Quality Assurance Feedback Program

Much like the pace at which we entered Baghdad during Operation Iraqi Freedom, the pace at which we transform the training of our soldiers to meet the Army's needs, in the contemporary operational environment (COE), must be swift and deliberate.

As our nation continues the global war on terrorism, we must train the "critical" tasks required for success on the battlefield. Since the conditions will vary with each operation, our soldiers must receive training on a wide variety of tasks to function in the COE and accomplish the mission. Existing tasks may need to be revised, new tasks may need to be developed, and doctrinal changes may be warranted. Your feedback, as a member of the Engineer Regiment, is needed.

To obtain ideas, concerns, and comments, the U.S. Army Engineer School has established the Quality Assurance Feedback Program to solicit feedback from graduates and their supervisors. The program will help ensure that the tasks trained in the school are current and that soldiers feel confident they can perform the tasks upon graduation. We need frank and honest feedback to determine if modifications to the training base are needed.

To address these concerns, the following e-mail address has been established: *<atztqaoen@wood.army.mil>*. There are two ways that soldiers can assist the Engineer Regiment: First, they can use this address at any time to submit concerns and provide feedback on training. Second, upon graduation from a resident course, they will be given a letter to present to their supervisor. This letter will request that each supervisor send an e-mail to the above address and provide the soldier's name, course name and class number, and graduation date. Six to twelve months following graduation, soldiers will be sent surveys to address concerns and/or comment on the training provided at the Engineer School. The graduate's supervisor will also receive notification to respond to a survey requesting feedback on the soldier's performance following training. Recommendations to change course curricula will then be forwarded to the commandant of the Engineer School.

Additionally, as veterans return from the Balkans, Operation Enduring Freedom, and Operation Iraqi Freedom, we will seek to collect their feedback as well. All comments and concerns should be sent to the Quality Assurance Office/Quality Assurance Element at the e-mail address shown above.