

Department of Administrative Services
Customer Council Survey
Training as a Possible Utility

In an effort gain enterprise-wide efficiencies, the DAS Customer Council has been discussing alternatives for the pricing and delivery of training services. One proposal would be for the Department of Administrative Services to provide utility training in situations where a topic is mandatory, and needs to be consistent throughout State government.

Two recent examples are:

- (1) The enterprise-wide diversity training required by Executive Order Number 4, and
- (2) Training that may be required as a result of collective bargaining agreements.

Currently, all training is a marketplace, pay-per-use, service. If mandatory training were a utility, as some suggest, we might be able to have a consistent state-wide policy message delivered with fiscal efficiencies in program development and delivery. Certain aspects of a training session could still be customized for each agency, but the overall policy message would be statewide, and the cost would be shared as a utility.

The following questions are being sent to departmental decision-makers as a way for you to provide input for this discussion.

Please take a few moments to respond to the following questions today.

1. Would there be enterprise-wide fiscal efficiencies of training as a utility for all training programs?

- Yes
- No
- Undecided

Comment _____

2. Would there be enterprise-wide fiscal efficiencies of training as a utility, limited to those items that are mandatory when all state employees need to receive the same information? (ie: diversity, customer service, collective bargaining requirements)

- Yes
- No
- Undecided

Comment _____

3. Would there be fiscal efficiencies for your department if training was offered as a utility for all training programs?

- Yes
- No
- Undecided

Comment _____

4. Would there be efficiencies for your department if training was offered as a utility, limited to those items that are mandatory when all state employees need to receive the same information? (ie: diversity, customer service, collective bargaining requirements)

- Yes
- No
- Undecided

Comment _____

5. If a State enterprise-wide training utility were offered, what would be possible benefits to you? Check all that apply.

- Training would be consistent across all my offices.
- Training would be consistent across the entire enterprise.
- Training costs would be predictable.
- Training development costs would be distributed across the enterprise.
- Other (list as many items as you would like)

Comment _____

6. If a State enterprise-wide training utility were offered, what would be your concerns? Check all that apply

- Training needs to be customized for my office(s).
- Employees are located at diverse locations and difficult to access.
- Employees work around the clock and are difficult to access.
- It is difficult to allow time for employees to be away from their duty stations.
- Training would not be consistent across the entire enterprise.
- Training costs would not be predictable.
- Training development costs would not be distributed fairly across the enterprise.
- Other (list as many items as you would like)

Comment _____

7. On a scale of 1 to 5, with 1 being least important and 5 being most important, please rate the following training topics as they affect your agency's strategic goals.

	Not Important 1	2	No Opinion 3	4	Very Important 5
Leadership					
Human Resource Management					
Diversity					
Customer Service					
Technology					
Orientation to State Government					
Communication Skills					

9. On a scale of 1 to 5, with 1 being least important and 5 being most important, please rate your preference for the following training methods of delivery. Consider your experience for the trade-offs between the cost-effectiveness of the method of delivery and the convenience for your staff.

	Not Important 1	2	No Opinion 3	4	Very Important 5
Workshops with up to 30 participants					
Lecture presentations of greater than 30 and up to 100 participants					
Webinars via the internet					
Online courses					

10. On a scale of 1 to 5, with 1 being least likely and 5 being most likely, please rate whether you have the resources to support a training utility if the training is limited to only mandatory training programs.

Not Likely 1	2	No Opinion 3	4	Most Likely 5

11. On a scale of 1 to 5, with 1 being disagree and 5 agree please rate whether this utility should be a budgetary line item. (ask a fiscal officer about this question before including it)

Disagree 1	2	No Opinion 3	4	Agree 5

12. If an enterprise-wide training utility is offered for mandatory training topics, which of the following are you likely to do.

- Support the utility
 - Object to the utility
 - Undecided
 - Other
- Comment _____

Demographic Information

The following confidential demographic information will help us understand the responses. All reports from this survey will be aggregated totals and averages. As an on-line survey, the system is set to allow you only one response. However, your response will be confidential.

13. How would you describe your agency

Very Large (define this as _____)

Medium (define this as _____)

Small (define this as _____)

Comment _____

14. Your position (check all that apply)

Agency Director

Administrator

Training coordinator

Personnel officer

Budget officer

Other _____

(This list could be expanded, but needs to be able to identify decision-makers for budget work, administration, compliance, and personnel development, etc.)

15. Your comments and suggestions are welcome in the space provided below.

Thank you for completing this survey. The DAS staff and Customer Council look forward to considering the responses in future discussions.

Please click "Done" to record your responses.