



For Immediate Release:
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Contact: Duane MacEntee
nwsa@nws-a.org

National Wireless Safety Alliance's 2026 Customer Experience Survey Opens May 18

(Salt Lake City, UT) – The National Wireless Safety Alliance is scheduled to launch its 2026 Customer Experience Survey on Monday, May 18. The purpose of the survey is to better understand our customers' experiences with the NWSA certification process and the evolving needs of technicians, employers, and industry stakeholders.

“The Customer Experience Survey allows NWSA to receive feedback from candidates and customers that engage in the certification process,” said Duane MacEntee, Executive Director. “Those insights are invaluable as we continue to plan for the future and identify opportunities for improvement.”

Feedback from last year's survey helped shape several continuous improvement initiatives. Improvements initiated and delivered last year include:

- Aligning TTT-1 and TTT-2 exams with the revised ANSI/ASSP A10.48 standard.
- Adding clear steps to the NWSA Candidate Handbook for candidates to follow if they are not connected to a proctor within five minutes of logging into an exam.
- Including direct hyperlinks to the NWSA Candidate Handbook in all candidate emails so candidates can more easily access materials in preparation for exams.
- Providing all exam content feedback to the NWSA Exam Management Committee for review consideration in future exam updates.
- Establishing a Spanish-language oversight panel to review and maintain

translations of exams and program materials.

NWSA's continuous improvement efforts currently underway include updating the NWSA website to make navigation easier and more user-friendly.

"We are excited to build on the momentum of last year's inaugural survey and look forward to hearing from more of our customers and industry stakeholders," said Jan Hice-Smith, Customer Care, Outreach, and Communications Coordinator.

The survey will be delivered in a bilingual format with each question and response listed in English and Spanish. Survey participants are asked to complete the questionnaire no later than 11:59 p.m. Monday, June 15. Estimated survey time is 8 minutes.

Survey Link - https://www.surveymonkey.com/r/NWSA_VOC_2026_Bilingual

Select hyperlink to access the survey or cut and paste link or URL into browser.

Survey link will be shared with NWSA certificants and candidates via e-mail and also be accessible from the NWSA web site at <https://www.nws-a.org>

For assistance related to the Customer Experience Survey, please contact customerservice@nws-a.org.

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.