

*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



## 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







<p>11: *How well the activities <b>improved my understanding</b> of the training topics</p> <p>1=Poor <span style="float: right;">Excellent=10</span> Don't Know</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p><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 type="radio"/> <input checked="" type="radio"/></p>											
<p>12: *<b>Relevance</b> to real world performance requirements</p> <p>1=Poor <span style="float: right;">Excellent=10</span> Don't Know</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p><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 type="radio"/> <input checked="" type="radio"/></p>											
<p>13: *Please rate the course <u>exam</u> on the following:</p> <p>How well the exam questions <b>covered the content</b></p> <p>1=Poor <span style="float: right;">Excellent=10</span> Don't Know</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p><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 type="radio"/> <input checked="" type="radio"/></p>											
<p>14: *<b>Accurate</b> measure of my learning</p> <p>1=Poor <span style="float: right;">Excellent=10</span> Don't Know</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p><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 type="radio"/> <input checked="" type="radio"/></p>											
<p>15: *<b>Feedback</b> on my progress</p> <p>1=Poor <span style="float: right;">Excellent=10</span> Don't Know</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p><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 type="radio"/> <input checked="" type="radio"/></p>											
<p>16: *Please rate the <u>classroom</u> where this course met on the following:</p> <p>Ability of participants to <b>interact</b> with each other</p> <p>1=Poor <span style="float: right;">Excellent=10</span> Don't Know</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p><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 type="radio"/> <input checked="" type="radio"/></p>											
<p>17: *Physical <b>accommodation</b> and seating for all of the participants</p> <p>1=Poor <span style="float: right;">Excellent=10</span> Don't Know</p> <p>1 2 3 4 5 6 7 8 9 10</p> <p><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 type="radio"/> <input checked="" type="radio"/></p>											



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 SPED Certification Exam
- 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):

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):





**26.5: \*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                   |
| 1                                | 2                     | 3                     | 4                     | 5                     | Applicable            |
| <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

28.1: Please explain:

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                   |
| 1                                | 2                     | 3                     | 4                     | 5                     | Applicable            |
| <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

29.1: Please explain:

1,000 Characters Remaining

30: \*Materials complemented the instructor-led presentations.

1=Strongly Disagree                      Strongly Agree=5                      Not Applicable

1	2	3	4	5	Not Applicable
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 Applicable

1	2	3	4	5	Not Applicable
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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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