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.





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.

1: *Please rate the training content on the following:										
Usefulness to both my current and future responsibilities										
1=F	Control of the Contro							cellent		
1 O	2	3	4	5	6	7	8	9	10 〇	Don't Know
2: *Us	sefuln	ess fo	r real	world	l appli	icatio	าร			
1=P	oor						Ex	cellent	=10	
1	2	3				7			10	Don't Know
0	0	0	0	0	0	0	0	0	0	0
3: *Hc	3: *How well the training covered expected topics									
1=F	Marie State Company							cellent	100000000000000000000000000000000000000	
1	2	3	4	5	6	7	8	9	10	Don't Know
0	0	0	0	0	0	0	0	0	0	0
4: *Co	4: *Content organization and sequence of topics									
1=P	oor						Ex	cellent	=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

follov		e rate	e the	trai	ning	deliv	/ery p	olatfo	orm o	n the
1	Poor 2	3	4	5		7		9	=10 10 •	Don't Know
6: *E 1= 1	own Poor 2		spec	e d 5	6	7	Excel 8			Don't Know
1	Poor 2	3	4		6	7		9	=10 10 •	
8: *P	lease	e rate	e the	cou	rse <u>e</u>	xam	on t	he fo	llowir	ng:
How		the e	xam	que	stion	s co	vere	d th	e con	tent
	Poor 2 O	3	4	5	6	7	Excel	lent=		Don't Know
1 0 9: *#	2 O Accui Poor	o rate	O mea	o sure	6 O of m	7 O ny le	Excel 8 ○	lent= 9 O g lent=	=10 10 •	Don't
1 0 9: *# 1= 1 0 10: * 1=	2 O Accui Poor 2 O	orate 3 odbac	omea 4 0 k on	sure 5 0 my	6 O of m 6 O prog	7 Ony lea 7 Oress	Excel 8 O arnin Excel 8 O	lent= 9 9 glent= 9 O	=10 10 • =10 10 •	Don't Know O

1				this	traini	ing n	neet	you	r			
	expectations? 1=Fell Short							Exceeded=10				
1	2	3	4	5	6	7	8	9	10			
0	\circ	\circ	\circ	\circ	0	0	0	\circ	\odot			
cour	se-b	ased	d lea	rnin	g ex		ence	?		an ideal		
1	2	3	4	5	6	7	8	9	10			
0	0	0	0	0	0	0	0	0	•			
14: 3		like	ly are	e you	ı to r	ecor	nme	nd t	his t	raining to		
1=	Very	Unli	kely			Ve	ry Li	kely=	=10			
						7		9				
0	0	0	0	0	0	0	0	0	•			
15: 3 wha					ositio	n, ho	ow lik	cely a	are y	ou to apply		
1=	Very	Unli	kely			Ve	ry Li	kely=	=10			
1	2	3	4	5	6	7	8	9	10			
0	0	0	0	0	0	0	0	0	•			
16: ³ you				nt a	e yo	u in y	your	abilit	ty to	apply what		
1=	Not \	Very	Conf	iden	t V	ery C	Confid	dent=	=10			
1	2	_	_	5	6	7		9	10			
0	0	0	0	\circ	0	0	0	0	\odot			

17: *Why did you	take this training? (Select all that apply.)	
Annual/bienni	ial requirement	
One-time requ	uirement for job	
☐ Satisfy a prer	equisite for additional training	
☐ Improve job p	performance (voluntary self development)	
☐ Earn Continui	ng Education Units (CEUs)	
Needed for ca	reer development or a future job	
Earn Profession maintenance	onal Development Units (PDUs) for SPēD Certification	
Earn transfera Recommenda	able college credit through ACE College Credit tion Service	
☑ Other (please	specify):	
$\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $	training and went directly to the exam	
17.1: Why did you	u take this training?	
		\overline{A}
		V
	1,000 Characters Remainir	ng

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?	
	7
	h.di
1,000 Characters Remainin	g

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
	4: *Please indicate why you skipped the training and went directly to the m. (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.
O Strongly Disagree
O Disagree
O No Opinion
O Agree
Strongly Agree
19: *Were there any situations or conditions that interfered with completing the training?
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
O 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.



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Submission Confirmation Message

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

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