



DEPARTMENT OF THE NAVY

CHIEF OF NAVAL EDUCATION AND TRAINING

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PENSACOLA FLORIDA 32508-5220

CNETINST 1500.30

ETE5

20 AUG 2001

CNET INSTRUCTION 1500.30

Subj: CHIEF OF NAVAL EDUCATION AND TRAINING (CNET) TRAINING
FEEDBACK PROGRAM

Ref: (a) OPNAVINST 1500.69A

- Encl: (1) Procedures for Establishing and Administering the
CNET Training Feedback Program
(2) Procedures for Establishing a Partnership Program
Where Schools are Collocated with Fleet Concentration
Areas
(3) Procedures for Establishing a Partnership Program
Where Schools are not Collocated with a Fleet
Concentration Area

1. Purpose. To establish policy, procedures, and responsibility for the administration and operation of the CNET Training Feedback Program, and to establish guidelines for partnership and communication between Naval Education and Training Command (NAVEDTRACOM) schools and fleet commanding officers, and for training feedback information and discussion.

2. Cancellation. CNETNOTE 1500 of 26 Jan 99

3. Background. There is a requirement for a responsive training feedback program to identify and report training feedback issues in the areas of training deficiencies, training concerns, or outstanding training achievements. Experience has demonstrated that the most successful and practical method to effectively collect feedback and measure training is by collecting data/information at the unit that receives the "A", "C", "F", and "T" school graduates. Training feedback from the fleet customer is crucial to the assessment and validation of training. Our goal is to ensure training is relevant and responsive to the actual job performance skills required of our graduates in the Fleet.

4. Scope. This instruction establishes the CNET Training Feedback Program and applies to all NAVEDTRACOM training activities including active duty military, reserve, and civilian personnel.

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5. Discussion. In the past, several methods have been used to collect training feedback and to measure training effectiveness. In the future, we must expand and standardize feedback methods in order to provide consistent and accurate feedback data to properly justify future investments in training.

6. Policy. The CNET Training Feedback Program will be used by all NAVEDTRACOM training activities. CNET will provide each activity with a web-based homepage template containing a training feedback form icon. Each school will develop a feedback form that is in the same format as CNET's feedback form and will link back to CNET's homepage. Also, each activity will establish a Fleet Partnership Program, communicating directly with fleet units and other training commanding officers concerning the performance of graduates.

7. Responsibilities

a. All NAVEDTRACOM schools must develop a training feedback web-based homepage and maintain a training feedback tracking system. The tracking system will be used for collecting and analyzing data and to track the performance of school graduates to ensure the highest quality training possible. Enclosure (1) provides guidance for establishing a web-based feedback program.

b. Establish a Fleet Partnership Program. A Fleet Partnership Program must be established by the schoolhouse commanding officer and fleet unit commanding officers when the schoolhouse is collocated at Fleet Concentration Areas (FCAs). Having a close relationship with a representative sample of customer ships/commands will help to determine how well prepared are the "A", "C", "F", and "T" school graduates. The Fleet Partnership Program can be used more effectively when developed early in the basic phase of the ship's Inter-Deployment Training Cycle (IDTC) and concludes when the unit leaves for deployment. Enclosures (2) and (3) provide guidance for establishing a Fleet Partnership Program.

c. Training commands that are not located at FCAs are encouraged direct liaison with fleet units and other training commands concerning the performance of graduates by the use of visits, letters, e-mail, telephone calls, partnership programs when on Temporary Assigned Duty (TAD) or whenever feasible, and/or through fleet surveys.



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PROCEDURES FOR ESTABLISHING AND ADMINISTERING
THE CNET TRAINING FEEDBACK PROGRAM

1. Each CNET school will use the CNET template to develop a web-based homepage with a training feedback link to CNET's homepage located at www.cnet.navy.mil. The schoolhouse feedback form should be in the same format as the CNET feedback form. A link to the CNET feedback form is located on CNET's homepage at www.cnet.navy.mil.
2. All training issues may be submitted via the CNET homepage map where all NAVEDTRACOM schools are located. From the map, select and click on the appropriate school, select the feedback form from the school's homepage, and submit.
3. Each school should designate a person to receive and acknowledge the training feedback issue within 5 working days.
4. Resolution should be accomplished as quickly as possible. Issues dealing with resources will be forwarded to CNET for resolution through the feedback form link located at www.cnet.navy.mil. In the interim, the school should provide a feedback response acknowledging receipt of the issue and explain the plan of action that will be taken.
5. If a generic (non technical) feedback issue is received at a school that is not specific to any courses taught at the school, the feedback should be forwarded to CNET (ETE5).
6. All specific training feedback issues that pertain to a technical training problem must be addressed by the appropriate school. The school should seek a plausible solution to resolve the issue as quickly as possible. The issue and the response/resolution should be entered into a training feedback tracking system for future reference.
7. Schools may also solicit feedback from a specific ship(s) or command(s) by message, e-mail, surveys, telephone calls, or face-to-face communication concerning a specific course(s) prior to an upcoming Navy Training Requirements Review.
8. CNET will serve as the technical, procedural, and functional manager of the Training Feedback Program and conduct periodic visits to fleet activities to assess the effectiveness and value of the program.

Enclosure (1)

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PROCEDURES FOR ESTABLISHING A PARTNERSHIP PROGRAM
WHERE SCHOOLS ARE COLLOCATED WITH FLEET CONCENTRATION AREAS

1. A Fleet Partnership Program is an integral part of the Training Feedback Program. A partnership program will be established by developing a close relationship with a representative sample of customer ships/commands. This relationship will determine how well prepared are the "A", "C", "F", and "T" school graduates. Communication is the key to establishing a supportive and cooperative partnership program.

2. School commanding officers must establish a proactive program with selected ships/commands. The number of partner commands should be sufficient to provide a representative sample. After the partner commands have been established, a kickoff meeting between the school commanding officer and the fleet unit on board the ship/command should be conducted. Appropriate members of both commands should be present. The following should be emphasized:

a. The information collected will only be used to improve training products and will be held in confidence between the schoolhouse and the ship.

b. The importance of establishing a "one-on-one" E-5, E-6, and E-7 level rapport between instructors and graduates and conducting these discussions at the ship's convenience so as not to overwhelm or burden the ship.

3. The schoolhouse should provide the partnership unit Training Officer with the list of graduates and schedule a meeting at the ship's/command's convenience to evaluate the quality of the trained graduates and the relevance of skills trained. The meeting should take place onboard the ship/command. The group should consist of school instructors, graduates, and their supervisors. When applicable, student performance data and end-of-course critiques may be discussed.

4. Schoolhouse instructors should communicate directly with graduates and their supervisors after the graduates have been aboard ship for approximately 6-12 months to ensure "C", "F", and "T" school graduates have the requisite skills to perform their jobs.

5. The data obtained from these meetings should be used by the school to determine courses of action. Feedback from the school should be provided to the ship/command with feedback including

Enclosure (2)

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actions that have been taken or not taken (since some feedback may not warrant taking action until a trend has been established).

6. The Fleet Partnership Program concludes when the ship deploys. At this time, a new partner is then chosen. Partnering with other support/training commands such as Fleet Technical Support Centers, Afloat Training Groups, Naval Aviation Maintenance Training Group Detachments, and Naval Aviation Maintenance Training Units will enhance training and provide valuable feedback.

7. Commands in FCAs should be an advocate for the Fleet Partnership Program for their counterparts in the heartland "A" and "C" schools.

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**PROCEDURES FOR ESTABLISHING A PARTNERSHIP PROGRAM WHERE
SCHOOLS ARE NOT COLLOCATED WITH A FLEET CONCENTRATION AREA**

1. Heartland schools can either gather feedback directly or through a training center located in a FCA.
2. Each training command should appoint a coordinator to manage each partner. Fleet Training Center, San Diego and Fleet Combat Training Center, Pacific have well-established Fleet Partnership Programs and should be contacted directly for "lessons learned."