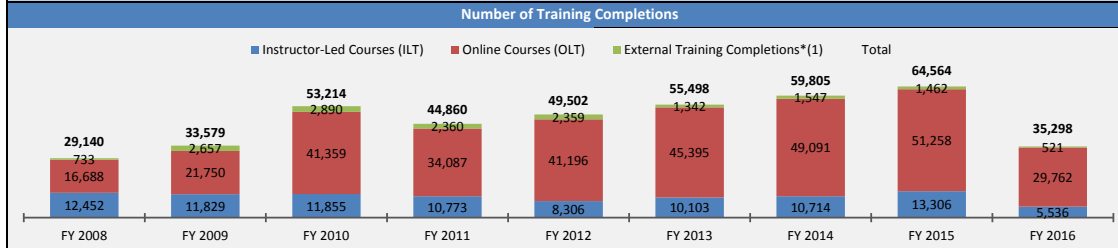


**EXECUTIVE SUMMARY**



**Legend**  
 OLT - Online Training  
 ILT - Instructor Led

**\*(1) External Training Completions** are counted when attendance has been verified.

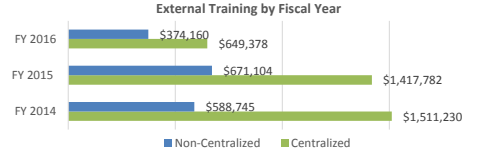
**\*(2) Course Sessions or Scheduled Offerings** are individual offerings of a classroom course.

**\*(3) Course Evaluation Data**, (also known as Kirkpatrick Level 1 evaluations) capture learner's "reaction" to a training event. Level 1 data collection started in July 2010. We will eventually move to FY level reporting.

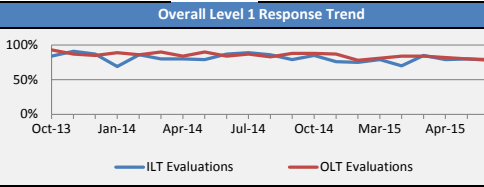
**\*(4)** Does not include The Commission, OGC, OI, OIG, The Regions, and ASLBP, which are not centralized.

**\*(5) OCHCO Training Support Satisfaction** data is cumulative from Oct. 1, 2013

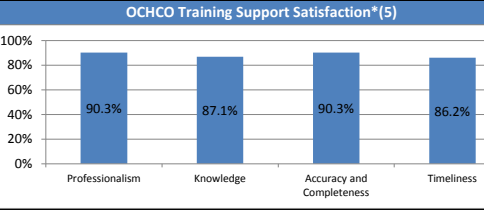
Training Summary	FY 2014	FY 2015	FY 2016
No. of Course Sessions*(2)	746	844	555
No. of No Shows	269	448	134
No of ILT Items	337	460	476
No. of Online Items	2,317	4,662	5,353
Employees Using Books 24x7	1,786	1,691	930



Course Evaluation Data*(3)	Period		
	Jan-16	Feb-16	Mar-16
<b>Classroom Training Course Evaluations</b>			
Average Rating	4.3	4.3	4.3
Response Rate	76%	67%	48%
<b>Online Training Course Evaluations</b>			
Average Rating	4.1	4.1	4.1
Response Rate	76%	66%	57%



Customer Support Satisfaction	Period		
	Jan-16	Feb-16	Mar-16
<b>iLearn Help Desk</b>			
No. of Tier 1 Help Desk Calls	142	326	Pending
% of Tier 1 Help Desk Users Satisfied	98.0%	90.0%	Pending
<b>OCHCO Training Support</b>			
# of Support Tickets Resolved	244	343	427
Average Resolution Time (Hours)	31.0	39.3	11.4
OCHCO Training Support Survey Response	1	8	5



Most Online Training Completions for FY16			Most Classroom Training Completions for FY16		
Course Completions	Rating*		Course Completions	Rating*	
Defensive Counterintelligence and Insider Threat Awar	4613	4.1	Contracting Officer's Representative Town Hall Mer	523	4.1
Information Security (INFOSEC) Awareness (Web-Based)	4555	4.1	Powered By You: Supervisory CBA Training	334	4.1
No FEAR Act (Web-based)	3711	4.1	Executive Leadership Seminar	231	4.3
Continuity of Operations (COOP) Awareness (Web-Based)	3526	4.1	Ethics Training for Employees who File OGE-278 (In	148	4.1
The Government Travel Charge Card Training (Web-Ba	1160	4.1	Pre-Retirement Planning: FERS Only	100	4.3

Highest Rated Online Courses for FY16 *(7)			Highest Rated Classroom Courses for FY16 *(6)		
Survey Completions	Rating*		Survey Completions	Rating*	
Cultural Sensitivity Training: Engaging Native America	21	4.6	GE BWR Simulator (R-624B)	7	4.9
Developing Your Reputation of Professionalism with B	11	4.4	G-115 Practical Applications of Reactor Technology	16	4.9
Writing Violations (Web-Based)	13	4.2	Weapons and Tactics Fundamentals Field Course (S	6	4.9
Online Preparation for the NRC Punctuation and Proof	16	4.2	Westinghouse Simulator (R-624P)	7	4.8
Safety Culture ROP Training (Web-based)	16	4.2	Administrative Control of Funds	6	4.8
Allegations Intake and Routing (Web-based)	113	4.2	Westinghouse Technology Overview (R-201P)	6	4.8
Reactor Concepts (R-100) (Web-Based)	15	4.2	Written Examination Techniques (G-107)	6	4.8
The Regulatory Process (Web-based)	10	4.2	Building and Sustaining Teams	7	4.8
NIMS and ICS (Web-Based)	35	4.2	Resolving Conflict Through Effective Communicatio	11	4.7
Ethics Training for New NRC Employees (Web-based)	32	4.2	CPR/AED FOR THE COMMUNITY AND THE WORKPL	27	4.7

\*(6) Only classroom courses with at least 5 survey completions are included.

\*(7) Only online courses with at least 10 survey completions are included.

\*Rating. The highest rating is 5, the lowest is 1.