Summary of Annual Program Evaluation Results 2010

Customer Training Annual Program Evaluation
- 218 respondents (33% SPP employee, 63% employee of SPP member company, 4% Other)
- 83% of the respondents indicated “somewhat satisfied” or “very satisfied” with the sub-regional restoration drills
- 85% of the respondents indicated “somewhat satisfied” or “very satisfied” with the regional restoration drills
- 87% of the respondents indicated “somewhat satisfied” or “very satisfied” with the System Operations Conferences
- 79% of the respondents indicated “somewhat satisfied” or “very satisfied” with the regional emergency operations simulation classes
- An average of 85% of the respondents indicated “somewhat satisfied” or “very satisfied” with the net conferences
- 44% of the respondents indicated that they earned between 51% - 100% of their CEH requirements from SPP’s customer training sessions in 2010
- 47% of the respondents indicated that they expect to earn between 51% - 100% of their 2011 CEHs from SPP’s regional training sessions

As noted above, most respondents were somewhat satisfied to very satisfied with SPP Customer Training events. Suggestions for improvement fell into the following areas:
1. Additional courses
   - “Real-world” simulation exercises
   - Integrated marketplace training
   - System Operations Conferences
2. Scheduling of courses
   - Registration
   - Locations
   - Time of year (more classes in January-February and the summer months)
3. Increase length of courses
   - Net conferences
   - Regional Restoration Drills
   - System Operations Conferences