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Customer Experience Survey Feedback Drives Improvements at National Wireless Safety Alliance

(Salt Lake City, UT) – The National Wireless Safety Alliance (NWSA) conducted its 2025 Customer Experience Survey in June, inviting professionals from across the telecommunications and tower industry to share their feedback on NWSA’s certification process and related services.

The Survey revealed that most respondents feel the NWSA Certification reflects real-world proficiency and safety standards. It also revealed customers’ feedback about the exam process itself, particularly around clarity, accessibility, and technical challenges.

Fifty-two percent (52%) of Survey respondents identified their roles as Climber/Technician, and nineteen percent (19%) of responses were received via NWSA’s Spanish language version of the Survey. As a result, NWSA has made or is in the process of making enhancements to its programs.

NWSA has recently made the following improvements to its exams and candidate resources:

- Launched updated TTT-1 and TTT-2 Exams that align with the revised ANSI/ASSP A10.48 standard.
- Updated the NWSA Candidate Handbook to include clearer steps that candidates can take if they are not connected to a proctor within 5 minutes of logging into an exam.
- Is now including direct hyperlinks to the NWSA Candidate Handbook in all candidate emails so candidates can more easily access materials in preparation for exams.

Additional improvements that NWSA is currently working on to enhance future customer experience include:

- Providing all exam content feedback to the NWSA Exam Management Committee to be reviewed and considered for exam updates.
- Establishing a Spanish language oversight panel to review and maintain translations of exams and program materials.
- Updating the NWSA website for easier navigation.

“From the beginning, NWSA has built its programs through broad collaboration across the industry and at all levels. The Customer Experience Survey is a positive extension of that philosophy.” said Duane MacEntee, NWSA’s Executive Director. “NWSA greatly appreciates our customers, particularly technicians for taking the time to share their feedback. That’s how we get better. We will continue to listen to our customers and be responsive to their improvement ideas.”

NWSA intends to conduct more Surveys in the future to continue improving its programs and customer participation is an essential part of that effort.

“We are excited to learn more about our customers. Their feedback is invaluable as we strive to make the process of getting certified easier. We want candidates and certificants to know that we heard you and are taking meaningful steps to improve your certification experience.” said Jan Hice-Smith, NWSA’s Customer Care, Outreach and Communication Coordinator.

NWSA certification embodies and exemplifies our core values of Safety, Quality, and Proficiency. For more information about NWSA certification programs and digital credentialing, please visit <https://www.nws-a.org>.

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About National Wireless Safety Alliance (NWSA)

National Wireless Safety Alliance (NWSA) is a non-profit organization dedicated to providing comprehensive, independent, ANSI-accredited assessments of knowledge and skills. NWSA offers verifiable worker certification to enhance safety, reduce workplace risks, improve quality, promote training, and acknowledge the skilled professionals who work on towers and other structures.