



**United States Army Combined Arms Support Command  
(CASCOM), Sustainment Center of Excellence (SCoE)  
Directorate of Lessons Learned / Quality Assurance**



**CIVILIAN PROFESSIONAL DEVELOPMENT SURVEY  
SURVEY ANALYSIS  
EXECUTIVE SUMMARY (EXSUM)**

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**CIVILIAN PROFESSIONAL DEVELOPMENT SPECIAL SURVEY**

## EXSUM RESULTS

**1. Purpose.** The survey was launched in support of on-going efforts to improve civilian training. It was targeted specifically at civilian personnel assigned and/or affiliated with the Fort Lee Installation and military personnel that supervise civilians. It was also aimed at aligning the availability of training opportunities with the future implementation requirements of the Army Learning Model 2015.

**2. Methodology.** The field feedback process consists of five steps: develop collection instrument, deploy collection instrument, collect data, analyze data and generate report.

a. **Target Audience.** The Civilian Professional Development Survey was developed and made available by “open participation”. Personnel who were provided, or had access to the survey link were afforded an opportunity to take the survey. The target audience consisted of military leaders who supervise civilian and civilian personnel assigned and/or affiliated with the Fort Lee Installation.

b. **Data Collection.** The survey consisted of closed-end, table and open-ended questions used to collect data and produce the findings contained in this summary. The survey was opened on 11 February 2013 and during that period; the customer managed the initial invitation and its follow-on survey reminders. The survey was closed on 5 March 2013. In addition to answering survey questions, respondents were afforded an opportunity to make general comments, or suggestions, for improving civilian training.

**3. Demographics.** The following lists the participation composition for this survey:

a. **Survey Participants:** The majority of the survey participants indicated they were a civilian governmental employee (94.8%).

b. **Civilian Personnel Grade:** The majority of the governmental civilian survey participants were GS-12s (28.9%).

c. **Career Program Code and Title:** The majority of the survey respondents (37.3%) indicated that their Career Program Code and Title as CP-32 Training.

d. **Survey Respondent’s Proponent (or organizational) Affiliation:** The largest group reflected was CASCOM (39.8%) followed by Ordnance (17.3%), Army Logistics University (12.1%), Quartermaster (11%), Other (10.2%) and Transportation (9.7%).

e. **Time in Service:** The majority of survey respondents (25.7%) selected over 1-5 years as their time in service.

f. **Highest level of completed civilian education:** The majority of survey respondents (38.3%) selected Post Graduate Degree.

**4. Findings.** The following lists the major findings for this survey:

a. Survey Response Status: As stated earlier, the Civilian Professional Development Survey was provided to the target population via email as an open participation survey. Therefore, a total survey response rate was unattainable. Nonetheless, there were 676 personnel who responded to the survey. The extended analysis of survey participation reflected that of this amount, 591 personnel completed the survey and 85 personnel started but did not complete the survey.

b. Preferred Type of Professional Development Training Selected: The majority of survey respondents (71.9%) selected Workshops (1-3 days, interactive, hands-on).

c. Recommended Frequency for Professional Development Training: The majority of survey respondents (51.1%) selected Quarterly.

d. The Considered Benefit of Group Training: Using a scale of Extremely Beneficial, Somewhat Beneficial, No Benefit, or No Basis to Judge the majority of survey respondents (55%) selected Somewhat Beneficial for group training.

e. Mentorship: The majority of the respondents (62.4%) indicated they do not have a mentor. The primary reason provided by respondents (30.2%), was that they were not familiar with the process of being mentored.

f. Supervision of civilians: The majority of the respondents (68.6%) indicated that they do not supervise any civilians.

**5. Subject Training Interests:** From a provided menu list of possible training, respondents were asked to indicate their level of interest (using a scale of None, Low, Medium, High) and whether they would attend the training, (using a scale of Yes, No, or Undecided). The results are as follows:

<b><u>MAIN SUBJECT AREAS:</u></b>	<b><u>Major sub-area that was Selected:</u></b>	<b><u>Interest Level (Hi or Somewhat)</u></b>
Professional Development	Pre-Retirement Planning Seminars	79%
	Critical Thinking	76%
	7 Habits	72%
	Effective Communication	75%
Business Skills	Planning and Decision Making	75%
	Project Management	74%
	Strategic Planning	73%
	Writing Performance Appraisals	70%
	Excel Management	70%

Technology	Web based training	70%	
	E learning solutions	69%	
	Access	68%	
	Project	68%	

**6. Level of Knowledge Description:** The survey respondents were provided with the following options: “No Knowledge in this Area”, “Somewhat Knowledgeable”, or “Very Knowledgeable”. The major option selected for level of knowledge was “somewhat knowledgeable”. The survey results (presented from highest to lowest) are as follows:

<b><u>MAIN SUBJECT AREAS:</u></b>	<b><u>LEVEL OF KNOWLEDGE:</u></b>	<b><u>FINDINGS:</u></b>
Army Career Tracker	Somewhat knowledgeable	52.3%
Individual Development Plan	Somewhat knowledgeable	51.5%
Army Civilian Training and Education Development System	Somewhat knowledgeable	51.0%
Civilian Education System	Somewhat knowledgeable	47.7%

**7. Major Survey Themes from the Final Survey Question:** Listed in no particular order are the major themes identified from the final question in the survey:

- This survey is well done.
- Include SSI in future surveys.
- Would like feedback on survey results.
- CASCOM needs a mentorship program.
- Appreciated being asked for my feedback.
- Allow attendance of training and educational events.
- Training and education are critical in developing future civilian leaders.
- CASCOM needs to manage the talent it has versus leaving it to chance.
- CASCOM needs a single shop for professional training and education information.
- Leaders within CASCOM could provide valuable training and education if they would take the time.

**8. Conclusion.** The Civilian Professional Development Survey participants provided extensive written comments and recommendations on educational training areas that would enhance civilian employee professional development. The survey results indicated a significant segment of the survey participant’s thoughts on a centrally funded Masters’ Degree Program and a centrally funded on site group training program at Fort Lee were overwhelmingly positive. Many were receptive to the survey and offered additional comments. Recommend customer’s review of comments. Overall, targeted audience data will assist the customer in properly allocating the limited educational resources to maximize civilian personnel professional development.