

**BY ORDER OF THE COMMANDER
17TH TRAINING GROUP**

**AIR EDUCATION TRAINING COMMAND
INSTRUCTION 36-2201**



**GOODFELLOW AIR FORCE BASE
Supplement**

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Personnel

**TECHNICAL AND BASIC MILITARY
TRAINING EVALUATION**

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This supplement used in combination with AFI 36-2201, Volume 1, *Training Development, Delivery, and Evaluation*; and AETCI 36-2201, *Technical and Basic Military Training Evaluation*; establishes procedures and responsibilities for assessing the quality of technical training. This supplement applies to all units and elements of the 17th Training Group that deal with students, including Goodfellow Geographically Separated Units (GSUs). It also applies to Army, Navy, and Marine Corps training elements on Goodfellow. It establishes the Training Evaluation Program (TEP) within the 17 TRG. This supplement may not be further supplemented or expanded by subordinate units without prior coordination with the OPR. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR), 17 TRG/CCME, using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s through the appropriate chain of command. Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Disposition Schedule (RDS) located at <https://www.my.af.mil/afirms/rims.cfm>. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

SUMMARY OF CHANGES

Major changes include: paragraph renumbering (throughout Supplement); assigns responsibility for QA program (2.1); changes OPR for attrition/washback analysis from Registrar to TMs (3.1.2); directs use of EoC Program Guide and deletes paper-based procedures (3.2); modifies

Type 6 feedback report procedures to match new requirements (3.3.2.1); details TA procedures (6.1.1); deletes requirement for CCME handout (10.4.10); assigns responsibility for semi-annual trend analysis (10.4.13).

2.1. The Training Evaluation office (17 TRG/CCME) is responsible for managing and conducting the 17 TRG internal and external feedback programs, and the Training Assessment (TA) program.

3.1.1. (Added) Within the 17 TRG, the individual training squadrons and the Faculty Development Flight of the 17th Training Support Squadron (17 TRSS) are responsible for establishing instructional and measurement review procedures IAW AETCI 36-2203, *Technical and Basic Military Training Development*.

3.1.2. (Added) Training Managers (TM) are the office of primary responsibility (OPR) for attrition and washback trend analysis for their assigned courses, IAW AETCI 36-2215, *Technical and Basic Military Training Administration*.

3.2. The 17 TRG/CCME is the group OPR for the Student Feedback Program. MTTs and international students may use paper-based feedbacks. If additional questions are needed, submit a request to 17 TRG/CCME for question development guidance, approval, implementation, and monitoring purposes.

3.2.1.1. (Added) When a GSU is on a non-Air Force host base and participates in the host service training feedback program, additional feedback sessions to meet requirements in this instruction are not required. If the GSU commander (or equivalent) determines that the host base feedback programs do not meet the intent of AETCI 36-2201, the GSU commander will implement procedures to satisfy AETC requirements.

3.2.1.2. (Added) Squadron commanders and GSU commander (or equivalent), to include the 17 TRSS, Faculty Development Flight and each participating service (Army, Navy, and Marine Corps), will provide 17 TRG/CCME a copy of the student feedback monitor (SFM) appointment letter. Include the names, office symbols, and telephone numbers of the primary and alternate monitors.

3.2.1.3. (Added) The squadron SFM will forward comments submitted by Air Force Reserve students about the student's Air Force Reserve Liaison Office to HQ AFRC/A1K, 155 2nd Street, Robins AFB, GA 31098-1635 or fax to DSN 497-0370.

3.2.1.4. (Added) When deemed appropriate by a 17 TRG Squadron or GSU commander, forward replies to students' next training unit or follow on assignment for proper dissemination.

3.2.1.5. (Added) Squadron personnel may conduct mid-course or periodic feedback on any training. If the feedback specifically requires sister-service input or action, ensure the respective service feedback monitor addresses the feedback. Track feedback to resolution.

3.2.2.1. (Added) The student feedback monitors, instructors, and flight commanders will ensure AETC Form 736, *Student Feedback*, is displayed in each Air Force classroom and other locations as appropriate. For GSUs, ensure a stock of AETC Form 736, *Student Feedback*, is displayed in an accessible location for Air Force personnel.

3.2.2.2. (Added) Commanders or chiefs will encourage students to submit feedback at any time on any aspect of technical training, military training, quality of life, or base support activity without fear of reprisal.

3.2.2.3. (Added) The classroom instructor or designated individual will brief students on the feedback program during the course orientation unit and will encourage students to use the feedback program to make constructive comments. Students may submit an AETC Form 736 at any time for any issue. Encourage students to use the customer service forms from the appropriate agency when possible.

3.2.2.4. (Added) Student feedback is feedback on base support, military training, classroom instruction, training facilities, and quality of life.

3.2.2.4. 1 (Added) Feedback on base support issues will be forwarded to 17 TRG/CCME for routing to the applicable base support organization for their info/action. 17 TRG/CCME will follow-up any action items until closed.

3.2.2.4.2. (Added) Feedback on military training and quality of life from Army, Navy, and Marine Corps students will be routed through the appropriate service liaison office to the service student feedback monitor. SFMs will take appropriate action in a timely manner; ensure follow-up actions are completed; and provide replies (if requested) to students.

3.2.2.4.3. (Added) Feedback on technical training, and on military training and quality of life from Air Force students, will be routed through the appropriate agency for their info/action. SFMs will ensure follow-up actions are completed and provide replies (if requested) to students.

3.2.3. (Added) 17 TRG TTMS EoC program . Refer to 17 TRG End of Course Survey Program Guide for specific requirements and guidance.

3.3.1. (Added) The commander or chief (or the designated appointees) will monitor the Type 6 student feedback program, as applicable, and will maintain records of actions.

3.3.1.1. (Added) As representatives of the commander or chief, feedback monitors are responsible for Type 6 course feedback, as applicable, and will track receipt, distribution, and suspense of feedback. Ensure follow-up actions and replies are documented, timely, and appropriate. Provide replies within 5 working days to any request for a response.

3.3.1.2. (Added) Maintain questionnaire metrics and student comments with squadron response summaries for inclusion in next semi-annual report. Dispose of when no longer required.

3.3.2.1. (Added) The TM will generate the report, with inputs from the SFM and TDE. Forward the completed report to 17 TRG/CCME no later than 15 July for the period of January through June and 15 January for the period July through December. CCME will review, obtain the Group Commander's signature, post as required, and make the required notifications.

4.1. 17 TRG/CCME will respond to AETC/A3PV's request for information to support their survey control number (SCN) request.

4.3.1. Contact 17 TRG/CCME for a field interview briefing and the documents needed to conduct interviews. Return completed documents within 10 duty days after return from TDY.

4.4.1. (Added) All personnel within the 17 TRG will give the customer service information process (CSIP) and customer service information line (CSIL) the widest possible publicity. Use the following statement in all career field education and training plans (CFETP); STSs; and CTSs; and modify, as appropriate, for career development courses (CDC) and other documents: "A 24-hour Customer Service Information Line (CSIL) has been installed for the supervisor's convenience to identify demonstrated over- or under-training on performance/knowledge items

listed in the training standard. For a quick response to any training concerns, call CSIL, DSN 312-477-3350, anytime day or night, or via e-mail address 17trg.ccme2@goodfellow.af.mil. This statement may be modified, but must contain the contact information.

4.4.2. (Added) Advertise the CSIP/CSIL to the other services.

4.4.2.1. (Added) 17 TRG/CCME will maintain a record of the receipt and processing of comments or queries through the CSIP/CSIL. Record the date received, name of the person submitting the inquiry, party providing the feedback, and the date answered (within 5 days of receipt). 17 TRG/CCME will send a letter of acknowledgment, e-mail, or make a courtesy phone call to the originator. When necessary, 17 TRG/CCME will send a copy of the original comments/report to the training squadron for input and corrective action.

4.4.2.2. (Added) For significant training issues, the training evaluation office may formulate the final response to the originator based on input from the training squadron. Coordinate the final response with the appropriate training squadron commander or TM, and have the final response approved and signed by the training evaluation chief. Trends established will be reported in the FEQS.

4.5.2.1. (Added) 17 TRG/CCME will follow-up on GAS that are in-transit, have incorrect PAS codes, or do not have the correct email address.

4.5.3. 17 TRG/CCME will post the GAS summary as required and make the required notifications.

4.5.4.1. (Added) 17 TRG will send a GAS tasking letter with the number of GAS sent and unsatisfactory GAS received to each training squadron. Unsatisfactory GAS requires squadron review and response. The survey administrator (17 TRG/CCME) will forward the unsatisfactory GAS and a response suspense date to the training squadron point of contact (POC) for review and response. The survey administrator will track and follow-up GAS responses until closed.

4.5.4.2. (Added) 17 TRG/CCME will maintain a record of the receipt and processing for any GAS requests from the field for information or clarification. Record the date received, name of the person submitting the inquiry, party providing the feedback, and the date answered (within 5 days of receipt). 17 TRG/CCME will send a letter of acknowledgment, e-mail, or make a courtesy phone call to the originator. When necessary, 17 TRG/CCME will send a copy of the comments/report to the training squadron for input and corrective action.

6.1.1. (Added) In addition to the no-notice evaluations, 17 TRG/CCME may conduct special evaluations or staff assistance visits (SAV) as requested or directed by commanders to assess the quality of training programs.

6.1.1.1. (Added) TA instructor evaluations will not substitute for or be used in lieu of scheduled instructor evaluations. Do not record these evaluations in the faculty records.

9.1. The responsible TM will notify 17 TRG/CCME and 17 TRSS/TSR in writing at least 30 days in advance of scheduled Utilization and Training Workshops (U&TW), Training Planning Team (TPT), and Cryptologic Training Advisory Groups (CTAG) meetings.

9.2. (Added) (17 TRG) The TM will ensure each training standard item rated below 90 percent satisfactory or 50 percent utilization is considered by the U&TW or CTAG attendees for improvement or deletion from the training standard. The training manager will ensure

documentation of recommendations for improvement or deletion from the training standard is in the meeting minutes.

10.4.10. Deleted

10.4.11. (Added) (17 TRG) CDC writers in the training squadrons will monitor CDC trends and coordinate with 17 TRG/CCME when adverse trends are noted. CDC writers will also assist in CDC evaluations when trends indicate a need for course evaluation.

10.4.13. This semi-annual trend analysis report is the report identified in AETCI 36-2201, Paragraph 6.1.4. 17 TRG/CCME will prepare and submit the report.

10.4.14. MTLs and instructors will complete the online Basic Military Training Airman Performance Survey within 60 days of receiving notification.

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Commander