[1]**Survey of Employer Provided Training: Employee Survey**

Results from Cognitive Testing Round 2

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1. Introduction

In July 2016, the Department of Labor contracted with the Bureau of Labor Statistics (BLS) to develop a survey to measure employer provided training. Building upon work done for the BLS 1993 and 1995 Surveys of Employer Provided Training (SEPT), the Office of Employment and Unemployment Statistics (OEUS) and the Office of Survey Methods Research (OSMR) staff completed several activities to meet this goal. Stakeholder consultations, environmental scanning and literature reviews were the first steps, and these informed the development of the survey's measurement objectives.

The original primary objectives for the new SEPT survey were to measure the percentage of workers receiving employer provided (or financed) training and the hours of training they received in order to create annual estimates. The primary estimation objectives included both incidence of training (percentage of establishments providing, sponsoring or financing training, percentage of workers receiving training from their employer) and intensity of training (hours of employer provided training per worker, expenditure on training per employee). The survey was also to collect information about both formal and informal training.

The first round of exploratory interviews with 14 establishments revealed that several of these objectives were not feasible; many respondents simply were not able to provide the desired detailed information about formal training and confirmed they did not have any information on informal training. Specifically, most did not have comprehensive records about the number of employees attending training or amount of money spent on formal training. They often had partial records, for example for all safety training or all money spent within a specific department. Based on these findings, the measurement objectives were revised, and the survey design expanded to include surveys of both employers and employees. Training logs for each respondent type were also recommended to collect the most detailed information (e.g.,

workers receiving formal and informal training, hours of training per worker). The internal group decided to focus the second round of testing only on the survey forms, excluding the logs. This testing would reveal if it was feasible to collect the highest level of information of interest.

This report summarizes the results of cognitive interviews on the employee survey. The employer survey interviews are summarized in a separate report.

Methodology

   A. *Participants*

Fifteen participants were recruited from the OSMR participant database or from craigslist ads (demographics are listed below). Participants were screened to ensure that they were currently employed and had worked for their employer for at least six months. An attempt was made to diversify the sample by occupation, education and full or part time job status. After the first half of the interviews were completed, efforts were also made to screen by job title in an attempt to ensure that the participant would have received employer provided training and would get the set of formal training questions.

Education	
High School	2
Bachelors	8
Some College	2
Masters	3

Race	
African American	8
Asian	2
White	5

Hours Worked	
Full Time	10
Part Time	5

Occupation	
Administrative Assistant	Paralegal
Assistant to Ambassador	Receptionist
Conference Assistant	Research Assistant
Conference Center Staff	Restaurant Worker
Fitness Program Coordinator	Sales Engineer
Flight Attendant	Translator
IT Analyst	Unit administrator
IT Specialist	

   B. *Procedure*

Participants were interviewed in the OSMR cognitive laboratory. First, they were asked to complete the survey, without any assistance or interruptions from the researcher. Then they completed a debriefing interview, going through each section of the survey and answering probes about the section overall and individual questions.

C. Survey Form

After ten interviews were completed, interim results were shared with the internal team and a few changes were made to the survey form (summarized in Attachment A). The final five interviews were conducted using the revised form, with accompanying changes made to the debriefing protocol. The second version of the survey is included as Attachment B.

D. Analysis

Cognitive interviews resulted in qualitative data that was reviewed to identify evidence of respondent comprehension or knowledge issues. Results are presented in a question-by-question format, using the question numbers from the tested version, focusing on the potential issues or problems identified. Questions for which no issues were identified are not listed in the report, but are shown in Attachment C.

Survey responses were captured but not analyzed, as trends would not be meaningful given the small sample size. Additionally, with a small sample size, it is likely that not all problems were identified. Employees in other occupations, company types or with different backgrounds may have other issues with the survey. Future testing should be done to ensure that the questions are working as intended.

2. Results

- In general participants found the survey to be easy to complete, with almost all participants able to answer all the questions from memory.

- Completion time ranged from 5 to 15 minutes, with an average and a median of 8 minutes.

- All participants said they would not have any concerns providing this type of information to the government. A few noted they would want to be assured that their information would be kept confidential, specifically their answers about their salary.

- Most participants said that no specific questions stood out, the few questions that were identified stood out because of their individual situation (e.g., their company doesn't provide training, the employee rotates locations of the company).

- When asked about the survey as a whole, all but one participant said that the questions were not difficult. The one question that was identified as difficult asked 'how many weeks a year do you work' (Q21) the participant said he didn't know whether to include vacation time or not.

A. *Background Information*

- Several participants struggled to identify the category that best describes their current job (Q3). A few noted that they have this problem on all surveys, not being sure how to classify their position, feeling that their position is reflected in either multiple categories or not at all. Examples of problematic occupations include interpreter, IT customer service, risk management assistant, hospitality, and flight attendant.

- Not all participants were able to select what type of company they worked for (Q8). Those working for private, for profit companies seemed to have the most trouble, saying things like "not totally sure if they're for profit or not." And "well, I know it's not a government or non-profit." One participant is a contractor for the federal government and marked government, realizing during the debriefing that she is actually employed by a private company.

- With the large ranges of number of employees (Q10), most participants reported feeling confident about their answer. Most said that they wouldn't be able to provide a specific number, but knew from their experience with their company which response option to choose. A few participants said that they weren't sure, "I don't know for sure, it's not something we talk about. I've heard them say we're medium sized and vaguely remember the number 250."

- Three questions asked for tenure information: current occupation (Q4), current position (Q5), the company (Q7). The first ten interviews followed this order, and participants had trouble differentiating between the first two questions. The order was changed for the final five interviews (occupation, company, position), and while there was a very small sample size there seemed to be improvement in understanding. The responses to the questions about time with the company and time in current position were the same for three of the five final participants, suggesting including both questions may not be meaningful given the potential for confusion and overlap (e.g., you have been at the same position your whole time at the company).

B. *Formal Training*

- Despite appearing to spend minimal time reading the definition and examples, most participants seemed to understand the concept as intended. All participants said they've heard of formal training before, and most said the BLS definition aligned with the way most thought about it

before taking the survey. Two participants differentiated between formal and informal training by what their company requires them to take (formal) and what they chose to take (informal).

- When discussing the training they had received, there were some trainings that were incorrect and some that were questionable:

Correct Examples of Formal Training	Incorrect Examples of Formal Training
- Completing classes to get a certificate	- On the job training
- Online classes and webinars	- Having someone show you how to use a piece of equipment
- New hire orientation, going through company procedures and policies	- Job shadowing
- Company sending you back to school to get a degree	- Mentoring that is done with a predetermined set of topics to be covered
	- Regular team conference calls
	- Getting advice from a coworker on how to enter data
	- Asking supervisor how to file a report
	- Event staff getting information about an upcoming event

- Five participants said that their company hadn't provided or financed any training for them (Q11). Probing revealed that these answers were accurate and not a result of misunderstanding of the question, and participants followed the skip pattern correctly.

- When asked about the source of the training (Q12), most participants understood the question and felt they had the requested information. Four of the fifteen however had some confusion, either because of a lack of knowledge about where the training comes from ("I don't have any idea"), because of confusion of their situation (e.g., a contractor for a federal agency, training developed at the agency but she reported at her company) or because of general confusion about the question (e.g., participant talking about grants funding their research positions, so put 'other, grants', but the academic institution she works for actually developed the trainings). This question was also included on the employer survey and the data from that source may be more reliable.

- The grid (Q13), where the majority of the information about formal training is collected worked reasonably well.

  o There was a wide range of responses to the grid, ranging from one person checking none of the boxes, to one person marking 22. The average was 4.4 boxes checked. The table below shows the total number of boxes checked, across all participants.

Traditional, in person classroom training	Other in-person training (e.g., seminar workshop)	Online training	Combination of in-person or online training	Some other type of formal training
10	10	19	23	4

- The delivery methods in the grid (Q13) were generally understood, with at least some participants giving correct examples for all of the categories, with the exception of the 'other' category as discussed below.

- There were a few participants who provided incorrect, or questionable, examples to the in-person training. Most of these resulted from confusion between the two in-person categories, such as listing seminars in 'traditional classroom' or outright saying the two categories are the same.

- 'Online' training was also well understood. Several participants noted that almost all of their training is done online. A few participants included WebEx training in this column, where a real-time trainer provided the content in a different location and the employee participated via WebEx or other remote software.

- The 'combination of in-person or online' worked for most participants, but caused major confusion for one. This participant thought it was either online or in person, so marked that column for all of his training (e.g., the topic was covered online or in-person).

- The 'other' delivery method column was marked by only one person, across all training topics. When asked for examples of other types of training, almost all participants struggled to provide think of what this might be. The person who marked it was a flight attendant and was thinking of the teacher-student relationship; staying after class, asking questions or for help with a specific topic. He felt this didn't fit into the other categories, but was still formal training as it was structured with specific content.

- All participants said that the topics made sense, even those that weren't relevant to their position or company. All the topics were marked by at least one participant, ranging from 13 people checking safety or occupational safety and one marking basic skills or other, as shown below. As with delivery method the 'other' option didn't seem to confuse participants so is worth including even if it's rarely used.

Formal Training Topic	# of Ps Checking
Executive development or leadership	4
Managerial or supervisory	3
Safety or occupational safety	13
Company specific processes, procedures or business practices	12
Profession or industry specific (e.g., engineering, accounting, legal)	4
Information technology or information systems	8
New hire orientation	7
Sales or customer service	2
Communication or interpersonal skills (e.g., writing, presenting or teamwork)	6
Production and construction (e.g., manufacturing, installation)	2
Basic skills (e.g., elementary reading, writing, or arithmetic)	1
Clerical or administrative	3
Other, specify	1

- The 12 month reference period appeared to work well for most participants. Several mentioned that formal training is infrequent and therefore easy to remember. When asked if a shorter reference period would make it easier to report, many said no and noted that with a shorter period BLS wouldn't get as much information about their training.

    o For most participants, it wasn't clear they were considering any reference period however, not mentioning an anchor or any way to identify what was in or out of the reference period. It is therefore possible that telescoping (i.e., including training that happened longer than 12 months ago) or forgetting (i.e., excluding training that happened in the last 12 months) occurred.

    C. *Informal Training*

- As with formal training, participants spent minimal time reading the definition and examples, but even so most participants seemed to understand the concept as intended. Several either said directly, or indicated, that informal training was a more complicated concept than formal training: "that was a little harder. I never really thought about it, just thought something my boss and I just discussed not

really thought of as training." A few participants said that they didn't know what informal training was, so had to just follow the definition provided.

- As noted above, there were a few participants who differentiated between formal and informal based on whether the training was required by their employer or whether they found it, or paid for it, on their own.

  o For these participants, there were occasionally costs associated with the training (e.g., taking an online course). Sometimes the costs were covered by the employer and sometimes not.

- When discussing the training they had received, there were some trainings that were incorrect and some that were questionable:

Correct Examples of Informal Training	Incorrect Examples of Informal Training	Questionable Examples of Informal Training
- Ad hoc training, being shown how to use a new system	- Training you take without being paid for it	- Asking supervisor if something is safe to use
- Someone experienced taking you under their wing and showing you how to do things	- Training that you seek out yourself, that your company doesn't require or recommend	- Colleague showing how to do a new conference room set up
- Watching someone use the equipment and then you using it while they watch you	- Talking with coworkers about a project	- Supervisor giving advice on how to handle a project
- Watching webinars and reading manuals to learn new skills	- Demonstrations done as part of classroom training	- One-on-one relationships with a colleague who helps you and gives you advice
	- Learn by doing and making mistakes.	- Regular meetings with supervisor to get feedback on job performance
		- One-on-one relationships with colleagues where you learn something from them

- On the grid (Q14), where most information about informal training was collected, a few issues were identified. Specifically, two of delivery methods caused some confusion:

  o For the first ten interviews, there was unintended overlap in the first two columns: 'mentoring, shadowing or coaching' and 'job shadowing or demonstrations.' Several participants identified this and noted that it was difficult to identify what type of training should go in each column.

- For the final five interviews, the first two columns were revised: 'mentoring or coaching' and 'job shadowing or demonstrations.' Once this change was made, participants no longer had issues differentiating between the two columns.

- In addition, "learned on my own at work" tended to be pretty broadly interpreted, with some participants including almost all job activities here. For example, one participant said "You do that every day, every day something comes up you haven't seen before" while another said "a lot of stuff you pick up through time and trial and error." Under this definition, any of the training topics respondents encounter in their day-to-day work could be considered addressed by informal training. Across all these issues, the emphasis seemed to be on where the participant learned material, rather than received training. This type of informal training needs to be reconsidered.

	Mentoring [2] or Coaching	Job shadowing or Demonstrations	Learned on my own at work	Other Informal Training
First ten interviews	0	0	0	50
Final five interviews	4	7	12	6

- As with formal training, most participants were not able to think of 'other' types of informal training, but the response option did not confuse or distract them.

- The training topics were found to be easily understood and without issue. All topics were selected by at least one participant, with the exception of 'other' which again didn't seem to cause a problem. 'new hire orientation/training[3]' and 'company specific processes, procedures or business practices' were the most often marked, being checked by 11 participants.

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[2] For the first ten interviews, shadowing was included in both the first and second columns.
[3] After the first ten interviews, 'new hire orientation' was changed to 'new hire training' after a few participants noted that orientation by definition would likely be formal training. Participants in the last five interviews were able to think of informal training they received when they were new hires.

Informal Training Topic	# of Ps Checking
Executive development or leadership	3
Managerial or supervisory	3
Safety or occupational safety	9
Company specific processes, procedures or business practices	11
Profession or industry specific (e.g., engineering, accounting, legal)	7
Information technology or information systems	10
New hire orientation	11
Sales or customer service	3
Communication or interpersonal skills (e.g., writing, presenting or teamwork)	7
Production and construction (e.g., manufacturing, installation)	1
Basic skills (e.g., elementary reading, writing, or arithmetic)	2
Clerical or administrative	9
Other, specify	0

- The 1 month reference period appeared to work for most participants. Even more so than the formal training, it wasn't clear if participants considered any reference period when considering their answers. It is therefore possible that telescoping (i.e., including training that happened longer than 1 month ago) or forgetting (i.e., excluding training that happened in the last 1 month) occurred.

D. Employee Demographics

Overall, questions in this section worked well with participants understanding why they would be asked on a training survey. Only two questions had any issues:

- When asked how much they earned before taxes (Q20), a few participants were not sure how to answer. There seemed to be two main reasons for this. The first was that they simply did not know or remember how much money they make. The second is that they are paid based on hours worked, and the amount varies paycheck to paycheck. The latter reason could be addressed by asking for a specific time period (the question currently has no reference period).

3. Recommendations

    A. Survey Form

Based on the results from this testing, we document recommended changes in Attachment C and present the proposed survey in Attachment D. Prior to use the survey will be formatted by a designer to improve the overall look and feel.

    B. Data Collection Design

    1. Mode

The short completion time and ease of understanding of the survey indicates that household respondents would likely be able to complete the survey in a self-administered format. Given the cost of administration, and need to screen potential respondents (on employment status), we recommend web collection. A feasibility test is necessary to determine if respondents are able and willing to maintain an online log over a week or two, likely taking advantage of electronic reminders and prompts, or if an interviewer is required to ensure compliance.

    2. Surveys

As noted in the introduction, we did not test an employee training log in this study based on the results to the first round of exploratory establishment interviews. The hope was that the majority of the measurement objectives could be met with surveys alone. The findings from the second round of interviews suggest that only the high level objectives can be met with surveys, but that employees would likely be able to provide the detailed information required without an associated employer log. The measurement objectives intended to be collected by each approach are shown in Appendix E.

Based on these testing results however, as well as successful collection of industry information in the CPS, we are optimistic that employees can provide enough information about their employer to allow for incidence rates (e.g., X percent of manufacturers provide employee training) to be created from the employee survey alone, not requiring expensive and burdensome subsampling employees from a given establishment.

    3. Sample

For the employee survey we recommend a national sample. The sample, source to be determined at a later date (e.g., Census master address file, online probability panel), will be used to select sample members with a known probability. The sample will aim to produce the following estimates with a 3 percent level of precision:

- Proportion of employees receiving formal training by mode (traditional classroom, other in person, online, combination, other)

- Proportion of employees receiving formal training by occupation (5 categories)

- Proportion of employees receiving informal training by mode (mentoring, job shadowing, demonstrations)

- Proportion of employees receiving informal training by occupation (5 categories)

Additionally, if the sample allows for enough precision in the estimates, and enough employees are in each cell to preserve confidentiality, the following estimates will be produced:

- Proportion of employees receiving formal training by race/ethnicity (4 categories)

- Proportion of employees receiving informal training by race/ethnicity (4 categories)

- Proportion of employees receiving formal training by topic (13 topics)

- Proportion of employees receiving informal training by topic (13 topics)

- Proportion of employees receiving formal training by source (within company, community college, other academic institution, private vendors, trade associations, labor unions, other)

The other information collected on the survey (e.g., job tenure, full or part time) will be published, and to the extent possible used to explore group differences in the primary measures of interest described above.

C. *Next Steps*

This report, with the accompanying employer survey cognitive interviewing report, concludes the first round of development and testing work for SEPT. These were used as inputs to revise the survey forms and develop a sampling and data collection design, as specified in the contract with DOL. We recommend another round of testing of the revised forms, as well as the creation and testing of an employee log. Additionally, the distinction between training of job skills (e.g., technical skills, subject matter topics) and HR, safety or orientation type training should be explored, as the former is of primary interest but the latter is currently being captured. At that point, a feasibility test would be conducted; administering the surveys to both employees and employers to evaluate responses on a larger scale.

Attachment A. Initial Employee Survey Changes

After 10 employee interviews were complete, the following changes were made to the survey:

- Q4 –Q7: Revised and reordered to ensure that difference between 4 and 5 is clear:

    o Q4: How long have you been in your current occupation?

    o Q6: What is the name of the company for which you work?

    o Q7: How long have you worked at this company?

    o Q5: How long have you been in your current position with this company?

- Q11: If no, skip to page 7 to read the definition of informal training

- Formal & Informal Training p7 and 4

    o Reformat definition and examples to increase focus on definition.

    o Ensure pages print so the definition is on one side and the grid Is on the other

    o Add exclusion examples

- Page 7: replace mentoring example with actual example rather than restatement of column heading

- Q15: Retitle training types to reduce overlap

    o Mentoring or Coaching

    o Job Shadowing or Demonstrations

- Q15: change new hire orientation to new hire training

Attachment B. Tested SEPT Employee Survey

Employer Provided Training

Employee Survey

A.   Background Information

1. Currently, are you:

   o Employed full time – go to question 3

   o Employed part time – go to question 3

   o Unemployed, retired, or disabled – go to question 2

   o Other, specify _____ – go to question 2

   o Self-Employed – you're done! Return the survey.

2. Have you worked at a job in the last 12 months?

   o Yes – please answer all the following questions about your most recent job

   o No – you're done! Return the survey.

3. Which category best describes your current type of job or work?

   o Management Occupations
   o Business and Financial Operations Occupations
   o Scientific and technical occupations not including healthcare
   o Community and Social Service Occupations
   o Legal Occupations
   o Education, Training, and Library Occupations
   o Arts, Design, Entertainment, Sports, and Media Occupations
   o Healthcare practitioner, technical, and support occupations
   o Protective Service Occupations
   o Service and maintenance occupations
   o Sales and Related Occupations
   o Office and Administrative Support Occupations
   o Production, including farming, fishing, and forestry occupations
   o Construction and extraction, installation, maintenance, and repair occupations
   o Transportation and Material Moving Occupations
   o Other, specify _____

4. How long have you been in your current occupation? _____ Years _____ Months

5. What is the name of the company for which you work?

   _____

6. How long have you worked at this company? ___ Years ___ Months

7. How long have you been in your current position with this comapny? _____ Years _____ Months

8. Is the company a:

   o Federal, state or local government

   o Private, for-profit company

   o Non-profit organization, including tax exempt and charitable organizations

   o Family business

   o Other, specify _____

9. Does your company have more than one location?

   o Yes - Please answer the questions in this survey about just the location at which you work

   o No

10. About how many people work for the company at the location where you work?

    o Less than 50

    o 51 to 250

    o 251 to 500

    o More than 500

    o Don't know

B. **Formal Training**

Formal training has a:

1. **Structured format**
2. **Defined curriculum or topics to be covered**
3. **Schedule that is planned in advance**

It *can* be:

- In-person, online, or a combination of both
- Online training can be on demand or done live/in real time
- Conducted by a trainer (e.g., classroom or webinars) or self-administered training (e.g., workbooks or computer tutorials)
- An official apprenticeship program
- Provided by a private vendor through a contract

It is NOT:

- On-the-job training given by a supervisor or coworker
- Mentoring or observations

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11. In the last 12 months/years, has your company provided or financed any formal training for you?

    o Yes – go to question 12

    o No – go to page 6

12. In the past 12 months, from which of the following sources did your company obtain or sponsor formal training for you (mark all that apply):

    o Developed within the company

    o Community colleges (include tuition reimbursement)

    o Other academic institutions (include tuition reimbursement)

    o Private vendors, including online vendors

    o Trade associations or employer groups

    o Labor Unions

    o Other, specify

    o Don't know

13. Please indicate which of the following trainings topics, by delivery method, your company has sponsored, funded or provided for you in the last 12 months:

Training Topic	Delivery Method				
	Traditional, in-person Classroom Training	Other in-person training (e.g., seminar, workshop)	Online Training	Combination of In-person or online training	Some other type of formal training
Executive development or leadership					
Managerial or Supervisory					
Safety or occupational safety					
Company Specific Processes, Procedures or Business Practices					
Profession or industry specific (e.g., engineering, accounting, legal)					
Information technology or information systems					
New Hire Orientation					
Sales or customer service					
Production and construction (e.g., manufacturing, installation)					
Communication or interpersonal skills (e.g., writing, presenting or teamwork)					
Basic skills (e.g., elementary reading, writing or arithmetic)					
Clerical or administrative					
Other, specify _____					

C.   Informal Training

Informal training does NOT:

4. **Have a structured format**
5. **Have defined curriculum**

It is *usually*

- Done in person, but may be done online if an employee uses online resources (other than structured courses or tutorials) to teach themselves something

- Flexible, with a coworker or supervisor adapting it to specific employees or situations

It is NOT:

- A supervisor assigning job tasks
- Asking a coworker a question
- Completing a challenging assignment

Examples of informal training:

- A coworker giving you advice and suggestions on how to communicate effectively
- A colleague demonstrating how to use a piece of equipment
- Watching a peer complete a computer task on a new type of software
- Having a supervisor watch you to complete an assignment and giving you feedback
- Participating in an online forum about a technical skill

14. Please mark which of the following topics you received informal training from your company in the LAST MONTH, and the type of informal training:

Training Topic	Training Type			
	Mentoring or Coaching	Job Shadowing or Demonstrations	Learned on my own at work	Other Informal Training
Executive development or leadership				
Managerial or Supervisory				
Safety or occupational safety				
Company Specific Processes, Procedures or Business Practices				
Profession or industry specific (e.g., engineering, accounting, legal)				
Information technology or information systems				
New hire training				
Sales or customer service				
Communication or interpersonal skills (e.g., writing, presenting or teamwork)				
Production and construction (e.g., manufacturing, installation)				
Basic skills (e.g., elementary reading, writing or arithmetic)				
Clerical or administrative				
Other, specify _____				

D. Employee Demographics

This background information about you allows us to better understand how employer provided training is given to different types of employees. All responses will be kept confidential and only used for statistical purposes.

15. How old are you? ___ Years

16. Are you male or female?

   o Male

   o Female

17. What is your race? (mark all that apply)

   o White

   o Black or African American

   o American Indian or Alaska Native

   o Asian

   o Native Hawaiian or Other Pacific Islander

   o Other, specify _____

18. What is the highest level of education you have completed, or the highest degree you have obtained?

   o Less than high school

   o High school or GED

   o Associate degree or some college

   o Bachelor's degree or above (includes Masters, PhD, MD, JD, etc.)

19. Do you have a currently active professional certification or a state or industry license? Do not include business licenses, such as a liquor license or vending license.

   a. Yes

   b. No

20. How much do you earn before taxes, including tips, overtime and commissions?

$_____ per _____ (e.g., hour, week, year)

21. Of the 52 weeks in a year, how many *weeks* do you usually work? Be sure to count any paid vacation time as weeks worked. If you have not yet worked your full first year, how many weeks do you expect to work? _____ weeks per year

22. In a typical week, how many hours do you work? _____ hours per week

23. Other than social security, does your employer make available to you a retirement plan?
   o Yes
   o No

24. Does your employer make available to you medical, surgical or hospital insurance that covers injuries or major illnesses off the job?
   o Yes
   o No

25. Do you receive paid leave on your job?
   o Yes
   o No
   o Don't know

26. Are you a member of a labor union or an employee association similar to a union?
   o Yes
   o No

27. In the past 12 months, has your employer sponsored or financed your taking classes for a degree that is related to your current job?
   a. Yes
   b. No

Attachment C. Question by Question Results

Question Number	Question Text	Response Options	Results Summary	Recommendation
A. Background Information				
1	Currently are you:	- Employed full time, go to question 3 - Employed part time, go to question 3 - Unemployed, retired, or disabled – go to question 2 - Other, specify – go to question 2 - Self-employed, you're done! Return the survey	No issues	No changes
2	Have you worked at a job in the last 12 months?	- Yes, please answer all the following questions about your most recent job - No, you're done! Return the survey	Several participants missed the Q1 skip instructions and answered this question. Those that made this mistake had no problem with the question though.	No changes
3	Which category best describes your current type of job or work?	- Management Occupations - Business and Financial Operations Occupations - Scientific and technical occupations not including healthcare - Community and Social Service Occupations - Legal Occupations - Education, Training, and Library Occupations - Arts, Design, Entertainment, Sports, and Media Occupations	Some participants struggled to identify the correct category, or wanted to mark two categories to reflect their occupation.	Added a Computer occupation that was missing from the original list. Consider following CPS model of asking an open ended question "What kind of work do you do, that is, what is your occupation?" If implemented in the web, explore option to auto code and display occupation title

Question Number	Question Text	Response Options	Results Summary	Recommendation
		- Healthcare practitioner, technical, and support occupations - Protective Service Occupations - Service and maintenance occupations - Sales and Related Occupations - Office and Administrative Support Occupations - Production, including farming, fishing, and forestry occupations - Construction and extraction, installation, maintenance, and repair occupations - Transportation and Material Moving Occupations - Other, specify		for respondent confirmation (e.g., RAND American Working Conditions Survey)
First 10 interviews				
4	How long have you been in your current occupation?	__ years __ months	Participants struggled with the difference between these questions.	
5	How long have you been in your current position?	__ years __ months		
6	What is the name of the company for which you work?		Although participants in this study had no concerns with this question, other OSMR research suggests that this may be a sensitive question for online respondents.	Evaluate in next round of testing for sensitivity.
NEW	Where is your company located?	_____, ___ City, State	Not tested as a survey question, but included in the	Add question

Question Number	Question Text	Response Options	Results Summary	Recommendation
			debriefing and all participants were able to answer.	
NEW	What kind of business or industry is this? *Read if necessary: What do they make or do where (you/he/she) (work/works)?*	2-digit NAICS level industries	Question not tested but added after design decision to separate employer and employee samples. Test question in next round, confirming that respondents are able to understand the question (and know the information for their company). To the extent possible, use auto coding to increase accuracy, following RAND example for occupation.	
7	How long have you worked at this company?	__ years __ months	No issues	No changes
Last 5 interviews				
4	How long have you been in your current occupation?	__ years __ months	The reordering seemed to be effective, though additional testing should be done.	Additional testing to confirm comprehension.
5	What is the name of the company for which you work		No issues	No changes
6	How long have you worked at this company?	__ years __ months	There was still some confusion about the difference between these questions, and in 3 of the 5 interviews the answers were the same.	Additional testing to confirm comprehension of distinction.
7	How long have you been in your current position with this company	__ years __ months		
All interviews				
8	Is the company a:	• Federal, state or local government • Private, for-profit company	Not all participants were able to answer this question confidently, with several	Explore the possibility of collecting company name,

Question Number	Question Text	Response Options	Results Summary	Recommendation
		• Non-profit organization, including tax exempt and charitable organizations • Family business • Other, specify _____	misclassifying their companies.	city and state and classifying the company.
9	Does your company have more than one location?	• Yes - Please answer the questions in this survey about just the location at which you work • No	No issues	No changes
10	About how many people work for the company at the location where you work?	• Less than 50 • 51 to 250 • 251 to 500 • More than 500 • Don't know	Most participants felt comfortable selecting a response option, though there was some uncertainty. The large ranges seemed to allow those who were unsure to select a reasonable option.	No changes
B. Formal Training				
Definition	Formal training has a: 1. Structured format 2. Defined curriculum or topics to be covered 3. Schedule that is planned in advance It *can* be: - In-person, online, or a combination of both - Online training can be on demand or done live/in real time - Conducted by a trainer (e.g., classroom or webinars) or self-administered training (e.g., workbooks or computer tutorials) - An official apprenticeship program		Participants generally understood the intended meaning and said it aligned with the way they'd thought of formal training. There were some trainings that participants included that shouldn't have been, but this should be relatively easily addressed with revisions to the include/exclude list.	Add the following to the inclusion list: - Required by your company OR taken by choice Revise the exclusion list to: - On-the-job training or demonstrations

Question Number	Question Text	Response Options	Results Summary	Recommendation
	- Provided by a private vendor through a contract It is NOT: - On-the-job training given by a supervisor or coworker - Mentoring or observations		Two participants identified formal training as required by their company.	- Mentoring, job shadowing or observations
11	In the last 12 months/years, has your company provided or financed any formal training for you?	- Yes – go to question 12 - No – go to page 6	No issues	No changes
12	In the past 12 months, from which of the following sources did your company obtain or sponsor formal training for you (mark all that apply):	- Developed within the company - Community colleges (include tuition reimbursement) - Other academic institutions (include tuition reimbursement) - Private vendors, including online vendors - Trade associations or employer groups - Labor Unions - Other, specify - Don't know	Some participants had knowledge and comprehension issues.	No changes, but the final data should be carefully reviewed to determine if it is reliable enough for use. Parallel information will be available from the employer survey.
13	In the past 12 months, has your employer sponsored or financed your taking classes for a degree, certification or license that is related to your current job?	- Yes - No	No issues	No changes
Formal Training Grid	Please indicate which of the following trainings topics, by delivery method, your	Training Topics: - Executive development or leadership	No issues	No changes

Question Number	Question Text	Response Options	Results Summary	Recommendation
	company has sponsored, funded or provided for you in the last 12 months:	- Managerial or Supervisory - Safety or occupational safety - Company Specific Processes, Procedures or Business Practices - Profession or industry specific (e.g., engineering, accounting, legal) - Information technology or information systems - New Hire Orientation - Sales or customer service - Production and construction (e.g., manufacturing, installation) - Communication or interpersonal skills (e.g., writing, presenting or teamwork) - Basic skills (e.g., elementary reading, writing or arithmetic) - Clerical or administrative - Other, specify _____		

Question Number	Question Text	Response Options	Results Summary	Recommendation
		Delivery Methods - Traditional, in-person classroom training - Other in-person training (e.g., seminar, workshop) - Online training - Combination of in-person or online training - Some other type of formal training	Some confusion about the difference between the methods for a few participants.	Revise to: - Traditional, in-person classroom training - Other in-person training (e.g., seminar, workshop) - Online training - Combination of in-person and online training - Some other type of formal training Format the columns to increase clarity of the difference between in person, online, or combination. See final recommended survey. Add a glossary (could be implemented as help links online) to provide definitions and additional examples for key survey concepts.

Question Number	Question Text	Response Options	Results Summary	Recommendation
C. Informal Training				
Definition	This section of the survey asks about informal training. Key features of informal training 1. Does not have a structured format 2. Does not have defined curriculum Informal training is *usually* - Done in person, but may be done online if an employee uses online resources (other than structured courses or tutorials) to teach themselves something - Flexible, with a coworker or supervisor adapting it to specific employees or situations Examples of informal training include: - Mentoring, shadowing or coaching - A colleague demonstrating how to use a piece of equipment - Having a supervisor teach you a job related skill - Participating in an online forum		Participants had some trouble with this concept, with some using a definition that was too broad. There was also some undesired overlap with formal training.	Revise definition and examples for clarity, shown in Appendix D
Informal Training Grid	Please mark which of the following topics you received informal training from your company in the LAST MONTH, and the type of informal training:	Training Topics: - Executive development or leadership - Managerial or Supervisory - Safety or occupational safety - Company Specific Processes, Procedures or Business Practices - Profession or industry specific (e.g., engineering, accounting, legal)	No issues	No changes

Question Number	Question Text	Response Options	Results Summary	Recommendation
		- Information technology or information systems - New hire orientation - Sales or customer service - Communication or interpersonal skills (e.g., writing, presenting or teamwork) - Production and construction (e.g., manufacturing, installation) - Basic skills (e.g., elementary reading, writing or arithmetic) - Clerical or administrative - Other, specify _____		
		Delivery Methods (First ten interviews) - Mentoring or Coaching[5] - Job Shadowing or Demonstrations - Learned on my own at work - Other Informal Training	No issues	No changes
		Delivery methods (Last five interviews) - Mentoring or Coaching	All methods worked as intended, though the 'learned on my own' category was more broad than intended.	In next round of testing, confirm that columns are useful to make concept concrete to the respondent.

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[5] After the first 10 interviews, the word "shadowing" was removed from the first column to remove overlap

Question Number	Question Text	Response Options	Results Summary	Recommendation
		- Job Shadowing or Demonstrations - Learned on my own at work - Other Informal Training		Intent is not to publish by delivery method, instead to collapse them.
D. Employee Demographics				
Introduction	This background information about you allows us to better understand how employer provided training is given to different types of employees. All responses will be kept confidential and only used for statistical purposes.		Participants understood why demographic questions would be included and had no concerns	No changes
15	How old are you?	____ Years	No issues, but not probed specifically	No changes
16	Are you male or female?	- Male - Female	No issues, but not probed specifically	No changes
17	What is your race? (mark all that apply)	- White - Black or African American - American Indian or Alaska Native - Asian - Native Hawaiian or Other Pacific Islander - Other, specify _____	No issues, but not probed specifically	No changes
18	What is the highest level of education you have completed, or the highest degree you have obtained?	- Less than high school - High school or GED - Associate degree or some college - Bachelor's degree or above (includes Masters, PhD, MD, JD, etc.)	No issues, but not probed specifically	No changes
19	Do you have a currently active professional certification or a state or	- Yes - No	No issues, but not probed specifically	No changes

Question Number	Question Text	Response Options	Results Summary	Recommendation
	industry license? Do not include business licenses, such as a liquor license or vending license.			
20	How much do you earn before taxes, including tips, overtime and commissions?	\$_____ per - Hour - Week - Month - Pay period – twice monthly - Two-week period – 26 payments a year - Year - Other, specify _____	A few participants had difficulty reporting this, reporting that they have automatic deposit so don't know the amount, or that their wages vary dramatically pay period to pay period.	Add a reference period tied to the calendar year[6], which may be easier to recall: In 2016, how much did you earn from all sources before taxes, including tips, overtime and commissions?
21	Of the 52 weeks in a year, how many *weeks* do you usually work. Be sure to count any paid vacation time as weeks worked. If you have not yet worked your full first year, how many weeks do you expect to work?	_____ weeks per year	This question was confusing to several participants. Most participants answered correctly, as verified by probing, but a few excluded paid vacation time. All participants were employed so the second part of this question was not tested.	Reorder questions to ask about benefits (Q23-Q26) first and use paid leave information (Q25) and current job tenure (Q6) to program skips and fills: If employed for more than a year and get paid leave: Including your paid vacation time, how many weeks per year do you usually work (note: there are 52 weeks in a year)?

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[6] Prior cognitive testing on the Consumer Expenditure Survey income questions suggested that respondents often thought of the calendar year when asked about the last 12 months, regardless of the month of the interview. This is likely related to doing taxes and having their total income calculated for that process.

Question Number	Question Text	Response Options	Results Summary	Recommendation
				If employed for less than a year and get paid leave: Including your paid vacation time, how many weeks do you expect to work (note: there are 52 weeks in a year)? If employed for more than a year and do not get paid leave: How many weeks per year do you usually work (note: there are 52 weeks in a year)? If employed for less than a year and do not get paid leave: How many weeks do you expect to work (note: there are 52 weeks in a year)?
22	In a typical week, how many hours do you work?	_____ hours per week	No issues, even for participants with variable work schedules.	No changes
23	Other than social security, does your employer make	- Yes - No	No issues, but not probed specifically	No changes

Question Number	Question Text	Response Options	Results Summary	Recommendation
	available to you a retirement plan?	- Don't know		
24	Does your employer make available to you medical, surgical or hospital insurance that covers injuries or major illnesses off the job?	- Yes - No - Don't know	No issues, with minor probing	No changes
25	Do you receive paid leave on your job?	- Yes - No - Don't know	No issues, with minor probing	No changes
26	Are you a member of a labor union or an employee association similar to a union?	- Yes - No - Don't know	No issues, with minor probing	No changes
27	In the past 12 months, has your employer sponsored or financed your taking classes for a degree that is related to your current job?	- Yes - No - Don't know	No issues	Move this question to the formal training section.

Attachment D: Proposed Employee Survey

Survey of Employer Provided Training

Employee Survey

BUREAU OF LABOR STATISTICS
U.S. DEPARTMENT OF LABOR

OMB Control Number xx

Expires xx xx, xxxx[7]

A. Background Information

1. Currently, are you:

    o Employed full time – go to question 3

    o Employed part time – go to question 3

    o Unemployed, retired, or disabled – go to question 2

    o Other, specify _____ – go to question 2

    o Self-Employed – you're done! Return the survey.

2. Have you worked at a job in the last 12 months?

    o Yes – please answer all the following questions about your most recent job

    o No – you're done! Return the survey.

3. Which category best describes your current type of job or work?

    o Management Occupations
    o Business and Financial Operations Occupations
    o Scientific and technical occupations not including healthcare
    o Computer and mathematical occupations
    o Community and Social Service Occupations
    o Legal Occupations
    o Education, Training, and Library Occupations
    o Arts, Design, Entertainment, Sports, and Media Occupations
    o Healthcare practitioner, technical, and support occupations
    o Protective Service Occupations
    o Service and maintenance occupations
    o Sales and Related Occupations
    o Office and Administrative Support Occupations
    o Production, including farming, fishing, and forestry occupations
    o Construction and extraction, installation, maintenance, and repair
      occupations
    o Transportation and Material Moving Occupations
    o Other, specify _____

4. How long have you been in your current occupation? _____ Years _____ Months

5. What is the name of the company for which you work?
    _____

6. Where is the company located?   _____, __
                                        City, State

7. How long have you worked at this company? ___ Years ___ Months

8. How long have you been in your <u>current position</u> with this company? _____
    Years _____ Months

9. Is the company a:

    o   Federal, state or local government

    o   Private, for-profit company

    o   Non-profit organization, including tax exempt and charitable
        organizations

    o   Family business

    o   Other, specify _____

10. Does your company have more than one location?

    o   Yes - Please answer the questions in this survey about just the location at
        which you work

    o   No

11. About how many people work for the company at the location where you work?

    o   Less than 50

    o   51 to 250

    o   251 to 500

    o   More than 500

    o   Don't know

B.   <u>Formal Training</u>

Formal training has a:

4. **Structured format**

5. **Defined curriculum or topics to be covered**

6. **Schedule that is planned in advance**

7. **Required by your company OR taken by choice**

It *can* be:

- In-person, online, or a combination of both
- Online training can be on demand or done live/in real time
- Conducted by a trainer (e.g., classroom or webinars) or self-administered training (e.g., workbooks or computer tutorials)
- An official apprenticeship program
- Provided by a private vendor through a contract

It is NOT:

- On-the-job training or demonstration given by a supervisor or coworker
- Mentoring, job shadowing, or observations

12. In the last 12 months/years, has your company provided or financed any formal training for you?

      o Yes – go to question 13

      o No – go to page 6

13. Please indicate which of the following trainings topics, by delivery method, your company has sponsored, funded or provided for you in the last 12 months:

Training Topic	Delivery Method				
	In Person Only				
	Traditional classroom Training	Other training (e.g., seminar, workshop)	Online only training	Combination of in-person and online training	Some other type of formal training
Executive development or leadership					
Managerial or Supervisory					
Safety or occupational safety					
Company Specific Processes, Procedures or Business Practices					
Profession or industry specific (e.g., engineering, accounting, legal)					
Information technology or information systems					
New Hire Orientation					
Sales or customer service					
Production and construction (e.g., manufacturing, installation)					
Communication or interpersonal skills (e.g., writing, presenting or teamwork)					
Basic skills (e.g., elementary reading, writing or arithmetic)					
Clerical or administrative					
Other, specify _____					

14. In the past 12 months, from which of the following sources did your company obtain or sponsor formal training for you (mark all that apply):

- o Developed within the company
- o Community colleges (include tuition reimbursement)
- o Other academic institutions (include tuition reimbursement)
- o Private vendors, including online vendors
- o Trade associations or employer groups
- o Labor Unions
- o Other, specify
- o Don't know

15. In the past 12 months, has your employer sponsored or financed your taking classes for a degree that is related to your current job?
   a. Yes
   b. No

C. <u>Informal Training</u>

Informal training does NOT:

1. **Have a structured format, or**
2. **Have defined curriculum**

It is *usually*

- Done in person, but may be done online if an employee uses online resources (other than structured courses or tutorials) to teach themselves something

- Flexible, with a coworker or supervisor adapting it to specific employees or situations

It is NOT:

- A supervisor assigning job tasks
- Asking a coworker a question
- Completing a challenging assignment
- Attending training on your own, outside of work, that your company doesn't pay for
- Talking with coworkers about a project
- Demonstrations done during a classroom training

Examples of informal training:

- A coworker giving you advice and suggestions on how to communicate effectively
- A colleague demonstrating how to use a piece of equipment
- Watching a peer complete a computer task on a new type of software
- Having a supervisor watch you to complete an assignment and giving you feedback
- Participating in an online forum about a technical skill

16. Please mark which of the following topics you received informal training from your company in the LAST MONTH, and the type of informal training:

Training Topic	Training Type			
	Mentoring or coaching	**Job shadowing or demonstrations**	**Learned on my own at work**	**Other informal training**
Executive development or leadership				
Managerial or Supervisory				
Safety or occupational safety				
Company Specific Processes, Procedures or Business Practices				
Profession or industry specific (e.g., engineering, accounting, legal)				
Information technology or information systems				
New hire training				
Sales or customer service				
Communication or interpersonal skills (e.g., writing, presenting or teamwork)				
Production and construction (e.g., manufacturing, installation)				
Basic skills (e.g., elementary reading, writing or arithmetic)				
Clerical or administrative				
Other, specify _____				

D. <u>Employee Demographics</u>

This background information about you allows us to better understand how employer provided training is given to different types of employees. All responses will be kept confidential and only used for statistical purposes.

17. How old are you? ___ Years

18. Are you male or female?

    o Male

    o Female

19. What is your race? (mark all that apply)

    o White

    o Black or African American

    o American Indian or Alaska Native

    o Asian

    o Native Hawaiian or Other Pacific Islander

    o Other, specify _____

20. What is the highest level of education you have completed, or the highest degree you have obtained?

    o Less than high school

    o High school or GED

    o Associate degree or some college

    o Bachelor's degree or above (includes Masters, PhD, MD, JD, etc.)

21. Do you have a currently active professional certification or a state or industry license? Do not include business licenses, such as a liquor license or vending license.

    a. Yes

    b. No

22. Other than social security, does your employer make available to you a retirement plan?
    o Yes
    o No

23. Does your employer make available to you medical, surgical or hospital insurance that covers injuries or major illnesses off the job?
    o Yes
    o No

24. Do you receive paid leave on your job?
    o Yes
    o No
    o Don't know

25. Are you a member of a labor union or an employee association similar to a union?
    o Yes
    o No

26. How much do you earn before taxes, including tips, overtime and commissions?

    $_____ per _____ (hour, week, year)

27. Of the 52 weeks in a year, how many *weeks* do you usually work? Be sure to count any paid vacation time as weeks worked. If you have not yet worked your full first year, how many weeks do you expect to work? _____ weeks per year[8]

28. In a typical week, how many hours do you work? _____ hours per week

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[8] Fills will be used to tailor question based on answers to Q6 and Q25; including only references to paid leave for those that receive it, and expectation to work if the employee hasn't worked at their company for a year

GLOSSARY

Terms to be identified and defined. Suggestions include training delivery methods, training topics.

Attachment E. SEPT Measurement Objectives by Recommended Survey Form

Estimation Objective	Information (likely) Available		
	Employer Survey	**Employee Survey**	**Employee Log**
Incidence			
% of estabs providing formal training	X		
By mode	X		
By subject matter	X		
By source	X		
% of estabs providing informal training			X
By mode			X
By subject matter			X
% of workers getting formal training	Estimate only		
By mode		X	X
By subject matter		X	X
By source		X	X
% of workers getting informal training			
By mode			X
By subject matter			X
By source			X
Intensity			
Hours of formal training per worker	Total Estimate Only		
By mode		X	X
By subject matter		X	X
By source		X	X
By occupation		X	X
Hours of informal training per worker			
By mode			X
By subject matter			X
By source			X
By occupation			X
$ per employee	Categories of spending		
By mode		X	
By subject matter		X	
By source		X	
By occupation		X	
Other			
Change over time	X		
Employees trained	X		
$ on training	X		