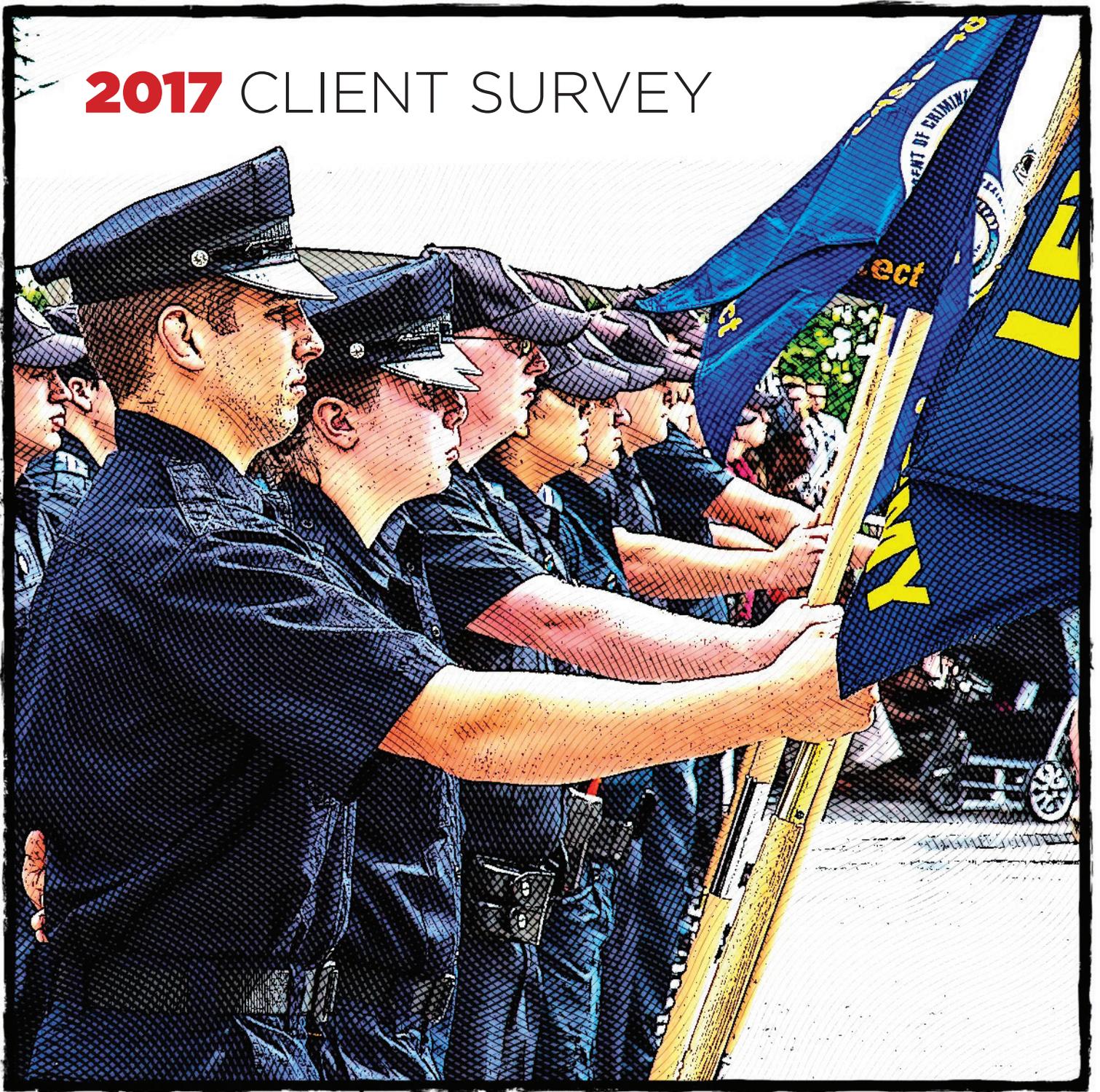


2017 CLIENT SURVEY



ACCREDITED BY



ACCREDITED BY



INTERNATIONAL ASSOCIATION OF CONTINUING EDUCATION AND TRAINING

The Department of Criminal Justice Training thanks all of our clients who participated in the 2017 Client Survey! It is our continued goal to prevent additional names on the Kentucky Law Enforcement Memorial Monument.



Table of Contents



<u>Acknowledgments</u>	Page 1
<u>Table of Contents</u>	Page 2
<u>Executive Summary</u>	Page 3
<u>Introduction</u>	Page 4
<u>Overview of Results</u>	Page 5
<u>Primary Responsibility Analysis</u>	Page 6
<u>Programs and Publications</u>	Page 10
<u>Areas for Improvement</u>	Page 11
<u>Summary and Recommendations</u>	Page 12
<u>Appendices</u>	Page 13

Executive Summary

Under the umbrella of the Kentucky Justice and Public Safety Cabinet, the Department of Criminal Justice Training provides Commission on Accreditation for Law Enforcement Agencies (CALEA) and International Association for Continuing Education and Training (IACET) accredited law enforcement training to more than 12,000 Kentucky students annually. In order to achieve the mission of DOCJT, client surveys have been conducted triennially since 2002. These surveys allow the agency to meet current training needs, gauge effectiveness, identify future training opportunities and provide necessary programs to the Commonwealth of Kentucky's law enforcement community. In June, the agency authored the 2017 Client Survey presented within this report.

The survey results show that clients of the Department of Criminal Justice Training continue to view the agency and its programs in a positive manner. More than 93 percent of clients were satisfied with the training provided by DOCJT. While, more than 90 percent report that DOCJT meets the overall training needs of their agency in providing relevant and timely training to effectively and safely meet their job responsibilities. Clients also state the training provided to them was in a safe environment with facilities conducive to learning.

Clients identified several training courses they would like to see added and/or expanded in DOCJT's future training schedule. These courses include:

- Current Issues in Leadership
- Generational Issues (Leadership Course)
- Employee Development – Mentoring, Motivation for Older and Younger Officers
- Narcotics/Drug Investigations for Patrol Officers (Identification, Safety, Interdiction)
- Rapid Deployment
- Advanced Driving/Traffic Stops (Emergency Response, Pursuits, Traffic Stops)
- White Collar Crime Investigations (Fraud, Identity Theft)
- Advanced Drug Investigations
- Stress and Wellness for Telecommunicators (Burnout, Debriefings, PTSD)
- Critical Incidents (Active Shooter, Officer Involved Shootings, Small Town Issues)
- Dealing With Supervisors for Telecommunicators (Those who don't understand the job)

Region 1, Central Kentucky, where DOCJT Richmond is located was the preferred training area.

Other recommendations noted in the survey were the review of curricula, currently being offered, to make certain they are up to date and based on valid research and industry trends. In addition, the possible renewal of the "Rapid Deployment/Active Shooter" and the "Accident Reconstruction" courses previously offered. Finally, new programs such as a Public Information Officer (PIO) course, K-9 training and a Post Critical Incident Seminar were recommended to be explored by DOCJT.

Questions and/or requests for information relating to this report may be directed to:

Patrick V. Miller, Supervisor
Staff Services and Planning
Department of Criminal Justice Training
(859) 622-5930
patrick.miller@ky.gov

SURVEY METHODOLOGY

The 2017 Client Survey was distributed via several venues to reach more than 9,000 clients of the Department of Criminal Justice Training.

The current DOCJT Executive Staff, Training Operations Division and Staff Services and Planning Section gave input into topics analyzed and survey items used within the survey instrument.

Items formulated, for use within the instrument, allowed the Staff Services and Planning Section to gather specific information from DOCJT clients for analysis. The results and recommendations relating to current and future training and/or programs will advance Kentucky law enforcement.

Distribution

Through a variety of distribution methods, it is estimated that links to the 2017 Client Survey were distributed to the more than 9,000 clients trained annually by the Department of Criminal Justice Training.

Survey links were provided by email, fax, or hard copy mail to 472 agencies. Surveys were sent to Kentucky law enforcement and Telecommunicator executives who were requested to distribute the survey link to all department sworn officers and telecommunicator staff. Survey links were also provided via the June 20, 2017 *Kentucky Law Enforcement Dispatches*, which has 8,569 subscribers, as well as, the summer edition of the *Kentucky Law Enforcement* magazine. Finally, the survey link was sent to 4,589 students taking online classes in 2016 and 2017.

The survey was available through online survey analytical software from June 05 to June 30, 2017.

Introduction

Under the umbrella of the Kentucky Justice and Public Safety Cabinet, the Department of Criminal Justice Training provides CALEA and IACET accredited law enforcement training to more than 12,000 Kentucky students annually.

DOCJT continually updates training curriculum, overseen by the Kentucky Law Enforcement Council, in order to meet Kentucky Peace Officer Professional Standards as mandated by state statutes and client needs.

DOCJT's Mission Statement

To provide quality law enforcement training and advance the delivery of law enforcement services in Kentucky

In order to meet the mission of DOCJT, client surveys have been conducted triennially since 2002. The survey is designed to determine current training needs, gauge effectiveness, identify future training opportunities and provide necessary programs to the Commonwealth of Kentucky's law enforcement community. In June, the agency authored the 2017 Client Survey presented within this report.



SURVEY DESIGN

The respondent was asked their primary job responsibility. Based on their response, the survey would guide them to their area of focus.

The DOCJT 2017 Client Survey consisted of five separate mini survey areas based on primary job responsibilities. These responsibilities were:

- Leadership/ Administration
- Patrol
- Investigations
- Dispatcher/Telecommunicators Executive
- Coroner

(See Appendix A)

Respondents provided information about the overall training and programs offered by DOCJT.

This design allowed respondents, currently performing a particular job responsibility, to provide information about their current needs. By limiting respondents to primary responsibilities, those respondents who did not have these duties were unable to skew the results from the various sections within the survey.

Overview of Results

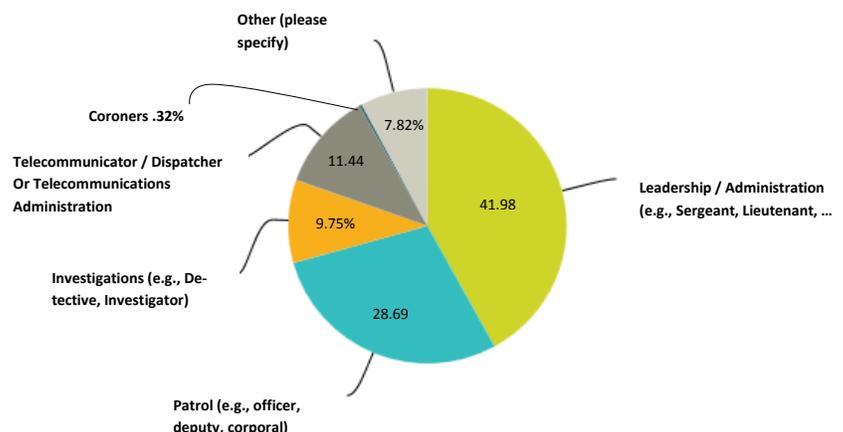
The survey results indicate a high consensus of client satisfaction with DOCJT personnel, programs, facilities and curricula. For example, when asked, “**Overall how satisfied are you with the training you received from DOCJT.**” 93.18 percent of clients stated they were either “Extremely Satisfied” or “Satisfied”.

As shown below, the survey items where “Strongly Agree” to “Strongly Disagree” response was chosen, clients were favorable with their responses. The second column represents the percentage of respondents who marked “Strongly Agree” or “Agree with the corresponding statements.

Overall Survey Items	Strongly Agree / Agree
+DOCJT meets the <u>overall training needs</u> of my agency.	90.51%
The training presented by DOCJT is relevant and timely.	92.11%
The quality of training provided by DOCJT enables me to safely and effectively perform my job responsibilities.	92.44%
DOCJT offers a safe training environment.	98.50%
DOCJT facilities are conducive to learning and training.	96.51%
++ I believe that the Department of Criminal Justice Training should offer a Public Information Officer's (PIO) training on how to effectively communicate with the public using available media outlets (e.g., social media, newspapers, television, radio etc.)	82.4%

+ This item was only available to those with Leadership/Administration as their primary responsibility.
 ++ 15.9% had no opinion on this question.

Primary Job Responsibility



Response Summary

Email links, faxes, and/or letters were distributed to more than 13,630 agencies, emails or publication subscribers in an attempt to assure that the approximate 9,000 clients for the Department of Criminal Justice Training had an opportunity to respond. An email reminder was sent to the 472 agency executives who had not completed the survey by June 15, 2017.

1,424 individuals responded to this survey for a response rate of 15.8 percent. (1,424/9,000).

Response Statistics

Of the 472 original emails sent to agency executives, 278 (58.9%) were opened with 150 (31.7%) completing the survey. 157 (33.3%) remained unopened and 19 (4%) opted out.

Of the 4,589 email invitations sent to previous online students, 1,928 (42%) opened the invitation with 571 (12.4%) completing the survey. 2,619 (57.1%) remained unopened and 14 (0.3%) opted out.

NOTE: Demographic information from survey is located in Appendix A.

The DOCJT 2017 Client Survey also asked respondents to review current courses offered, in specific areas of training, based on the respondents' current primary job responsibility. Respondents identified courses they would like to see continued, as well as, any new trainings they would like offered to assist them with their current responsibilities. Finally, respondents identified the training regions where they would prefer courses related to their current responsibilities. The overall results are included in this report. A full analysis of all response data is located in Appendix B.

Primary Responsibility Analysis

Leadership / Administration (506 Responses)

Top Current Leadership Courses Requested

Course	Responses
Academy of Police Supervision (APS)	77.08%
Leadership is a Behavior	71.34%
Police Executive Command Course (PECC)	69.76%
Orientation for New Police Chiefs/Sheriffs	66.60%
Current Leadership Issues for Mid-Level Executives (CLIME)	65.42%

New Leadership Topics Requested

Topic	Requests
Current Issues In Leadership	10+
Generational Issues	10
Employee Development – Mentoring, Motivation for Older and Younger Officers	8

Top Leadership Training Regions Requested

Training Region	Responses
Region 1	40.40%
Region 8	17.43%
Region 2 & 6	15.05%

Training Regions



Patrol (346 Responses)

Top Current Patrol Courses Requested

Course	Responses
Strategies & Tactics for Patrol Stops (STOPS Basic)	77.75%
Stress and Wellness	76.01%
Diminishable Skills	75.14%
Police Training Officer	73.41%
Kinesic Roadside & Field Interview Techniques	72.54%

Top New Patrol Topics Requested

Topic	Requests
Narcotics/Drug Investigations (Identification, Safety, Interdiction)	13
Rapid Deployment	11
Advanced Driving/Traffic Stops (Emergency Response, Pursuits, Traffic Stops)	9

Top Patrol Training Regions Requested

Training Region	Responses
Region 1	40.17%
Region 2	19.36%
Region 5	16.18%

For a complete listing of comments related to this area of responsibility, please see Appendix B.

Training Regions



Investigations (119 Responses)

Top Current Investigation Courses Requested

Course	Responses
Interviews & Interrogations	88.24%
Crime Scene Investigations	86.55%
Criminal Investigations II	82.35%
Sexual Assault Investigations	80.67%
Social Media & Internet Investigations	79.83%

Top New Investigation Topics Requested

Topic	Requests
White Collar Crimes (Fraud, Identity Theft)	7
Advanced Interview Techniques	6
Advanced Drug Investigations	3

Top Investigation Training Regions Requested

Training Region	Responses
Region 1	40.17%
Region 6	22.22%
Region 8	18.80%

Training Regions



Telecommunication/Dispatcher (138 Responses)

Top Current Telecommunication Courses Requested

Course	Responses
Critical Incident Training for Dispatchers	85.51%
The Dispatchers Role in Specialized Response Events	84.06%
Communications Training Officer	80.43%
Sharpening Your Dispatch Skills	79.71%
Leadership 911	77.54%

Top New Telecommunication Topics Requested

Topic	Requests
Stress and Wellness – Burnout, Debriefings, PTSD	9
Critical Incidents – Active Shooter, Officer Involved Shootings, Small Town Issues	7
Dealing with Supervisors – Those who don't understand the job	5

Top Telecommunication Training Regions Requested

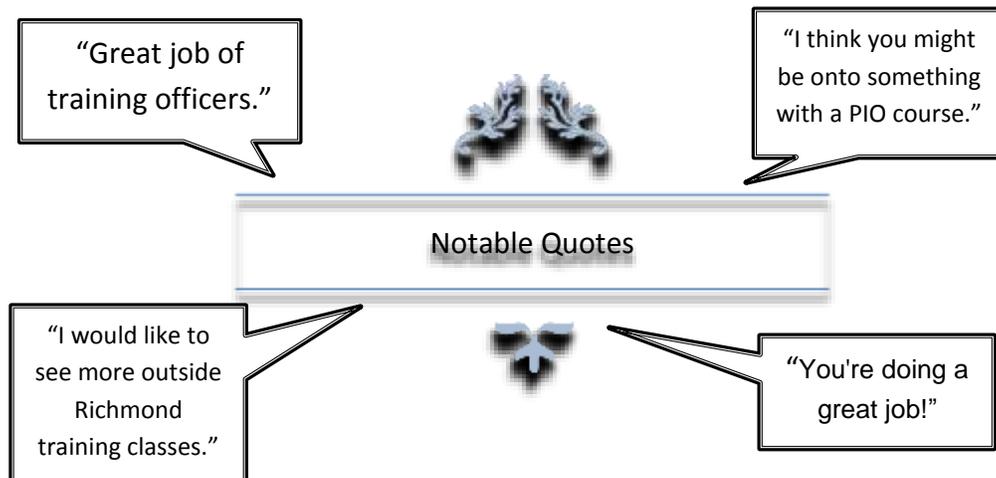
Training Region	Responses
Region 1	51.09%
Region 7	23.36%
Region 8	21.17%

Training Regions



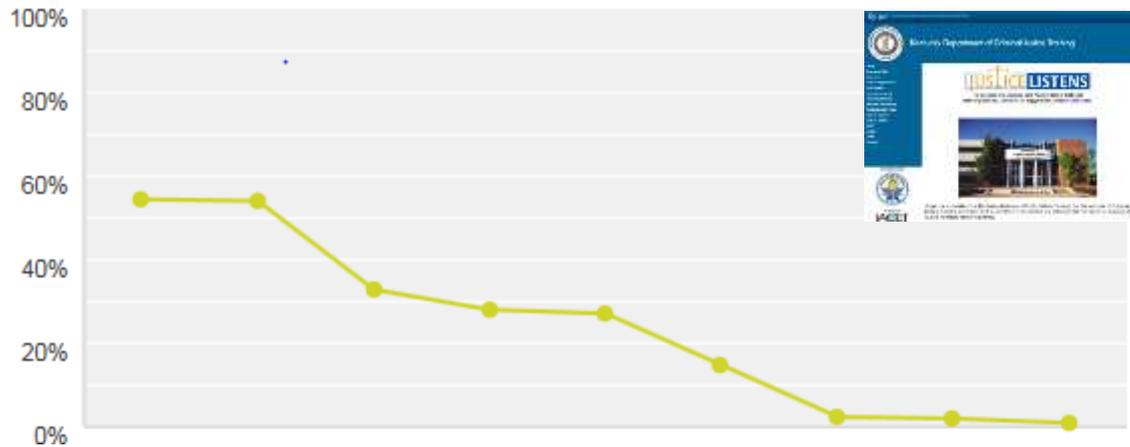
Coroners

This survey did not examine the content of coroner classes. The survey only inquired on DOCJT's delivery of the given curricula. Responses can be found in Appendix B.



Select all publication and informational outlets that DOCJT offers that you currently view on a regular basis.

Answered: 1,305 Skipped: 119



Programs and Publications

All respondents were asked to provide information related to additional programs and publications offered by DOCJT. The chart below shows the DOCJT website as the primary method (54.25%) that clients use to obtain information about the agency. The *Kentucky Law Enforcement Dispatches*, an electronic newsletter, was the second most viewed method of information disseminated (53.87%). Whereas, the *Kentucky Law Enforcement* magazine (both print and digital) were third and fourth respectively. Social media outlets were used less by agency clients with Facebook being the most used option (26.90%).

Department of Criminal Justice Training Website (https://docjt.ky.gov)	54.25%
Kentucky Law Enforcement Dispatches Online Newsletter	53.87%
Kentucky Law Enforcement Magazine (Print Edition)	32.64%
Kentucky Law Enforcement Magazine (Online Edition - www.klemagazine.com)	27.82%
Department of Criminal Justice Training Facebook (https://www.facebook.com/pages/DOCJT)	26.90%
None of the above	14.56%
Twitter (@KYDOCJT)	2.15%
Instagram (DOCJT-Instagram@KYDOCJT)	1.76%
Other (please specify)	0.69%

In regards to additional ways DOCJT clients would like to receive information regarding training, agency direct emails was by far the consensus (57 Responses out of 85).

A new training program DOCJT will look to create in 2018 is a Public Information Officer's course.

Non-Training Program Recommendations

Clients were asked to provide information on new programs (other than training) they would like to see DOCJT offer. In response to this question, many respondents identified additional training programs instead of new non-training programs. Since these responses could have been included in previous questions, they were excluded from survey results. However, all survey results were forwarded to DOCJT's Training Operations Division leadership for review. Many respondents advised that DOCJT should focus on current training and not expend resources. The additional programs requested were:

Additional Non - Training Programs
**PIO Program
**K-9 Program
Post Critical Incident Program for Officers after Critical Incidents
College Credit for In-service

***This could be considered a training program.*

Areas for Improvement

DOCJT views any area where clients indicate the agency is performing at a lower than satisfactory rate as opportunities for improvement. These opportunities allow the agency to address client concerns in a way that will further improve future training courses and programs. Overall, the 2017 Client Survey was positive. There were no specific areas where clients indicate a lower than satisfactory rate for any particular survey item. Given this caveat, some opportunities for improvement can be extrapolated from the results.

For example, even though overall results scored more than 90% of "Agree" or "Strongly Agree" from the clients, the item that had the lowest "Strongly Agree" response was ***"The training presented by DOCJT is relevant and timely."*** This item had 60.52 percent agreeing with 31.59 percent strongly agreeing. Thus, one opportunity DOCJT should consider is reviewing the curricula to verify the information is current based on valid research and industry trends. The second area from the overall items that presents itself as an improvement, comes from the lowest overall strongly agree/agree category – ***"DOCJT meets the overall training needs of my agency"***, scoring 90.5% strongly agree/agree. Even though DOCJT provides training to a wide-range of law enforcement agencies, it should look at ways to identify specific agency or training region needs when developing future training programs.

Several client comments were made in regards to previous trainings removed from the DOCJT training schedule. Many respondents stated they would like DOCJT to bring back the "Rapid Deployment/Active Shooter" course previously offered, and the "Accident Reconstruction" course series.

Summary and Recommendations

The survey results show that clients of the Department of Criminal Justice Training continues to view the agency and its programs in a positive manner. More than 93 percent of clients were satisfied with the training provided by DOCJT. While, more than 90 percent report that DOCJT meets the overall training needs of their agency in providing relevant and timely training too effectively and safely meet their job responsibilities. Clients also state the training provided to them was in a safe environment with facilities conducive to learning.

Clients identified several training courses they would like to see added and/or expanded in DOCJT's future training schedule. These courses include:

- Current Issues in Leadership
- Generational Issues (Leadership Course)
- Employee Development – Mentoring, Motivation for Older and Younger Officers
- Narcotics/Drug Investigations for Patrol Officers (Identification, Safety, Interdiction)
- Rapid Deployment
- Advanced Driving/Traffic Stops (Emergency Response, Pursuits, Traffic Stops)
- White Collar Crime Investigations (Fraud, Identity Theft)
- Advanced Drug Investigations
- Stress and Wellness for Telecommunicators (Burnout, Debriefings, PTSD)
- Critical Incidents (Active Shooter, Officer Involved Shootings, Small Town Issues)
- Dealing With Supervisors for Telecommunicators (Those who don't understand the job)

Region 1, Central Kentucky, where DOCJT Richmond is located was the preferred training area.

Other recommendations noted in the survey were the review of curricula, currently being offered, to make certain they are up to date and based on valid research and industry trends. In addition, the possible renewal of the "Rapid Deployment/Active Shooter" and the "Accident Reconstruction" courses previously offered. Finally, new programs such as a Public Information Officer (PIO) course, K-9 training and a Post Critical Incident Seminar were recommended to be explored by DOCJT.

**CHECK
YOUR**



6

**VEST
SEATBELT
SLOW DOWN
AWARENESS
FITNESS
RESPECT**

