

# Final Evaluation Results Report

2020 SBEAP/SBO Annual Training Evaluation (Virtual) - Sept. 8-11, 2020

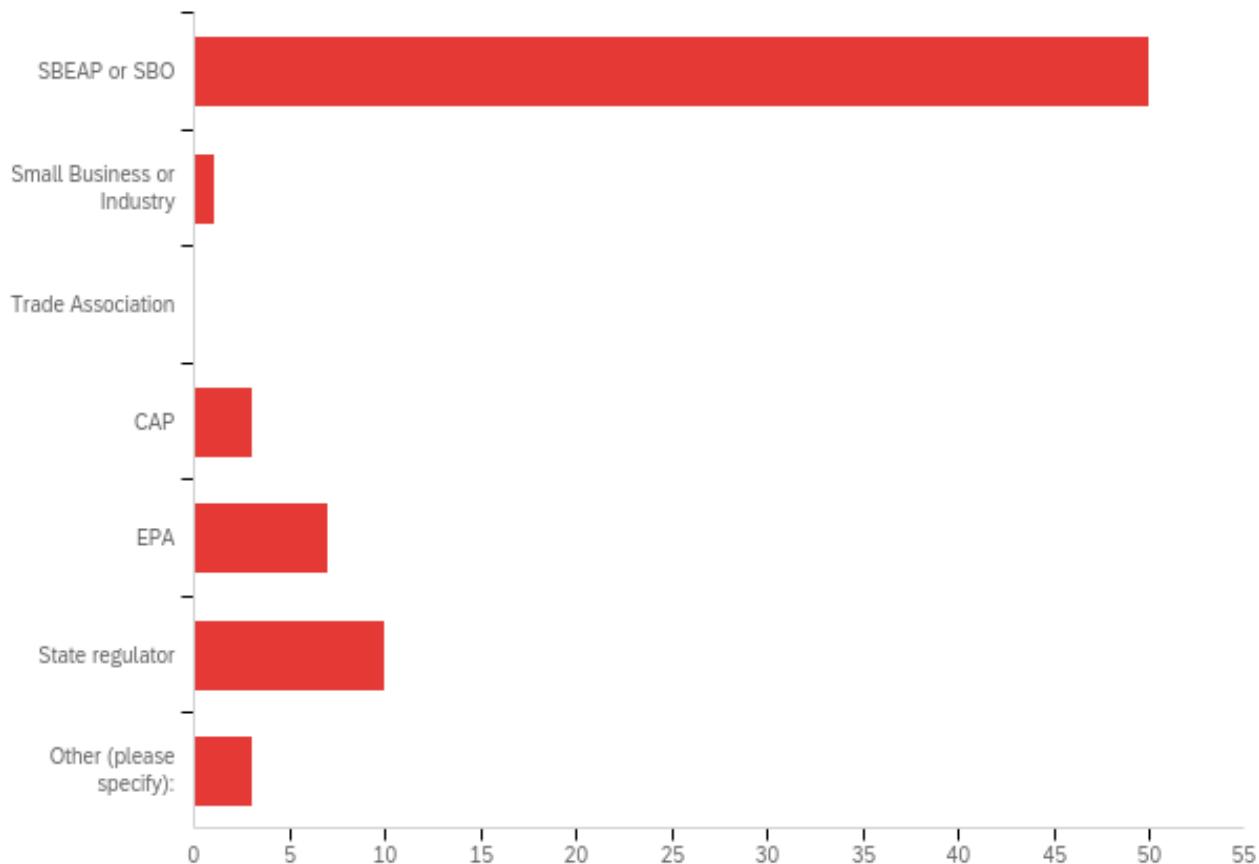
September 28th 2020, 10:27 am CDT

## 1 - Day attended (select all that apply).



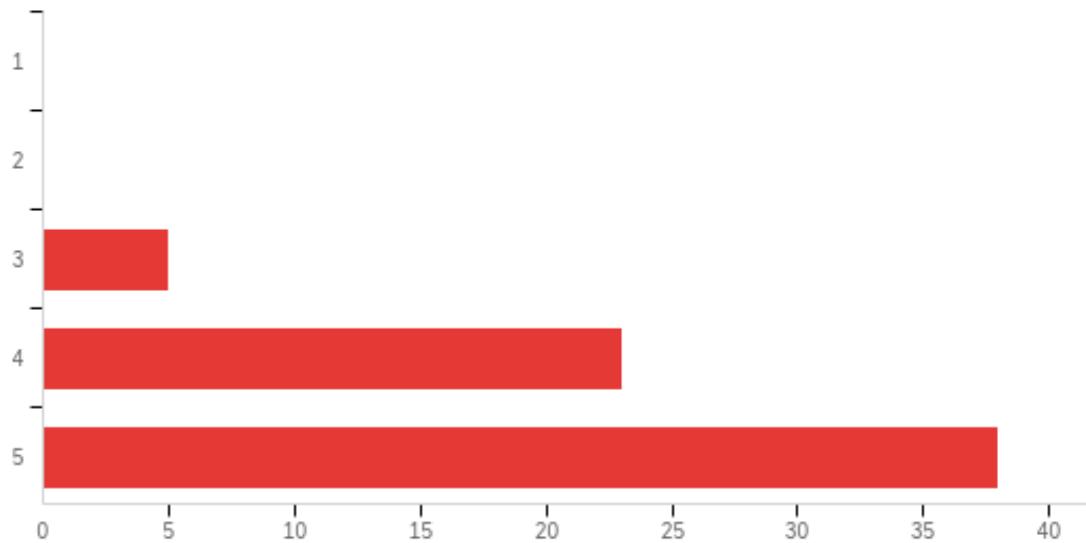
#	Answer	%	Count
1	Tuesday	26.18%	61
2	Wednesday	25.32%	59
3	Thursday	25.75%	60
4	Friday	22.75%	53
	Total	100%	233

## 2 - Are you representing (select all that apply)



#	Answer	%	Count
1	SBEAP or SBO	67.57%	50
2	Small Business or Industry	1.35%	1
3	Trade Association	0.00%	0
4	CAP	4.05%	3
5	EPA	9.46%	7
6	State regulator	13.51%	10
7	Other (please specify):	4.05%	3
	Total	100%	74

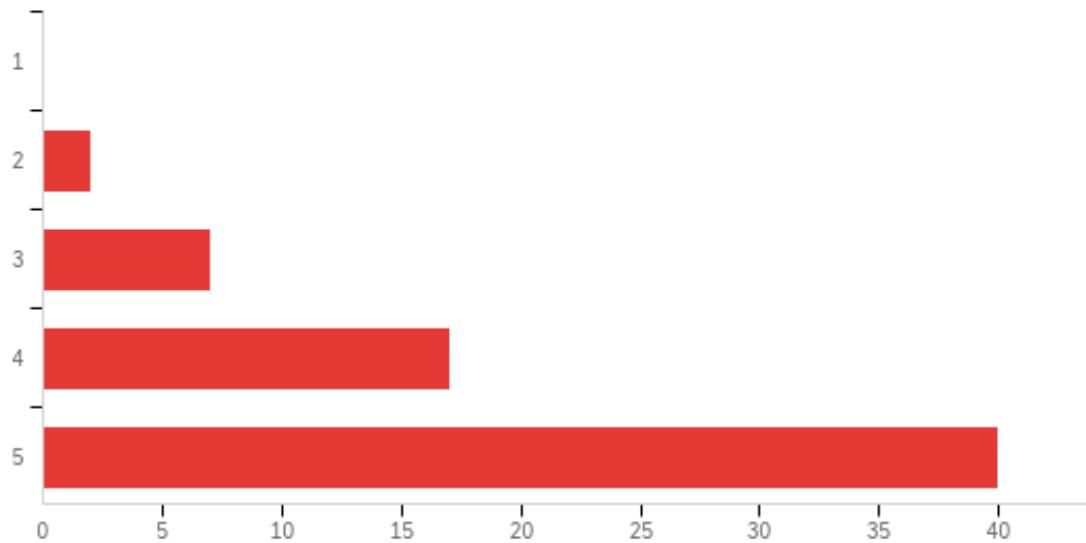
**3 - On a scale of 1 to 5, please rank the overall content of the training. (1 = "Poor"; 5 = "Excellent")**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	On a scale of 1 to 5, please rank the overall content of the training. (1 = "Poor"; 5 = "Excellent")	3.00	5.00	4.50	0.63	0.40	66

#	Answer	%	Count
1	1	0.00%	0
2	2	0.00%	0
3	3	7.58%	5
4	4	34.85%	23
5	5	57.58%	38
	Total	100%	66

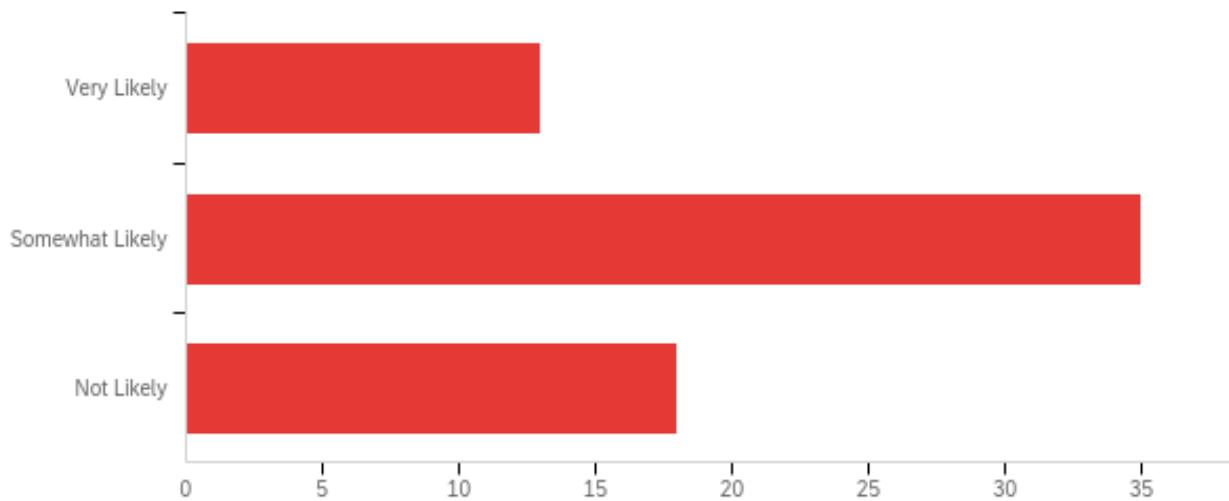
**4 - On a scale of 1 to 5, how would you rank the importance of this information to your profession? (1 = "Not Important"; 5 = "Extremely Important")**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	On a scale of 1 to 5, how would you rank the importance of this information to your profession? (1 = "Not Important"; 5 = "Extremely Important")	2.00	5.00	4.44	0.80	0.64	66

#	Answer	%	Count
1	1	0.00%	0
2	2	3.03%	2
3	3	10.61%	7
4	4	25.76%	17
5	5	60.61%	40
	Total	100%	66

## 5 - What is the likelihood you will make changes as a result of what you learned?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is the likelihood you will make changes as a result of what you learned?	1.00	3.00	2.08	0.68	0.46	66

#	Answer	%	Count
1	Very Likely	19.70%	13
2	Somewhat Likely	53.03%	35
3	Not Likely	27.27%	18
	Total	100%	66

## 6 - If likely, what will the changes be?

If likely, what will the changes be?

I was not aware of the inspector wiki before, and may take advantage of that training.

Getting information from the links provided during seminar.

Training for staff through new tools

Fine tuning my customer service skills to include being more empathetic to the plight of the customer.

Utilize the SBEAP poster KSU developed basic on our annual reports and hopefully take advantage of the air quality training Adam Baumgart-Getz mentioned.

Incorporating ideas from other states

I will be using many of the resources introduced.

An increased effort to plan and coordinate with other staff within my agency and with other agencies.

Review Clean Air Act a week prior to a future SBEAP annual training in preparation for a trivia quiz, plan ahead, organize, prepare, review, follow-up and a few other action verbs

Seek more ways to improve collaborative activities and communication with state partners

I learned of new resources available and made some new contacts.

Using knowledge gained to improve biz services.

Improved networking and focused outreach/education

Give callers with inquiries the appropriate contact source they need to speak with.

Ideas about engagement with stakeholders

COVID virtual visits program outreach

Adjust strategies on assisting 507 programs

Learning what other states have done through conference sessions, we will likely focus on developing some additional web-based assistance materials - videos and other tools.

I now know better where to find resources to help me help small businesses, and have better contacts with SBEAPs from around the country

Accessing resources through the website.

Using online training platforms like LMS

I will be looking for the new EPA training (new APTI replacement) and also the 6H navigation tool.

To become familiar with the Training Website

Use of national webpage more, put some thought on tracking small business assistance

Try some of the tools and resources I learned about. Subscribe to some publications.

Coordinate our efforts better with the State and with the USEPA.

I will use the SBEAP website more.

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Start thinking about more ways to provide assistance in the remote work environment.

I am not sure at this point. I am completely new to this program and unaware where my position will take me with this information.

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Finding opportunities to share EPA information about new regulations being developed/recently developed.

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After the TSCA discussion, I already added some information on TSCA to our state's SBEAP website.

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Unsure at this time

identify a way to capture program data

Based on EPA talks, I now have new upcoming regulations and changes to keep an eye on, and potentially develop outreach materials for.

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use the resources more!

## 7 - What were the top three (3) sessions you found helpful? (open ended answer)

What were the top three (3) sessions you found helpful? (open ended answer)

1. Outreach and Information Division Small Business Program – the path forward for a sustainable future 2. Newcomers and brief overview of 507 program 3. Pre-Training networking

Review of Annual Report Data Small Business in the COVID-19 NSBEAP Website Air Resources and virtual feedback

Anna Wood, LMS session, National Compliance Initiatives

NSC Strategy Session Covid Session TSCA

OAQPS updates, Outreach & Info Div Small Business Program, TSCA update

Adam's air quality talk, Belinda's newcomer training, and the workout challenges!

Networking, Small Business Assistance in COVID-19 and virtual age, Newcomers/507 overview

Small Business Assistance in Covid-19 and virtual age, Newcomers Session, Review of Annual Report Data

First main session. NSC strategy session. OAQPS session.

Update from EPA- Anna Woods, Remarks by Deputy Administrator that indicated they do value the SBEAPs, networking

Update on TSCA Section 6 implementation, Networking social, NSBEAP Website Air resources and virtual feedback session -

All were valuable.

OAQPS updates, National Compliance Initiatives, networking

Belinda's educational session Donovan's session about the website Alison's session about the annual report

Q&A's

Air Keynote, TSCA Update

Rhonda Wright's session Multimedia session Air Quality session

Newcomers and brief overview of 507 program Small business assistance in the COVID-19 and virtual age U.S. EPA Asbestos and Small Business Ombudsman Program Update

Appreciated Doug Benevento Rhonda Wright and how OAQPS and SBEAPs are expanding our interaction Clean Air Act history images

OAQPS Anna Wood, COVID, 507 Kahoot

COVID, Networking, Annual Report

ASBO Update NSC Year in Review and Strategy Update Review of Annual Report Data

-U.S. EPA Office of Air Quality and Planning Standards updates -Small business assistance in the COVID-19 and virtual age -Last day's session with Paula and discussion about future funding and support for state programs

ASBO update OAQPS update and learning mgmt system Outreach and Information Division small bus program

Discussions among attendees; NSC strategy; COVID; ASBO

Information on the status of upcoming training for 6H NESHAP and the ideas for refreshing the Nation SBEAP website.

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EPA updates on air quality and planning standards Overview of 507 program

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EPA AQ and Planning Standards updates Newcomers and 507 overview National Compliance Initiatives TSCA Section 6 SM COVID and virtual age

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The website and how much information is available to you

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newcomers & 507 overview, networking, small business in the covid age

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Tuesday opening session and following break out room which included representatives from Region 10 but also others from across the country. Thursday NSC Strategy session. Friday session on OAQPS.

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OSWI, SBEAP Website use and COVID

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Sessions that focused on the SBEAP website tools is helpful. We used the SBEAP website to help others for certain area source MACT/GACT rules.

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Anna Woods' info; Rhonda's updates; Website session

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Updates are always good to have. The TSCA overview was good and shed some light on what they are all about. Over all what I could attend was all good information.

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I really enjoyed the "COVID-19 and the Virtual Age" session.

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Honestly, all of them had a benefit since I am very new to SBEAP

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TSCA Session Keynote Air Quality Session Networking Social (Wednesday)

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1. EPA - Deputy Administrator Benevento - hearing how EPA Administration recognizes the need to help small business through compliance assistance partnerships  
2. EPA - Director Wood - OAQPS EPA's efforts to dedicate more small business resources to help increase awareness/input on new regs  
3. Small Business Programs in COVID - hearing from different state programs about how they are adapting (i.e. learning from other state programs so we can bring back ideas to improve our own state program)

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National Compliance Initiatives TSCA Section 6 Update

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Small Business Assistance in the Covid Age Newcomers and brief overview of 507 Program Strategy Sessions

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1. Anna Wood 2. Small business assistance during COVID panel 3. Being able to "see" other SBEAPs during social events (we need more of it!)

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Both Tuesday and Thursday's sessions were informative. I appreciated the NSC session on Thursday afternoon, and I think the small group discussions were helpful.

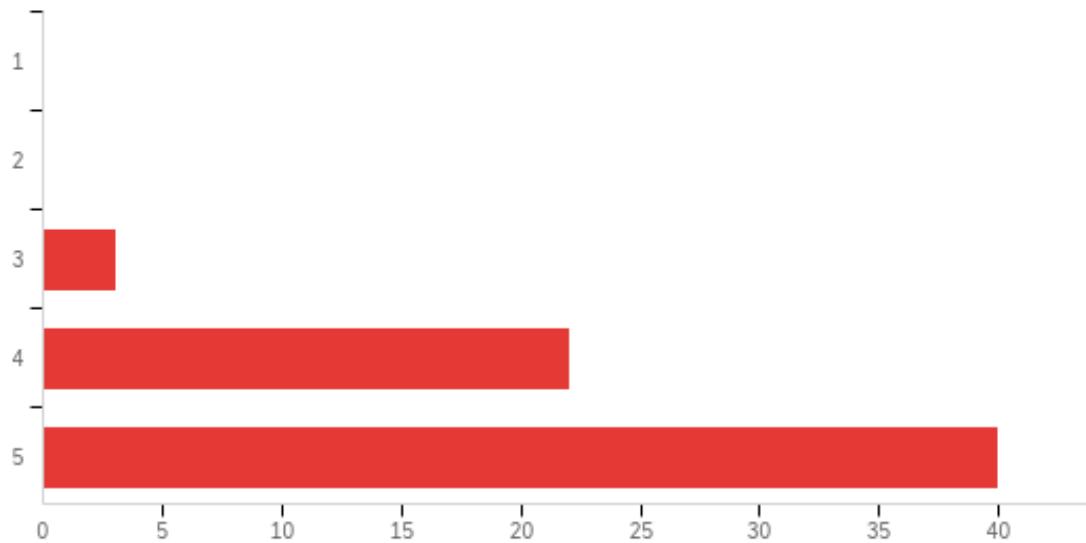
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Newcomers and brief overview of 507 program NSC year in review and strategy session Outreach and Information Division Small Business Program - the path forward for a sustainable future

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OSDBU, OAQPS, TSCA

**8 - On a scale of 1 to 5, how would you rank the use of technology to facilitate this event?  
(1 = "Poor"; 5 = "Excellent")**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	On a scale of 1 to 5, how would you rank the use of technology to facilitate this event? (1 = "Poor"; 5 = "Excellent")	3.00	5.00	4.57	0.58	0.34	65

#	Answer	%	Count
1	1	0.00%	0
2	2	0.00%	0
3	3	4.62%	3
4	4	33.85%	22
5	5	61.54%	40
	Total	100%	65

## 9 - Additional Comments:

Additional Comments:

Good information.

Nearly flawless connectivity with Zoom meetings, planning and coordination resulted in excellent use of technology. A few pop-ups were not posted on screen for more than a few seconds, but overall very good.

I was only able to attend the first two days of the training, but I thought it went really well! There were great presentations and the training was very well moderated. I'm always impressed with the speakers the committee finds.

I loved the Kahoot! It helped keep attention, made the sessions more interactive, and helped to retain information. Great job!!!

Would like to have seen who the other participants were and be able to interact with them more.

There were some connectivity issues.

KSU and team did a fabulous job of managing a large group from across the country.

Loved using Kahoot as a learning tool! It kept people engaged and it was fun! Brilliant idea!

I think we can improve the chat and q/a. It was hard to understand who was able to read what (what was back channel discussion, what was public)

Love Kahoot!

Some more opportunities for interaction would have been good. Asking people to set their names properly in advance. Having phone/text for all speakers. Having a way for a panel to decide who wants to answer a group question, like maybe an instant message service between them. This could also be used by the moderators to alert to time/sound and other issues without interrupting.

Really liked how the breakout 'rooms' were used. You all did an amazing job!

Excellent first-time pivot to an online virtual conference. Great use of kahoots too for keeping the conference interesting and fun.

I think the training went great - I managed to feel a bit connected with folks I had met before, and I think it was great to have the opportunity for those that usually can't travel to join us. Again, the trade-off between accessibility and the in-person benefits. Given the covid context, I think it was great.

There were minor hiccups. It would have been nice to see the individuals that were in attendance at each talk and have a simpler method to allow everyone to talk and display video. But understanding that limitations are inherent in virtual meetings.

I will more likely attend again if the next meeting was virtual as well

Zoom worked well but it would have been nice to have the participant list and chat feature for more of the sessions. We could not tell who was there and networking is so important.

There were a few glitches but overall it worked well.

Loved the Kahoot game, great idea.

Overall the technology was good. It got a little glitchy for communication but otherwise okay. Unfortunately my work office does not have a video camera or microphone at this time so I listened in for all the training without video.

Did your best to convey best practices to those connecting, so can't blame you for the hiccups on Friday.

Great job.

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I was very impressed with how smoothly the meetings ran and how well you all implemented the use of Zoom and technology, even through the tech difficulties on Friday.

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Very well done. I enjoyed the presentation/speaker camera combination. Given the number of speakers, I was impressed with transitions between presentations.

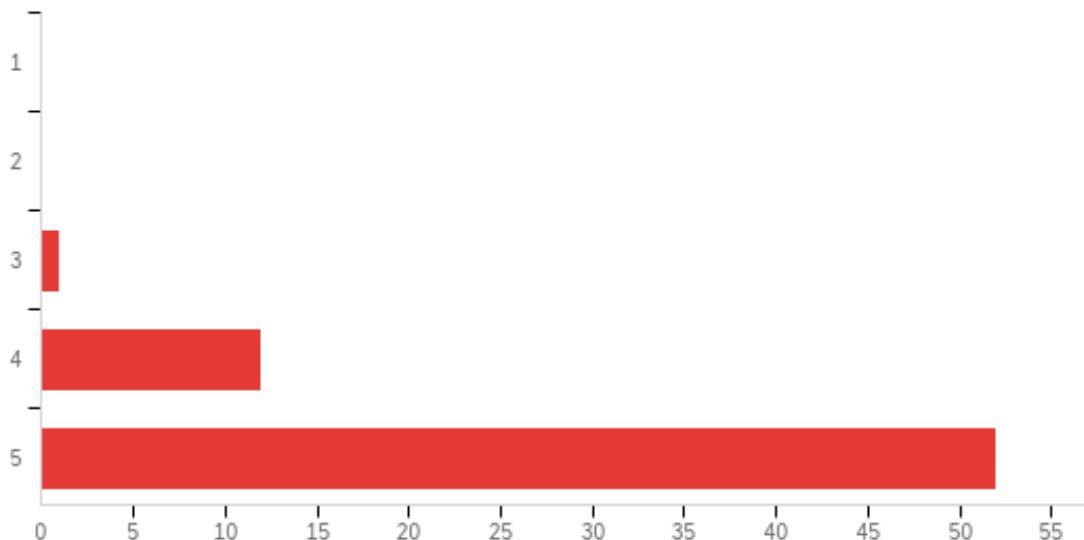
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It would have been nice to see other attendees during the duration of the virtual training. Without it, I felt easily distracted and sometimes was not concentrated on the speakers.

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Everything went very smoothly until Friday with the National Compliance Initiatives presentation.

**10 - On a scale of 1 to 5, how would you rank the overall management of this event, e.g. registration, moderation, communication regarding logistics, etc.? (1 = "Poor"; 5 = "Excellent")**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	On a scale of 1 to 5, how would you rank the overall management of this event, e.g. registration, moderation, communication regarding logistics, etc.? (1 = "Poor"; 5 = "Excellent")	3.00	5.00	4.78	0.45	0.20	65

#	Answer	%	Count
1	1	0.00%	0
2	2	0.00%	0
3	3	1.54%	1
4	4	18.46%	12
5	5	80.00%	52
	Total	100%	65

## **11 - Additional Comments:**

Additional Comments:

I'm not sure that quite so many "save the date" emails were necessary before registration was even available. Session moderation was excellent. Once I had trouble getting in to a session because the link had changed, and I didn't realize it. Perhaps better communication about that would have been helpful.

Planning & coordination for event is much appreciated. Excellent to hear updates from multiple USEPA offices/Divisions/programs. Seemed like additional restrictions for muting and limited camera usage were effective with minimizing background interference, while still allowing for questions.

Great job!

You did fabulous, even when technology worked against you. Filling time with useful information while trying to simultaneously reconnect a speaker was handled masterfully.

the management team deserves commendation.

**GREAT TRAINING**

Excellent job! Everything went smoothly on my end.

You all did a great job.

A+ job!

Great use of time; breaking out into smaller groups was used very effectively.

Very well done by KSU PPI

For folks that were dropping in and out as schedules allowed, it would have been good to have a screen up during breaks showing any revised plans or schedules.

Great job to all!

great, thoughtful use of time and coordination. Was much impressed

Very nicely done!

The organizers did a great job under difficult circumstances.

The different links to different sessions was a little confusing, but worked out ok. Liked that it was more of a webinar than everyone talking over each other.

Out of state travel is very difficult to get approval for lately so the virtual venue is a good option for us.

The organizers of this training did an amazing job! Thank you for your webinar skills, Nancy and staff! Thank you to those who worked on the content - developing sessions and finding speakers!

Great job! Thanks for putting it together and all your hard work.

## 12 - How can the training be improved? (open ended answer)

How can the training be improved? (open ended answer)

Overall great training

Add more air technical sessions - NESHAP reviews/state outreach Add sessions for states to share outreach/marketing strategies

Ensure USEPA speakers are able to seamlessly share screen/presentations and maintain audio/visual connectivity throughout - overall this was very good. Ask registrants to include state/agency affiliation B4/after Name when signing in to Zoom meeting. Perhaps find a way for all questions to be posted for all participants to view in "real time", not only when registrants are unmuted and visual is available.

I recommend a session on how to conduct visits/inspections.

Most of it was a recap of data and not new information

Hearing more from state programs on their initiatives.

A lesson learned is to ensure we have alternate contact information (i.e. cell phone number to text) as a fall back. Also, we should have a backup plan in case a presenter is unable to attend. I think it would be more seamless if we can try to stay in one room rather than log in to a separate link if possible. It would also be nice if we could figure out a back channel to communicate rather than have to speak over open mic during the breaks. Again, the chat was confusing to me.

Spread the word how effective and motivationally it is to let more interested parties know how rewarding this would be for them and the participates to partake in this event as a speaker.

Asking questions and being more interactive was confusing/limited.

More panels and networking

Planned let your hair down networking time (off clock) maybe even allow break out rooms to be formed on the fly if possible. I'm thinking something similar to when we say we'll meet back in the room after dinner.<sup>1</sup>

in-person :) smaller networking groups of 4-6

Fewer plenary single speakers and more panels with states. More opportunity to share program initiatives for borrowing between each other.

The only thing I missed was more dialog with attendees - but I was unable to attend the NSC strategy session...and I think that is what I am missing.

Include more compliance topics. There were fewer 'training' topics and more informational sessions during this event than there has been in the past. But, information is good!

I miss meeting people during breaks. If we have to do it virtually again, I would like more breakout sessions that are at least 10 minutes long each with no more than 5 people per group. I got to meet a few new-comers during the breakout sessions but not as many as I'd like and most times people were cut off because of time constraints. I also missed the trade panels. Those are always informative.

Provide participant list, have more open sessions for discussion/networking, more sessions with states giving best practices that we can all learn from.

More information on how to conduct inspections.

Add more training sessions on different issues people are dealing with. Maybe case studies or something.

I think sessions like the Awards and maybe a couple others could have been done as meetings rather than webinars to get an open discussion going more easily than having to promote everyone.

Keep doing what you are doing.

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The only thing that could possibly be changed is allowing the short presentation just a few minutes more, as most of them were scrambling to get through the info and then didn't have very much time for questions.

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With such a large online group, it's hard to replicate the beneficial smaller group conversations that typically happen between sessions or after the day is over when attending in person. Would like to hear from SBEAPs about successful projects over the past year and anticipated projects in the next year. I hear what is going on with other states in my region but it would be nice to hear from states in other regions.

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Attending 4 days straight is really tough especially when we all have other obligations. If we have another virtual event (which will likely be the only way I can participate in 2021), maybe break it up (2 days one week, 2 days the next week) or perhaps condense 4 days into 3 or even 2.

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I would say more structure and a bit more time with breakout sessions.

### **13 - Please share other comments:**

Please share other comments:

I would have liked more time for discussion within the NSC session. I enjoyed being able to network when we could.

Thank you, thank you, thank you! My first time attending. The information was useful and portions I feared I would really dislike became some of my favorites. By offering this virtually, I and my colleagues were all able to attend. Had it been in person, I don't know that any of us would have been allowed. Connecting with other states and learning from experts was invaluable! The conference confirmed that I have MUCH to learn, but with new connections I feel better prepared to help small business in my state.

I found the training useful despite being conducted remotely.

If in the future, we could continue to have virtual content, I feel it would increase attendance and reach. While not every sessions should or needs to be virtual, having a greater virtual presence and option would allow for states with restricted travel budget to still attend and get more involved.

Everyone involved in the training was very professional, organized, and engaging. The time was very appropriate in length and time of day. Clearly, great teamwork to put this together, well-planned, and very impressive especially considering it's the first ever virtual event. Great job!

I liked how more participants were able to join from states that usually cannot travel.

Well planned and executed. Fewer hiccups than expected.

Awesome job by all involved in making the event happen!

The Kansas team did a great job and the many thanks to the planning committee for all their hard work!

On line is fine, but I want to meet in person.

I didn't think having a virtual training would be as useful as in person and I found that I actually really liked it and it was useful. I liked the fact that more people could attend because it was virtual. Great job!

While it will be nice to dream about an in person event next year, I am skeptical we will get there before 2022. But my rank below is based on the hope that we might be face to face. Thanks!

I couldn't get my choice to drag below or I don't think I did. SBEAP location would be great, but at this point in time I think it is safe to choose a virtual setting.

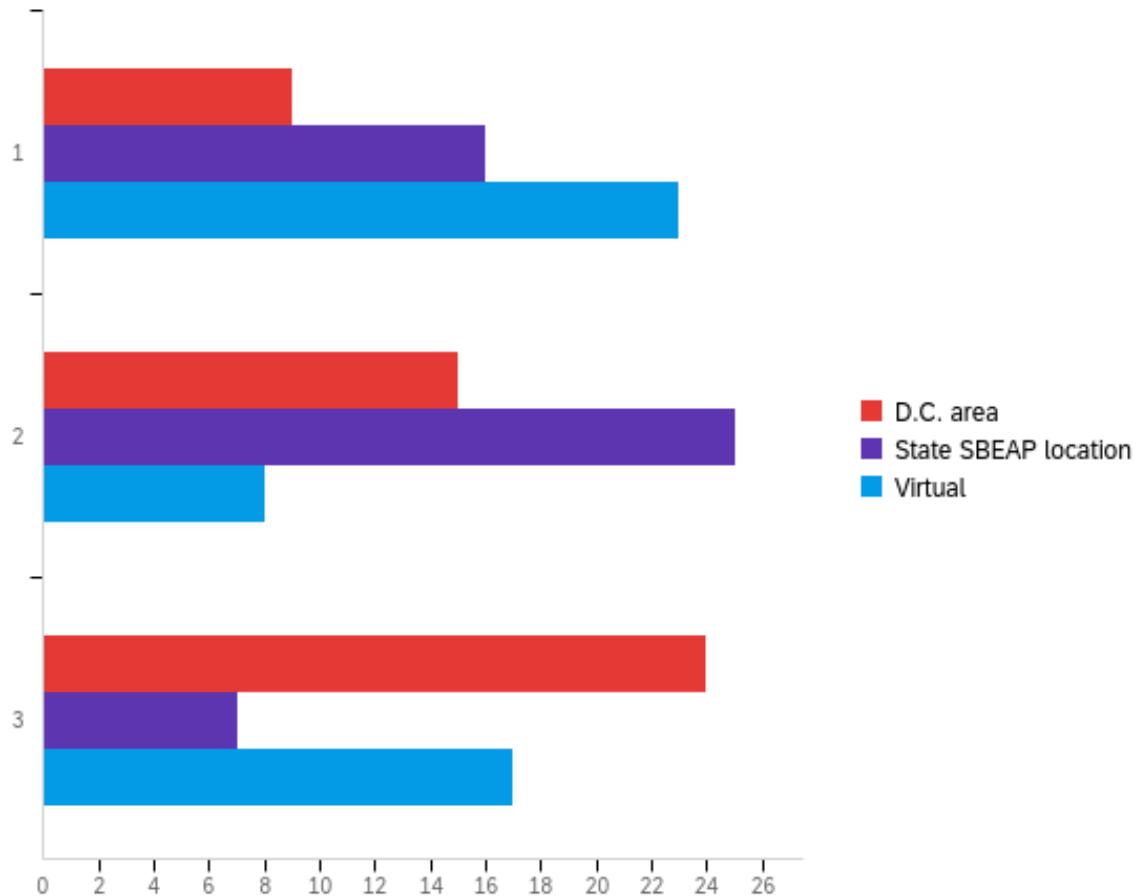
Thank you for putting this on!

I appreciate the training content that helps our state programs learn about upcoming federal expectations that will impact small businesses. I also liked hearing from other state programs and their successful approaches so we can improve our own implementation. Thank you to US EPA for your support - we look forward to a continued/growing compliance assistance focus!

Excellent job despite the constraints!

It's nice to finally see and hear EPA coming back around to committing to small business and compliance assistance. Without it, a lot of state programs (especially in Region 1 and 3) are pulling away from having functioning small business programs - or they are not actively participating on a national level. We need better oversight from EPA to ensure that the states follow through with 507 programs. Otherwise, I fear more small business programs will fall by the wayside.

**14 - Where should the 2021 training held? Rank top choices 1 to 3 (Click and drag)**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	D.C. area	1.00	3.00	2.31	0.77	0.59	48
2	State SBEAP location	1.00	3.00	1.81	0.67	0.44	48
3	Virtual	1.00	3.00	1.88	0.90	0.82	48

#	Question	1	2	3	Total
1	D.C. area	18.75%	9	31.25%	15
2	State SBEAP location	33.33%	16	52.08%	25
3	Virtual	47.92%	23	16.67%	8