



Department of Criminal Justice Training

2020 Client Survey

July 2020

Policy, Accreditation, and Development Section



***The Department of Criminal Justice Training thanks
all of our clients who participated in the 2020 Client Survey!***

It is our continued goal to provide progressive training to help Kentucky's law enforcement personnel provide professional service in a safe efficient manner

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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 8500 Kentucky law enforcement professionals annually. 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 May, the agency authored the 2020 Client Survey presented within this report.

The survey results show that the Department of Criminal Justice Training's clients continue to view the agency and its programs in a positive manner. Almost 98% of clients reported the agency offered a safe training environment for law enforcement personnel. In addition, 89% of clients stated the quality of training offered by the agency enabled officers to safely and effectively perform their job responsibilities. Over 90% of agency training coordinators and 87% of agency leadership stated that DOCJT meets the overall training needs of their agency. Clients also reported the agency's facilities were conducive to learning and training and the agency presented relevant and timely training.

Clients identified several training courses they would be interested in having added and/or expanded in DOCJT's future training schedule. These courses include:

- Employee Discipline/Management (Leadership)
- Cartels/Drug Interdictions (Patrol)
- Student Mental Health Issues (School Resource Officer)
- Digital Crimes (Investigations)
- Stress and Wellness (Telecommunications)

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

Other recommendations noted in the survey were removal of the School Resource Officer Level I certification from the Law Enforcement Basic Training Academy, transitioning to another training management system to better meet clients' needs, and working with clients to increase overall satisfaction ratings.

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

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SURVEY METHODOLOGY

The current DOCJT Executive Staff, Training Operations Division and the Policy, Accreditation, and Development Section personnel gave input into topics analyzed and survey items used within the survey instrument.

Items formulated, for use within the instrument, allowed the Policy, Accreditation, and Development 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

Information about the 2020 Client Survey was disseminated through the agency's website, online magazine, social media platforms and the June 2020 Law Enforcement Dispatches prior to its distribution.

The survey link was sent to 8,684 law enforcement professionals' trained annually by the Department of Criminal Justice Training, via email.

The survey was available through online survey analytical software from May 20, 2020 to June 15, 2020.

Introduction

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 8,000 Kentucky law enforcement professionals 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 May, the agency authored the 2020 Client Survey presented within this report.



SURVEY DESIGN

Respondents were initially asked if they had participated in training offered by the Department of Criminal Justice Training in the past two years. Based on the response, the survey either guided them to their primary job responsibilities or to an overview of the agency and its programs.

For those asked about their primary job responsibilities, the survey then guided them to their area of focus.

The DOCJT 2020 Client Survey consisted of seven separate mini survey areas based on primary job responsibilities. These responsibilities were:

- Agency Training Coordinator
 - Leadership/ Administration
 - Patrol
 - School Resource Officer
 - Investigations
 - Telecommunicator/ Dispatcher or Telecommunications Administrator
 - 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 other sections within the survey.

Overview of Results

The 2020 Department of Criminal Justice Training Client Survey was distributed to 8,684 law enforcement professionals in the state of Kentucky. From the survey links distributed, 3,116 agency clients responded for a **35.88% response rate**.

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?**" **92.72 %** of clients stated they were either "Extremely Satisfied" or "Satisfied."

However, DOCJT does have room for improvement. When asked, "**Overall, how would you rate the performance of the Department of Criminal Justice Training?**" respondent averages were 79% out of 100%. Instructors received a more favorable rating. When asked, "**Overall, how would you rate the instructors who teach for the Department of Criminal Justice Training?**", respondents' average was 84% out of 100%.

As shown below, the survey items were "Strongly Agree" to "Strongly Disagree" responses were chosen; clients were favorable with their answers. The second column represents the percentage of respondents who marked either "Strongly Agree" or "Agree" with the corresponding statements.

Overall Survey Items	Strongly Agree / Agree
++DOCJT offers a safe training environment.	97.97%
DOCJT facilities are conducive to learning and Training.	95.51%
+DOCJT meets the <u>overall training needs</u> of my agency. (Agency Training Coordinator)	90.81%
+DOCJT meets the <u>overall training needs</u> of my agency. (Leadership/Administration)	87.62%
The quality of training provided by DOCJT enables me to safely and effectively perform my job responsibilities.	89.03%
DOCJT offers appropriate courses to meet the training needs of various law enforcement roles and responsibilities.	88.70%
DOCJT presents relevant and timely training.	86.76%

+ This item was only available to those with Leadership/Administration or Agency Training Coordinator as their primary responsibility.

++ 1.66% had no opinion on this question. There were no "disagree" or "strongly disagree" responses to this question.

Response Summary

An attempt was made to distribute the 2020 Client survey to 100% of the agency's client population using email addresses within the agency's training management system.

Two email reminders were sent while the survey was opened to obtain as much feedback as possible.

Of the 8,684 survey links sent, 3,116 law enforcement professionals responded to this survey for a **35.88% response rate**. This was up from the 2017 Client Survey of 15.8% which used regular mail as its primary means of distribution.

Distribution Summary

Of the 8,684 original emails sent, 329 (3.78%) were bounced for the email listed within the training management system. 8,351 (6.16%) were delivered with 4,579 (52.72%) opening the email.

The last email reminder was sent to 8,364 recipients. From this email 8,216 (98.23%) were delivered. One-hundred-forty-six (1.69%) bounced and 2,572 (30.75%) opening the email.

NOTE: Complete demographic information from survey is located in Appendix A.

Law Enforcement Basic Training Academy



Agency training coordinators and leadership were asked to respond to specific questions related to the statutorily required Law Enforcement Basic Training Academy.

Agency Training Coordinators

In response to the Law Enforcement Basic Training Academy, **79.19%** of training coordinators considered the academy to be either "very high quality" or "high quality." In response to whether the content within the academy appropriately covers all essential knowledge and skills a new officer needs to police their community effectively, **75.68%** "strongly agree" or "agree".

These numbers were supported by the **55.95%** of respondents who supported restructuring the academy to remove content that required new officers to receive the School Resource Officer Level 1 certification. Only **13.78%** "disagree" or "strongly disagree" that this should occur. While **30.27%** neither "agree" nor "disagree".

Leadership and Administration

Leadership and administrators had a slightly higher view of the quality of the basic training program, with **81.62%** considering it to be either "very high quality" or "high quality." In response to whether the content within the academy appropriately covers all essential knowledge and skills a new officer needs to police their community effectively, **80.87%** "strongly agree" or "agree".

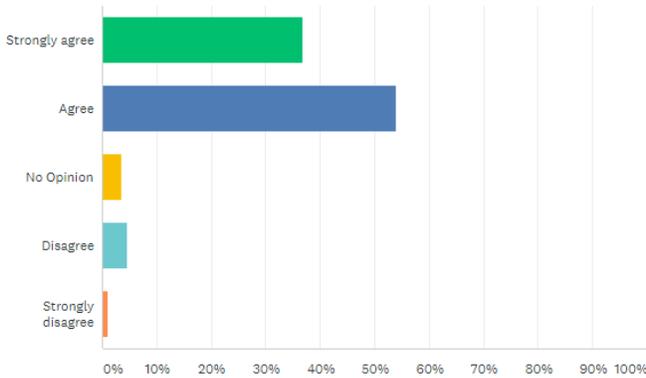
These results were reflected by the **60.97%** of respondents which supported restructuring the law enforcement basic training academy to remove content that required new officers to receive the School Resource Officer Level 1 certification. Only **13.70%** "disagree" or "strongly disagree" that this should occur. While **25.33%** neither "agree" or "disagree".

Primary Responsibility Analysis

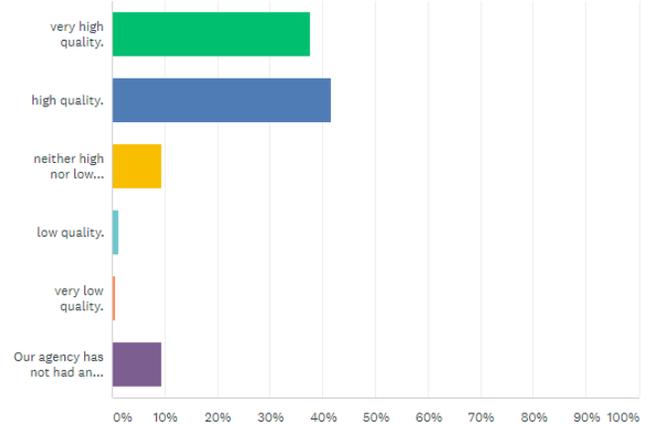
The DOCJT 2020 Client Survey asked respondents to review current courses offered in specific areas of training based on the respondents' current primary job responsibility. Respondents identified courses they would like continued, as well as any new training topics they would like offered. Finally, respondents identified the training regions where they would prefer to attend courses. The overall results are included in this report. A full analysis of all response data is located in Appendix B.

Agency Training Coordinator (370 Responses)

DOCJT meets the overall training needs of my agency.

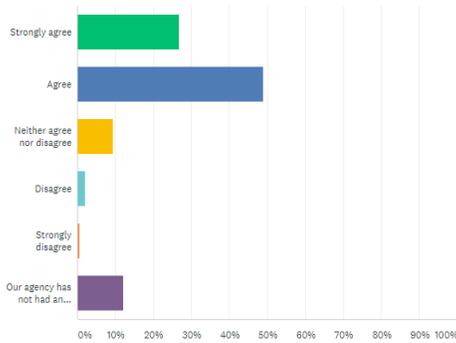


I consider the basic training academy to be:



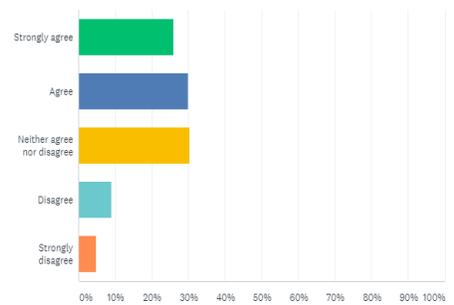
The content within the Law Enforcement Basic Training Academy appropriately covers all key knowledge and skills a new officer needs to effectively police our community.

Answered: 370 Skipped: 2,746



I support restructuring the Law Enforcement Basic Training Academy to remove content that requires new officers to receive the School Resource Officer Level 1 certification upon graduation.

Answered: 370 Skipped: 2,746



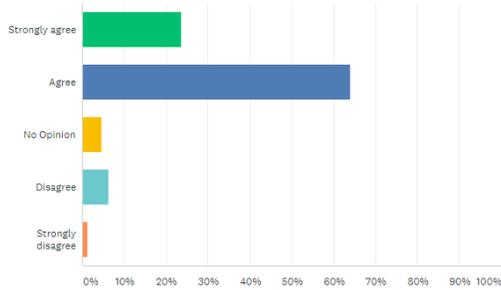
Training Region	Responses
Region 1	31.35%
Region 2	17.03%
Region 6	17.03%

Training Regions



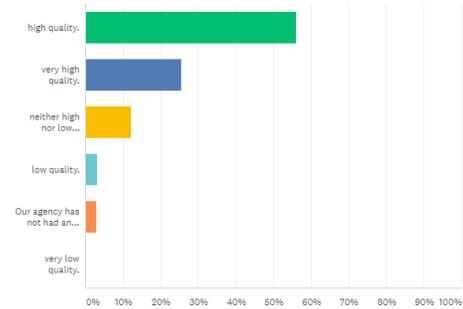
Leadership / Administration (533 Responses)

DOCJT meets the overall training needs of my agency.



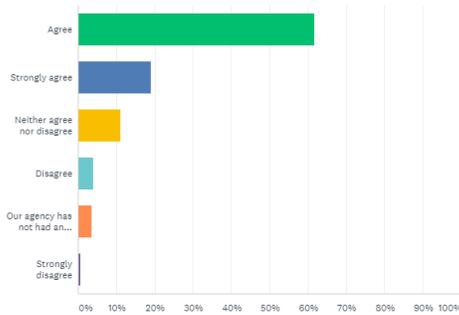
I consider the basic training academy to be:

Answered: 533 Skipped: 2,583



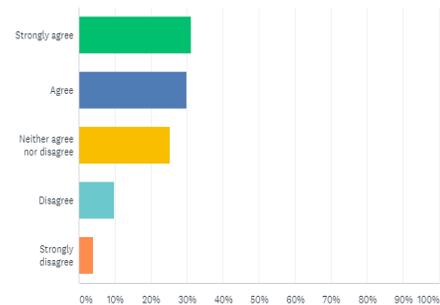
The content within the Law Enforcement Basic Training Academy appropriately covers all key knowledge and skills a new officer needs to effectively police our community.

Answered: 533 Skipped: 2,583



I support restructuring the Law Enforcement Basic Training Academy to remove content that requires new officers to receive their School Resource Officer Level 1 certification upon graduation.

Answered: 533 Skipped: 2,583



Top Current Leadership Courses Requested

Course	Responses
Academy of Police Supervision (APS)	84.05%
Leadership is a Behavior	71.67%
Values-Based Leadership	68.29%

Note: The top three responses included. See Appendix A for a full summary.

Patrol (853 Responses)

Top Current Patrol Courses Requested

Course	Responses
Critical Officer Skills	85.35%
Handgun Proficiency	83.21%
DUI Standard Field Sobriety Test	81.95%

Note: The top three responses included. See Appendix A for a full summary.

Top New Patrol Topics Requested

Topic	Requests
Cartels/Drug Interdictions	29
Current Events/Crowd Control/Management during riots	21
Defensive Tactics	20
Traffic - techniques/officer safety/legality	15
Accident Reconstruction	14
Investigations	12
Legal Updates	12
Crisis Intervention Team (CIT)	11
Health/Stress and Wellness	11
Community Oriented Policing	10

Note: Only topics receiving ten or more requests included. See Appendix A for a full summary.

Top Patrol Training Regions Requested

Training Region	Responses
Region 1	35.92%
Region 6	20.73%
Region 2	19.43%

Training Regions



School Resource Officer (147 Responses)

Current School Resource Officer Courses Attended

Course	Responses
School Resource Officer I	55.78%
School Resource Officer II	12.24%
*School Resource Officer III	.68%
Have not attended SRO training	40.14%

Note: This is a misunderstanding of the question. SRO III has not been offered as a course offering and will not be provided until 2021.

Top New School Resource Officer Topics Requested

Topic	Requests
Mental Health - handling students with mental health issues, medications students take for mental health	15
Juvenile - abuse, court, interview technique, sexual assault recognition, justice, internet, assault	13
Active Shooter	12

Note: Only topics receiving ten or more requests included. See Appendix A for a full summary.

Top School Resource Officer Training Regions Requested

Training Region	Responses
Region 1	39.70%
Region 2	21.23%
Region 5	14.38%

Training Regions



Investigations (262 Responses)

Top Current Investigation Courses Requested

Course	Responses
Interview and Interrogations	90.08%
Crime Scene Investigations	87.79%
Social Media and Internet Investigations	83.59%

Note: The top three responses included. See Appendix A for a full summary.

Top New Investigation Topics Requested

Topic	Requests
Digital Crimes - forensics, investigations, computer, internet, cellphone investigations, dark web and resources	25
Financial - bitcoin, crypto, credit cards, currency, money laundering, white-collar	23
Homicide Investigations	11

Note: Only topics receiving ten or more requests included. All requests for courses and topics are included in Appendix A.

Top Investigation Training Regions Requested

Training Region	Responses
Region 1	40.23%
Region 6	27.20%
Region 2	21.84%

Training Regions



Telecommunication/Dispatcher (253 Responses)

Top Current Telecommunication Courses Requested

Course	Responses
Communications Training Officer	82.61%
Leadership 911	74.31%
Telecommunications Advanced Leadership Kentucky	72.73%

Note: The top three responses included. See Appendix A for a full summary.

Top New Telecommunication Topics Requested

Topic	Requests
Stress and Wellness – Burnout, Debriefings, PTSD, Mental Health	23
Critical Incidents – Active Shooter, Officer-Involved Shootings, Small Town Issues	14

Note: Only topics receiving ten or more requests included. See Appendix A for a full summary.

Top Telecommunication Training Regions Requested

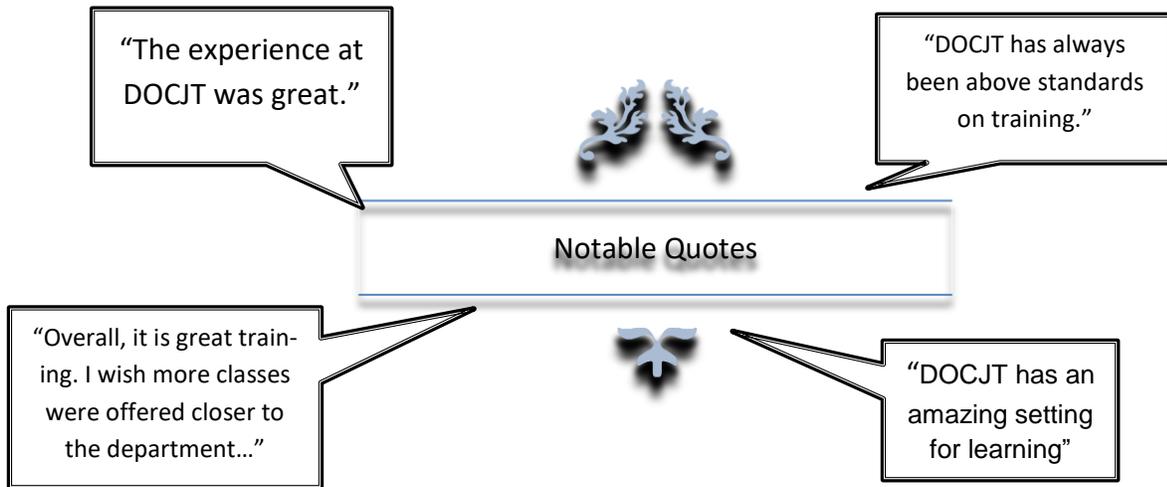
Training Region	Responses
Region 1	50.79%
Region 8	21.03%
Region 5	16.67%

Training Regions



Coroners

DOCJT is responsible for the administration of coroner's courses and not the creation and delivery. This survey did not examine the content of coroner classes. Coroners commented on DOCJT's instruction and delivery of courses in the overall perception section of the survey. Responses are listed in Appendix A.



Facilities



All respondents were asked to provide information related to the DOCJT'S facilities. Even though **95.51%** stated that "**DOCJT facilities are conducive to learning and training.**" Some comments attached to facilities related questions were directed toward off-site training facilities used by the agency and not just those owned by DOCJT. Most comments were positive regarding the agency's facilities. Recommendations for improvements varied, with many comments not directly related to facilities. However, for comments relating directly to DOCJT facilities, the dormitory and parking were the two primary areas of improvements. Clients recommended single occupancy rooms and better mattresses in regards to the residence hall and additional parking closer to classrooms.

Thompson Residence Hall

Only **22.85%** of respondents had stayed in the Thompson Residence Hall in the past two years. However, those who did stay were overall satisfied with their experience. When asked, "**How satisfied were you with the services provided you by Thompson Residence Hall?**", **87.56%** were either "Extremely Satisfied" or "Satisfied". Also, when asked, "**How helpful were residence hall staff throughout your stay?**", **88.20%** stated that staff was either "Extremely helpful" or "Helpful."

Technology

In the DOCJT2020 Client survey, respondents were asked to provide the agency input on its current training management system and distance learning program.

Training Management System

Most respondents stated they were not authorized to register employees for training using the agency's Acadis training management system (**60.42%**). However, **72.75%** advised they used Acadis to review DOCJT course offerings, and **62.94%** used the system to review training records (e.g., transcripts, certifications, employee information). The breakdown of usage by clients is below.

What features of DOCJT's Acadis training management system do you currently use? (Check all that apply)

Answered: 2,263 Skipped: 853



The system received **3.8 out of 5 stars** in regards to client satisfaction, with **65.35%** stating they were either "Extremely Satisfied" or "Overall Satisfied." One reason for this lower than usual satisfaction rating was may be the client's comfort levels with using the system. A **72** average was received when respondents were asked to **"Please rate the ease of use of the DOCJT's Acadis training management system."**

Finally, when asked, **"Would you be in support of transitioning to a different training management and registration system to better meet your needs, if feasible?"** **71.17%** responded, "Yes."

Distance Learning Program

A little more than half of the respondents have taken a distance learning course offering using the Acadis system in the past two years (**60.81%**). When responses are adjusted¹ to remove those who have not taken a distance-learning course in the previous two years, most respondents found the course either "Very easy" or "Easy" to use (**73.32%**). This appears to correlate with responses to the question **"Distance Learning Course Offerings are adequate for my needs?"** in which **72.17%** either "Strongly agree" or "Agreed."

¹ Initial analytics for these questions included a response "I have not completed a distance learning course in the last two years." Thus, the numbers associated with this response were removed from the overall totals and adjusted percentages were included in this report.

Programs

Clients were asked specifically about two new programs implemented by the DOCJT in the last three years. These programs include the Post Critical Incident Seminar and the Educating Heroes programs.

Post Critical Incident Seminar (PCIS)

Most respondents advised that they were not aware of this program (**52.25%**). However, when responses were adjusted² to only those participating in the program (**84.61%**) found the program either "Extremely valuable" or "Valuable."

Educating Heroes Program

Similar to the Post Critical Incident Seminar, most respondents advised that they were not aware of this program (**62.05%**). However, when responses were adjusted³ to only those stating they have participated in the program (**86.71%**) found the program either "Extremely valuable" or "Valuable". However, this data cannot be considered reliable, given that 301 respondents stated they had been in the program, which is well over the 117 students who have participated in the program. Many respondents were likely unaware of what the program is when responding to this question.

Additional Programs

Clients were asked to provide information on new programs (other than training) they would like DOCJT to 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. Some respondents requested additional college credit opportunities to be added to the existing Educating Heroes program. In addition, even though these could be considered training courses, a few respondents requested that DOCJT offer more in the way of career counseling and family support for officers.

² As with footnote 1 the number associated with the response, "I have not attended KYPCIS" was removed and percentages were adjusted.

³ As with footnote 1 the number associated with the response, "I have not attended Educational Heroes program" was removed and percentages were adjusted.

Public Information and Publications

All respondents were asked to provide information related to DOCJT'S public information and publications. The chart below shows the DOCJT website as the primary method (**42.74%**) that clients use to obtain information from the agency. The *Kentucky Law Enforcement Dispatches*, an electronic newsletter, was the second most viewed method of information disseminated (**33.65%**). Whereas, the Department of Criminal Justice Training Facebook page was third (**30.81%**).

Of interest was that **28.30%** of respondents stated that they did not use any of the full range of options available to receive information from DOCJT.

Department of Criminal Justice Training Website (https://docjt.ky.gov)	42.74%
Kentucky Law Enforcement Dispatches Online Newsletter	33.65%
Department of Criminal Justice Training Facebook (https://www.facebook.com/pages/DOCJT)	30.81%
None of the above	28.30%
Kentucky Law Enforcement Magazine (Online Edition - www.klemagazine.com)	20.10%
Kentucky Law Enforcement Magazine (Print Edition)	17.91%
Instagram (DOCJT-Instagram@KYDOCJT)	5.87%
Kentucky Law Enforcement Magazine Facebook (https://www.facebook.com/klemagazine/)	4.32%
Kentucky Law Enforcement Magazine Story Emails (https://www.klemagazine.com/kle-magazine-email-list)	2.92%
Twitter (@KYDOCJT)	2.78%
KYPCIS (https://www.kypcis.com/)	2.20%
Kentucky Law Enforcement Magazine Twitter (https://twitter.com/klemagazine)	1.13%
Other (please specify)	Responses 0.69%

In regards to additional ways DOCJT clients would like to receive information regarding training, direct agency emails were the consensus with text alerts second. Clients also identified that they would prefer legal updates and an agency newsletter provided to them.

Areas for Improvement

DOCJT strives to be the top law enforcement training academy in the nation. Therefore, it sets very high benchmarks for success. The agency would like to receive 90%, or higher, on critical areas of service for its clients. Thus, even where most agencies would settle to achieve an 80% or above, DOCJT sees these as areas for improvement.

By striving for, as close to perfection as possible, the agency can continue to address client concerns in a way that will further improve future training courses and programs. As shown throughout this report, overall, the DOCJT 2020 Client Survey was positive. However, there were areas where the agency failed to meet its self-imposed benchmarks for success. These areas are as follows.

*Overall, how would you rate the performance of the Department of Criminal Justice Training?	79 out of 100
*Overall, how would you rate the instructors who teach for the Department of Criminal Justice Training?	84 out of 100
DOCJT presents relevant and timely training.	86.76%
DOCJT meets the <u>overall training needs</u> of my agency. (Leadership/Administration)	87.62%
DOCJT offers appropriate courses to meet the training needs of various law enforcement roles and responsibilities.	88.70%
The quality of training provided by DOCJT enables me to safely and effectively perform job Responsibilities.	89.03%

* Question was not asked on 2017 Client Survey

Based on the responses to the questions above, the agency must work to regain the trust and confidence of the clients that it appears to have lost over the previous three years. For example, in the 2017 Client Survey, 93.18% of clients responding stated that they were either "Extremely satisfied" or "Satisfied" when asked, "Overall, how satisfied are you with the training you received from DOCJT?". This is down to 79 out of 100 in the DOCJT 2020 Client survey. In addition, 90.51% of leadership and administration "Strongly agree" or "agree" to the question "DOCJT meets the overall training needs of my agency in 2017. This is currently 86.76%. Finally, in 2017, 92.44% of respondents either "Strongly agree" or "agree" that "The quality of training provided by DOCJT enables me to safely and effectively perform my job responsibilities." In this report, the average fell 3.41% to 89.03%.

Summary and Recommendations

The survey results show that clients of the Department of Criminal Justice Training continue to view the agency and its programs overall in a positive manner. More than 92% of clients were either extremely satisfied or satisfied with the training provided by DOCJT. The agency's training facilities and learning environment, however, received the highest levels of satisfaction given almost 98% of clients felt the agency offered a safe training environment, and over 95% felt DOCJT'S facilities were conducive to training.

However, DOCJT does have room for improvement. The agency failed to meet its benchmarks for how well clients rated its overall performance (79 out of 100) and how clients ranked its instructors (84 out of 100). Thus, it is recommended that the agency make a concerted effort to make connections with its clients to ascertain issues that are keeping the agency from meeting its self-imposed benchmarks.

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

Leadership / Administration

- Employee Discipline/Management
- Current Events/Racial Disparities

Patrol

- Cartels/Drug Interdictions
- Current Events/Crowd Control/Management during riots
- Defensive Tactics
- Traffic - techniques/officer safety/legality
- Accident Reconstruction
- Investigations
- Legal Updates
- Crisis Intervention Training (CIT)
- Health/Stress and Wellness
- Community Oriented Policing

School Resource Officer

- Mental Health - handling students with mental health issues, medications students take for mental health
- Juvenile - abuse, court, interview technique, sexual assault recognition, justice, internet, assault
- Active Shooter

Investigations

- Digital Crimes - forensics, investigations, computer, internet, cellphone investigations, dark web and resources
- Financial - bitcoin, crypto, credit cards, currency, money laundering, white-collar
- Homicide Investigations

Telecommunications

- Stress and Wellness – burnout, debriefings, PTSD, mental health
- Critical Incidents – active shooter, officer-involved shootings, small town issues

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

The survey was primarily very favorable toward the agency in all areas surveyed. DOCJT strives to be the top law enforcement training academy in the nation and sets very high benchmarks for success, because of this, the agency should look at areas identified within the report that are not up to the agency's high expectations. These areas included overall satisfaction by clients with the training received in the last two years and the fact that some administrators do not see the agency as meeting their overall training needs. It is therefore recommended that the agency make a concerted effort to address these issues by incorporating reasonable recommendations made by clients within this report and by meeting with clients to discuss questions and concerns.