

The screen capture images that follow show ALL of the questions included in the survey. Questions numbered with decimals (e.g., 2.1, 2.2, 2.2.1, 3.1 and 3.2) are only displayed when the preceding response option is selected, triggering the display logic for the sub-question. For example, selecting the response option “Other, please specify.” triggers display of a follow-up question and open-ended response text box.

The actual survey appears as one web page; this enables the respondent to view the entire set of questions except the questions that appear only when a specific option is selected. The pagination of this document is used to accommodate the screen capture images.

CDSE



Customer Satisfaction Survey

Please take a few minutes to share your opinions with the Defense Security Service (DSS) Center for Development of Security Excellence (CDSE) about the training you just completed. Your feedback helps us maintain a high quality curriculum and improve the quality of our offerings. Responding will only take a few minutes. Responding is optional.

No personally identifiable information is requested. If you need a personal response concerning training, please use the "Contact Us" link on the CDSE homepage at <http://www.cdse.edu/contact.html>.

Agency Disclosure Notice

OMB CONTROL NUMBER: 0704-0553

Expiration date: 3/31/2022

The public reporting burden for this collection of information, 0704-0553, is estimated to average 10 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. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc.alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

5: *Please rate the training delivery platform on the following:

Video and sound **quality**

1=Poor

Excellent=10

Don't Know

1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

6: *Download **speed**

1=Poor

Excellent=10

Don't Know

1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

7: ***Ease** of use

1=Poor

Excellent=10

Don't Know

1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

8: *Please rate the course exam on the following:

How well the exam questions **covered the content**

1=Poor

Excellent=10

Don't Know

1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

9: ***Accurate** measure of my learning

1=Poor

Excellent=10

Don't Know

1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

10: ***Feedback** on my progress

1=Poor

Excellent=10

Don't Know

1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

11: *What is your **overall satisfaction** with this training?

1=Very Dissatisfied

Very Satisfied=10

1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

17: *Why did you take this training? (Select all that apply.)

- Annual/biennial requirement
- One-time requirement for job
- Satisfy a prerequisite for additional training
- Improve job performance (voluntary self development)
- Earn Continuing Education Units (CEUs)
- Needed for career development or a future job
- Earn Professional Development Units (PDUs) for SPeD Certification maintenance
- Earn transferable college credit through ACE College Credit Recommendation Service
- Other (please specify):
- I skipped the training and went directly to the exam

17.1: Why did you take this training?

1,000 Characters Remaining

17: *Why did you take this training? (Select all that apply.)

- Annual/biennial requirement
- One-time requirement for job
- Satisfy a prerequisite for additional training
- Improve job performance (voluntary self development)
- Earn Continuing Education Units (CEUs)
- Needed for career development or a future job
- Earn Professional Development Units (PDUs) for SPēD Certification maintenance
- Earn transferable college credit through ACE College Credit Recommendation Service
- Other (please specify):
- I skipped the training and went directly to the exam

17.3: *What CEUs were you trying to earn? (Select all that apply.)

- Earn CEUs for CompTIA Certification maintenance
- Earn CEUs for other programs (please specify)

17.3.1: What other CEUs were you trying to earn?

1,000 Characters Remaining

17: *Why did you take this training? (Select all that apply.)

- Annual/biennial requirement
- One-time requirement for job
- Satisfy a prerequisite for additional training
- Improve job performance (voluntary self development)
- Earn Continuing Education Units (CEUs)
- Needed for career development or a future job
- Earn Professional Development Units (PDUs) for SPED Certification maintenance
- Earn transferable college credit through ACE College Credit Recommendation Service
- Other (please specify):
- I skipped the training and went directly to the exam

17.4: *Please indicate why you skipped the training and went directly to the exam. (Select all that apply.)

- I did not want to spend time on the training
- I wanted to preview what was on the exam
- I felt I already knew enough to pass the exam
- Other (please specify):

18: *Indicate agreement / disagreement with this statement about the training you completed.

My knowledge, skills, and abilities improved as a result of this training.

- Strongly Disagree
- Disagree
- No Opinion
- Agree
- Strongly Agree

19: *Were there any situations or conditions that interfered with completing the training?

Yes 

19.1: *Indicate the conditions or situations that best identify what interfered with completing the training. (Select all that apply.)

- Bookmarks didn't work
- Completion not showing in STEPP
- Course instructions missing or incorrect
- Online course navigation was difficult
- Work demands or normal working environment conditions
- Problems accessing or completing the exam
- Equipment or software issues
- Internet connectivity problems
- Problems printing content
- Other (please specify):

19.1.1: Please describe the other conditions or situations that interfered with completing the course.

computer not available 

978 Characters Remaining

20: *Which best describes how long you've been working in a security-related role?

- No experience
- Fewer than 6 months
- 6 months to 3 years
- More than 3 but fewer than 6 years
- 6 years or more
- Not applicable (I do not work in a security-related role)

21: What else would you like to share with us to **help improve your** training experience?

1,000 Characters Remaining

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

Unfortunately, we are not able to respond to requests for assistance included in feedback questionnaire comments. If you have questions for which you need an individual response, including STEPP or SPeD questions, please access the "Contact Us" link on the CDSE homepage at <http://www.cdse.edu/contact.html>.

Submit

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Submission Confirmation Message

Your survey has been submitted. Thank you for your input!

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