



TRAINING AND SERVICES DIVISION

HIGHLIGHTS FISCAL YEAR 2020–21

New Training Courses

Bloodborne Pathogens for Clerks
Bloodborne Pathogens for Magistrates
Computer Basics: 1. Mouse and Keyboard Skills
Computer Basics: 2. Introduction to Basic Application
Computer Basics: 3. Getting Started
Estates: Compelling
Evidence Handling: Receipt of Exhibits
Evidence Handling: Storing Exhibits

Top Training

CyberSecurity
eCourts and Integrated Case Management System (ICMS) Update
eWarrants for Clerks
eWarrants for Magistrates
Guardian ad Litem Court Report
Judicial NCVIP Training for Individual Contributors (CSC staff)
Learning Center Completing an Acknowledgment Quick Reference Guide
Unlawful Workplace Harassment

New and Updated* Training Resources

eFax Reference Guide, Quick Reference Guide, and demo video
Keystrokes Quick Reference Guide
Email Encryption and LiquidFiles demo video
*Email Encryption and LiquidFiles Reference Guide
*Cisco Webex for Calling and Collaboration
*Webex for Magistrates
*Webex for Magistrates Quick Reference
*Webex Meetings: How to Host a Remote Proceeding
*Confidential Convenience Scanning
*All software matrix resource
*VPN revision and FAQ



Educational Conferences

Assistant and Deputy Clerks of Superior Court
Court Reporters
Court Managers
District Court Judges
Drug Treatment Court
eCourts (ICMS)
Guardian ad Litem
Human Trafficking Commission
Magistrates
Superior Court Judges



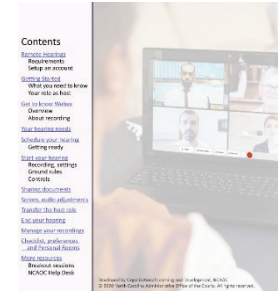
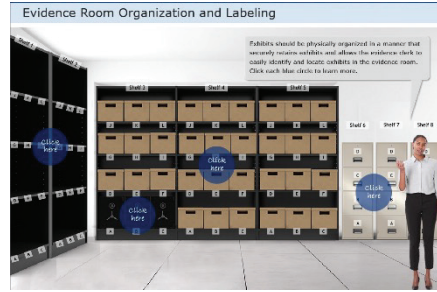
The Training and Services Division (T&SD) develops and implements training solutions to support the learning needs of Judicial Branch employees. The division works with stakeholders and subject matter experts to evaluate and assess training needs and to identify solutions to meet those needs. This translates into solid organizational development foundations, effective training, and reliable resources to meet instructional needs.

The division's instructional designers design, develop, implement, and evaluate training and development programs that equip and support the Judicial Branch workforce. As project managers and facilitators of learning program development, they collaborate with stakeholders to create instructional tools and resources. This facilitates access to interactive eLearning, traditional instructor-led courses, video courses, job aids, and other educational resources.

To support the Judicial Branch's overall training objectives, the division's educational conference program coordinators work with employee stakeholder groups to plan and manage training conferences and events whether virtual or in-person for Judicial Branch employees. Responsibilities include planning, budget, logistics, communications, and onsite support for scheduled educational conferences, meetings, and other training events. The team also provides support for Judicial Branch events that provide training and information targeted toward external stakeholders.

The division's customer service initiative provides feedback and data gathered from employee surveys that are sent to various judicial groups throughout the state. The survey feedback is analyzed to help generate effective initiatives that will ultimately focus on the people we serve, applying all of our professional skills and commitment to understanding their needs. Our customer service goal is to equip and provide our employees with helpful tools that will aid in the interaction with others in a professional, respectful, and ethical manner. The division collaborates with internal and external stakeholders in an effort to promote the best use of our available resources to help all members of the state's judicial system to fulfill their responsibilities in the administration of justice.

Finally, the division administers the Learning Center, a centralized learning and development system facilitated by the Office of State Human Resources. Responsibilities include cataloging training classes, training registration, documentation of completion, and maintaining the official record of employee training.



HIGHLIGHTS FISCAL YEAR 2020–21

Training Usage

82,732 Total training completions

- 12,235 Curriculum completions
- 33,229 eLearning course completions
- 5,578 Instructor-led class completions
- 657 Video course completions
- Instructional aid unique views
 - 8,712 LMS
 - Webex Meetings
 - Remote Proceedings with Webex (1,219)
 - Remote Proceedings with Webex Public (8,462)
 - Webex Breakout Sessions (272)
 - Webex Shared Accounts (107)
 - Webex (previously Teams)
 - Full training guide (1,110)
 - For magistrates (148)
 - Confidential Convenience Scanning (145)
 - Judicial Branch OneDrive (475)
 - Judicial Branch COVID resources (1,043)
 - JB Application Diagram (404)
 - Adobe online resource (8,936)

WHO WE ASSIST

Court Officials

Judges, clerks of superior court, magistrates, district attorneys, public defenders, Guardians ad Litem, court managers, court reporters, and other Judicial Branch employees.

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 SERVICES DIVISION

Services	Brief Description
Training Design and Development	T&SD plans, designs, implements, and evaluates training, education, and development programs that equip and support the Judicial Branch workforce to serve the citizens of North Carolina effectively and efficiently. As project managers and facilitators of learning program development, the division's instructional designers collaborate with stakeholders to create developmental resources, instructional tools, and programs. This includes eLearning, instructor-led courses, video courses, job aids, and other resources.
Educational Conferences	T&SD works with employee stakeholder groups to plan and manage training conferences and events whether virtual or in-person for Judicial Branch employees. Responsibilities include planning, budget, logistics, communications, and onsite support for scheduled educational conferences, meetings, and other training events. The division also provides support for Judicial Branch events that provide training and information targeted toward external stakeholders.
Customer Service	T&SD implements customer service initiatives to help North Carolina's unified court system operate more efficiently and effectively. These initiatives are generated through the creation, distribution, analysis, and evaluation of feedback received from surveys sent to various judicial groups throughout the year. Survey feedback is appreciated and a very crucial component for growing and improving responses to our Judicial Branch community.
Training Portfolio Management	T&SD administers the Learning Center, a centralized learning and development system provided by the North Carolina Office of State Human Resources. Responsibilities include cataloging training classes, providing a means for training registration, documenting completion of training programs, and maintaining the official record for employee training. The division also uses the system to track interest in training course materials, provide follow-up and revision information regarding course materials, and obtain course evaluations.