

DOE LEARNING & DEVELOPMENT WEBSITE SURVEY

Optional Information:

| | | |
|------|------------------|----------------|
| Name | Telephone Number | E-Mail address |
| | | |

Put the appropriate response number in the answer column. Hit "SUBMIT" when done.

| | | |
|-----------|--|--------|
| 1 | Could you navigate around the website easily? | Answer |
| | Yes = 1 Partially = 2 No = 3 | |
| 2a | Did you find the information you needed? | |
| | Excellent = 1 Good = 2 Poor = 3 | |
| 2b | If "No," what information were you looking for: | |
| 3 | Did you find the documents easy to read and use as guidance? | |
| | Excellent = 1 Good = 2 Poor = 3 | |
| 4a | Did you contact a Training Consultant or Training Liaison? | |
| | Yes = 1 No = 3 | |
| 4b | If "Yes," could you contact the consultant immediately? | |
| | Immediately = 1 Returned inquiry in less than 1 day = 2 Other = 3 | |
| 4c | Did you get the information and/or help you needed? | |
| | All of it = 1 About 50% = 2 Hard to get = 3 | |
| 4d | All in all, would you say the service was ... | |
| | Excellent = 1 OK = 2 Not very good = 3 | |
| 5a | Do you use CHRIS Training Workflow to have training approved and authorized? | |
| | Yes = 1 Sometimes = 2 Somebody else does that = 3 | |
| 5b | If you do use CHRIS Training Workflow, do you find it ... | |
| | Easy and quick = 1 Takes time to learn = 2 Hard to use = 3 | |
| 6a | Did you use any Mission Critical or Career Program information? | |
| | Yes = 1 No = 3 | |
| 6b | If yes to using Mission Critical or Career Program information ... | |
| | Met your needs = 1 Incomplete = 2 Insufficient = 3 | |
| 7 | In the past year, have you used the DOE On-Line Learning Center? | |
| | Taken classes voluntarily = 1 Only mandatory classes = 2 No, none at all = 3 | |
| 8 | Do you have any additional comments to share with us? | |
| Response: | | |

We appreciate your response. It will go directly to our mailbox ETSSupport@hq.doe.gov .