

Instructions:

OMB No. 0581-0269

Please answer the questions below with your honest opinion or best estimate based on your experience working with USDA's COOL Division. This survey is designed to gather information that will help the COOL Division improve its customer service and training to state employees.

According to the Paperwork Reduction Act of 1995, as amended, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0581-0269. The time required to complete this information collection is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

USDA's COOL Division has a cooperative agreement with your state. The cooperative agreement requires certain state employees to fulfill roles for COOL. These roles include: State COOL Manager, who serves as the primary contact for all matters related to the cooperative agreement, retail store assignments, and their completion; State Reviewer, who is trained to conduct initial and follow up retail store reviews; and State Invoice Representative, who accounts for the number of store reviews completed and submits reimbursement requests to the COOL Division. The first questions relate to your specific role (or roles) with COOL.

A. Demographic Questions

1. What is/are your role(s) with COOL? Choose all that apply to you.

- State COOL Manager
- State Reviewer
- State Invoice Representative

2. How many years' experience do you have working with COOL?

- None to less than 1 year
- More than 1, but less than 3 years
- More than 3 but less than 5 years
- More than 5 years

3. Who first trained you to carry out the responsibilities of your role with COOL?

- COOL Division Staff
- State Employee who was trained by COOL Staff
- State Employee who was trained by another State Employee
- I don't know the experience of the person who trained me.

B. Customer Service and Communication

In August and September 2015, the COOL Division conducted several forums to present information and answer frequent questions about collecting records at stores, completing the COOL workbook, using Cloud Vault, submitting pictures, and invoicing. The next questions seek your feedback on the effectiveness of forum discussions.

4. Did you participate in any of the open forums the COOL Division conducted in 2015?

Yes	No	Don't Know	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered "yes" to question 4, answer questions 5A and 5B. Otherwise, skip to question 5C.

5. Customer Service and Communication

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Don't Know	N/A
5A. The information presented during the forums helped me better understand how to <u>conduct and submit COOL retail reviews.</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5B. The information presented during the forums helped me better understand how to <u>collect records on individual items from retailers during follow up store reviews.</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5C. Future informational forums sponsored by the COOL Division will be helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5D. Overall I am satisfied with the customer service provided to me by the COOL Division.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. State Managers

The COOL State Manager serves as the primary contact from the state agency to USDA's COOL Division. Individuals in this position carry multiple responsibilities. They manage their own state employees' work and they are accountable to the COOL Division to fulfill the requirements of the cooperative agreement. The next series of questions are designed to gather information for the COOL Division to improve our support for and assistance to COOL State Managers.

6. State Managers

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Don't Know	N/A
I know who the individual is in my state agency who serves as State COOL manager.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My State COOL Manager provides the necessary guidance for me to complete and submit COOL workbooks or invoices to USDA.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My State COOL Manager mentors and assesses the quality and sufficiency of new employees' work to conduct COOL reviews.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. Training

The USDA COOL Division requires that state employees who serve as State Reviewers be trained to effectively carry out the duties of their assigned roles with COOL. The following questions relate to your experience with COOL training.

7. Training (General)

	Yes	No	Don't Know	N/A
I participated in USDA-led COOL training in 2015.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was trained by a member of my State agency in 2015.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I did not receive training in COOL retail review responsibilities and procedures in 2015.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Training (Details)

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Don't Know	N/A
In 2015, I was provided with adequate training to conduct INITIAL store reviews.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In 2015, I was provided with adequate training to conduct FOLLOW-UP store reviews.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like (or need) additional training to <u>request and document records information for Follow-Up reviews.</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like (or need) additional training to understand how to <u>comply with COOL retail store review procedures.</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Don't Know	N/A
I would like (or need) additional training to understand how to <u>accurately complete the COOL workbook.</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like (or need) additional training to <u>better understand all that is expected of me in my role with the COOL Division.</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As part of 2016 COOL training, it would be beneficial to me to shadow an experienced state COOL reviewer who is conducting a store review.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As part of 2016 COOL training, it would be beneficial for me to attend a regional or state training event to assess consistency and share insights among state reviewers who gather COOL information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During 2015, I was contacted by my COOL Regional Specialist to correct Workbook information I had submitted regarding store records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During 2015, I was contacted by my COOL Regional Specialist to correct Workbook information I had submitted regarding incorrect NC codes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The COOL Division should focus additional training during 2016 to help me properly complete the COOL Workbook.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with COOL training provided to the states.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. Invoicing and Reimbursement

9. Invoicing and Reimbursement

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Don't Know	N/A
The training provided by the COOL Division to State COOL Managers and Invoice Representatives helped to improve invoicing and reimbursement processes in 2015.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our state received reimbursement from the COOL Division in a timely manner in 2015.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deficiencies remain in the way the COOL Division processes invoices from and submits reimbursements to my state.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with COOL invoicing and reimbursement processes, procedures and time frames.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>