[1]Survey of Employer Provided Training: Employer Survey

Results from Cognitive Testing Round 2

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1.   <u>Introduction</u>

In July 2016, the Department of Labor contracted the Bureau of Labor Statistics to develop a survey to measure employer provided training. Building upon work done for the 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 of the 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 employer survey. The employee survey interviews are summarized in a separate report.

2.   Methodology

   A. Participants

Twenty participants were recruited from a sample of retired Occupational Employment Statistics survey respondents, from searching for specific industries in a target geographic area, volunteers from previous outreach efforts or through reaching out to companies in specific areas.   Specific industries and size classes were targeted.

Industry		Number of Employees	
Arts, Entertainment, and Recreation	2	<20	2
Construction	2	21-50	3
Accounting	1	51-100	6
Education	3	101-200	1
Finance and Insurance	2	201-500	0
Health Care	4	501-1000	1
Hospitality	1	1001 - 5000	5
IT	3	>5000	2
Legal	1		
Non-profit	1		

Job Title		
Business Controller	Director, Team Resources, Learning and Development	Owner (2)
Director of Content Development and Delivery	Executive Director (2)	Safety Director
Director of Education	Global Program Manager	Senior Community Business Director
Director of Learning and Development	HR Director (2)	SR Manager Certification Solutions Development
Director of Organizational Development	HR Generalist	Training Manager

Director, Compensation, and Benefits	Manager, Talent Development

B. Procedure

Participants were interviewed either by telephone or in person. In person, they were asked to complete the survey (Attachment A), without any assistance or interruptions from the researcher. Telephone participants completed the survey in advance and emailed or faxed the form, and completed the debriefing by telephone. For both modes, the debriefing interview consisted of going through each section of the survey and answering probes about the section overall and individual questions. Interviews were conducted in the Washington DC, San Diego, and Indianapolis metro areas.

C. Survey Form

The survey form was developed after the 14 exploratory interviews with establishments were conducted, based on the measurement objectives. The same form was used for all 20 interviews.

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, 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 B.

Responses to the actual survey questions 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. Participants in other industries, 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.

3. <u>Results</u>

- 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 30 minutes, with an average and a median of 15.25 minutes. Two respondents noted that this included time spent getting information from another department (HR or accounting)

- All participants said they would not have any concerns providing this type of information to the government. A few noted they would want more information about the purpose of the survey and how the data would be used.

- Most participants said that no specific questions stood out. Two mentioned the grid (Q11) saying it wasn't very clear what information was being requested (e.g., checkboxes or numbers), and another said that he didn't have any information about the hours spent in training.

A. Company Information

- Overall the questions in this section worked as intended. Most respondents answered two questions that asked about the number of employees (Q3 and Q4) using recall, feeling they knew the number well enough not to look it up. A few answered by looking at a payroll report or asking someone in the HR or accounting department.

  - While the number of locations (Q1) needs to stay upfront due to the instruction to only report for their location and industry (Q2) is a logical follow-up, the rest of the questions in this section (Q5-9) are a better fit with other company background questions in Section E, e.g., the employee benefits questions, and as seen with one participant, there is a risk that a training officer gets the survey and decides not to respond because they aren't able to answer these questions. If they've invested the time to answer the training questions, it seems more likely they'll reach out to get the information they need to answer the Company Background questions.

- One participant said that the difference between question 3 (number of employees last month) and question 4 (number of employees three months ago) wasn't clear. The rest of the participants seemed to have no trouble distinguishing between the questions.

- The types of workers listed in question 5 were generally understood by all participants. There was some confusion about the difference between independent contractors and contract company workers, but this was only seen by participants whose company did not have these types of employees.

- Participants understood the questions about contracting services (Q7) and supplying contract or temporary workers (Q8), as well as the question about union membership (Q9). The latter was questioned by some participants, who wondered how that information was relevant to employee training. This curiosity did not prevent them from answering the question.

B. Formal Training

- All participants said that they had heard the term formal training before and that the definition and examples provided on page 5 were clear. A few said that their definition was more narrow than the one provided (e.g., including just academic training), but they seemed able to apply the BLS definition accurately.

Correct Examples of Formal Training	Incorrect Examples of Formal Training
- Paying for continuing education credits for nurses	- Global memo that goes out to all staff covering software updates or changes to the tax code
- Buying online courses from private vendors to offer to employees	- Executive coaching and mentorship
- Sending employees to university classes	- Job shadowing that is planned ahead and part of new hire training
- "Lunch and learn" seminars	Monthly, all-staff meeting where topics are covered (e.g., teamwork, HR policies)
- Leadership coaching, with specific learning objectives	Hands on training for new hires following a seminar
-	Meeting at the beginning of the construction job to review the tasks to be completed

- All participants reported that their company has provided or financed formal training for their employees during the last 12 months (Q10) and therefore answered the formal training grid (Q11).

- The topics presented in the formal training grid (Q11) were generally understood, with each being answered by at least one participant as shown in the table below. Several participants mentioned that several of the topics aren't relevant to their company (e.g., production or construction), but still seemed to understand the intent.

Training Topic	Delivery Method					Total
	Traditional 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	10	7	3	8	2	30
Managerial or Supervisory	9	6	6	6	1	28
Safety or occupational safety	5	6	12	5	0	28
Company Specific Processes, Procedures or Business Practices	8	8	9	10	1	36
Profession or industry specific (e.g., medical, engineering, accounting, legal)	5	7	7	8	1	28
Information technology or information systems	6	5	7	6	0	24
New Hire Orientation	10	7	5	10	2	34
Sales or customer service	4	6	3	7	1	21
Production and construction (e.g., manufacturing, installation)	0	1	0	0	1	2
Communication or interpersonal skills (e.g., writing, presenting or teamwork)	6	6	7	7	1	27
Basic skills (e.g., elementary reading, writing or arithmetic)	0	0	3	0	0	3
Clerical or administrative	2	7	5	0	0	14
Other, specify	1	0	0	1	0	2
Total	66	66	67	68	10	277

- While most participants seemed to understand the intended meaning of the training modes, there was some confusion.

   - For the most part, participants were clear on what traditional classroom training and online training was, and described the training they were thinking about for each correctly. Two participants considered only training in an academic setting as traditional classroom, excluding non-academic classes such as those from private vendors.

   - Other in-person training was often described by the words in the question text (seminar and workshop). Some participants said that this is the most typical type of training, that traditional, lecture-based, classroom training is rare. Conferences, watching videos with a group, reviewing a new handbook or policy were all named as examples of other in-person training. Two participants described the difference between the first two columns as whether the trainer was external to the company (traditional classroom) or internal to the company (other in-person).

      - Two participants were unsure whether to include live, remote, training that was attended via Skype or Webinar as in person or online. They felt that having a real time instructor made the training different than traditional online training, yet recognized that it was not a traditional, classroom training.

   - Combination of in-person or online training was generally well understood. Participants described trainings where employees attend a seminar and then do an online exercise, or watch an online video prior to attending class. One participant explained that they have an online harassment class that is followed by an in-depth face-to-face discussion, and that this would be included in the combination mode.

   - Only four participants selected the other column. When asked what could be included as other, participants described a variety of trainings including a leadership training that spans 15 months and includes workshops, online training, a 360 assessment, tours and interviews; meeting at the beginning of the construction job to review the tasks to be completed; one-on-one training where a new software is taught or specific content covered; practice problems that are reviewed; remote training where the instructor is live but in a different location.

      - One participant interpreted the last column as external to the company, with the first three columns being training that employees do in-house and the fourth column being training that employees do at other companies.

- When asked the source of the training (Q12), participants were generally able to understand the response options and had the requested information.

  o Several participants appeared to have recall errors, not marking all the sources of the trainings they identified in the prior question. Specifically, in at least two instances, participants did not mark off 'private vendor'.

  o Very few participants marked the final four response options (trade associations or employer groups, labor unions, regional/local workforce development or investment boards, other). While these options didn't appear to confuse participants, the length of the list may have resulted in scanning the options rather than reading closely. Additionally, these may be rare sources of training, which also supports the removal of them as response options.

  C. *Number of Employees in Formal Training*

- Participants generally understood the questions about employees in formal training. All reported that the questions were not difficult and they felt reasonably confident in the accuracy of their answers.

- When asked about the percent of all employees that received formal training in the last 12 months (Q13), twelve of the twenty participants responded 100 percent. During the debriefing, comments such as "every single person gets some sort of training every single year," or "required everyone to go through training every January."

  o The six participants who reported 51 to 99 percent had the same rationale, but weren't comfortable answering 100 percent, thinking there may be one or two employees who didn't get trained for some reason.

- The next question asked the percent of employees, excluding new hires, that received formal training (Q14). Sixteen of twenty participants gave the same answer to both questions, and eleven of these listed 100 percent for both Q13 and Q14. During the debriefing this was determined to be accurate, with participants noting they hadn't specifically thought of new hires and the training they required for the first question, instead thinking of training that is required of all employees.

  o The remaining four gave the next highest response option (e.g., instead of 100 percent, saying 51 to 99 percent). This was explained as there was some training that was specific to new hires, but it wasn't a majority.

- Overall participants did not refer to records when answering these questions. Several indicated they could run a custom report showing only the last 12 months, but they did not need to do answer the question. Again, this is related to the large number of participants reporting 100 percent; once they thought of a single training required of all staff they had enough information to answer.

- The 12 month reference period in these questions seemed to work fine, as no participants indicated the question would be easier with a shorter reference period. A few participants commented on the reference period, noting that they generally track training over a calendar year (January to December) or their fiscal year (e.g., October to September). These participants were able to adjust their thinking to the past 12 months, but generally thought about a specific training (e.g., the required EEO training done each February) and used that to determine what percent of employees had received formal training in the past 12 months.

D. *Hours in Formal Training*

- The question asking how many hours employees spent in formal training over the past 1 month (Q15) was reported to be the most difficult question on the survey. This question had the highest percentage of don't know answers (four of twenty participants) on the survey. These participants said that this information simply isn't tracked, or isn't tracked at a company level though it may be done by individual supervisors or department.

- When asked to explain how they arrived at their answer, participants who gave a number tended to have two strategies:

  o Consider a single, recent, training event and adjust their estimate based on the employees that attended that event: "paralegal and associate meetings were over 90 minutes, so thought of just those" or "included the toolbox talks/informal, which everyone gets at least once a week... Differs by their job and how long they've been here though, "

  o Report the policy, or training goal, for the company: "overall, I would say that not more than 10% of FT hours would be in training - that's the goal."

- Only one participant reported looking up the information in records, and she said that she had to average across people to get an answer as the number wasn't something their training database tracks or produces. Another said that they "track all this, just the way you're asking

the questions doesn't line up with how we track it," as they track cumulative hours over the course of the year, so could only provide a monthly total at the end of January.

- Many participants noted that the amount of time spent in training varies greatly, depending on the employee's occupation, tenure and department. They were able to generalize to answer the question, again often seeming to think about all-employee trainings (e.g., mandatory EEO training) or training for specific groups (e.g., monthly continuing legal education).

- When asked if the number of hours your employees have spent in training has increased, stayed the same, or decreased (Q16), participants seemed to think more about the number of total hours rather than the number of hours per employee. For example, several participants said that the number of hours had significantly increased because they had more employees in the company than they did three years ago (e.g., not because each employee was spending more time in training).

- One participant pointed out that question 16 asks about 'your employees' rather than the employees at your company, and so answered the question just about his direct reports. The other participants did not notice this wording issue.

E. Spending on Formal Training

- As with the number of employees and hours, this version of the employer survey asked only two high level questions about spending on formal training. The first asked if the company spent any money on formal training in the last 12 months, and if so on what categories (Q17). Participants understood this question as it was intended.

- There were similar recall issues as with the source of training, with some participants simply forgetting some of the training that they identified in the question 11 grid. This error was not particular to a specific type of training or training source. No participants reporting looked at records to answer the question.

- Two participants thought of this question only in terms of dollars paid to outside entities, excluding the costs associated with having internal staff develop and conduct training (e.g., training personnel). On the other hand, X? participants included the cost associated with having their staff attend training: "Whenever our full or part time staff go to training, we pay them." They included this cost in the wages and salary response option.

- For tuition reimbursement, one participant excluded payments towards continuing education credits, explaining those are employee development costs rather than training costs. She had included them on the formal training grid however, and was the only participant with this interpretation so this is not expected to be a persistent issue.

F. *Company Background*

- Participants had no issues with the four questions in the company background section (Q19 – 22). Even those not in HR (e.g., Training Director), knew about the benefits available to employee as a function of being an employee themselves.

G. *Knowledge and Records*

- The first round of exploratory interviews suggested that it may be difficult to find a single person within a company, particularly large companies, with knowledge of the training or for training records to have all the information of interest. In this second round of testing, the survey asked for more general information about training, just occurrence by topic and delivery method (Q11), broad ranges of percent of employees in training (Q13 and Q14), hours spent in training (Q15) and spending trends (Q16).

- While almost all participants answered every question, resulting in surveys that looked complete, several participants commented during the debriefing that they do not have knowledge of all the training across the company and based their answers on just their own department or experience:

> "I wouldn't know of all of this at my location. There may have been production training going on there and I would never have known"

> "I don't know that there is any one person who would know all the training. One person wouldn't know everything. You get to a big company you're not going to find one person who going know everything"

- The second round of interviews also confirmed that while many companies have some training records, these systems are not comprehensive and were widely varied in the structure (e.g., by employee, by department or by training). Comprehensive records on training were also not common, although many companies kept records on some of the training (e.g., safety

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training for OSHA purposes, professional training for certification purposes); these record systems often excluded training offered by different departments, and training taken externally (or internally if the records were focused on payments).

- Very few participants reported referring to their training records when answering the survey questions, saying they were generally able to answer from recall.

  o The placement of the questions that would benefit most from the use of records (Q13-18 on employee number and hours, and spending on formal training) near the end of the survey may have contributed to this finding. Participants generally seemed comfortable answering the first six pages of the survey without accessing any outside information, and so may have been unlikely to change their response process at this point in the survey.

  o Additionally, the ranges presented in the response options, rather than requiring an exact number, may have suggested that an estimate was sufficient.

- Finally, participants from multi-unit establishments often described both corporate (all locations received it) and de-centralized training (done only at one location or one department). Those from the headquarters, where some of the training offices were located, were able to report for the corporate training but not the de-centralized trainings. Participants from non-headquarters locations tended to know about the de-centralized trainings that occurred in their department and any corporate trainings they took but did not feel confident they knew about all the training happening in their location (e.g., done in other departments, corporate trainings he wasn't required to take).

4. Recommendations

A. Survey Form

Based on the results from this testing, we revised the tested survey (Attachment A) and include the proposed employer survey is included as Attachment C. 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 establishment respondents would likely be able to complete the survey in a self-administered format. The survey should

be tested in the desired data collection mode to ensure that the questions work as intended and that there are no usability issues or context effects.

2. Surveys

The employer survey will provide estimates on incidence of employer provided formal training. While this information is useful, it is even more valuable when combined with the proposed employee survey and training log which will also capture intensity of training as well as information about informal training. Together these surveys will allow for a complete picture of the current landscape of employer provided training. The measurement objectives intended to be collected by each approach are shown in Attachment D.

3. Sample

For the employer survey we recommend a national sample. The BLS sample frame will be used to select sample members with a known probability, stratifying by industry and size class. The sample will aim to produce the following estimates with a three percent level of precision:

- Proportion of employers providing formal training by industry (14 CES supersectors)

- Proportion of employers providing formal training by size class (5 size classes, the largest being 500+ employees)

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

- Proportion of employers providing formal training by topic (13 topics)

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

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

- Proportion of employees who have received formal training in the past 12 months

- Whether the amount spent on training has increased, decreased or stayed the same over the past 3 years

- Whether the amount of time employees spent in training has increased, decreased or stayed the same over the past 3 years

The other information collected on the survey (e.g., industry, number of employees, type of employees) 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 employee survey cognitive interviewing report, concludes the first round of development and testing work for SEPT. These results 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. For the employer survey in particular, testing should focus on

- The completeness of information collected from large, multi-unit, establishments where training may be especially decentralized.

- 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.

- Change in spending or hours spent in training over time, refining question to focus on meaningful change in training practices, rather than change in number of employees or technology that would lead to a change in spending or time.

Once forms are finalized, a feasibility test would be conducted; administering the surveys to both employees and employers to evaluate responses on a larger scale.

Employer Provided Training

Employer Survey

Instructions

Thank you for participating in this study!
Prior to your interview, please complete this survey to the best of your ability.

Please keep track of how long it takes you to answer all the questions.

When finished the survey, please either scan and email it to Edgar.Jennifer@Bls.gov or fax it to 202-691-7426.

Keep a copy for yourself, as we'll use it during the interview.

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A. Company Information

1. 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

2. Please describe your main business activities.

_____

_____

_____

3. How many employees were on the payroll of your company during the pay period that includes the 12th of <u>last</u> month? _____ employees

4. How many employees were on the payroll of your company during the pay period that includes the 12th of the month, <u>three months ago</u>? _____ employees

5. What type of staff work at your company (mark all that apply):
    o Full time employees
    o Part time employees
    o On-call workers
    o Temporary help agency workers
    o Independent contractors
    o Contract company workers
    o Other, specify _____

6. In the past 3 months, how many new employees have been hired at your company? _____ employees

7. Which of the following services does your company contract out for? (mark all)
   o Payroll or Accounting
   o Human Resources
   o Production
   o Security
   o Maintenance
   o Other, specify Other, specify _____
   o No contracting out of services
   o Don't know

8. Does company supply contract workers or temporary workers to other companies?
   o Yes
   o No

9. Are any of the employees at your company members of a labor union or covered by an employee association similar to a union?
   o Yes, all employees are members of a labor union or similar group
   o Yes, some employees are members of a labor union or similar group
   o No
   o Don't know

B.   Formal Training

This section of the survey is about Formal Training. Key features of formal training are:

1. It is planned in advance,

2. It has a structured format, and

3. It has a defined curriculum or topics to be covered

Formal training *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

Formal training **excludes** on-the-job training given by a supervisor or coworker, including mentoring or observations.

10. In the last 12 months, has your company provided or financed any formal training for employees?
    - Yes – go to question 11
    - No – go to question 19
    - Don't know

11. Please indicate which of the following training topics, by delivery method, your company has sponsored, funded or provided for employees in the last 12 months.

Training Topic	Delivery Method				
	Traditional 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., medical, 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					

12. In the past 12 months, which of the following sources have you used to provide or sponsor formal training for your employees (mark all that apply):
    o Developed within the company, at this location
    o Developed within the company, at another location
    o Training provided through a contract arrangement with community colleges or other academic institutions
    o Community colleges or other academic institutions via tuition or tuition reimbursement
    o Private vendors, including online vendors or product suppliers
    o Trade associations or employer groups
    o Labor unions
    o Regional / Local workforce development or investment boards
    o Other, specify
    o Don't know

C. **Employees in Formal Training**

13. Thinking about all the employees in your company, how many of them have received at least some formal training in the last 12 months?
    o 0 percent; no employees have received formal training in the last 12 months - go to question 19
    o 1 to 25 percent
    o 26 to 50 percent
    o 51 to 99 percent
    o 100 percent, all employees have received formal training in the last 12 months
    o Don't know

14. <u>Excluding new hires</u> receiving orientation or other new-hire specific training, how many employees have received at least some formal training in the last 12 months?

- o 0 percent, no employees have received formal training in the last 12 months, other than new hires
- o 1 to 25 percent
- o 26 to 50 percent
- o 51 to 99 percent
- o 100 percent, all employees have received formal training in the last 12 months
- o Don't know

15. Thinking about <u>all</u> the employees in your company, on average, how many hours would you say each one has spent in formal training over the last 1 month?

- o Less than 1 hour
- o 1 to 5 hours
- o 6 to 10 hours
- o More than 10 hours
- o Don't know

16. Over the past 3 years, would you say that the number of hours your employees have spent in training has

- o Slightly increased
- o Significantly increased
- o Stayed the same
- o Slightly decreased
- o Significantly decreased

D.   Spending on Formal Training

17. In the last 12 months, has your company spent money on (mark all that apply):
    - o Tuition and tuition reimbursement
    - o Outside trainers or training companies
    - o Wages and salaries of full time training personnel
    - o Wages and salaries of part time training personnel
    - o Other training related expenses

18. Over the past 3 years, would you say that the amount of money your company spends on training related expenses has
    - o Slightly increased
    - o Significantly increased
    - o Stayed the same
    - o Slightly decreased
    - o Significantly decreased
    - o Don't know

E.   Company Background

19. Do employees at this company have access to retirement plans, other than social security?
    - o Yes
    - o No
    - o Don't know

20. Do employees at this company have access to medical, surgical or hospital insurance that covers injuries or major illnesses off the job?
    - o Yes
    - o No
    - o Don't know

21. Do employees at this company have access to paid leave?

     o   Yes

     o   No

     o   Don't know

22. In the last 3 years, has this company introduced any new products or production practices?

     o   Yes

     o   No

     o   Don't know

Thank you for completing our survey! If you have any comments about your answers, please add them below.

_____

_____

_____

_____

_____

Attachment B. Question by Question Results

Question Number	Question Text	Response Options	Results Summary	Recommendation
A. Company Information				
1	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.	If survey is implemented online, have a dynamic prompt to highlight the 'answer just for this location' instructions here, and add reminders, or "for this location of your company" to questions throughout the survey
2	Please describe your main business activities.	- [open ended]	No issues, minor wording improvement	Please describe your company's main business activities.
3	How many employees were on the payroll of your company during the pay period that included the 12th of last month?	- _____ employees	Several participants got this information from another office (e.g., HR). To encourage this to happen more often, move these questions to the end of the survey. There were no comprehension issues with the questions, so the wording can remain the same.	Move to Section E. Company Background
4	How many employees were on the payroll of your company during the pay period that includes the 12th of the month, three months ago?	- _____employees		
5	What type of staff work at your company (mark all that apply):	- Full time employees - Part time employees - On-call workers - Temporary help agency workers - Independent contractors - Contract company workers - Other, specify _____		

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Question Number	Question Text	Response Options	Results Summary	Recommendation
6	In the past 3 months, how many new employees have been hired at your company?	- _____ employees		
7	Which of the following services does your company contract out for? (mark all)	- Payroll or accounting - Human resources - Production - Security - Maintenance - Other, specify Other, specify - No contracting out of services - Don't know		
8	Does company supply contract workers or temporary workers to other companies?	- Yes - No		
9	Are any of the employees at your company members of a labor union or covered by an employee association similar to a union?	- Yes, all employees are members of a labor union or similar group - Yes, some employees are members of a labor union or similar group - No - Don't know		
B. Formal training				
Definition	Formal training has a: 1. It is planned in advance, 2. It has a structured format, and 3. It has a defined curriculum or topics to be covered 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)		No issues	No changes

Question Number	Question Text	Response Options	Results Summary	Recommendation
	- An official apprenticeship program - Provided by a private vendor through a contract Formal training excludes on-the-job training given by a supervisor or coworker, including mentoring or observations			
10	In the last 12 months, has your company provided or financed any formal training for employees?	- Yes – go to question 11 - No – go to question 19 - Don't know	No issues, all participants reported yes to this question.	No changes
11	Please indicate which of the following trainings topics, by delivery method, your company has sponsored, funded or provided for employees in the last 12 months:	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) - 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)	No comprehension issues, but potential knowledge issue if training is decentralized and/or the respondent isn't aware of trainings done across departments.	Add a topic for Human Resources topics (e.g., EEO, sexual harassment)

Question Number	Question Text	Response Options	Results Summary	Recommendation
		- Clerical or administrative - Other, specify _____		
		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. Additionally, two participants considered only training in an academic setting as traditional classroom	Revise to: - Traditional, in-person classroom training - Other in-person training (e.g., seminar, workshop) - Online training - Combination of in-person and online training Format the columns to increase clarity of the difference between in person, online, or combination. Add a glossary (could be implemented as help links online) to provide definitions and additional examples for key survey concepts.
12.	In the past 12 months, which of the following sources have you used to provide or sponsor formal training for your employees (mark all that apply):	- Developed within the company, at this location - Developed within the company, at another location - Training provided through a contract arrangement with community colleges or other academic institutions - Community colleges or other academic institutions via tuition or tuition reimbursement	Several participants appeared to have recall errors, not marking all the sources of the trainings they identified in the prior question. Additionally, very few participants marked the final four response options (trade associations or employer groups, labor unions, regional/local workforce	Leave all options in, but examine feasibility test data to see if they are used frequently enough to warrant inclusion.

Question Number	Question Text	Response Options	Results Summary	Recommendation
		- Private vendors, including online vendors or product suppliers - Trade associations or employer groups - Labor unions - Regional/ Local workforce development or investment boards - Other, specify - Don't know	development or investment boards, other). While these options didn't appear to confuse participants, the length of the list may have resulted in scanning the options rather than reading closely.	

C. Employees in Formal Training

Question Number	Question Text	Response Options	Results Summary	Recommendation
13	Thinking about <u>all the employees</u> in your company, how many of them have received at least some formal training in the last 12 months?	- 0 percent; no employees have received formal training in the last 12 months – go to question 19 - 1 to 25 percent - 26 to 50 percent - 51 to 99 percent - 100 percent, all employees have received formal training in the last 12 months - Don't know	Participants generally understood the question, with a majority answering 100% as they noted that all employees get at least some formal training each year.	Decision to exclude orientation and safety training, and wording revision to align with revised Q14: <u>Of ALL the employees</u> in your company, how many of them have received at least some formal training in the last 12 months? Exclude new hire orientation and safety training.
14	<u>Excluding new hires</u> receiving orientation or other new-hire specific training, how many employees have received at least some formal training in the last 12 months?	- 0 percent, no employees have received formal training in the last 12 months, other than new hires - 1 to 25 percent - 26 to 50 percent - 51 to 99 percent - 100 percent, all employees have received formal training in the last 12 months	A majority (80 percent) of participants gave the same answer to Q13 and Q14. For some, this was accurate as all employees get training so excluding new hires did not change their answer.	<u>Of the employees hired within the last 3 months,</u> how many received at least some formal training in the last 12 months? Exclude new hire orientation and safety training.

Question Number	Question Text	Response Options	Results Summary	Recommendation
		- Don't know	A few did not notice the difference between the two questions however. The intent of the question was to exclude new hire orientation but not job-related skills, which may not have been clear to participants.	
15	Thinking about <u>all</u> the employees in your company, on average, how many hours would you say each one has spent in formal training over last 1 month?	- Less than 1 hour - 1 to 5 hours - 6 to 10 hours - More than 10 hours - Don't know	Participants struggled with this question, tending to base estimates on specific training events or categories rather than considering differences by occupation, tenure or training types.	No changes, but focus on this issue in next phase of testing to inform a possible change to the measurement objective.
16	Over the past 3 years, would you say that the number of hours your employees have spent in training has:	- Slightly increased - Significantly increased - Stayed the same - Slights decreased - Significantly decreased	Participants seemed to think more about the number of total hours rather than the number of employee hours.	Over the past 3 years, would you say that the number of hours each employee at your company has spent in formal training has:
D. Spending on Formal Training				
17	In the last 12 months, has your company spent money on (mark all that apply):	- Tuition and tuition reimbursement - Outside trainers or training companies - Wages and salaries of full time training personnel - Wages and salaries of part time training personnel - Other training related expenses	Some participants included the wages of employees attending training. Some participants excluded internal training staff. Potential knowledge issue if training is decentralized and/or the respondent isn't aware of trainings done across departments.	Excluding the wages of employees attending training, what training expenses has your company had in the last 12 months (mark all that apply)? - Tuition and tuition reimbursement - Outside trainers or training companies

Question Number	Question Text	Response Options	Results Summary	Recommendation
				- Internal costs for wages or salaries of full time training personnel - Internal costs for wages or of part time training personnel - Other training related expenses
18	Over the past 3 years, would you say that the amount of money your company spends on training related expenses has	- Slightly increased - Significantly increased - Stayed the same - Slight decreased - Significantly decreased - Don't know	The change over time was often related to change in number of employees, new technologies, etc.	No substantive changes, but focus on this issue in next phase of testing to inform a possible change to the measurement objective. Add formal to the question stem: Over the past 3 years, would you say that the amount of money your company spends on formal training related expenses has
E. Company Background				
19	Do employees at this company have access to retirement plans, other than social security	- Yes - No - Don't know	No issues	No Changes
20	Do employees at this company have access to medical, surgical or hospital insurance that covers injuries or major illnesses off the job?	- Yes - No - Don't know	No issues	No Changes

Question Number	Question Text	Response Options	Results Summary	Recommendation
21	Do employees at this company have access to paid leave?	- Yes - No - Don't know	No issues	No Changes
22	In the last 3 years, has this company introduced any new products or production practices?	- Yes - No - Don't know	No issues	No Changes

Attachment C. Proposed Employer Survey

Employer Provided Training

Employer Survey

BUREAU OF LABOR STATISTICS
U.S. DEPARTMENT OF LABOR

OMB Control Number xxxx-xxxx

Expires xx xx, xxxx[3]

A. Company Information

1. 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

2. Please describe your main business activities. _____

B.   Formal Training

This section of the survey is about Formal Training. Key features of formal training are:

1. It is planned in advance,

2. It has a structured format, and

3. It has a defined curriculum or topics to be covered

Formal training *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

Formal training **excludes** on-the-job training given by a supervisor or coworker, including mentoring or observations.

3. In the last 12 months, has your company provided or financed any formal training for employees?

   o Yes – go to question 4

   o No – go to question 12

   o Don't know

4. Please indicate which of the following training topics, by delivery method, your company has sponsored, funded or provided for employees in the last 12 months.

Training Topic	Delivery Method				
	In Person Only				
	Traditional, classroom training	Other 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					
Human resources (e.g., Equal Employment Opportunity, sexual harassment, or diversity and inclusion training)					
Company specific processes, procedures or business practices					
Profession or industry specific (e.g., medical, 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					

5. In the past 12 months, which of the following sources have you used to provide or sponsor formal training for your employees (mark all that apply):

    o Developed within the company, at this location
    o Developed within the company, at another location
    o Training provided through a contract arrangement with community colleges or other academic institutions
    o Community colleges or other academic institutions via tuition or tuition reimbursement
    o Private vendors, including online vendors or product suppliers
    o Trade associations or employer groups
    o Labor unions
    o Regional / Local workforce development or investment boards
    o Other, specify
    o Don't know

C. **Employees in Formal Training**

6. Of ALL the employees in your company, how many of them have received at least some formal training in the last 12 months? Exclude new hire orientation and safety training.

    o 0 percent; no employees have received formal training in the last 12 months - go to question 19
    o 1 to 25 percent
    o 26 to 50 percent
    o 51 to 99 percent
    o 100 percent, all employees have received formal training in the last 12 months
    o Don't know

7. <u>Of the employees hired within the last 3 months,</u> how many received at least some formal training in the last 12 months? Exclude new hire orientation and safety training.
    o 0 percent, no employees have received formal training in the last 12 months, other than new hires
    o 1 to 25 percent
    o 26 to 50 percent
    o 51 to 99 percent
    o 100 percent, all employees have received formal training in the last 12 months
    o Don't know

8. Thinking about <u>all</u> the employees in your company, on average, how many hours would you say each one has spent in formal training over the last 1 month?
    o Less than 1 hour
    o 1 to 5 hours
    o 6 to 10 hours
    o More than 10 hours
    o Don't know

9. Over the past 3 years, would you say that the number of hours each employee at your company has spent in formal training has:
    o Slightly increased
    o Significantly increased
    o Stayed the same
    o Slightly decreased
    o Significantly decreased

D.   Spending on Formal Training

10. Excluding the wages of employees attending training, what training expenses has your company had in the last 12 months (mark all that apply)?
    o Tuition and tuition reimbursement
    o Outside trainers or training companies
    o Internal costs for wages or salaries of full time training personnel
    o Internal costs for wages or of part time training personnel
    o Other training related expenses

11. Over the past 3 years, would you say that the amount of money your company spends on formal training related expenses has
    o Slightly increased
    o Significantly increased
    o Stayed the same
    o Slightly decreased
    o Significantly decreased
    o Don't know

E. Company Background

12. Do employees at this company have access to retirement plans, other than social security?
    o Yes
    o No
    o Don't know

13. Do employees at this company have access to medical, surgical or hospital insurance that covers injuries or major illnesses off the job?
    o Yes
    o No
    o Don't know

14. Do employees at this company have access to paid leave?

       o Yes

       o No

       o Don't know

15. In the last 3 years, has this company introduced any new products or production practices?

       o Yes

       o No

       o Don't know

16. How many employees were on the payroll of your company during the pay period that includes the 12th of <u>last</u> month? _____ employees

17. How many employees were on the payroll of your company during the pay period that includes the 12th of the month, <u>three months ago</u>? _____ employees

18. What type of staff work at your company (mark all that apply):

       o Full time employees

       o Part time employees

       o On-call workers

       o Temporary help agency workers

       o Independent contractors

       o Contract company workers

       o Other, specify _____

19. In the past 3 months, how many new employees have been hired at your company? _____ employees

20. Which of the following services does your company contract out for? (mark all)

   o Payroll or Accounting

   o Human Resources

   o Production

   o Security

   o Maintenance

   o Other, specify Other, specify _____

   o No contracting out of services

   o Don't know

21. Does company supply contract workers or temporary workers to other companies?

   o Yes

   o No

22. Are any of the employees at your company members of a labor union or covered by an employee association similar to a union?

   o Yes, all employees are members of a labor union or similar group

   o Yes, some employees are members of a labor union or similar group

   o No

   o Don't know

Thank you for completing our survey! If you have any comments about your answers, please add them below.

_____

_____

_____

_____

Attachment D. 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		