

This survey is the training consumer component of two parallel surveys given to training consumers and training providers annually, designed to ensure that training offerings are in sync with the needs of auto and truck service personnel. Your accurate responses will help the industry to recognize trends and improve the availability and quality of training. If you complete the entire survey you can choose to be entered into a drawing for one of two \$250 Snap-on Tool certificates or one of several Cabella's gift cards.

* 1. Which of these best describes your job in the auto or truck repair business?

- Automotive Repair Technician
- Truck Repair Technician
- Collision Repair Technician
- Service Advisor
- Shop Manager
- Parts Distribution
- Instructor

* 2. Which of these best describes your workplace?

- OE Dealership
- Aftermarket or Independent
- Fleet
- School

* 3. Your Age?

- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- 65 years and older

4. How long have you been working in the auto or truck service industry?

- Less than 2 years
- More than 2 years but less than 4 years
- More than 4 years but less than 6 years
- More than 6 years but less than 10 years
- More than 10 years but less than 20 years
- More than 20 years but less than 30 years
- 30 years or more

5. How many different employers have you had during your time in the auto and truck service industry?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- More than 7

6. Which of these is your first language?

- English
- Spanish
- French
- German
- Japanese
- Vietnamese
- Arabic
- Other (please specify)

7. In which of these languages would you prefer to receive training?

- English
- Spanish
- French
- German
- Japanese
- Vietnamese
- Arabic
- Other (please specify)

8. How is your pay structured?

- Salary
- Hourly
- Flat rate
- Other (please specify)

9. What is your annual pay range?

- Less than \$20,000
- \$20,001 to \$40,000
- \$40,001 to \$60,000
- \$60,001 to \$80,000
- \$80,001 to \$100,000
- More than \$100,000

* 10. Prior to entering your occupation, did you have any vocational or technical school training for your trade?

- Yes
- No

* 11. Who pays for training in your workplace?

- The employee
- The employer
- The cost is shared between employee and employer

Comment

12. How many hours of structured training do you participate in each year?

- None
- 1 to 8 hours
- 9 to 16 hours
- 17 to 24 hours
- 25 to 32 hours
- 33 to 40 hours
- 41 to 48 hours
- 49 to 56 hours
- More than 56 hours

13. How many hours of structured training do you think you need per year?

- None
- 1 to 8 hours
- 9 to 16 hours
- 17 to 24 hours
- 25 to 32 hours
- 33 to 40 hours
- 41 to 48 hours
- 49 to 56 hours
- More than 56 hours

* 14. Do you feel as though you have access to the training that you need?

Yes

No

Comment

15. If you answered NO to the previous question, Which of these are factors in your inability to get the necessary training? Choose up to 5 reasons.

- The right training topics are not available
- Quality training is not available
- Training costs too much
- I can't take time off from work
- I'm unwilling to sacrifice personal free time
- I don't have the equipment needed to receive training
- I don't have internet access
- I have to travel too far
- Other (please specify)

* 16. In which of these training areas are your needs the greatest? Choose up to 6 areas.

- Engine
- Automatic transmission
- Manual transmission and drivetrain
- Steering and suspension
- Brakes
- Electrical / Electronic
- Heating and A/C
- Engine performance
- Advanced engine performance
- Hybrid / EV systems
- CNG fuel systems
- Advance Driver Assist Systems (ADAS)
- Maintenance
- Collision structural repair
- Paint and refinish
- Collision estimation
- Customer service
- Sales
- Compliance
- Parts distribution
- Business management
- Other (please specify)

* 17. Approximately, what percentage of the training you receive or provide for your personnel comes from each of these delivery methods? Total of the percentages should equal 100.

Classroom, Instructor-led

Lab, (Hands-on) Instructor-led

Virtual Classroom, Online Instructor-led

Coaching / Mentoring, On-the-job

Video Learning

Self-paced E-Learning

Self-paced Printed Manual

Virtual Simulation (Computer-generated 2D or 3D)

Mobile Learning (Smartphone or Tablet)

Informal Learning (Social Media, Wikis, Discussion Groups, Blogs)

Other

* 27. Mobile Learning (Smartphone or Tablet)

Substantial Increase	Some Increase	About the Same	Some Decrease	Substantial Decrease	Don't anticipate using this method for training
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 28. Informal Learning (Social Media, Wikis, Discussion Groups, Blogs)

Substantial Increase	Some Increase	About the Same	Some Decrease	Substantial Decrease	Don't anticipate using this method for training
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Other

Substantial Increase	Some Increase	About the Same	Some Decrease	Substantial Decrease
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

30. General comments related to this ATMC survey:

The results of this survey will be presented at the ASE Training Managers Council (ATMC) Conference in April of 2019 and posted on the ATMC website shortly thereafter (www.atmc.org).

If you would like to be entered into the drawing for one of two \$250 Snap-on Tool certificates or one of several Cabella's gift cards, please enter your First Name and a daytime phone number, including the area code, below.

31. Your first name and a daytime phone number including the area code