The screen capture images that follow show ALL of the questions included in the survey. Questions numbered with decimals (25.1, 25.2, 25.3, 26.1, 26.2, 26.3, 26.4, 26.5, 26.6, 26.7, 26.8, 28.1, 29.1, 30.1, 31.1, 32.1, 33.1, 34.1, 35.1, and 36.1) 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.

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 learning activities, such as assignments and class exercises, 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
	●	○	○	○	○	○	○	○	○	○	○

11: *How well the activities **improved my understanding** of the training topics

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

11: *How well the activities **improved my understanding** of the training topics

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

12: ***Relevance** to real world performance requirements

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

13: *Please rate the course <u>exam</u> 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
○	○	○	○	○	○	○	○	○	○	◉

14: ***Accurate** measure of my learning

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

15: ***Feedback** on my progress

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

16: *Please rate the <u>classroom</u> where this course met on the following:

Ability of participants to **interact** with each other

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

17: *Physical **accommodation** and seating for all of the participants

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

18: *Quality of multimedia presentation **technology**

1=Poor   Excellent=10   Don't

1	2	3	4	5	6	7	8	9	10	Know
◉	○	○	○	○	○	○	○	○	○	○

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

1=Very Dissatisfied   Very Satisfied=10

1	2	3	4	5	6	7	8	9	10
◉	○	○	○	○	○	○	○	○	○

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

1=Fell Short   Exceeded=10

1	2	3	4	5	6	7	8	9	10
◉	○	○	○	○	○	○	○	○	○

21: *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
◉	○	○	○	○	○	○	○	○	○

22: *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
◉	○	○	○	○	○	○	○	○	○

23: *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
◉	○	○	○	○	○	○	○	○	○

24: *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
◉	○	○	○	○	○	○	○	○	○

25: *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):

25.1: Why did you take this training?

Test Test

991 Characters Remaining

25.2: *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)

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

☐ Earn CEUs for CompTIA Certification maintenance

☐ Earn CEUs for other programs (please specify):

26: *Did you use any of the following delivery platforms in your training?

◉ Sakai

○ Adobe Connect

○ Not Applicable

26.1: *Please rate Sakai delivery platform on the following:

Availability

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

26.2: *Ease of use

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

26.3: *Download speed

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

26.4: *Video and sound quality

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

26.5: *Please rate Adobe Connect delivery platform on the following:

Availability

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

26.6: *Ease of use

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

26.7: *Download speed

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

26.8: *Video and sound quality

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

27: *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

28: *How much do you agree with this statement about the course content?

Course content was understandable.

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

28.1: Please explain:

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1,000 Characters Remaining

29: *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 Applicable
1	2	3	4	5	
◉	○	○	○	○	○

29.1: Please explain:

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1,000 Characters Remaining

30: *Materials complemented the instructor-led presentations.

1=Strongly Disagree   Strongly Agree=5   Not

1	2	3	4	5	Applicable
◉	○	○	○	○	○

30.1: Please explain:

[   ]

1,000 Characters Remaining

31: 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
◉	○	○	○	○	○

31.1: Please explain:

[   ]

1,000 Characters Remaining

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

Pre-class administrative communications

[Needs Improvement   ⌄]

32.1: Please explain:

[   ]

1,000 Characters Remaining

33: *Registration Process

| Needs Improvement | ⌄ |

33.1: Please explain:

| | ⌃ |
| | ⌄ |

1,000 Characters Remaining

34: *Special Needs Accommodations

| Not Applicable | ⌄ |

34.1: Please explain:

| | ⌃ |
| | ⌄ |

1,000 Characters Remaining

35: *Building Facilities

| Not Applicable | ⌄ |

35.1: Please explain:

| | ⌃ |
| | ⌄ |

1,000 Characters Remaining

36: *Emergency Procedure Information

| Needs Improvement | ⌄ |

36.1: Please explain:

| | ⌃ |
| | ⌄ |

1,000 Characters Remaining

37: *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):

[   ]

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?

[   ]

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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