



TRAINING AND DEVELOPMENT

HIGHLIGHTS

FISCAL YEAR 2018–19

Recent Training Projects

Introduction to Criminal Curriculum
Introduction to Civil Curriculum
Employment Interviewing:
 Before the Interview
 During the Interview
 After the Interview

Domestic Violence

SPC, update

Essential Skills for New Estates Clerks
 Part 1, update

Essential Skills for New Estates Clerks
 Part 2, update

CCIS-PD, update

Adoptions, update

ACIS Public Inquiry, update

Intro to Juvenile, update

Current / Ongoing Projects

Bloodborne Pathogens for Magistrates
(eLearning)

Abuse, Neglect, Dependency
 and Termination of Parental

Rights Court Improvement Project (CIP)

Introduction to Bookkeeping eLearning

Estates: Attorney Fees, Commissions,
Compelling, Criminal & Civil Contempt,
Trusts eLearning

First 30 Days Guide

SPC NICS Blended Learning

Overview of the Court System,
update eLearning

Interview Skills for the New Estates
Clerk, update eLearning

Resources Developed

Digital Recording job aids

Office 365 job aid

Windows 10 job aid

Self-Service Password Reset:
Reset Your Password job aid

Self-Service Password: Set Up Your Identity
and Access job aid

LMS Usage

128 Learning Center Training Events

283 Judicial Instructor-led Sessions

1,846 Judicial Instructor-led Session
 Completions

50 Judicial eLearning Course Modules

2,910 Judicial eLearning Completions

47 Judicial Training Materials

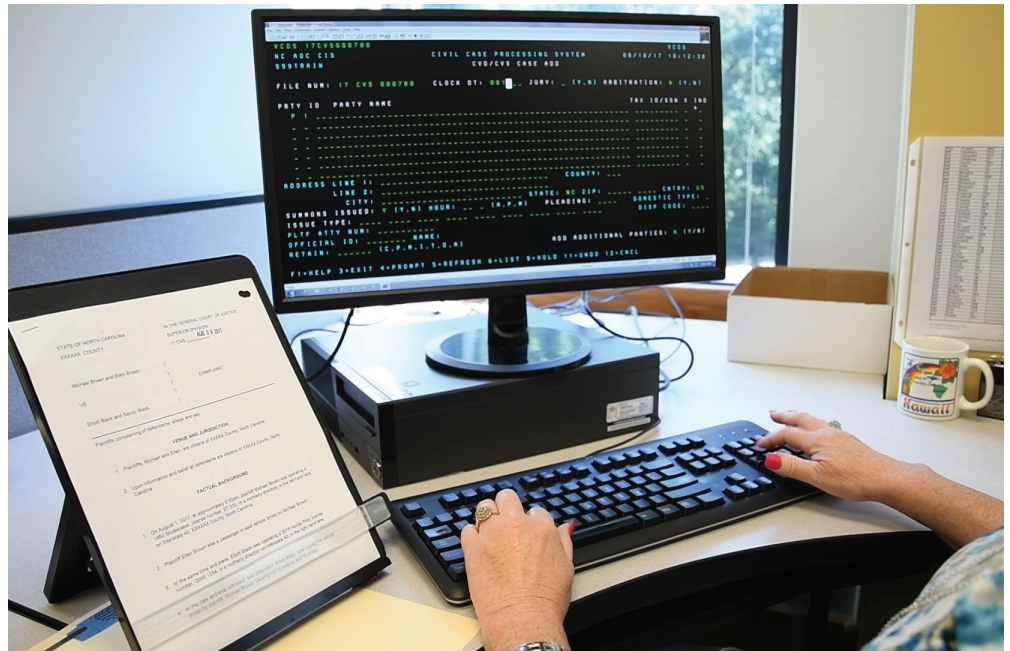
1,699 Judicial Training Material Completions

29 Judicial Video Resources

835 Judicial Video Completions

353 Judicial Curriculum Completions

(CONTINUED)



The North Carolina Administrative Office of the Courts' (NCAOC) Training and Development Division provides audio visual, curriculum management, instructional design, and training and field support services for the Judicial Branch. The division analyzes, develops, and delivers blended curriculum-based education and training programs, based on needs assessments, questionnaires, and use of other management tools to identify opportunities. These curricula utilize e-learning, group participation through interactive telepresence/distance learning, video courses and instructions, reading assignments, quizzes to assess learning, as well as in-person follow up.

Our staff encourages employees and their supervisors to work together to determine the best individualized learning path for success. We provide supervisors and managers with a menu of courses designed to encourage the user to develop expertise in specific disciplines at their own pace. Participants receive the training needed to effectively carry out their job responsibilities while reducing the need to be away from the office and home.

The Training and Development Division manages reporting of employee training and continuing education for magistrates, and trial court administrators. The division has responsibility for developing and training of Judicial Branch team leads, supervisors, managers, hiring authorities, judicial officials, and personnel employed in the Judicial Branch, and facilitating their participation in supervision and management programs offered through outside agencies.

The division collaborates with the North Carolina Judicial College to ensure that elected and appointed officials are trained on the law and processes by which the important work of the Judicial Branch is performed.

In addition, staff provides equipment and support for closed circuit video hearings, when requested. We look forward to working to enhance training, education, and staff development opportunities throughout the Judicial Branch.

HIGHLIGHTS (CONTINUED) FISCAL YEAR 2018–19

Computer Applications Supported

Child Support Enforcement System (SES)
Civil Case Management (CaseWise)
Civil, Estates, and Special Proceedings Index (VCAP)
Criminal and Infractions Case Index (ACIS, CCIS-CC)
Criminal Case Management System (CCIS-DA, CCIS-PD)
Criminal Information Public Records Search (CIPRS)
Discovery Automation System (DAS)
Electronic Compliance and Dismissal (ECAD)
eFiling
HR-Payroll System
Judgment Abstracting
Juvenile Attorney Access
Juvenile Index and Case Management System (JWise)
N.C. Warrant Repository System (NCAWARE) payNcticket®
Online Payments (iPlea)
Online Collections and Payments (OCAP)
Worthless check program

Technical Needs Supported

Clerk of superior court procedural matters
Digital recording of court sessions
Evidence handling
Fingerprint tracking
Interfacing with North Carolina agencies:
 Division of Motor Vehicles (DMV)
 Division of Social Services (DSS)
 North Carolina State Archives
 State Bureau of Investigation (SBI)
Improved workflow and file security
Jury management

WHO WE ASSIST

Court Officials

Judges, clerks of superior court, magistrates, district attorneys, public defenders, Guardians ad Litem, and judicial support staff

Agencies

State Highway Patrol, sheriffs, local law enforcement, North Carolina Departments of Public Safety, Insurance, Public Instruction, Health and Human Services, North Carolina Division of Motor Vehicles, and other agencies that interface with NCAOC computer applications

Public

Litigants, attorneys, media, and other users of NCAOC forms and inquiry access

ABOUT THE TRAINING AND DEVELOPMENT DIVISION

Services	Brief Description
Audio Visual	<p>The Audio Visual team provides technical support for WebEx and other telepresence platforms, closed circuit video testimony, and meeting and conference coordination. In addition, our audio visual specialists storyboard and produce video and media productions to enhance learning opportunities.</p> <p>Staff has collaborated with TSD staff this year to replace analog equipment and to upfit new spaces within the North Carolina Judicial Center (NCJC) to provide better AV connectivity, sound, and screen sharing capabilities. These upgrades enhance our ability to conduct distance meetings and trainings. In addition, we are designing a recording and production studio to strengthen our ability to meet the needs of the Judicial Branch and the general public. We can now use production tools to create and develop multimedia content to enhance the equal access to justice for all North Carolinians.</p>
Curriculum Management	<p>Judicial Branch employees may track their training and educational enrichment opportunities in the LearningCenter, which is an automated system through the Office of State Human Resources. Clerk of court staff, magistrates, and NCAOC employees are able to register and track training through the LearningCenter. We also are beginning to offer blended curricula via the LearningCenter. The system is capable of tracking interest in course materials, sending cancellation emails to trainees, and providing follow-up and revision information regarding course materials. The system also currently sends out a rudimentary evaluation for courses. However, in the next fiscal year, we will be enhancing the evaluations, as we seek to obtain more information which will assist us in planning future courses.</p>
Instructional Design	<p>The Instructional Design team focuses on the redesign of training administration by evaluating course offerings, registration trends, and listening to client needs and concerns to determine comprehensive workplace learning priorities. From this, we restructure classroom-based, instructor-led training to create user-focused, on-demand training modules and one-on-one support.</p>
Training and Field Support	<p>The Training and Field Support team prepares and delivers training and some continuing professional education courses. They provide organizational and functional support to judges, clerks of superior court, magistrates, district attorneys, public defenders, guardians ad litem, judicial support staff, NCAOC divisions, law enforcement, and the public.</p> <p>We conduct workflow studies and statewide surveys for clerk of superior court offices, provide onsite technical and procedural assistance for court staff, and serve as NCAOC liaisons at county and district level meetings. With a vast knowledge base to draw from, the Training and Field Support team provides assistance with procedural and technical Help Desk calls, assists with application development and user acceptance testing as subject matter experts, and quantifies institutional knowledge, policies, and best practices through group facilitation.</p>

BUSINESS SYSTEMS ANALYSTS (BSAs) PROVIDE SUPPORT TO TRIAL COURTS

- Managing statewide implementations for new and enhanced computer systems training
- Providing job aids and training materials
- Conducting site visits and assessments
- Performing audit reviews
- Providing courtroom and mobile recording devices
- Consulting and training on evidence handling and documentation
- Training magistrates on creating digital images for arrest warrants
- Coordinating training programs for conferences and associations within or related to the Judicial Branch
- Conducting workload studies to assist offices with staffing and segregation of duties issues
- Assisting with jury service management
- Providing 24/7 support during go-live implementations
- Serving as subject matter experts for NCAOC forms, applications, and other work groups
- Training newly elected or appointed court officials in order to prepare them for the initial performance of duties
- Reviewing record security, performance matters, and case status to assist officials to maximize effectiveness and efficiency in the performance of duties