The screen capture images that follow show ALL of the questions included in the survey. Questions numbered with decimals (22.1, 22.2, 22.3, 22.3.1, 24.1, 25.1, 26.1, 27.1, 28.1, 29.1, 30.1, 31.1, 32.1, 33.1, 34.1, 35.1, 37.1, and 37.1.1) are only displayed when the preceding response option is selected, triggering the display logic for the subquestion. 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.





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.

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.

Required questions are denoted by an *

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 20 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.

Required questions are denoted by an \ast

1: *Ple	1: *Please rate the training <u>content</u> on the following:									
Usefu	Usefulness to both my current and future responsibilities									
1=F	1=Poor Excellent=10									
	2 ()	3 ()	4	5 ()	6 ()	7 O	8	9 ()	10 ()	Don't Know
2: *Us	2: *Usefulness for real world applications									
1=F	oor						Ex	cellent	=10	
1		3						-	-	Don't Know
0	0	0	0	0	\bigcirc	0	0	0	0	0
3: *How well the training covered expected topics										
1=F	1=Poor Excellent=10									
1	2	3						9	10	Don't Know
0	0	0	0	0	0	0	0	0	0	0
4: *OI	4: *Organization and sequence of topics									
1=F	1=Poor Excellent=10									
1	2	3	4	5	6	7	8	9	10	Don't Know
0	0	0	0	0	0	0	0	0	0	0

5: *Please rate the instructors on the following: Preparation 1=Poor Excellent=10 Don't 2 7 8 9 10 1 4 5 6 Know 3 \bullet \circ \circ \circ \circ \circ \circ 0 0 0 0 0 Ability to engage the participants 1=Poor Excellent=10 Don't 5 1 2 3 4 6 7 8 9 10 Know \bigcirc ۲ \bigcirc 0 \bigcirc \bigcirc 0 \bigcirc 0 0 0 7: *Knowledge of the material 1 = PoorExcellent=10 Don't 2 5 6 8 1 3 4 7 9 10 Know • • • 0 0 0 0 0 0 0 0 8: *Please rate the training materials, such as student guides, job aids, and hand outs, on the following: **Relevance** to the training content 1=Poor Excellent=10 Don't 1 2 3 5 6 7 8 9 10 Know 4 0 0 0 0 0 0 0 0 0 0 9: *How well the materials improved my understanding of the training topics 1=Poor Excellent=10 Don't 7 8 9 1 2 3 4 5 6 10 Know 0 0 \bullet \circ \circ 0 0 0 0 0 0 10: *Please rate the course exam on the following: How well the exam questions covered the content 1=Poor Excellent=10 Don't 1 2 3 7 8 9 10 5 6 Know 4 ۲ 0 0 0 0 0 0 0 0 0 0 11: *Accurate measure of my learning 1=Poor Excellent=10 Don't 7 8 1 2 3 5 9 10 Know 4 6 \bullet \circ \circ \circ \circ \circ \circ \circ \circ \circ 0 0 0

```
12: *Feedback on my progress
 1=Poor
                      Excellent=10
                                  Don't
 1 2 3
          4
              5
                 6
                    7 8 9 10
                                  Know
 0
13: *Please rate the training delivery platform on the
following:
Video and sound quality
 1=Poor
                      Excellent=10
                                  Don't
 1 2 3
                   7 8 9 10
              5
                                  Know
          4
                 6
 0
14: *Download speed
 1=Poor
                      Excellent=10
                                  Don't
 1
   2 3
          4
              5
                 6
                   7 8
                          9
                             10
                                  Know
\odot \bigcirc
       0 0 0
                0
                   0 0
                          0
                             0
                                  0
15: *Ease of use
1=Poor
                      Excellent=10
                                  Don't
 1 2 3
          4
             5
                 6
                    7 8 9 10
                                  Know
0 0 0 0 0 0 0 0 0 0
                                  0
16: *What is your overall satisfaction with this
training?
 1=Very Dissatisfied
                  Very Satisfied=10
          4 5
                 6 7 8 9 10
 1 2 3
0 0 0 0 0 0 0 0 0 0
17: *How well did this training meet your
expectations?
1=Fell Short
                     Exceeded=10
 1 2 3 4
             5
                    7 8
                          9 10
                 6
0 0 0 0 0 0 0 0 0 0
18: *How well did this training compare with an ideal
course-based learning experience?
 1=Not Very Close
                    Very Close=10
 1 2
       3
          4
             5
                 6
                    7 8
                          9
                             10
0 0 0 0 0 0 0 0 0 0
```

19: *How likely are you to recommend this training to others?					
1=Very Unlikely Very Likely=10					
1 2 3 4 5 6 7 8 9 10					
1 2 3 4 5 6 7 8 9 10 • 0 0 0 0 0 0 0 0 0 0					
20: *In your present position, how likely are you to apply what you learned? 1=Very Unlikely Very Likely=10					
1 2 3 4 5 6 7 8 9 10					
21: *How confident are you in your ability to apply what you have learned? 1=Not Very Confident Very Confident=10 1 2 3 4 5 6 7 8 9 10 ● ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○					
22: *Why did you take this training? (Select all that apply.)					
Required					
Satisfy a prerequisite					
□ Improve job performance					
Develop new knowledge and skills					
Prepare for a SPED Certification Exam					
Earn Continuing Education Units (CEUs)					
Needed for career development or a future job					
Earn Professional Development Units (PDUs) for SP?D Certification maintenance					
Earn transferable college credit through ACE College Credit Recommendation Service					
☑ Other (please specify):					
22.1: Why did you take this training?					
\bigcirc					
1,000 Characters Remaining					

22.2: *What certifications are you using this to prepare for? (Select all that apply.)	
Physical Security Certification (PSC)	
Adjudicator Professional Certification (APC)	
Special Program Security Certification (SPSC)	
\Box Industrial Security Oversight Certification (ISOC)	
 Security Fundamentals Professional Certification (SFPC) 	
 Due Process Adjudicator Professional Credential (DPAPC) 	
Security Asset Protection Professional Certification (SAPPC)	
Security Program Integration Professional Certification (SPIPC)	
22.3: *What CEUs were you trying to earn? (Select all that apply.)	
Earn CEUs for CompTIA Certification maintenance	
Earn CEUs for other programs (please specify):	
22.3.1: What other CEUs were you trying to earn?	
1,000 Characters Remaining	
23: *Indicate agreement/disagreement with this statement about the training you completed.	
My knowledge, skills, and abilities improved as a result this training.	of
Strongly Disagree	
O Disagree	
O No Opinion	
O Agree	
O Strongly Agree	

For questions 24-29, selecting a rating of 1 or 2 displays the follow-up question.

1					
	w much do ing content		ree with th	is staten	nent about
Training	content wa	e unde	retandahlo		
	gly Disagre				5 Not
1	giy Disagre	2	4	- Agree 5	Applicable
	2	0	-	0	
	<u> </u>	\cup	\bigcirc	\sim	0
24.1: Ple	ease explair	n:			
					\sim
			1,000 Ch	aracters	Remaining
25. *Ho	w much do	VOLL DO	roo with th	loco state	omonte
	e presentat				sments
Each ton	ic was fully	evolai	ber		
	gly Disagre		Strongly		5 Not
1-500			4		
•	2	3	4	0	Applicable
	Ŭ	Ŭ	Ŭ	Ŭ	Ŭ
25.1: Ple	ease explair	n:			
					2
					\sim
			1.000 Ch	aracters	Remaining
26. *5.		unen ele			
	ectations v				
1=Stron	gly Disagre	e			
1	2	3	4	5	Applicable
۲	0	0	0	0	0
26.1: Ple	ease explair	n:			
					~
					0
			1,000 Ch	aracters	Remaining
			-,		

27: *The managea		f trainir	ng work re	quired wa	S		
1=Strong	ly Disagre	e	Strongly Agree=5 No				
1	2	3	4	5	Applicable		
۲	0	0	0	0	0		
27.1: Ple	ase explai	n:					
					0		
			1,000 Ch	aracters R	lemaining		
	quality of appropria		tion with i	nstructors	/training		
1=Strong	ly Disagre	ee	Strongl	y Agree=5	Not		
1	2	3	4	5	Applicable		
۲	0	0	0	0	0		
28.1: Ple	ase explai	n:					
					\bigcirc		
			1,000 Ch	aracters R	lemaining		
29: *Clas assignme		cements	s helped m	ne keep up	with		
1=Strong	ly Disagre	e	Strongl	y Agree=5	Not		
1	2	3	4	5	Applicable		
۲	0	0	0	0	0		
29.1: Ple	ase explai	n:					
					~		
					~		
			1,000 Ch	aracters R	lemaining		

30: *Did	your traini	ing mak	e use of	discussion	forums?
Yes					~
learning e	articipating experience ly Disagre 2 〇			rums adde y Agree=5 5 〇	
learning e 1=Strong 1 〇	experience ly Disagre 2 O	e 3 0	Strongl 4 〇	y Agree=5 5 O	dded to the Not Applicable
31: *Did presentat	your traini ions?	ing mak	e use of	recorded	
		d prese	ntations a	added to th	ne learning
1=S 1 0	Strongly Di 2 O	sagree	3 O	Strongly Ag 4 O	gree=5 5 O
1	much do y other grad			is stateme	nt about
Grading v 1=Strong 1 ©	vas fair. Iy Disagre 2 ()	e 3 〇	Strongl 4 〇	y Agree=5 5 O	Not Applicable
32.1: Plea	ase explair	n:			~
			1,000 Cł	naracters F	.∨ Remaining

33: *Student Services. services met your need	Please indicate how well student s.
Pre-class administrative	e communications
Needs Improvement	~
33.1: Please explain:	
	0
	1,000 Characters Remaining
34: *Registration Proce	SS
Needs Improvement	~
34.1: Please explain:	
	0
L	1,000 Characters Remaining
35: *Special Needs Acc	ommodations
Needs Improvement	×
35.1: Please explain:	
	0
L	1,000 Characters Remaining

	: *Were you able to take this training when you needed If no, indicate the most important reason.
0	Yes
0	No, I had to wait for funding or administrative approval.
0	No, deployment forced me to reschedule.
0	No, I had to wait until a class space was available.
0	No, I could not be released from job duties when I needed the training.
0	No, personal factors forced me to reschedule.
۲	No, other factors interfered (please specify):
	: *Were there any situations or conditions that erfered with completing the training?
[Yes 🗸
ide	.1: *Indicate the conditions or situations that best entify what interfered with completing the course. elect all that apply.)
	Online course navigation was difficult
	Course instructions missing or incorrect
	Problems accessing or completing assignments
	Equipment or software issues
	Internet connectivity problems
	Work demands or normal working environment conditions
	Other (please specify):
	.1.1: Please describe the other conditions or situations at interfered with completing the course.
ſ	0
	1,000 Characters Remaining

38: *Which best describes how long you've been working in a security-related job?
No experience
Fewer than 6 months
○ 6 months to 3 years
$^{\bigcirc}$ More than 3 but fewer than 6 years
O 6 years or more
39: What else would you like to share with us to help improve your training experience?
Test Test
991 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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