attended and the associated date(s). [Information is in Sample List.] If respondent remembers receiving training, mark Question 1 as "received" and proceed to Question 2. If respondent does not recall receiving training, mark Question 1 as "not received" and then say "We still have some questions to ask you regarding DOE services and your company's energy management practices." Proceed to ask Questions 2-4 and 7-10.

### Background Information

We will begin by asking for some background information regarding you and your company.

1. Please confirm that you received training on <name of Training Topic> between Oct. 1, 2005 and Sept. 30, 2006 \_\_\_\_\_

**Note to Interviewer:** Acceptable answers for Question 1 are "received" and "not received". If training is confirmed, enter "received" and proceed to Question 2. If respondent does not remember receiving training, remind him/her of the specific training session(s) that he/she attended and the associated date(s). If respondent still does not remember receiving training, enter "not received" and then say "We still have some questions to ask you regarding DOE services and your company's energy management practices." Proceed to ask questions 2-4 and 7-10.

2. Please confirm your name. \_\_\_\_\_
3. Please confirm your company name. \_\_\_\_\_

4. What is your title or position with the above-named company?

**Note to Interviewer: Do not read possible answers to respondent. Check box to indicate the answer given or write answer given in "Other" category.**

- (a) Plant Manager \_\_\_\_\_
- (b) General Manager \_\_\_\_\_
- (c) Maintenance Manager \_\_\_\_\_
- (d) Purchasing Manager \_\_\_\_\_
- (e) Energy/Utility Manager \_\_\_\_\_
- (f) Plant/Facility Engineer \_\_\_\_\_
- (g) Process Engineer \_\_\_\_\_
- (h) Project Engineer \_\_\_\_\_
- (i) Chief Electrician \_\_\_\_\_
- (j) Maintenance Supervisor \_\_\_\_\_
- (k) Maintenance Staff \_\_\_\_\_
- (l) Plant/Facility Technician \_\_\_\_\_
- (m) Other (please specify) \_\_\_\_\_

5.a. For how many manufacturing plants do you influence energy consumption? \_\_\_\_\_

**Note to Interviewer: If answer to above question is "0", end interview here and thank respondent. If answer to above question is "1", proceed to Question 5.b. In subsequent questions, you will ask about a single plant (rather than multiple plants) and you will skip Question 23. If answer is more than 1, proceed to Question 5.c. In subsequent questions, you will ask about multiple plants (rather than a single plant) and you will ask Question 23.**

5.b. What is the approximate annual cost of purchased energy for that plant? Is it:  
Less than \$100,000 \_\_\_\_\_ \$100,000 to \$2.5 million \_\_\_\_\_ Greater than \$2.5 million \_\_\_\_\_  
Don't know \_\_\_\_\_

**Note to Interviewer: Proceed to Question 6.**

5.c. How many of those plants have approximate annual energy costs in the following categories:  
Less than \$100,000 \_\_\_\_\_ \$100,000 to \$2.5 million \_\_\_\_\_ Greater than \$2.5 million \_\_\_\_\_  
Don't know \_\_\_\_\_

6. What are the principal products of your manufacturing plant(s)? \_\_\_\_\_

**Note to Interviewer: If respondent's answer to Question 6 matches one of the industry descriptions in the one-page Industrial Classification Index that you have been given, enter the corresponding two-digit Standard Industrial Classification (SIC) code. If there is not a match, select the most appropriate description from the Index, ask respondent to verify, and then enter the SIC code.**

**Note to Interviewer: In Questions 7 – 10, acceptable answers are “yes,” “no,” and “don’t know.” If respondent does not remember receiving training, modify Question 7 by deleting the phrase “either during the above-named training or at another time.”**

7. Did you receive any of the following DOE software tools, either during the above-named training or at another time? **[Note to Interviewer: tell the respondent the specific DOE software tools that are associated with this particular Training Topic (e.g., PHAST for Process Heat), which are shown in the list of software tools that you have been given. Enter “Yes” if respondent received at least one of the tools named.** \_\_\_\_\_
8. Does your company have a formal energy management plan that helps guide your energy-related decisions? \_\_\_\_\_
9. Have there been any corporate or facility mandates to reduce energy intensity by a targeted percentage, either annually or by a specific date, at the plant(s) for which you influence energy consumption? \_\_\_\_\_
10. Does your company have a corporate or facility energy manager? \_\_\_\_\_

### **Value of Training Received**

Now I’m going to ask you some questions about the value of the training that you received on <Training Topic>. Please answer using this five-point scale:

*1= Strongly Disagree; 2= Disagree; 3=Neither Agree nor Disagree; 4= Agree; 5=Strongly Agree; DK=Don’t know; NA=Not Applicable*

**Note to Interviewer: If the training topic is Compressed Air, add the following statement here: “If you attended more than one training session on Compressed Air, your answers should reflect your experience with both sessions combined.”**

11. Overall, the training was beneficial \_\_\_\_\_
12. The greatest amount of time was spent on the subject(s) most important to me \_\_\_\_\_
13. The instructor was knowledgeable and well-prepared \_\_\_\_\_
14. The course materials and handouts were helpful \_\_\_\_\_
15. The hands-on portion of the training was worthwhile \_\_\_\_\_

16. Guidance on how to integrate DOE's software tools into our company's overall energy management approach was adequate \_\_\_\_\_

17. The value that my company received from the training was well worth the registration fee that we paid \_\_\_\_\_

Please use this five-point scale to answer the following questions.

*1= Not at All; 2=Slightly; 3= Moderately; 4= Substantially; 5= Very Substantially; DK=Don't Know*

18. How much could the usefulness of the training be increased by adding:

(a) More hands-on problems and exercises \_\_\_\_\_

(b) More examples of projects utilizing the technologies addressed \_\_\_\_\_

(c) More emphasis on the challenges and problems associated with installation \_\_\_\_\_

(d) More financial information \_\_\_\_\_

(e) More technical information \_\_\_\_\_

(f) More customized assistance for your own facility \_\_\_\_\_

19. In future training sessions, how valuable would the following formats be for conveying information on energy-saving measures and techniques for your plant(s):

(a) One or two hour web-based short courses \_\_\_\_\_

(b) Continuing education/professional development courses \_\_\_\_\_

(c) Vocational training at community college or technical school \_\_\_\_\_

### **Application of Training to Meet User Needs**

Now I'm going to ask you some questions about how you applied the training that you received.

20. Since receiving the training, have you identified any <Training topic>-related energy-saving or energy-cost saving measures for your plant(s) that were addressed by the training (yes, no, DK)?  
\_\_\_\_\_

**Note to Interviewer: If "No" or "Don't know", end interview here and thank respondent.**

21. By approximately what percentage could total annual energy costs at your plant(s) be reduced by implementing the measures that you identified? \_\_\_\_\_

**Note to Interviewer: If respondent asks, Question 21 applies to reduction of energy costs alone, without factoring in the cost of the measures taken to achieve that reduction.**

22.a. Have you implemented any of the measures that you identified or are you in the process of implementing any of those measures with an expected completion date within the next 12 months? (yes, no, DK) \_\_\_\_\_

**Note to Interviewer: If “No” or “Don’t know”, end interview here and thank respondent. If “Yes,” proceed to Question 22.b.**

22.b. Approximately what percentage of the potential annual energy cost reduction that you identified has been achieved, or will be achieved, by those measures? \_\_\_\_\_

**Note to Interviewer: If respondent indicated in Question 5.a that he/she influenced only a single plant, skip to Question 24.**

23.a. You indicated earlier that you influence energy consumption at more than one plant. At approximately how many of those plants have you implemented measures, or are in the process of implementing measures that will be completed within the next 12 months? \_\_\_\_\_

23.b. Of those plants, how many have annual energy costs of:  
Less than \$100,000 \_\_\_\_\_ \$100,000 to \$2.5 million \_\_\_\_\_ Greater than \$2.5 million \_\_\_\_\_  
Don’t know \_\_\_\_\_

Please answer the following question about the measures that have been implemented in your plant(s) since you received the end-user training, or that will be completed within the next 12 months.

24. Using the following scale, how likely is it that you would implement any of those measures without the training that you received? \_\_\_\_\_

*1= Very Unlikely; 2= Somewhat Unlikely; 3= Neither Likely nor Unlikely;  
4= Somewhat Likely; 5= Very Likely; DK=Don’t know*

**Note to Interviewer: If the answer to the above question is 1 or 2, skip to Question 26.**

25.a. Did the training result in *more* actions being taken than would have been the case if you had not attended the training? (Yes, No, DK) \_\_\_\_\_

25.b. If “yes,” approximately what percentage of the annual energy cost reduction that has been achieved, or will be achieved, is due to the *additional* measures taken as a result of the training that you received. \_\_\_\_\_%

Please use this five-point scale to answer the following multi-part question.

*1= Not at All; 2=Slightly; 3= Moderately; 4= Substantially; 5= Very Substantially;*  
*DK= Don't Know*

26. How much was the decision to implement energy-saving or energy-cost saving measures at your plant(s) influenced by information that the training provided on each of the following topics:

- (a) How to identify energy-saving measures \_\_\_\_\_
- (b) The cost of energy-saving measures \_\_\_\_\_
- (c) Prospective energy savings \_\_\_\_\_
- (d) Prospective cost savings \_\_\_\_\_
- (e) Prospective payback period \_\_\_\_\_
- (f) Environmental benefits \_\_\_\_\_
- (g) Other topic (please specify) \_\_\_\_\_