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 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   FORESEE

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 *

1: *Please rate the training <u>content</u> on the following:

Usefulness to both my current and future **responsibilities**

1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
○	○	○	○	○	○	○	○	○	○	○

2: ***Usefulness** for **real world applications**

1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
○	○	○	○	○	○	○	○	○	○	○

3: *How well the training **covered expected topics**

1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
○	○	○	○	○	○	○	○	○	○	○

4: ***Organization** and sequence of topics

1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
○	○	○	○	○	○	○	○	○	○	○

5: *Please rate the instructors on the following:

Preparation

1=Poor							Excellent=10			Don't
1	2	3	4	5	6	7	8	9	10	Know
◉	○	○	○	○	○	○	○	○	○	○

6: *Ability to engage the participants

1=Poor							Excellent=10			Don't
1	2	3	4	5	6	7	8	9	10	Know
◉	○	○	○	○	○	○	○	○	○	○

7: *Knowledge of the material

1=Poor							Excellent=10			Don't
1	2	3	4	5	6	7	8	9	10	Know
◉	○	○	○	○	○	○	○	○	○	○

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	4	5	6	7	8	9	10	Know
◉	○	○	○	○	○	○	○	○	○	○

9: *How well the materials improved my understanding of the training topics

1=Poor							Excellent=10			Don't
1	2	3	4	5	6	7	8	9	10	Know
◉	○	○	○	○	○	○	○	○	○	○

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	4	5	6	7	8	9	10	Know
◉	○	○	○	○	○	○	○	○	○	○

11: *Accurate measure of my learning

1=Poor							Excellent=10			Don't
1	2	3	4	5	6	7	8	9	10	Know
◉	○	○	○	○	○	○	○	○	○	○

12: ***Feedback** on my progress

	1=Poor							Excellent=10			Don't Know
1	2	3	4	5	6	7	8	9	10		
◉	○	○	○	○	○	○	○	○	○		○

13: *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		
◉	○	○	○	○	○	○	○	○	○		○

14: *Download **speed**

	1=Poor							Excellent=10			Don't Know
1	2	3	4	5	6	7	8	9	10		
◉	○	○	○	○	○	○	○	○	○		○

15: ***Ease** of use

	1=Poor							Excellent=10			Don't Know
1	2	3	4	5	6	7	8	9	10		
○	○	○	○	○	○	○	○	○	○		○

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

	1=Very Dissatisfied					Very Satisfied=10			
1	2	3	4	5	6	7	8	9	10
○	○	○	○	○	○	○	○	○	○

17: *How well did this training **meet your expectations?**

	1=Fell Short					Exceeded=10			
1	2	3	4	5	6	7	8	9	10
○	○	○	○	○	○	○	○	○	○

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
○	○	○	○	○	○	○	○	○	○

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
  ⦿   ○   ○   ○   ○   ○   ○   ○   ○   ○

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 SPēD 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?

[   ]

                    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)

☐ 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 of this training.

◉ Strongly Disagree

○ Disagree

○ No Opinion

○ Agree

○ Strongly Agree

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

24: *How much do you agree with this statement about the training content?

Training content was understandable.
1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
◉	○	○	○	○	○

24.1: Please explain:

[   ]

1,000 Characters Remaining

25: *How much do you agree with these statements about the presentation of the training?

Each topic was fully explained.
1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
◉	○	○	○	○	○

25.1: Please explain:

[   ]

1,000 Characters Remaining

26: *Expectations were clearly outlined in the syllabus.
1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
◉	○	○	○	○	○

26.1: Please explain:

[   ]

1,000 Characters Remaining

27: *The amount of training work required was manageable.

1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
◉	○	○	○	○	○

27.1: Please explain:

1,000 Characters Remaining

28: *The quality of interaction with instructors/training staff was appropriate.

1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
◉	○	○	○	○	○

28.1: Please explain:

1,000 Characters Remaining

29: *Class announcements helped me keep up with assignments.

1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
◉	○	○	○	○	○

29.1: Please explain:

1,000 Characters Remaining

30: *Did your training make use of discussion forums?

Yes ⌄

30.1: *Participating in discussion forums added to the learning experience.

1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
○	○	○	○	○	○

30.2: *Communications with other students added to the learning experience.

1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
○	○	○	○	○	○

31: *Did your training make use of recorded presentations?

Yes ⌄

31.1: *The recorded presentations added to the learning experience.

1=Strongly Disagree			Strongly Agree=5	
1	2	3	4	5
○	○	○	○	○

32: How much do you agree with this statement about tests and other graded activities.

Grading was fair.

1=Strongly Disagree			Strongly Agree=5		Not
1	2	3	4	5	Applicable
◉	○	○	○	○	○

32.1: Please explain:

[   ] ⌃⌄

1,000 Characters Remaining

33: *Student Services. Please indicate how well student services met your needs.

Pre-class administrative communications

Needs Improvement ▼

33.1: Please explain:

[text box]

1,000 Characters Remaining

34: *Registration Process

Needs Improvement ▼

34.1: Please explain:

[text box]

1,000 Characters Remaining

35: *Special Needs Accommodations

Needs Improvement ▼

35.1: Please explain:

[text box]

1,000 Characters Remaining

36: *Were you able to take this training when you needed it? If no, indicate the most important reason.

○ Yes

○ No, I had to wait for funding or administrative approval.

○ No, deployment forced me to reschedule.

○ No, I had to wait until a class space was available.

○ No, I could not be released from job duties when I needed the training.

○ No, personal factors forced me to reschedule.

◉ No, other factors interfered (please specify):

[   ]

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

| Yes | ∨ |

37.1: *Indicate the conditions or situations that best identify what interfered with completing the course. (Select 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):

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

[   ]

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

○ More than 3 but fewer than 6 years

○ 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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