# OMB DITAP Post-Program Survey Summary of Results

**January 23, 2017**

Overview

At the conclusion of the OMB DITAP program, all participants were asked to complete a post-program survey that assessed their knowledge of the various topics covered throughout the administration of the program. All 26 currently enrolled participants completed this survey. Overall, great gains were seen in participant knowledge across digital services topics over the course of the program.

Post-Program Survey Description

For the post-program survey, all 26 currently enrolled participants answered questions about their level of knowledge regarding each of the topics covered in the program. Topics were arranged into the following categories:

1. Agile Methods
2. Acquisition for Digital Service Professionals
3. Digital Services Concepts
4. Role as Digital Service Acquisition Professional

Participants were asked to indicate if they were “aware” of the topic, could “describe” it, were able to “act” on the topic, or if they were knowledgeable enough to “teach” the topic. The same survey was administered before the program begin to gain a baseline of participant knowledge. As such, changes in the percentage of the cohort members indicating each knowledge level were examined.

Post-Program Knowledge Gains

For all of the topics included in the post-program survey, there was an increase in the percentage of cohort members who could describe, act, and teach the topic or the percentage stayed the same. This is evidence to the fact that this program provided participants with valuable information that can be applied in their description, actions, and teaching related to the digital services topics covered in the program.

In terms of being able to describe the topics, the greatest percentage gains were seen for the Agile Methods topic of *Distinguishing among agile methods* and the Acquisition for Digital Services topic of *Digital Marketplace intelligence and types of suppliers.* For being able to act on topics, the greatest gains were seen for the Agile Methods topic of *Deciding when agile methods are appropriate* and the Digital Services Concepts topic of *The role of the Product Owner.* Finally, the greatest gains for being able to teach about a topic were seen for the Digital Services Concepts topic of *The role of the Product Owner.*

The charts on the following pages show the results of the post-program survey stacked on top of the results from the pre-program survey. As such, these charts serve to show the final knowledge levels of the cohort (as evidenced by the total height of the bars) as well as the change in level from pre-program to post-program survey.

Participant Comments on the Program

At the end of the post-program survey, participants were asked to provide any additional comments or feedback about the program. Fourteen of the participants who completed the post-program survey provided comments. In this section, key themes from those comments are organized by topic and provided along with illustrative quotes directly from the program participants.

**Overall Program**

* In general, participants valued the information that was presented in the program and thought that it was a worthwhile investment of their time
  + “This was a great development course. I am definitely glad that I participated and plan to continue learning and using the concepts from the course.”
  + “Though I had some darker moments with juggling work and classwork/studies, it is a very informative and worthwhile program.”
  + “This course, for as tough as it was, also opened my eyes to the ideas/concepts found in the agile contracting world...I'm excited, and also trepidatious, about applying what I've learned!”

**Program Content**

* Some participants felt that there was too much content and the time requirements exceeded the amount of time listed as needed.
  + “This course was too much to accomplish in 4 months.”
  + “The amount of time required from this program…and the rushed feeling in each classroom session was a bit overwhelming… Trying to manage the demands of this program with a full workload was beyond frustrating...at times to the point of paralysis-either somethings didn't get done at work, or a requirement of the program went undone.”
  + “The "estimated time" for assignments was grossly understated.”
* Some of the participants that provided the open-ended feedback indicated that they were looking for different content in the course, or that the content presented was more relevant for a different audience.
  + “It did not provide the tools that I, as a CO, need to have in order to follow through, once I have convinced the audience of the benefits of digital. The course did not appear to understand the roles and responsibilities of a CO, as opposed to a COTR...It spent little to no time on how to set up a solicitation, what to include as meaningful evaluation criteria, what to include in an award document, and how to administer the contract after award.”
  + “For the most part, I think Program Managers would benefit from the course. In most agencies, Contracting Officers do not have the authority to force program offices down the agile road.”
  + “I feel the course attempted to be overly comprehensive.”
* Multiple students noted that the interactive or scenario-type learning opportunities helped to increase their learning by making them consider how knowledge would be applied in the real world
  + “The activities - in particular the shadowing opportunity - really helped me understand how the concepts are being to put into practice at other agencies.”
  + “The assignments/case study that ran (i.e. as a running story/scenario) throughout the course was a great tool in applying the book learnings, even if it was in hypothetical situations.”
  + “I would suggest, if at all possible, teaching the course in the same way the capstone exam was presented. Scenario based, as close to real requirements as possible, so that one can see exactly how the principles apply.”

**Technology Interface and Accessibility**

* Some participants indicated they experienced challenge with the technology that was utilized for the program
  + “The technology was full of glitches.”
  + “Another opinionated observation was the use of the edX platform -- I like the idea, but my UX revealed a somewhat "clunky" interface when crossing input devices (i.e. switching from laptop to tablet to smartphone, etc.). I did get use to it, towards the end of the course, however, but it took a bit to get there!”

**Program Assessments**

* Scenario-based assessments were disliked by some participants because Capstone Assessment scenarios because of judgment calls that could be made in selecting a solution and being different from previous program assessments.
  + “The answers that are provided really can be subjectively answered as to which one is the correct…Additionally, I had requested that a section be included in order to justify responses, which some of my classmates agreed that would be a good item to add in. There wasn't one provided for the Capstone.”
  + “Since the capstone test was purely scenario-based, I found it to be much more difficult than the pre and post assessments that we did throughout the course, which we were told to study for the capstone.”
  + “I am a firm believer in the role of the contracting officer as a business adviser who provides advice based on each unique scenario. As a result, I found it condescending when particular solutions were valued over other viable solutions.”

**Recommendations for Future Administrations of the Program**

* Define the time commitment in advance of the course, so that participants can be aware and are able to work with their employers to allow time for the class
  + “For the next iteration, I think it would be really helpful to define the number of hours required per week on the course and ensure supervisors are aware as well as the participants. In addition, I think it would be helpful in the program description to indicate the types of requirements needed to complete the course (i.e. multiple readings, shadowing, essay work, project, etc.)”
  + “More of the upfront understanding would be helpful to future participants and their supervisory chain!”
  + “I wish the course descriptions had been more upfront on the time commitment.”
* When offering the program in the future participants would benefit from participating at a different time of year
  + “I would also recommend not beginning an intense course, such as this, right before the fiscal yearend, or perhaps in the fourth quarter at all! “
  + “The most difficult part was trying to find the time to get the assignments done. Even though my agency signed off on me being in this course and was made aware of the time commitment, I think that was easily forgotten and finding time to work on this training during normal working hours was nearly impossible.”
* Reconsider the credit given for the course and how participants could follow-up to learn additional information
  + “DEFINITELY give out 80 CLPs next time, most courses give 1 CLP per hour, and if that were the case this would have been several hundred CLPs, which is obviously crazy, but to feel like you still need to take another class to recertify our FAC-C is very frustrating after doing so much work.”
  + “Will there be mid- to advanced-levels of this course in the future? Perhaps even a certification program (e.g., FAC-C or FAC-PM).”