Attachment A: SEPT Measurement Objectives

The primary objectives of the survey are to measure the percentage of workers receiving training and the hours of training they received in order to create annual estimates.

Note: The classification scheme to differentiate the informal from formal training has yet to be determined (i.e., within formal blended training there can be informal training components that should be measured separately), as are the different sources and types of training. Stakeholder consultations and exploratory interviews will inform these decisions.

Primary Estimation Objectives

Incidence of Training

- Percentage of establishments providing or financing training over 12 months.
    o By mode of training (in person, online, blended, on the job, etc.)
    o By source of training (establishment, private vendor, trade association, etc.)
    o By type of training (basic skills, safety, job skills, etc.)
- Percentage of workers receiving training from or financed by employer over 12 months.
    o By mode of training (in person, online, blended, on the job, etc.)
    o By source of training (establishment, private vendor, trade association, etc.)
    o By type of training (basic skills, safety, job skills, etc.)

Intensity of training

- Hours per worker of training from or financed by employer over 12 months
    o By mode of training (in person, online, blended, on the job, etc.)
    o By source of training (establishment, private vendor, trade association, etc.)
    o By type of training (basic skills, safety, job skills, etc.)
- Dollars per employee of expenditures on training over 12 months
    o By mode of training (in person, online, blended, on the job, etc.)
    o By source of training (establishment, private vendor, trade association, etc.)
    o By type of training (basic skills, safety, job skills, etc.)

Secondary Estimation Objectives

Identifying trends over time is a lower priority measurement objective, and will depend on the feasibility of collecting this information.

Trends over time

- Change in the percentage of employees receiving training over the past X years.
- Change in expenditure on training over the past X years.

Sampling Strata and publication cross tabulations

- The choice of sampling strata to support publication of the primary estimation objectives depend on the availability of information on the sampling frame to create stratified probability samples and the costs of data collection for the chosen level of strata detail.
- Two sampling strata that are most likely are size of establishment and NAICS industry. The choice of size and industry strata is scalable (such as the number of employment size classes and industry detail at the 1-, 2-, 3-, 4-, 6-digit level).

Covariates

The sample size and composition will determine what covariates can be used. These will be estimated in conjunction with preparing the sampling and survey methodology to lead to cost estimates for different options. When budget won't allow for certain analysis, post-collection stratification could be an option to produce some estimates.

These lists assume that there will be both an employer and employee survey, a decision that will be based on exploratory research and early design decisions. If SEPT is not implemented as two, independent, surveys, the covariates will be updated.

Establishment Level Covariates

Possibly available from the sampling frame:

- Industry
- Multi-establishment firm
- Average establishment wage

Choice of sampling frame could be partially determined by the availability of covariates in the frame.
High priority:

- Establishment size
- Number or percent of part-time employment
- Number or percent of employees covered by a collective bargaining agreement
- Number or percent of temporary help workers
- Number or percent of contract workers
- Establishment contracts out for services (transportation, security, food service, janitorial, payroll, etc.)
- Whether establishment supplies contract/temporary workers to other firms
- Turnover over a given period

Medium priority:

- New technology [new products or new production practices over last X years].
- Distribution of employment by major occupation
- Change in contracting for any of above services over X years

- Workplace practices (pay for knowledge, employee involvement in technical decisions, job redesign or reengineering, job rotation, co-worker review of performance, quality circles, Total Quality Management, self-directed work teams, etc.)

Low priority:
- Age of establishment
- Presence of employee benefits (Pension, Profit sharing, Vacation, Health care, Employee Assistance Program, Employee Wellness Program, Flextime, Flexiplace, Child care, Parental/family leave, etc.)
- Capital intensity
- Hiring of workers with experience in occupation vs. hiring of entry level workers.

Employee Level Covariates

- Age
- Sex
- Education
- Race
- Ethnicity
- Tenure at current employer
- Occupation
- Tenure in occupation
- Earnings (CPS-style question)
- Weeks worked per year
- Hours worked per week
- Covered by a collective bargaining agreement

Attachment B: Stakeholder Outline

Session Outline
1. Introductions
2. BLS review of process thus far and next steps
   a. Exploratory work
   b. Lit reviews
   c. This list is the ideal set of measures, not likely we can get everything – R burden and information availability
3. High level walk through of measurement objectives document
4. Questions
   a. Do you think there are missing estimation objectives in the measurement objectives documentation?
   b. Do you think there are unnecessary estimation objectives included in the measurement objectives documentation?
   c. Realizing that we will be limited in what we can get, which of these estimation objectives would be your top priority?
   d. Are there other determinants-of-training covariates that you would suggest be included?
   e. We will be conducting research with companies, but from your experience:
      a. How training is delivered, in what modes?
      b. Who is delivering trainings?
      c. What types of training are provided?
      d. For private sector group: What records are kept on these topics?
5. Would you be able to connect us with anyone in your companies, or other contacts, who could tell us about how training operates, and is tracked? This would be invaluable as we move forward with our next stage of research.

Attachment C: Exploratory Interviews Recruitment Screener

RECRUITER: If you reach a generic gatekeeper, request to talk to someone in the human resources or training office.

I'm calling on behalf of the Bureau of Labor Statistics, which is part of the Department of Labor. The Bureau is conducting a study to learn how businesses train their employees.

This voluntary study is being collected by the Bureau of Labor Statistics under OMB No. 1220-0141. We will use the information you provide for statistical purposes only.

As part of this study, I would like to ask a few general questions about your company to see if you'd be eligible for an interview.

1. First, what is the industry that your company works in? (If more than one, then ask for the industry that would include their main business activity.)

    _____

2. Does this company have multiple worksites or locations, or is this location the only one?

    • Single-unit
    • Multi-unit

3. Approximately what is the total number of employees that work at this location?

    |__|__|__|__|__| number

    [screen based on quotas provided]

<mark>IF SCREENED OUT</mark> (Based on industry, firm composition and size quotas)

Thank you for taking the time to answer my questions. Those are all the questions I have at this time.

<mark>IF SCREENED IN</mark>

We are interested in learning more about how your company trains your employees. We'd like to set up a telephone interview, which should last less than an hour. The information provided will be kept completely confidential, used only for research purposes.

Would you, or someone from your company, be able to help us with this important research? It would allow us to determine how to best collect information about employee training, to be able to measure the resources and efforts companies like yours are putting in.

Arrange date and time for interview

       Date: ____/____/_____

       Time: ____:_____ AM / PM   PAC / CST / MTN / EST

We will send an email with some additional information and confirmation of our meeting time. After review you may feel that other staff would be helpful in our discussion. Please feel free to invite additional staff members.

If you have any questions about what staff you should include, or need to reschedule, please feel free to contact me at XXX .

COLLECT CONTACT INFORMATION FOR RESPONDENT TO CONFIRM APPOINTMENT AHEAD OF SCHEDULED TIME.

Respondent name: _____

Respondent title: _____

Company name: _____

Physical address: _____

City/State/Zip:_____

Telephone number: _____

Email address: _____

SEPT Exploratory Interviews Protocol

Introduction

Thanks for agreeing to participate in our study. We are looking for information about how companies train their employees and what information they keep about training. We'll ask you a series of questions, please answer to the best of your ability – but if we ask something you do not know the answer to, please tell us that as it's likely other people wouldn't know either.

The information you provide will be used for research purposes only, and only seen by the researchers involved in the project. I expect the interview to take about an hour, and really appreciate your time. Any questions before we begin?

This voluntary study is being collected by the Bureau of Labor Statistics under OMB No. 1220-0141. We will use the information you provide for statistical purposes only. Your participation is voluntary, and you have the right to stop at any time.

Employee Background

I'd like to start by getting some information about yourself:

1. What is your job title?

2. Can you tell me a little about your role in the company?

3. What department do you work for?

4. How long have you been with this company?

5. How long have you been doing this type of work?

Company background

Now, I'd like to get a little background on the company:

1. What does (Company Name) do/make exactly?

2. About how many years has (Company Name) been in business?

3. How many people work at this location?

4. How many locations do you have in (State; US)? Is there a separate headquarters?

5. What type of work do your employees do?

    a. Here's a list of main occupation categories that we use at BLS. Which of these do your employees belong to? [Show Card A – occupations]

6. Would you say your average worker has been with the company less than one year, between 1 and 3 years, or over 3 years?

7. Do any of your employees belong to a union?

Training Information

As I mentioned earlier, we're exploring training that companies provide to their employees. I'd like to talk about training at your company, the more we can learn about how training works, and what information is kept, the better our survey will be.

1. Can you tell me about how employees are trained at this company?

2. Who determines what training an employee will receive? The employee, the supervisor, combination, other?

3. Generally, what kind of training does your company either pay for other otherwise sponsor? [Probe for specific methods below after open ended and]

    a. Formal, classroom type trainings

b. Online trainings

c. Informal, on-the job training

d. Allow employees to take free training on work time

e. Other types of training?

4. Where do you get training you use? What is the source? [Probe for specific vendors below after open ended and]

   a. Your company's internal staff resources

   b. Private vendors

   c. Academia—colleges, universities

   d. Trade associations

   e. Online sources – specify

   f. Other

5. What information is covered in the trainings you provide? What topics are covered? Probe for specific topics below after open ended and]

   a. Management

   b. Professional or technical skills

   c. Computer programming or software

   d. Clerical or administrative

   e. Sales or customer service

   f. Production or construction

   g. Basic skills

   h. Occupational safety

   i. Employee health or wellness

   j. Orientation

> k. Awareness
>
> l. Communications
>
> m. Anything else?

6. Does your company have a general training policy or philosophy?

7. Does your company have a policy on how new employees are trained?

> a. In general, when an employee starts at this company, do they have the skills they need to do their job?
>
> b. Are there some skills that employees don't commonly have when they come in that you provide training for?
>
> c. Is there any training that all employees get when they start a new position?

8. Does your company have a policy on what training an employee has to complete to maintain their job? Is this the same for all employees, or does it vary by occupational group?

9. Is training provided when your company acquires new technology? [probe: employee technology (e.g. copy machines), production technology (e.g. manufacturing)

> a. Are there other events that automatically result in employee training?

10. ==What are the major types of training that your company provides or funds?==

11. Within your company, who are the most knowledgeable persons about employee training? [probe: Department and job title]

Training Records

1. Does anyone keep track of what training an employee receives? The employee? The supervisor? HR?

2. Does your company keep records on employee training? {probe for specifics}

3. How are these records stored?

> a. Electronically? What software?

4. hat type of information is available?

   a. Training mode? (online, classroom, etc.)

   b. Training topic/type? (admin, technical, mgmt.)

   c. Training source (academic, private vendor, etc.)

   d. Training cost (direct costs, associated with tuition)

   e. Which employees are trained

5. How are the records structured?

   a. By employee

      i. Is there employee information available as well? (job title, tenure, demographics)

   b. By department

   c. By training event

   d. By training type

   e. Other

6. Is there any training information that is not included on the records?

   a. Informal training

   b. Internal training

   c. External training

   d. Free training

   e. Other?

7. Who maintains the training records?

   a. How often are they updated?

8. Who has access to the records?

a. How easy or difficult is it to access them?

b. Can custom queries be run – for example to get an inventory of all training provided in last 30 days?

9. Who in your company knows the most about training records?

10. We are also interested in the amount of money that employers spend on providing training. Would you be able to find the following information:

a. How much the company spent directly on providing training, such as tuition

b. How much the company spent subsidizing training?

c. Are there records available for this information? How hard would it be to obtain this information?

11. {for multi-units}. Are records centralized for the entire company, or does each location have their own records?

Survey Questions

We have some questions that we think we'd like to include on a training survey. I'm going to ask you the question, if you can answer it please do. Otherwise, let me know how you'd go about getting the information to answer the question. {for multi-units: please answer for your individual location, not for the company as a whole}

{Probes, for each questions

- How would you/did you go about answering the question?

- Is that an easy or difficult question to answer?

- Is that information on a record?

- Who in the company would have access to that information?

- How much time would it take to get that information?}

Formal Training

In the last 3 months:

1. Did your establishment provide or finance any formal training for employees? If no, skip to X

2. How many employees received formal training?

3. What topics were covered in the formal training provided, for example management training, computer training, or manufacturing-related training)?

4. Specifically, was formal training offered on these topics?

    a. Management

    b. Professional or technical skills

    c. Computer programming or software

    d. Clerical or administrative

    e. Sales or customer service

    f. Production or construction

    g. Basic skills

    h. Occupational safety

    i. Employee health or wellness

    j. Orientation

    k. Awareness

    l. Communications

    m. Were any other topics covered by formal training?

5. Who conducted the training (e.g., this establishment, a college, private company, other)

6. What method was used to deliver the training provided?

    a. In-person, on site, classroom

b. In-person, at another site, classroom

c. Online only

d. Blended, a combination of online and in-person

e. Did employees receive formal training by any other modes??

Intensity

We are also interested in the resources companies spend on providing training to their employees.

Thinking about just the last 3 months, please specify how many total employee hours were spent in formal training and how much money the establishment spent on the formal training.

{Probes, for each section (only go through each individually if P is especially cooperative. Otherwise talk about the categories (e.g. topic x hours) as a whole and go through the response process and probes

- How would you/did you go about answering the question?

- Is that an easy or difficult question to answer?

- Is that information on a record?

- Who in the company would have access to that information?

- How much time would it take to get that information?}

	Employee Hours in last 3 months	Total Cost in last 3 months
Training Topic		
a. Management		
b. Professional or technical skills		
c. Computer programming or software		
d. Clerical or administrative		
e. Sales or customer service		
f. Production or construction		

g. Basic skills		
h. Occupational safety		
i. Employee health or wellness		
j. Orientation		
k. Awareness		
l. Communications		
m. Other, specified by P above		
n. Other, specified by P above		
Training Provider		
a. This establishment		
b. Parent company		
c. Community college		
d. Other education institutions		
e. Private vendors		
f. Unions		
g. Trade associations		
h. Other, specified by P above		
i. Other, specified by P above		
Training Mode		
f. In-person, on site, classroom		
g. In-person, at another site, classroom		
h. On the job training		
i. Online only		
j. Blended, a combination of online and in-person		
k. Other, specified by P above		
l. Other, specified by P above		

Change Over Time (Secondary Estimation Objective)

We are also interested in understanding how training changes over time.

1. In the last 3 years, how has the percentage of employees who receive formal training changed? Has it increased, decreased or stayed the same?

    a. {Probe: What are you basing that answer on? Do you have information about the number of employees trained each year? Does your company monitor how these numbers change?}

2. In the last 3 years, how has the total number of hours employees spent in receive formal training changed? Has it increased, decreased or stayed the same?

   a. {Probe: What are you basing that answer on? Do you have information about the hours employees spend in formal training each year? Does your company monitor how these numbers change?}

3. In the last 3 years, how has the amount of money spent by your establishment on formal training changed? Has it increased, decreased or stayed the same?

   a. {Probe: What are you basing that answer on? Do you have information about the amount spent on formal training each year? Does your company monitor how these numbers change?}

Informal Training

We know that much of employee training is not formal, information is shared through other informal sources such as on the job training, mentoring, or observations.

1. Would you say that the employees at this company receive informal on-the-job training? Please tell me about it

2. Does your company create opportunities for informal training, such a mentoring programs, or are do they arise organically or ad hoc?

3. Are any records kept on the informal training employees receive?

Employee Level Information

Beyond understanding what individual companies do, we are also interested in understanding training at an individual employee level. To do this, ideally we'd ask you for information about the employees who have been trained.

1. Is this information that you would have?

   a. Demographics? (race, age, gender, education)

b. Job information? (title, full-part time, tenure)

c. Employee pay rate or earnings

d. Do you have this for all your employees?

e. Is this information available in records?

2. Would you have any concern about providing this information?

Management Occupations

Business and Financial Operations Occupations

Computer and Mathematical Occupations

Architecture and Engineering Occupations

Life, Physical, and Social Science Occupations

Community and Social Service Occupations

Legal Occupations

Education, Training, and Library Occupations

Arts, Design, Entertainment, Sports, and Media Occupations

Healthcare Practitioners and Technical Occupations

Healthcare Support Occupations

Protective Service Occupations

Food Preparation and Serving Related Occupations

Building and Grounds Cleaning and Maintenance Occupations

Personal Care and Service Occupations

Sales and Related Occupations

Office and Administrative Support Occupations

Farming, Fishing, and Forestry Occupations

Construction and Extraction Occupations

Installation, Maintenance, and Repair Occupations

Production Occupations

Transportation and Material Moving Occupations

Attachment E: Consent Form

CONSENT FORM

The Bureau of Labor Statistics (BLS) is conducting research to increase the quality of BLS surveys. This study is intended to suggest ways to improve the procedures the BLS uses to collect survey data.

The BLS, its employees, agents, and partner statistical agencies, will use the information you provide for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical Efficiency Act of 2002 (Title 5 of Public Law 107-347) and other applicable Federal laws, your responses will not be disclosed in identifiable form without your informed consent. The Privacy Act notice on the back of this form describes the conditions under which information related to this study will be used by BLS employees and agents.

During this research you may be audio and/or videotaped, or you may be observed. If you do not wish to be taped, you still may participate in this research.

We estimate it will take you an average of 60 minutes to participate in this research (ranging from 45 minutes to 60 minutes).

Your participation in this research project is voluntary, and you have the right to stop at any time. If you agree to participate, please sign below.

Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. The OMB control number is 1220-0141 and expires April 30, 2018.

I have read and understand the statements above. I consent to participate in this study.

_____   _____

Participant's signature   Date

_____

Participant's printed name

_____

Researcher's signature

PRIVACY ACT STATEMENT

In accordance with the Privacy Act of 1974, as amended (5 U.S.C. 552a), you are hereby notified that this study is sponsored by the U.S. Department of Labor, Bureau of Labor Statistics (BLS), under authority of 29 U.S.C. 2. Your voluntary participation is important to the success of this study and will enable the BLS to better understand the behavioral and psychological processes of individuals, as they reflect on the accuracy of BLS information collections. The BLS, its employees, agents, and partner statistical agencies, will use the information you provide for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical Efficiency Act of 2002 (Title 5 of Public Law 107-347) and other applicable Federal laws, your responses will not be disclosed in identifiable form without your informed consent.

Attachment F: Email Solicitation Template

XXXX,

I am writing to you to be part of a stakeholder consultation connected a new establishment-based survey of employer provided or sponsored training. With support from DOL-ASP, this year we are conducting exploratory research on how we might in the future, with dedicated funding, conduct a survey of employers on the kinds and amounts of formal training that they provide or finance for their employees. We conducted similar surveys, with support from the Department of Labor's Employment and Training Administration, back in 1993 and 1995. We would like to meet to share our thinking with you and get your feedback on the choices we have made.

We have spent a fair amount of time doing a scan of the academic and business literatures to identify how the training environment has changed since 1995 and the kinds of information that analysts and policymakers would find useful from a survey of employer provided training. Based on this scan, our prior experience with conducting the survey, and our own views, we have defined our estimation objectives. From there we compiled a list of desired measures, both direct measures of training and covariates that help explain the decision to train or not and how much.

The next phase of our research includes conversations with a broad array of user groups, including private sector establishments, academic researchers, non-profits, think tanks, and various government agencies, among others. The goal of the consultation is to ask participants to share their views on our estimation objectives and intended measures. In particular, we will ask your feedback on the objectives (to be provided in advance), what concepts are missing, and some specific questions about the types of training, sources of training, and methods of training delivery that you are familiar with.

Please let me know if you would be interested in participating in such a consultation. For efficiency purposes, we will try to coordinate with a small number of other stakeholders to meet with at the same time. I will follow this email up with a calendar request. I am assuming that a one-hour meeting should be sufficient.

Thanks in advance for your interest.

Mike

Michael W. Horrigan, Ph.D.
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