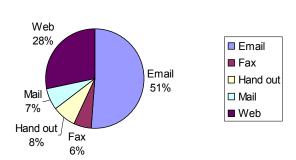# Training & Technical Assistance 2011 Survey Summary

I.   Survey Implementation

The Commission e-mailed the Training & Technical Assistance 2011 Survey ("Survey") to approximately 596 tribal leaders, commissioners and casino operations personnel on January 13, 2011. The NIGC also mailed and faxed a hard-copy to tribal leaders. The Commission received 255 surveys representing 123 Tribes (a 50% overall rate of response).

The Survey gives some insight into tribal communication preferences. The chart below shows what version of the Survey form participants used.

Version of Form Used

Web 28%
Mail 7%
Hand out 8%
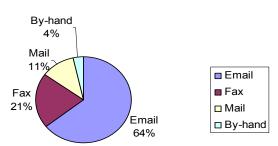Fax 6%
Email 51%

Legend: Email, Fax, Hand out, Mail, Web

It appears that posting a downloadable web version of the Survey on the NIGC website significantly increased tribal survey participation.

Despite the limited distribution of non-electronic versions, these accounted for 21% of all completed surveys. Further, although the hard-copy version was sent to tribal leaders, it was frequently completed by gaming commissioners and, to a lesser extent, operations managers.

In comparison, the following chart shows how the forms were returned. Non-electronic transmissions account for more than 1/3 of the total returned surveys. On multiple occasions an electronic form (acquired via email/web) was filled out and returned via fax (or mailed to a lesser extent) and only a few instances of the reverse.
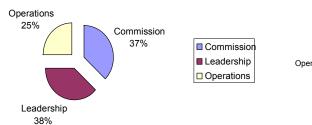
The Survey was sent to tribal leaders, commissioners and casino operations personnel. In terms of who responded, commission members were significantly more active in taking the survey than other denoted categories.
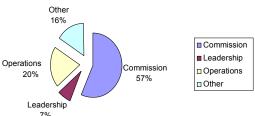
Returned By Mode

By-hand 4%
Mail 11%
Fax 21%
Email 64%

Legend: Email, Fax, Mail, By-hand

Surveys Sent by Position

Operations 25%
Commission 37%
Leadership 38%

☐ Commission
☐ Leadership
☐ Operations

Surveys Returned by Position

Other 16%
Operations 20%
Commission 57%
Leadership 7%

☐ Commission
☐ Leadership
☐ Operations
☐ Other

II.   Survey Results

The Survey asked participants to assess the current Technical Training & Assistance curriculum based upon the Sept. 2010 Course Catalog offerings. Forty-eight percent (48%) of Participants indicated they had attended a NIGC training. In terms of the quality of their experience, 6% commented favorably (e.g., training was "useful", "informative") and about 1.5% commented unfavorably (e.g., training was "boring", "too broad").

Nearly one-quarter described barriers that inhibited their ability to become more involved with NIGC trainings. Funding and distance to events topped the list.

Barriers		
	Funding	32.4%
	Distance to Events	20.3%
	Lack of Information regarding Training Opportunities	18.9%
	Time	13.5%

Overall, 43% of Participants offered comments/assessments. A majority was favorable (11:1) and there were repeated general suggestions regarding the NIGC curriculum and training delivery:

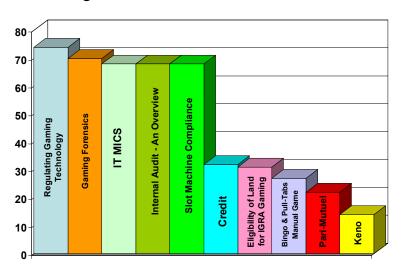|	General Comments - Curriculum
1	Need more refresher courses
2	Need more advanced courses
3	Need more hands-on type training

	Suggestions - Training Delivery
1	Need to hold more training events
2	Need to provide more webinar/ online options

In terms of curriculum, Participants offered repeated suggestions for course ideas which included bringing back former courses such as the "hands-on IGT course" and the "Gaming Agent Training". The top suggested course ideas include Title 31 training, roles and responsibilities, MICS, and advanced-level gaming, audit, surveillance, regulatory courses.

<u>Repeatedly Suggested Course Ideas</u>
- Title 31 training
- Roles & Responsibilities of tribal stakeholders
- MICS in-depth
- Advanced gaming, audit, surveillance, regulatory
- Future of internet gaming
- In-depth audit
- Role of Compliance Officers

In the main part of the Survey, the participants were presented with a list of the currently offered NIGC courses and asked to indicate which appealed to them. The 5 highest and 5 lowest ranked courses are presented in the graph below.

Highest & Lowest Ranked Courses

The rankings show a clear need for "IT", internal audit and compliance-related courses. The rankings, coupled with comments of the Participants also indicated an-going need for fundamentals and a decreased demand for "pre-gaming" courses.

Finally, the results confirmed some overlap in the Participants preferences but also indicated that the NIGC needs to tailor course offering to align with multiple priorities.

Leaders	*Commissioners*	*Operations*
Internal Audit	Regulating Gaming Technology	Enterprise Risk Management
Emergency Preparedness	Gaming Forensics	IT MICS
IT- An Overview	Internal Audit	IT

III.   Conclusion

Training and Technical Assistance is a major initiative of the Commission. The Commission views training and technical assistance as an essential component of our mission and our commitment to collaboration with Tribes. This Survey was an initial step in our efforts to review and evaluate the training efforts of the Agency. Tribes have identified several needs through this Survey including: 1) clearly identified barriers to participation, 2) the need for advanced, practical and "refresher" courses, 3) a shift away from certain areas into audit and "IT" but still a need for refresher and practical "hands-on" type courses, and 4) the need for NIGC to make increased use of available technology. Thus the Survey results allow the Agency to better target training activities and agency resources by identifying partnerships, improving offerings and reducing the burden on limited resources. Thanks to the efforts of all the Participants, we expect to be able to better meet Tribal needs.