

## Practitioner Development Training Media Survey Results



DEFENSE EQUAL OPPORTUNITY MANAGEMENT INSTITUTE  
DIRECTORATE OF RESEARCH DEVELOPMENT AND STRATEGIC INITIATIVES

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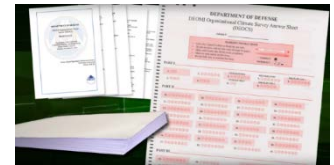
On 20 February 2019, researchers from DEOMI R&D surveyed 79 students from the EOAC regarding a number of new training video products. Each student was provided a paper packet which contained step-by-step instructions on how to navigate to the product online for viewing on their personal electronic device (connected to the DEOMI Student LAN). After viewing the product, students used an attached form to provide feedback.

All participants provided feedback on the “DEOCS Paper Survey” video product. After that feedback had been provided, the 79 participants were separated into 4 groups (of 18-21 students) and randomly assigned to one set of two products built using the Articulate GUI for review.

**Product 1: “DEOCS Paper Survey Video”**

This video product was designed to explain why/how a survey administrator could request a paper DEOCS. Students were directed to follow a link which led to the video, hosted on YouTube for ease of access. They were then asked eight questions.

<https://tinyurl.com/PaperDEOCS>



Question	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The information provided by the DEOCS Paper Survey video seemed valuable.	2.53% (2)	0% (0)	1.27% (1)	68.35% (54)	27.85% (22)
The amount of information in the DEOCS Paper Survey video seemed appropriate.	2.53% (2)	0% (0)	1.27% (1)	64.56% (51)	31.65% (25)
The pacing of the DEOCS Paper Survey video seemed appropriate.	2.53% (2)	0% (0)	1.27% (1)	67.09% (53)	29.11% (23)
After watching the video, I feel that I understand under what circumstances I would request a DEOCS Paper Survey.	2.53% (2)	2.53% (2)	12.66% (10)	60.76% (48)	21.52% (17)
If I had access to this video for reference, I feel confident that I could take the correct steps to request and administer a DEOCS Paper Survey.	2.53% (2)	3.80% (3)	2.53% (2)	55.70% (44)	35.44% (28)
I think that the DEOCS Paper Survey video has value for individuals who may be a part of the organizational assessment process but have not attended DEOMI training (e.g., CMEOs, EORs, EOLs).	2.53% (2)	7.59% (6)	13.92% (11)	49.37% (39)	25.32% (20)
I think that the DEOCS Paper Survey video has value for DEOMI course graduates as supplemental instruction or as a refresher.	2.53% (2)	1.27% (1)	1.27% (1)	60.76% (48)	34.18% (27)
I would refer to a product like this before requesting a DEOCS Paper Survey if it was available on DEOMI’s website.	3.80% (3)	0% (0)	6.33% (5)	50.63% (40)	39.24% (31)

**A Note on Articulate Product Feedback:**

The eight products evaluated in the remainder of this report all utilize the new Articulate-based GUI to provide an interactive component to DEOMI product videos. The 79 students were randomly split into four groups of 18–21 students, and each group was assigned a set of two products for review. Multiple students reported technical difficulties when working with the Articulate products. Commonly-reported technical difficulties included videos that heavily lagged, products that skipped to the questions before the video concluded, and products that were missing letters from on-screen text. Many students also indicated that they were unable to participate at all.

While some students had no difficulties at all, several students reported having to restart the product multiple times in order to see the product in its entirety and provide feedback. All of the feedback provided by the

students is presented in the tables below, but it is important to recognize that some of this feedback came from students who did not experience the product as intended.

A few of the more notable responses to the survey are highlighted below. Some of the major conclusions that can be drawn about the Articulate products include:

- There was a very high (26-75%) rate of failure for these products. While one may wish to attribute this problem to the tablets, student WiFi, or number of simultaneous users, they had no difficulty viewing “Paper DEOCS” on YouTube.
- A fair percentage (20-53% depending on the product) of respondents found the videos difficult to find on the website or cumbersome to use.
- Responses indicated that the sample overwhelmingly found the videos to be realistic, engaging, and effective.
- The comments indicated that the students were generally very supportive of the products and thankful for their availability.

**Product 2: “Training Day” (Articulate GUI)**

**Summary:** A bystander shares an EO concern with an EOA; he follows up through walkarounds and discussions.



**Responses:** Of the 21 participants who saw this condition, 13 had no difficulties, 6 reported that the product failed (28.5%), and 2 failed to respond without indicating an error.

Percentages of Responses for Product 2	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The situation depicted in the product is realistic	0	0	13.33	73.33	13.33
The video clip is effective for demonstrating EO-relevant behaviors	0	0	20	80	0
The video clip used in the product is engaging	0	0	26.67	66.67	6.67
I think I would like to use this/similar product for training	0	0	26.67	73.33	0
I thought the product was easy to use	0	6.25	12.5	75	6.25
I found the various components in this product were well integrated	0	12.5	18.75	56.25	12.5
I found the product cumbersome to use.	0	13.33	33.33	40	13.33
This product offers value as a training tool out in the field/fleet/wing/	0	0	20	66.67	13.33
The DEOMI Website was simple to navigate	0	6.25	25	56.25	12.5
The product was easy to locate and play.	0	31.25	18.75	31.25	18.75

**Comments:** “Tried to view video, saw beginning, then jumped to the questions.” “Video continued to lag.”

Product 3: “Teasing Turns Personal”

**Summary:** A woman in a motorized wheelchair is unhappy with the teasing she is receiving from the individuals in her unit.



**Responses:** Of the 21 participants who saw this condition, 14 had no difficulties, 5 reported that the product failed (23.8%), and 2 failed to respond without indicating an error.

Percentages of Responses for Product 3	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The situation depicted in the product is realistic	0	12.5	25	56.25	6.25
The video clip is effective for demonstrating EO-relevant behaviors	0	12.5	12.5	62.5	12.5
The video clip used in the product is engaging	0	18.75	12.5	56.25	12.5
I think I would like to use this/similar product for training	0	31.25	12.5	31.25	25
I thought the product was easy to use	0	0	18.75	75	6.25
I found the various components in this product were well integrated	0	6.25	18.75	62.5	12.5
I found the product cumbersome to use.	0	12.5	18.75	62.5	6.25
This product offers value as a training tool out in the field/fleet/wing/	0	12.5	31.25	37.5	18.75
The DEOMI Website was simple to navigate	0	0	25	62.5	12.5
The product was easy to locate and play.	0	25	12.5	50	12.5

**Comments:** “Sometimes wouldn't load or had to restart.” “Couldn't complete video.”

**Additional Feedback (Participants who saw Products 1, 2, and 3):**

“Was having trouble viewing the 1st video and the second video played well. I did not understand the reason of the second video. Maybe it is because I have not experience the second.” “The video had to buffer out quite a bit.” “Last two (Articulate Products) were not easily accessible. Skipped to questions.” “Videos on the DEOMI site were hard to play. I had to restart or just wait for a while. The information was good. The videos were relevant.” “I played all the videos from my cell phone.” “It is all very helpful.”

Product 4: “Poster Complaint” (Articulate GUI)

**Summary:** A bystander shares an EO concern with an EOA; he follows up through walkarounds and discussions.



**Responses:** Of the 18 participants who saw this condition, 16 had no difficulties with the product and 12 reported that the product failed (66.67%).

Percentages of Responses for Product 4	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The situation depicted in the product is realistic	0	0	22.22	66.67	11.11
The video clip is effective for demonstrating EO-relevant behaviors	0	0	11.11	77.78	11.11
The video clip used in the product is engaging	0	11.11	33.33	44.44	11.11
I think I would like to use this/similar product for training	0	0	22.22	66.67	11.11
I thought the product was easy to use	0	11.11	33.33	44.44	11.11
I found the various components in this product were well integrated	0	11.11	33.33	44.44	11.11
I found the product cumbersome to use.	0	25	37.5	37.5	0
This product offers value as a training tool out in the field/fleet/wing/	0	12.5	12.5	62.5	12.5
The DEOMI Website was simple to navigate	0	9.09	0	45.45	45.45
The product was easy to locate and play.	10	0	10	50	30

**Comments:** “Video went straight to questions.” “Unable to finish video.” “Easy to locate, but would not play.” “Video would not play/skipped video and went straight to questions.” “Would not load.” “Video skipped straight to questions.” “On iPad, had to DL an app.” “Video skipped.” “Video keeps freezing.” “Video would not completely load only saw five seconds and then skipped to the questions.”

Product 5: “Falling Out at Work”

**Summary:** A woman has a tense exchange in a hallway with an ex-boyfriend. She then reports to a bystander that she feels he is stalking her.



**Responses:** Of the 18 participants who saw this condition, 6 had no difficulties with the product, 12 reported that the product failed (66.67%).

Percentages of Responses for Product 5	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The situation depicted in the product is realistic	0	11.11	0	66.67	22.22
The video clip is effective for demonstrating EO-relevant behaviors	0	0	0	88.89	11.11
The video clip used in the product is engaging	0	0	0	77.78	22.22
I think I would like to use this/similar product for training	0	0	11.11	77.78	11.11
I thought the product was easy to use	0	0	0	77.78	22.22
I found the various components in this product were well integrated	0	0	11.11	66.67	22.22
I found the product cumbersome to use.	0	44.44	11.11	44.44	0
This product offers value as a training tool out in the field/fleet/wing/	0	0	0	88.89	11.11
The DEOMI Website was simple to navigate	0	10	0	50	40
The product was easy to locate and play.	0	0	0	70	30

**Comments:** “Video played for about 5sec's then stopped.” “Again, video would not play.” “Would not load.” “Skipped straight to questions.” “App. DEOMI website has tons of info, but it's tucked away.” “Video would not load.” “Freezes so words don't match up.” “Took quite some time to load.”

**Additional Feedback (Participants who saw Products 1, 4, and 5):**

“I tried completing this survey unfortunately the videos where not loading correctly or not loading at all.”  
 “The DEOMI website continues to surprise and inspire me for future use in this job. The more I utilize the site, I realize that it holds a host of relevant and up to date information/products I can use. Thank you so much!”  
 “Video would not play. I reload several times.” “Website was easy to navigate.” “No feedback.” “Videos could not be seen completely.” “The DEOMI website is an easy tool to use. Minor hiccups due to lag, could just be the computer.” “I think they are a good training tool. Well put together.” “The last video "Falling out at Work" provide good training that I could use for my command to open conversation about these experiences.” “I think that you are on the right path in regards to creating content that can be accessed by EO Professionals for future training. Something for CEUs would also be cool. Thanks!”

Product 6: “Breakroom Blast” (Articulate GUI)

**Summary:** An older employee approaches a supervisor about a training opportunity. The supervisor indicates that the employee should have pursued that opportunity when he was younger.



**Responses:** Of the 21 participants who saw this condition, 5 had no difficulties with the product, 15 reported that the product failed (71.43%), and 1 provided no response without explanation.

Percentages of Responses for Product 6	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The situation depicted in the product is realistic	6.67	0	33.33	60	0
The video clip is effective for demonstrating EO-relevant behaviors	13.33	0	20	53.33	13.33
The video clip used in the product is engaging	13.33	0	26.67	53.33	6.67
I think I would like to use this/similar product for training	13.33	6.67	33.33	40	6.67
I thought the product was easy to use	13.33	0	26.67	40	20
I found the various components in this product were well integrated	13.33	0	33.33	40	13.33
I found the product cumbersome to use.	6.67	33.33	33.33	20	6.67
This product offers value as a training tool out in the field/fleet/wing/	13.33	0	26.67	53.33	6.67
The DEOMI Website was simple to navigate	0	6.67	20	60	13.33
The product was easy to locate and play.	0	20	20	46.67	13.33

**Comments:** "Offensive" says "O ensive". Overall, all captions are broken. The media skipped and played only about 2 seconds. Attempted 3 times." "Video took a long time to load. Then skipped to questions. Had to restart twice." "Video does not work" "Wifi overloaded. Page won't load." "Video did not play correctly" "Video didn't work" "Video froze so I couldn't watch it. I was unable to answer the questions." "Doesn't open"

Product 7: “Falling Out at Work”

**Summary:** A male Service member receives an email that contains a video that ridicules the mentally handicapped in an attempt at humor. The Service member doesn’t approve.



**Responses:** Of the 21 participants who saw this condition, 7 had no difficulties with the product, 13 reported that the product failed (61.90%), and 1 provided no response without explanation.

Percentages of Responses for Product 7	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The situation depicted in the product is realistic	6.67	0	33.33	60	0
The video clip is effective for demonstrating EO-relevant behaviors	6.67	6.67	33.33	53.33	0
The video clip used in the product is engaging	6.67	6.67	40	46.67	0
I think I would like to use this/similar product for training	13.33	6.67	20	60	0
I thought the product was easy to use	13.33	6.67	26.67	53.33	0
I found the various components in this product were well integrated	13.33	6.67	26.67	53.33	0
I found the product cumbersome to use.	6.67	26.67	40	20	6.67
This product offers value as a training tool out in the field/fleet/wing/	13.33	0	26.67	60	0
The DEOMI Website was simple to navigate	0	12.5	18.75	56.25	12.5
The product was easy to locate and play.	0	26.67	20	40	13.33

**Comments:** “Captions are broken. Media skips and jumps to questions. X3 attempts.” “Video would not load or play once it did. Once it loaded, skipped video and went to the questions” “Wifi overloaded. Page won't load.” “Video won't load” “I didn't understand why it was offensive and who sent it” “Video did not play - went straight to questions” “Video didn't work”

Additional Feedback (Participants who saw Products 1, 6, and 7)

“Videos on DEOMI.org are broken.” “Training media requires troubleshooting. Could not participate. YouTube video has good pacing but could do well incorporation the HOW to order paper DEOCS through the DEOMI website in showing the tab and brief overview of the steps.” “Some of the videos wouldn't play. I would like to see some videos that would play.” “Videos won't load” “Video did not play properly” “The videos and follow-up questions are extremely helpful” “Videos did not play correctly” “Videos did not load” “I would suggest adding some links to the DEOMI site where different products can be ordered. (i.e.) handout materials + different give away items for observances”

Product 8: “Hallway Chatter” (Articulate GUI)

**Summary:** A bystander overhears a discriminatory hallway conversation.



**Responses:** Of the 19 participants who saw this condition, 5 had no difficulties with the product, 12 reported that the product failed (63.16%), and 2 provided no response without explanation.

Percentages of Responses for Product 8	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The situation depicted in the product is realistic	0	0	16.67	66.67	16.67
The video clip is effective for demonstrating EO-relevant behaviors	0	8.33	16.67	58.33	16.67
The video clip used in the product is engaging	0	16.67	33.33	41.67	8.33
I think I would like to use this/similar product for training	0	8.33	25	66.67	0
I thought the product was easy to use	0	33.33	8.33	41.67	16.67
I found the various components in this product were well integrated	0	16.67	16.67	58.33	8.33
I found the product cumbersome to use.	8.33	16.67	33.33	33.33	8.33
This product offers value as a training tool out in the field/fleet/wing/	0	8.33	41.67	41.67	8.33
The DEOMI Website was simple to navigate	0	8.33	8.33	66.67	16.67
The product was easy to locate and play.	16.67	8.33	25	50	0

**Comments:** “Video didn't play.” “Video did not play.” “Video did not play/load.” “Video would not load.” “Video would not play.” “Couldn't finish. Video Skips. Loading takes excessively long.”

Product 9: “Myth vs Reality”

**Summary:** A commander presents his plan to only allow male members to compete in an upcoming event.



**Responses:** Of the 19 participants who saw this condition, 5 had no difficulties with the product, 10 reported that the product failed (52.63%), and 4 provided no response without explanation.

Percentages of Responses for Product 9	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The situation depicted in the product is realistic	0	9.09	18.18	54.55	18.18
The video clip is effective for demonstrating EO-relevant behaviors	0	9.09	9.09	63.64	18.18
The video clip used in the product is engaging	0	0	18.18	54.55	27.27
I think I would like to use this/similar product for training	0	9.09	18.18	72.73	0
I thought the product was easy to use	0	18.18	9.09	72.73	0
I found the various components in this product were well integrated	0	0	27.27	63.64	9.09
I found the product cumbersome to use.	9.09	45.45	18.18	27.27	0
This product offers value as a training tool out in the field/fleet/wing/	0	18.18	27.27	45.45	9.09
The DEOMI Website was simple to navigate	0	16.67	8.33	75	0
The product was easy to locate and play.	0	33.33	8.33	58.33	0

**Comments:** “Video keep freezing.” “Video did not play.” “Link wasn't a video, it was an instructor guide.” “Video would not load.” “Video would not play. Started, then stopped.” “Couldn't finish. Won't load/skips.”

**Additional Feedback (Participants who saw Products 1, 8, and 9):**

“I wouldn't have found the training (on the website) without the step by step and picture instructions...I liked how there was an explanation for ever answer that I choose whether right or wrong. Hallway Chatter video was glitchy.” “The Myth vs. Reality was slow to load but that was probably due to everyone viewing - was able to finish it. All videos were realistic + helpful for training purposes. Great job DEOMI!” “Both "Hallway Chatter" and Myth vs. Reality" videos' user interface (UI) has letters missing from the dialog boxes. The voiceovers help navigate, but the words are jumbled.” “Great products!” “The verbage on the website (video link) is missing letters from the context. Exp... There are no "F" or "R". Maybe it's the internet, but the videos. Have lag. The video is skipping straight to the questions. Both videos were lagging.” “Lagging. I am becoming numb to online training, but very well put together.” “All the videos took a while to load and skipped through various parts.” “Videos did not play.”