



**2023  
CLIENT SURVEY  
AND NEEDS  
ASSESSMENT**

## MISSION STATEMENT

DOCJT's mission is to lead with integrity by illuminating a path of skills and knowledge that enhances law enforcement agencies and communities within the commonwealth.

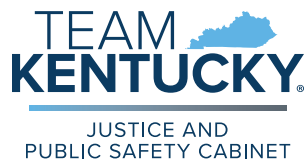
## VALUES STATEMENT

DOCJT will meet its mission through its dedication to an uncompromised quality of training upheld by the following values:

Honor  
Commitment  
Transparency  
Inclusivity  
Purpose  
Innovation

## VISION STATEMENT

Inwardly connected, outwardly focused. Committed to doing it right.



## EXECUTIVE SUMMARY

**W**ithin the Kentucky Justice and Public Safety Cabinet, the Department of Criminal Justice Training (DOCJT) provides law enforcement training accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) to more than 8,000 Kentucky peace officers.

To achieve DOCJT's mission, client surveys have been conducted triennially since 2002. These surveys allow the agency to assess its training and services, gauge the effectiveness of current programs, and identify future priorities as it continues to support Kentucky's law enforcement agencies and officers protecting our communities.

Survey results show that DOCJT's clients continue to view the agency and its programs positively.

- Almost 96% of clients reported that the agency offered a safe training environment.
- 84% of clients stated that the quality of training offered by the agency enabled officers to perform their job responsibilities safely and effectively.
- Over 81% of law enforcement leadership and 57% of dispatch leadership stated that DOCJT meets the overall training needs of their agency.
- More than 90% of clients were satisfied with DOCJT's instructors and reported that the agency's facilities were conducive to learning.

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

- Critical Incident Management (Leadership)
- Drug Investigation/Interdiction (Law Enforcement In-service)
- Working with school administrators (School Resource Officer)
- Defensive Tactics (Court Security Officers)
- Leadership training (Telecommunications)
- Documentation/paperwork (Coroners)

Region 1, Central Kentucky (DOCJT Richmond location) was the preferred training area for all categories of clients.

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

**Staff Services and Planning Section**  
**Department of Criminal Justice Training**  
(859) 622-8375  
DOCJT.StaffServices@ky.gov



## INTRODUCTION

**K**entucky Revised Statute 15A.070 (2) requires that the Department of Criminal Justice Training shall make a continuing study of law enforcement training standards and, upon request, may furnish information relating to standards for recruitment, employment, promotion, organization, management and operation of any law enforcement agency in Kentucky.

The DOCJT 2023 Client Survey and Needs Assessment was designed to build upon information from previously collected surveys. DOCJT continually updates its training curriculum, overseen by the Kentucky Law Enforcement Council, to meet Kentucky Peace Officer Professional Standards as mandated by state statutes and client needs. The survey provides DOCJT with information to create safer communities throughout the commonwealth and help keep our law enforcement personnel safe.

### SURVEY METHODOLOGY

The Staff Services and Planning Section (SS&P) sought input from all DOCJT training and administrative areas to develop the topics analyzed and survey items used within the survey instrument. Items used within the instrument allowed SS&P to gather specific information from DOCJT clients for analysis. Results and recommendations relating to current and future training and/or programs advances the law enforcement profession in Kentucky.

The survey and needs assessment was distributed to 9,721 law enforcement professionals throughout Kentucky. From the survey links distributed, 3,543 agency clients responded for a 36.44% response rate.

Respondents were first asked about communication preferences with DOCJT before being asked if they had participated in training offered by the department in the past two years. Based on the response, the survey guided them to an overview of the agency and its programs, followed by questions about their primary job responsibilities.

The DOCJT 2023 Client Survey and Needs Assessment consisted of 17 separate mini-survey areas (See Appendix A). These areas were:

- Communication
- DOCJT Training Programs
- Distance Learning
- Training Technology
- DOCJT Facilities/Thompson Residence Hall
- Americans with Disabilities Act Accommodations
- Primary Job Responsibility
- Law Enforcement Leadership Training
- Law Enforcement In-service Training
- Dispatcher/911 Administrator Training
- Dispatch Leadership Training
- Coroners Training
- School Resource Officer Training
- Court Security Officer Training
- Agency Training Coordinator (Law Enforcement and Dispatch)
- Law Enforcement Skills Training
- Demographics

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 do not perform these duties did not skew results from other sections within the survey.

Announcements about the 2023 Client Survey and Needs Assessment were disseminated through the agency’s website, social media platforms and the March 2023 Law Enforcement Dispatches e-newsletter before its distribution. The survey link was emailed to law enforcement professionals who have received training from DOCJT within the past two years.

**LIMITATIONS**

The survey was available through online-survey analytical software from April 18, 2023 to May 5, 2023. Of the invitations sent, 548 respondents had previously opted out of Survey Monkey and did not receive a link to complete the survey. The average completion time was 19 minutes, and 86.3% of respondents completed the survey. Data from partially completed surveys were included in the analysis.

Complete response data, including responses to open-ended questions, are available by contacting the Staff Services and Planning Section.

**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?” 87.48 % of clients stated they were “Very Satisfied” or “Satisfied.” Instructors received an even more favorable rating. When asked, “Overall, how satisfied are you with DOCJT’s instructors?,” 92.87% indicated “Very Satisfied” or “Satisfied” in response to the statement.

As shown below, the survey responses “Very Satisfied” to “Very Dissatisfied” or “Strongly Agree” to “Strongly Disagree” were offered, and clients were favorable with their answers. The second column represents the sum percentage of respondents who marked either “Very Satisfied”/“Satisfied” or “Strongly Agree”/“Agree” with the corresponding statements.

OVERALL SURVEY ITEMS	POSITIVE RESPONSES
Overall, how satisfied are you with the training from DOCJT?	87.48%
Overall, how satisfied are you with DOCJT’s instructors?	92.87%
DOCJT offers appropriate courses to meet the training needs of various law enforcement roles and responsibilities.	83.6%
DOCJT presents relevant and timely training.	89.93%
The quality of training provided by DOCJT enables me to perform my job responsibilities safely and effectively.	84.54%
DOCJT provides training materials and equipment similar to what I use on the job.	81.36%



**DOCJT FACILITIES**

Respondents “Strongly Agree” or “Agree” that facilities are conducive to learning and training (94.24%), and that DOCJT offers a safe training environment (95.99%). In recent years, DOCJT has upgraded internet and wireless connections to support training technology. Seventy-seven percent of respondents state that DOCJT’s facilities (classrooms, residence halls and common areas) provide adequate infrastructure for technology.

**ONLINE LEARNING**

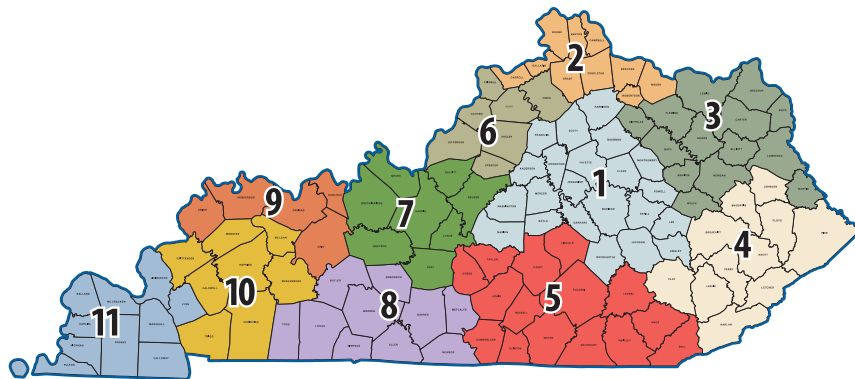
In 2022, the Kentucky General Assembly revised KRS 15A.070 requiring DOCJT to implement online learning in law enforcement basic training and increase the number of in-service training options online. DOCJT transitioned to the Blackboard learning management system to meet this demand. Since this transition, 72.32% of clients have completed distance learning courses using Blackboard. When implementing new processes, a learning curve is expected. Just over half (54.13%) of respondents report that Blackboard is “Very Easy” or “Easy” to use. The survey responses also indicated a need for improvement in offering assistance to students, as 60.68% of respondents indicated they were “Very Satisfied” or “Satisfied” when asked about the assistance they received. Nearly two-thirds (64.51%) of respondents “Strongly Agree” or “Agree” that DOCJT distance learning course offerings were adequate for their training needs.

**LAW ENFORCEMENT TRAINING**

Law enforcement agency training coordinators rate DOCJT’s registration process as “Very Easy” or “Easy” (81.34%). Often the coordinators require assistance during the registration process. When this occurs, 78.72% claim to be “Very Satisfied” or “Satisfied” with the assistance they received from DOCJT staff.

Three-fourths of the client-agency leadership “Strongly Agree” or “Agree” that the law enforcement basic training academy appropriately covers all key knowledge and skills a new officer needs to effectively police their community (77.23%). Agency coordinators also consider the basic training academy to be “Very High Quality” or “High Quality” training (78.42%).

PREFERRED TRAINING REGIONS	RESPONSE
Region 1	40.11%
Region 6	18.84%
Region 2	16.81%



DEPARTMENT OF CRIMINAL JUSTICE TRAINING

TOP CURRENT LAW ENFORCEMENT LEADERSHIP COURSES REQUESTED	RESPONSE
Academy of Police Supervision (APS)	81.58%
Leadership is a Behavior	75.63%
Police Executive Command Course (PECC)	72.88%

TOP FUTURE LAW ENFORCEMENT LEADERSHIP TOPICS REQUESTED
Critical Incident Management
Recruitment and Retention
Police Officer Bill of Rights

TOP CURRENT LAW ENFORCEMENT IN-SERVICE COURSES REQUESTED	RESPONSE
Basic Investigators Course	83.09%
Crime Scene Investigations	81.07%
Handgun Proficiency	76.75%

TOP FUTURE LAW ENFORCEMENT IN-SERVICE TOPICS REQUESTED
Drugs (investigation and interdiction)
Investigations
K-9

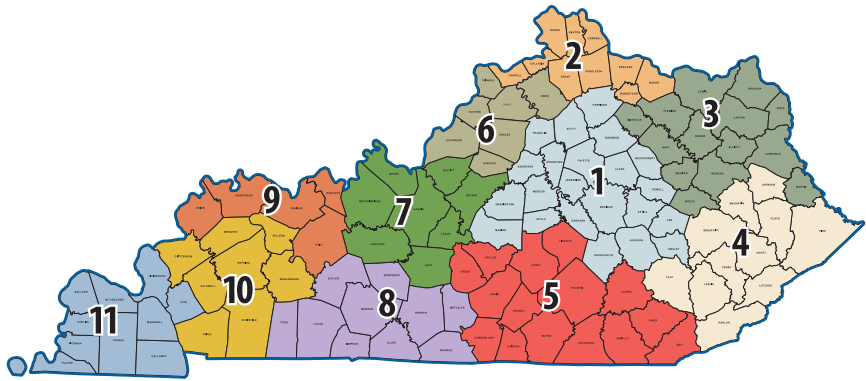
DEPARTMENT OF CRIMINAL JUSTICE TRAINING

**DISPATCH TRAINING**

Dispatch agency training coordinators rate DOCJT’s registration process as “Very Easy” or “Easy” (70.83%). Often the coordinators require assistance during the registration process. When this occurs, 61.11% claim to be “Very Satisfied” or “Satisfied” with the assistance they received from DOCJT staff.

The client-agency leadership “Strongly Agree” or “Agree” that the Public Safety Dispatch Academy appropriately covers all key knowledge and skills a new dispatcher needs to effectively needs to fulfill their job duties (58.41%). Agency coordinators also believe the academy offers “Very High Quality” or “High Quality” training (58.34%).

PREFERRED TRAINING REGIONS	RESPONSE
Region 1	44.24%
Region 2	17.84%
Region 7	17.84%



TOP CURRENT DISPATCH IN-SERVICE COURSES REQUESTED	RESPONSE
Active Assailant/Shooter	88.48%
Suicide Caller/Barricaded Subject	88.48%
Investigative Dispatch	77.7%

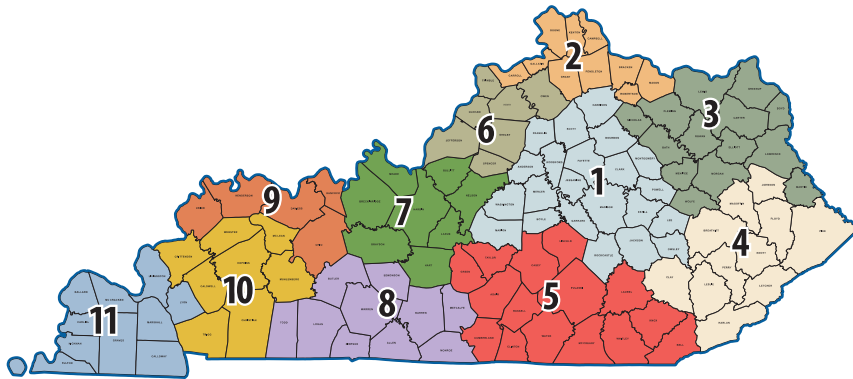
TOP FUTURE DISPATCH TOPICS REQUESTED
Leadership
Mental Health
Active Shooter



**SCHOOL RESOURCE OFFICER TRAINING**

Thirty-five percent of school resource officer (SRO) respondents indicate completion of all three required courses, while 16.88% answered that they have yet to attend a required SRO training course. After completing the required training, 92.82% of SROs support annual in-service training specifically for school resource officers either online, in person, or a combination of the two.

PREFERRED TRAINING REGIONS	RESPONSE
Region 1	35.31%
Region 2	19.06%
Region 5	16.25%



FUTURE SRO TRAINING TOPICS	RESPONSE
Drug Trends/Vaping	74.92%
Threat Assessments	74.29%
Safety/Risk Assessments	62.54%

*Note: This question asked respondents to "Check all that apply", therefore totals will surpass 100%.*

TOP CHALLENGES FACED BY SROs	RESPONSE
Vaping	70%
Social Media Distractions	63.75%
Out-of-control Students	63.44%

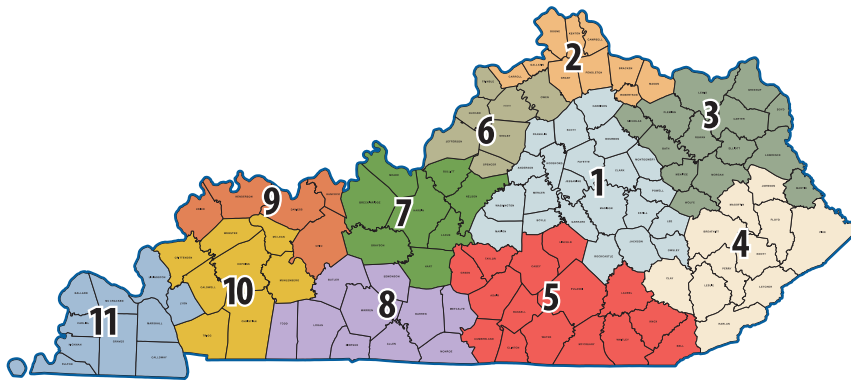
*Note: This question asked respondents to "Check all that apply", therefore totals will surpass 100%.*

TOP FUTURE SCHOOL RESOURCE OFFICER TOPICS REQUESTED
Working with school administrators
Legal
Tactics

**COURT SECURITY OFFICER TRAINING**

Over 77% of court security officers “Strongly Agree” or “Agree” that the mandated two-week training academy prepares them to perform their duties effectively.

PREFERRED TRAINING REGIONS	RESPONSE
Region 1	31.17%
Region 8	19.91%
Region 2	19.05%



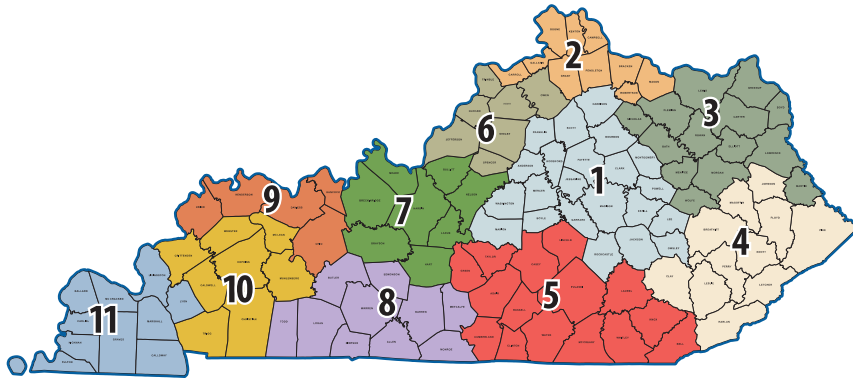
FUTURE COURT SECURITY OFFICER TRAINING TOPICS	RESPONSE
De-escalation	69.7%
Use of Force	65.8%
Prisoner Transport	60.61%

*Note: This question asked respondents to “Check all that apply”, therefore totals will surpass 100%.*

TOP FUTURE COURT SECURITY OFFICER TRAINING TOPICS REQUESTED
Defensive Tactics
Courtroom Security
Field Sobriety Testing

**CORONER TRAINING**

PREFERRED TRAINING REGIONS	RESPONSE
Region 1	44.86%
Region 6	27.27%
Region 8	16.88%



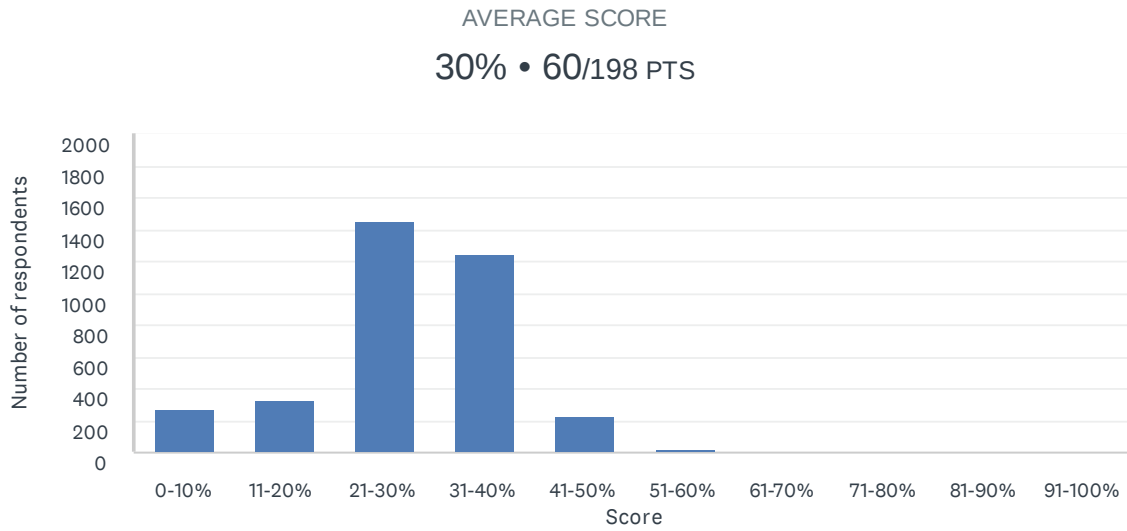
TOP CURRENT CORONER TRAINING COURSES REQUESTED	RESPONSE
Death Scene Investigations	96.1%
Child Death Investigations	94.81%
Drug Trends/Overdose Investigations	94.81%

TOP FUTURE CORONER TRAINING TOPICS REQUESTED
Documentation/Paperwork
Fire Death Investigation
Blood/Urine Draws



# APPENDIX A

### Quiz Summary



#### STATISTICS

Lowest Score	Median	Highest Score
6%	30%	65%

Mean: 30%

Standard Deviation: 8%

### Question Ranking



Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

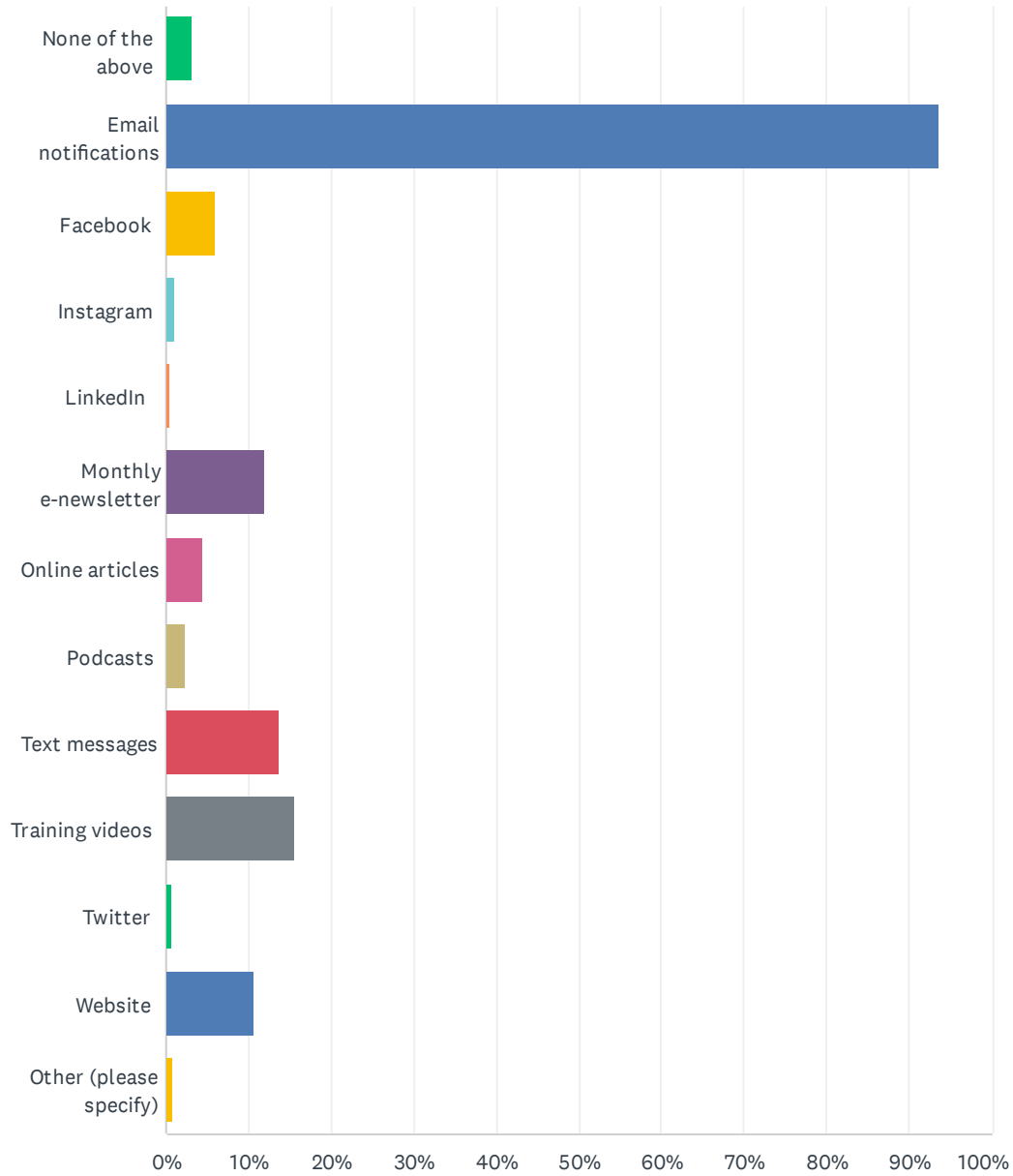
QUESTIONS (38)	DIFFICULTY	AVERAGE SCORE
<b>Q30</b> When attending training at DOCJT in Richmond, which do you prefer? Select all that apply.	1	36%
<b>Q74</b> Which of the following 40-hour courses, taught specifically for SROs, would you be interested in attending? Select all that apply.	2	52%
<b>Q38</b> Do you have an ADA accommodation that needs to be met during training?	3	52%
<b>Q22</b> How would you prefer to receive your training materials?	4	57%
<b>Q31</b> Does the availability of a room in Thompson Residence Hall determine if you attend training in Richmond?	5	58%
<b>Q51</b> Rate how strongly you agree with the following statement: Law Enforcement Basic Training Academy recruits should be allowed to possess a cell phone during training hours.	6	60%
<b>Q86</b> Rate how strongly you agree with the following statement: After completing the KLEC hiring process, my agency is able to enroll a new officer into the Law Enforcement Basic Training Academy in a reasonable amount of time.	7	61%
<b>Q40</b> Rate how strongly you agree with the following statement: The Thompson Residence Hall meets my ADA requirements.	8	63%
<b>Q66</b> Rate how strongly you agree with the following statement: Public Safety Dispatch Academy students should be allowed to possess a cell phone during training hours.	9	65%
<b>Q91</b> Rate how strongly you agree with the following statement: After completing the KLEC hiring process, my agency is able to enroll a new dispatcher into the Public Safety Dispatch Academy in a reasonable amount of time.	10	66%
<b>Q23</b> How would you rate the assistance you have received for online training records retrieval?	11	66%
<b>Q73</b> Do you support annual in-service training specifically for school resource officers?	12	69%
<b>Q62</b> Rate how strongly you agree with the following statement: DOCJT meets the overall training needs of my agency.	13	70%
<b>Q90</b> How satisfied are you with the assistance you have received for online student registration?	14	71%
<b>Q19</b> How would you rate the assistance received during Blackboard online courses?	15	74%
<b>Q50</b> Rate how strongly you agree with the following statement: I support having virtual meetings with academy staff prior to and during the Law Enforcement Basic Training Academy.	16	76%
<b>Q24</b> Rate how strongly you agree with the following statement: DOCJT facilities (e.g., classrooms, residence hall, common areas) provide adequate infrastructure for my technology devices.	17	76%
<b>Q65</b> Rate how strongly you agree with the following statement: I support having virtual meetings with academy staff prior to and during the Public Safety Dispatch Academy when my agency has a student enrolled.	18	79%
<b>Q89</b> How would you rate DOCJT's registration process?	19	79%
<b>Q85</b> How satisfied are you with the assistance you have received for online student registration?	20	79%
<b>Q36</b> Rate how strongly you agree with the following statement: Thompson Residence Hall provides adequate amenities (e.g., vending, laundry, technology, recreation room).	21	80%
<b>Q34</b> How satisfied were you with the accommodations provided in the Thompson Residence Hall?	22	80%
<b>Q45</b> Rate how strongly you agree with the following statement: DOCJT meets the overall training needs of my agency.	23	80%
<b>Q13</b> Rate how strongly you agree with the following statement: DOCJT provides training materials and	24	81%

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equipment similar to what I use on the job.		
<b>Q76</b> As an SRO, do you wear a bullet-resistant vest while on duty?	25	82%
<b>Q84</b> How would you rate DOCJT's registration process?	26	82%
<b>Q10</b> Rate how strongly you agree with the following statement: DOCJT offers appropriate courses to meet the training needs of various law enforcement roles and responsibilities.	27	82%
<b>Q11</b> Rate how strongly you agree with the following statement: DOCJT presents relevant and timely training.	28	82%
<b>Q79</b> Rate how strongly you agree with the following statement: The two-week DOCJT Court Security Officer Basic Training prepares court security officers to effectively perform their job duties.	29	83%
<b>Q41</b> Rate how strongly you agree with the following statement: The training equipment and technology used by DOCJT meets my ADA requirements.	30	83%
<b>Q12</b> Rate how strongly you agree with the following statement: The quality of training provided by DOCJT enables me to safely and effectively perform my job responsibilities.	31	83%
<b>Q8</b> Overall, how satisfied are you with the training from DOCJT?	32	84%
<b>Q29</b> DOCJT does not own an independent dining facility. Would you utilize a DOCJT owned dining facility?	33	85%
<b>Q39</b> Rate how strongly you agree with the following statement: DOCJT facilities (e.g., doorways, restrooms, elevators, etc.) meet my ADA requirements.	34	85%
<b>Q9</b> Overall, how satisfied are you with DOCJT's instructors?	35	88%
<b>Q28</b> Rate how strongly you agree with the following statement: DOCJT facilities are conducive to learning and training.	36	88%
<b>Q35</b> How satisfied were you with the staff in Thompson Residence Hall?	37	89%
<b>Q27</b> Rate how strongly you agree with the following statement: DOCJT offers a safe training environment.	38	90%

# Q1 How would you like to receive information from DOCJT? Select all that apply.

Answered: 3,543 Skipped: 0

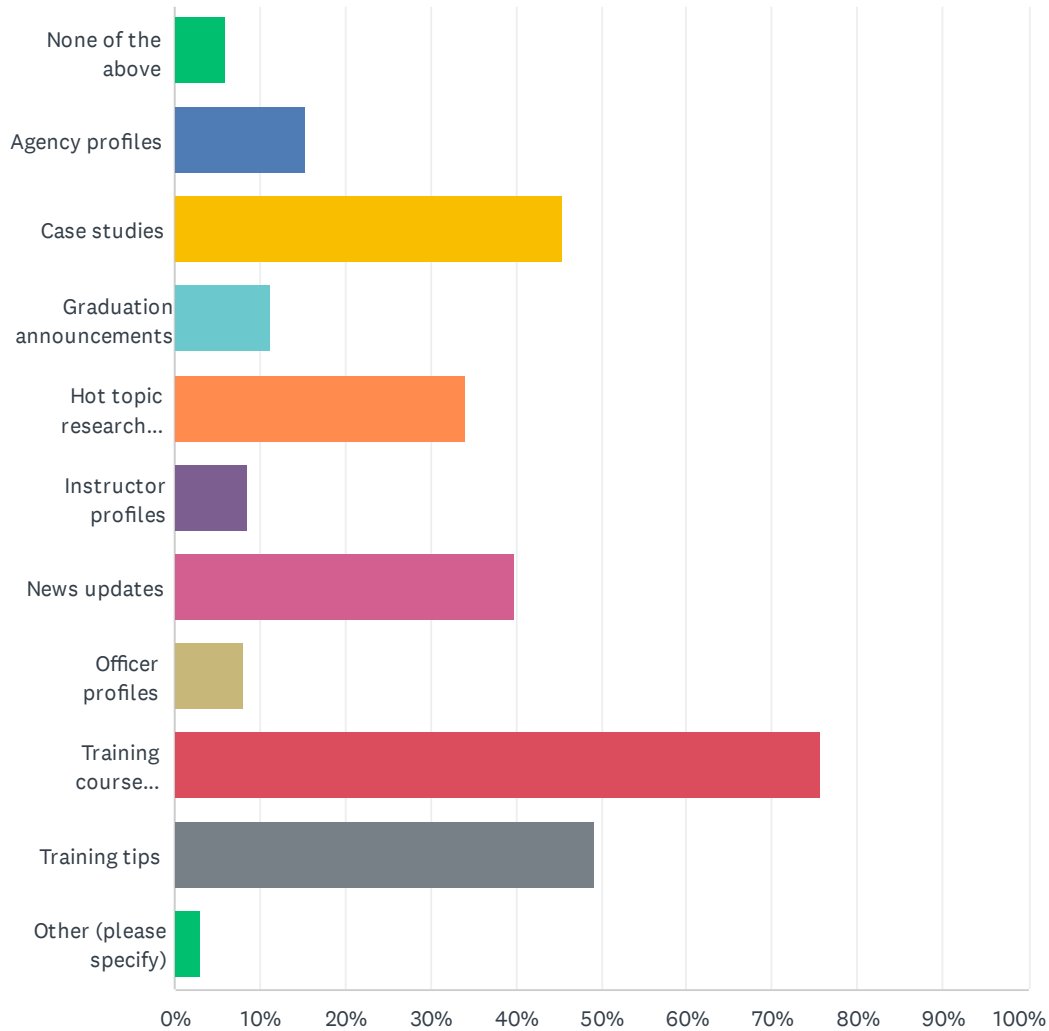


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ANSWER CHOICES	RESPONSES	
None of the above	3.13%	111
Email notifications	93.62%	3,317
Facebook	6.01%	213
Instagram	1.16%	41
LinkedIn	0.42%	15
Monthly e-newsletter	11.85%	420
Online articles	4.54%	161
Podcasts	2.34%	83
Text messages	13.75%	487
Training videos	15.55%	551
Twitter	0.56%	20
Website	10.67%	378
Other (please specify)	0.79%	28
<b>Total Respondents: 3,543</b>		

## Q2 What type of informational content are you most interested in receiving from DOCJT? Select all that apply.

Answered: 3,543 Skipped: 0



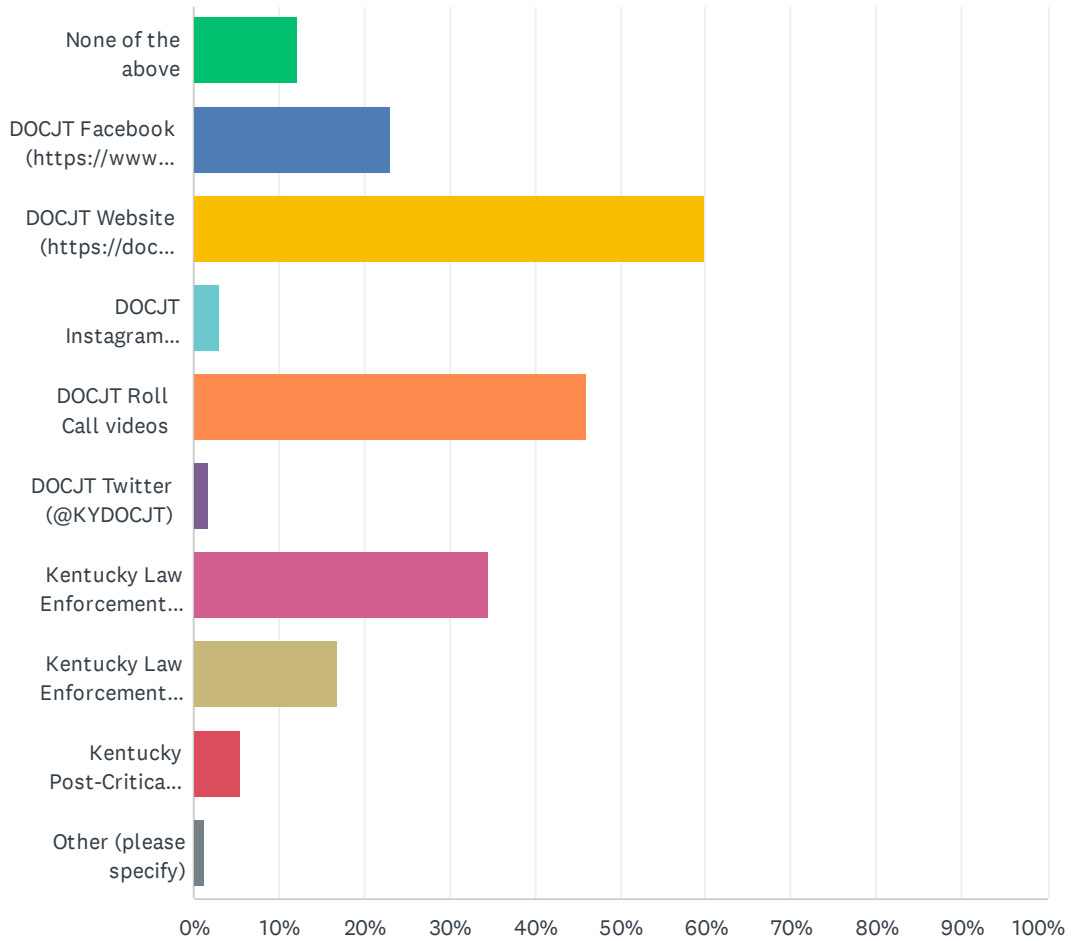
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ANSWER CHOICES	RESPONSES	
None of the above	5.90%	209
Agency profiles	15.41%	546
Case studies	45.44%	1,610
Graduation announcements	11.29%	400
Hot topic research articles	34.01%	1,205
Instructor profiles	8.44%	299
News updates	39.94%	1,415
Officer profiles	8.02%	284
Training course information	75.67%	2,681
Training tips	49.20%	1,743
Other (please specify)	3.02%	107
<b>Total Respondents: 3,543</b>		



### Q3 Which of the following communication services do you utilize? Select all that apply.

Answered: 3,543 Skipped: 0

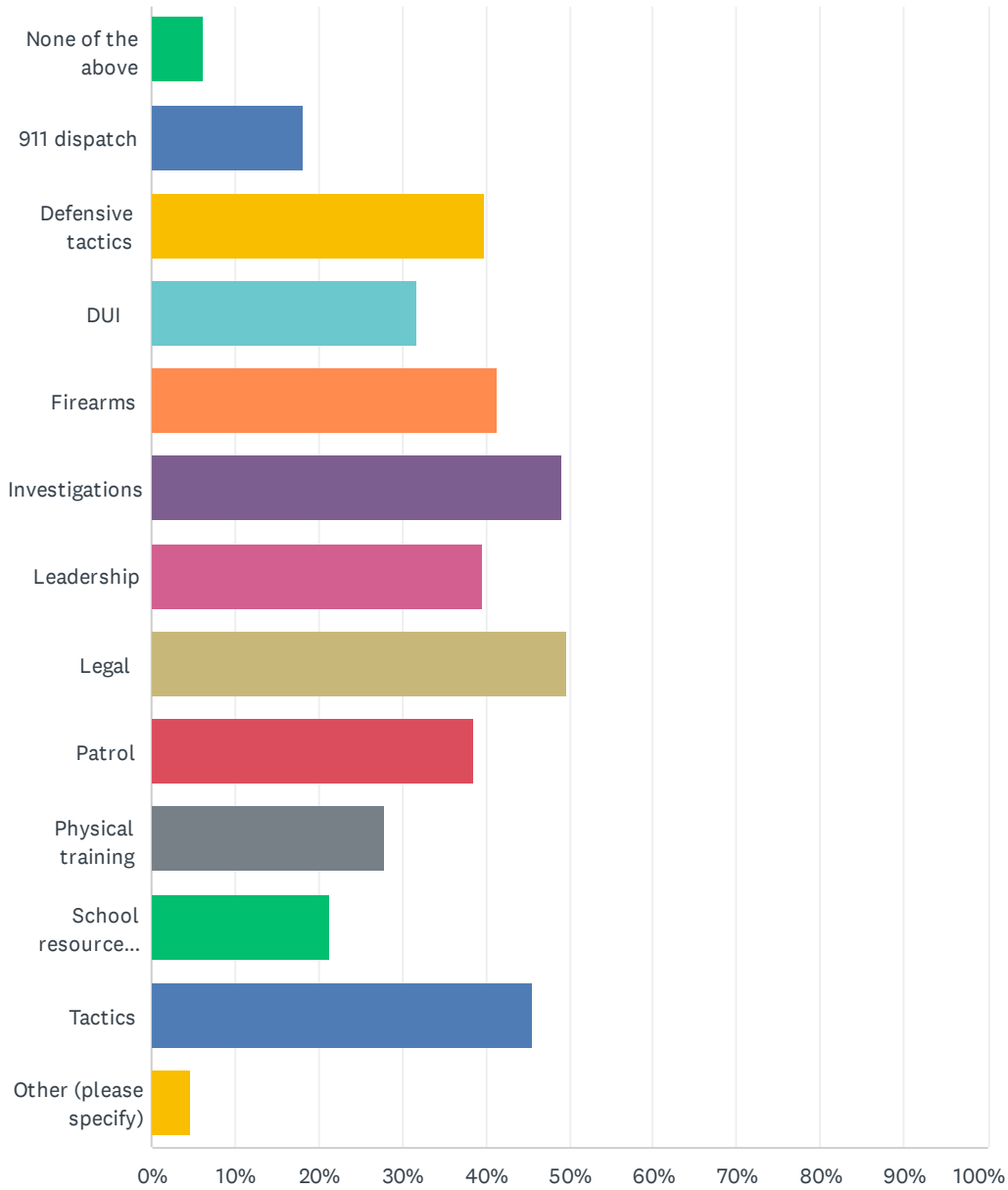


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ANSWER CHOICES	RESPONSES	
None of the above	12.08%	428
DOCJT Facebook ( <a href="https://www.facebook.com/pages/DOCJT">https://www.facebook.com/pages/DOCJT</a> )	23.03%	816
DOCJT Website ( <a href="https://docjt.ky.gov">https://docjt.ky.gov</a> )	59.92%	2,123
DOCJT Instagram (DOCJT-Instagram@KYDOCJT)	2.91%	103
DOCJT Roll Call videos	46.09%	1,633
DOCJT Twitter (@KYDOCJT)	1.78%	63
Kentucky Law Enforcement Dispatches Monthly e-Newsletter	34.58%	1,225
Kentucky Law Enforcement Magazine (Online Edition - <a href="http://www.klemagazine.com">www.klemagazine.com</a> )	16.82%	596
Kentucky Post-Critical Incident Seminar Website ( <a href="https://www.kypcis.com/">https://www.kypcis.com/</a> )	5.56%	197
Other (please specify)	1.38%	49
<b>Total Respondents: 3,543</b>		

## Q4 What topics would you like included in future Roll Call training videos? Select all that apply.

Answered: 3,543 Skipped: 0



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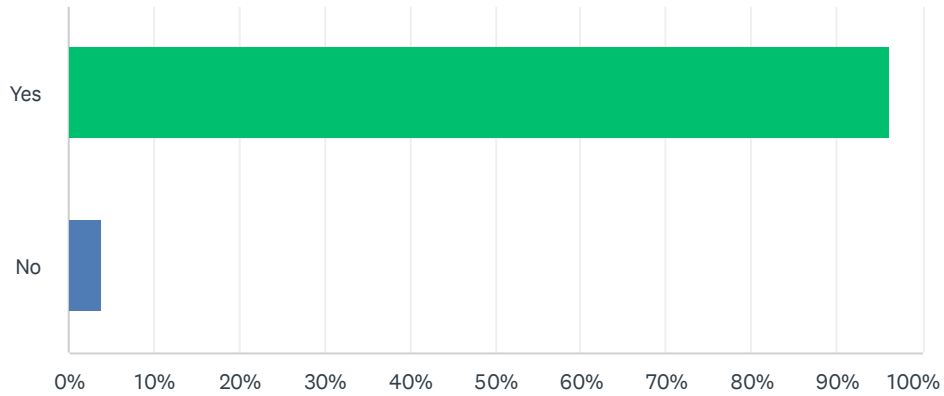
ANSWER CHOICES	RESPONSES	
None of the above	6.15%	218
911 dispatch	18.20%	645
Defensive tactics	39.94%	1,415
DUI	31.67%	1,122
Firearms	41.43%	1,468
Investigations	49.00%	1,736
Leadership	39.74%	1,408
Legal	49.70%	1,761
Patrol	38.61%	1,368
Physical training	28.00%	992
School resource officer	21.25%	753
Tactics	45.58%	1,615
Other (please specify)	4.63%	164
<b>Total Respondents: 3,543</b>		

**Q5 Please identify additional ways for DOCJT to provide you and/or your agency information.**

Answered: 609 Skipped: 2,934

## Q6 Since January 1, 2021, have you received training from DOCJT?

Answered: 3,528 Skipped: 15

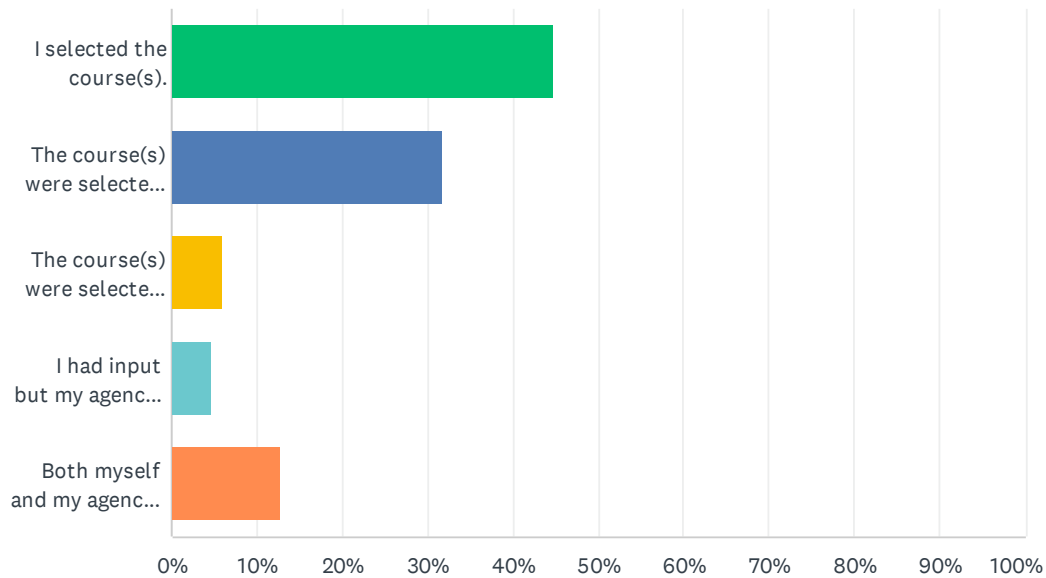


ANSWER CHOICES	RESPONSES	
Yes	96.09%	3,390
No	3.91%	138
<b>TOTAL</b>		<b>3,528</b>



## Q7 Please identify how the DOCJT training you attended was selected.

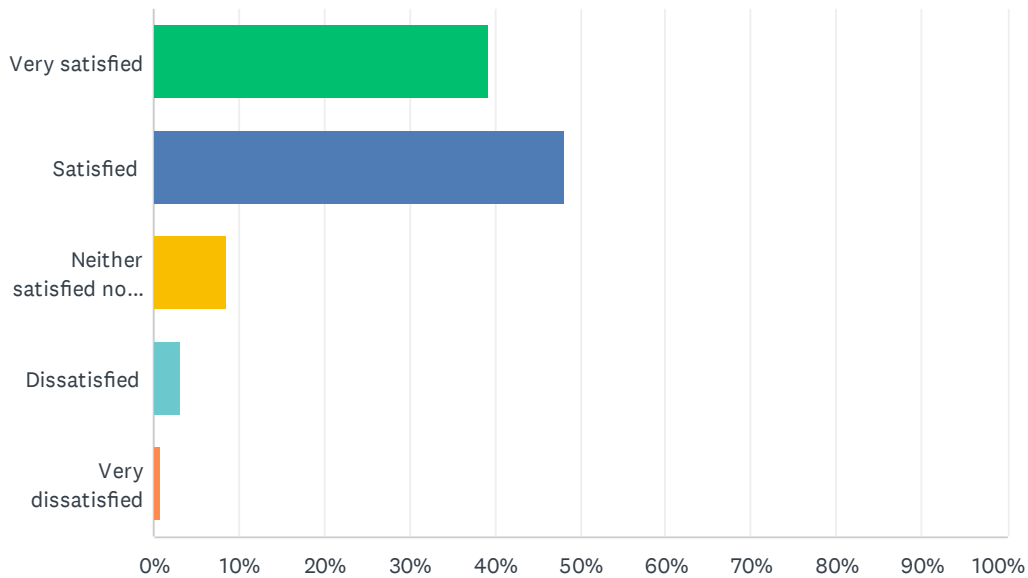
Answered: 3,299 Skipped: 244



ANSWER CHOICES	RESPONSES	
I selected the course(s).	44.71%	1,475
The course(s) were selected for me by my agency based on my primary job responsibilities.	31.74%	1,047
The course(s) were selected for me by my agency based on how close the training location was to my agency.	6.06%	200
I had input but my agency determined which course(s) I attended.	4.64%	153
Both myself and my agency selected course(s).	12.85%	424
<b>TOTAL</b>		<b>3,299</b>

## Q8 Overall, how satisfied are you with the training from DOCJT?

Answered: 3,299 Skipped: 244



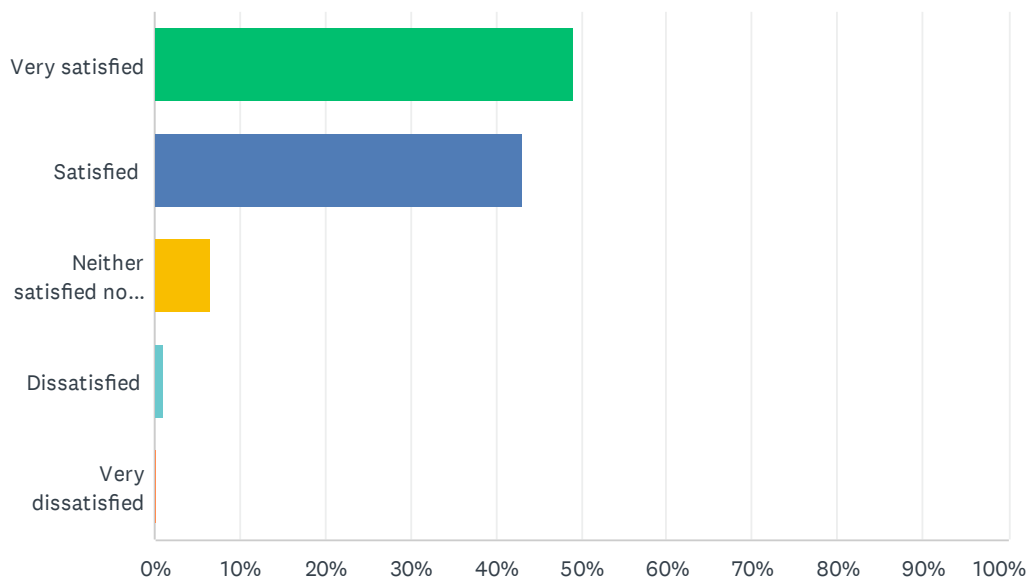
### QUIZ STATISTICS

Percent Correct 37%	Average Score 4.2/5.0 (84%)	Standard Deviation 0.79	Difficulty 32/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Very satisfied	5/5	39.31%	1,297
Satisfied	4/5	48.17%	1,589
Neither satisfied nor dissatisfied	3/5	8.58%	283
Dissatisfied	2/5	3.15%	104
Very dissatisfied	1/5	0.79%	26
<b>TOTAL</b>			<b>3,299</b>

## Q9 Overall, how satisfied are you with DOCJT's instructors?

Answered: 3,299 Skipped: 244



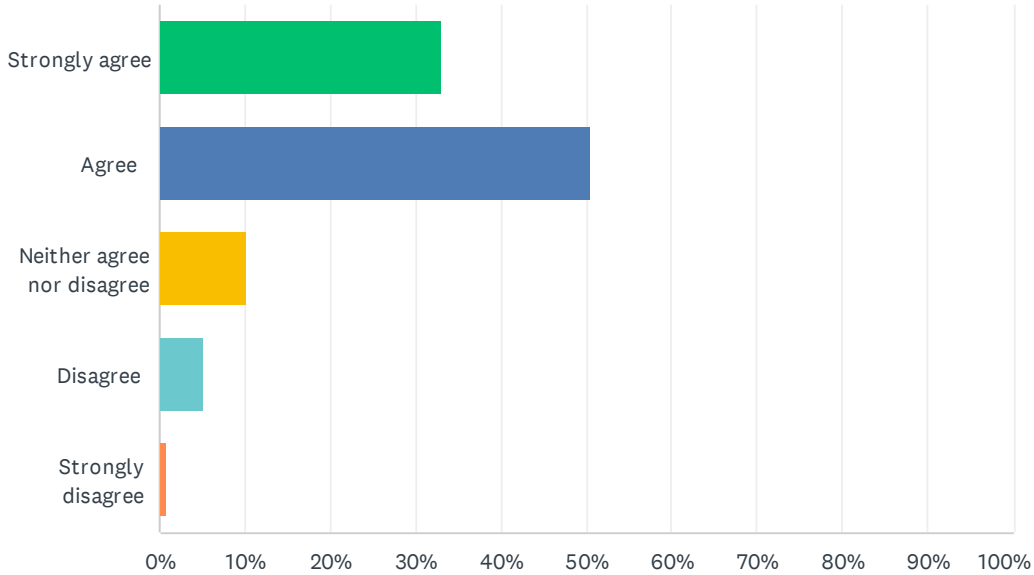
### QUIZ STATISTICS

Percent Correct 46%	Average Score 4.4/5.0 (88%)	Standard Deviation 0.68	Difficulty 35/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Very satisfied	5/5	49.08%	1,619
Satisfied	4/5	43.07%	1,421
Neither satisfied nor dissatisfied	3/5	6.58%	217
Dissatisfied	2/5	1.03%	34
Very dissatisfied	1/5	0.24%	8
<b>TOTAL</b>			<b>3,299</b>

### Q10 Rate how strongly you agree with the following statement: DOCJT offers appropriate courses to meet the training needs of various law enforcement roles and responsibilities.

Answered: 3,299 Skipped: 244



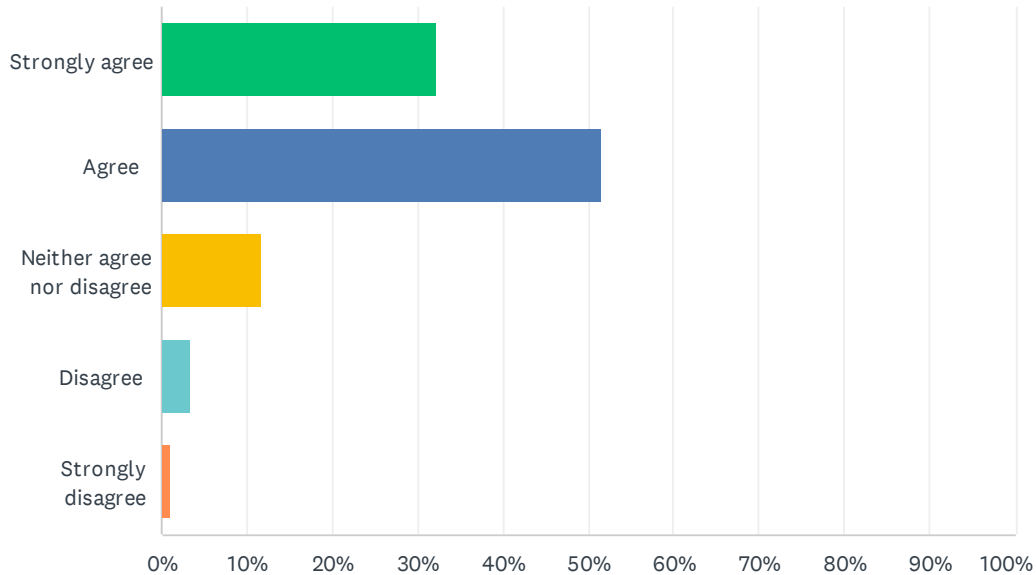
#### QUIZ STATISTICS

Percent Correct 31%	Average Score 4.1/5.0 (82%)	Standard Deviation 0.85	Difficulty 27/38
------------------------	--------------------------------	----------------------------	---------------------

ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	33.13%	1,093
Agree	4/5	50.47%	1,665
Neither agree nor disagree	3/5	10.28%	339
Disagree	2/5	5.18%	171
Strongly disagree	1/5	0.94%	31
<b>TOTAL</b>			<b>3,299</b>

## Q11 Rate how strongly you agree with the following statement: DOCJT presents relevant and timely training.

Answered: 3,299 Skipped: 244



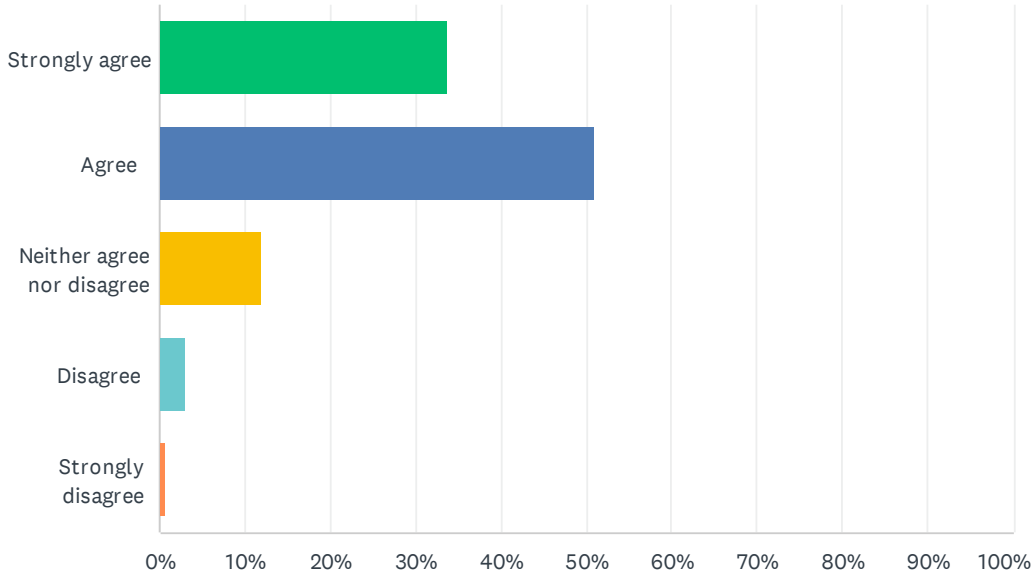
### QUIZ STATISTICS

Percent Correct 30%	Average Score 4.1/5.0 (82%)	Standard Deviation 0.81	Difficulty 28/38
------------------------	--------------------------------	----------------------------	---------------------

ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	32.28%	1,065
Agree	4/5	51.65%	1,704
Neither agree nor disagree	3/5	11.64%	384
Disagree	2/5	3.39%	112
Strongly disagree	1/5	1.03%	34
<b>TOTAL</b>			<b>3,299</b>

## Q12 Rate how strongly you agree with the following statement: The quality of training provided by DOCJT enables me to safely and effectively perform my job responsibilities.

Answered: 3,299 Skipped: 244



### QUIZ STATISTICS

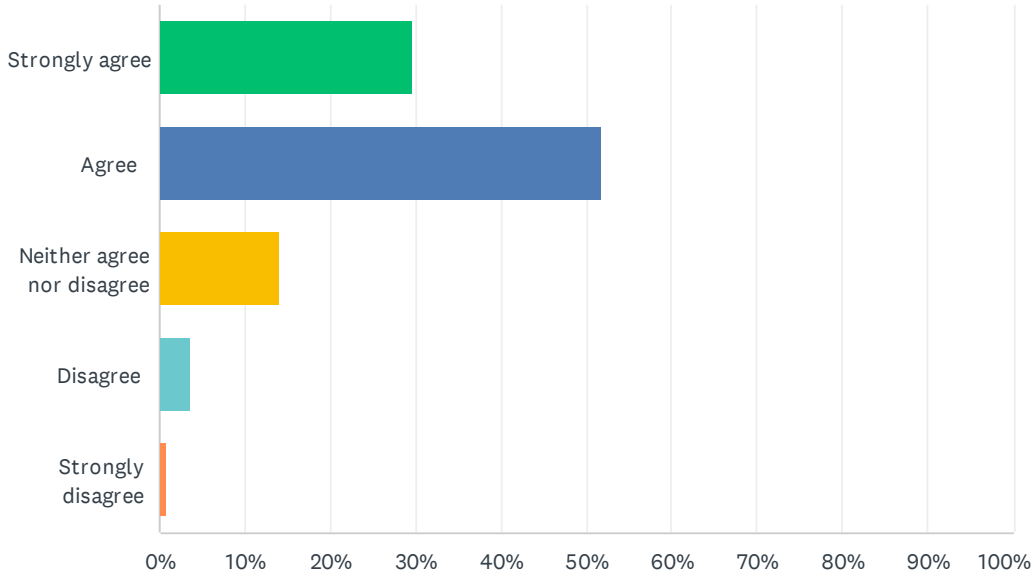
Percent Correct 31%	Average Score 4.1/5.0 (83%)	Standard Deviation 0.78	Difficulty 31/38
------------------------	--------------------------------	----------------------------	---------------------

ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	33.68%	1,111
Agree	4/5	50.86%	1,678
Neither agree nor disagree	3/5	11.97%	395
Disagree	2/5	2.88%	95
Strongly disagree	1/5	0.61%	20
<b>TOTAL</b>			<b>3,299</b>



### Q13 Rate how strongly you agree with the following statement: DOCJT provides training materials and equipment similar to what I use on the job.

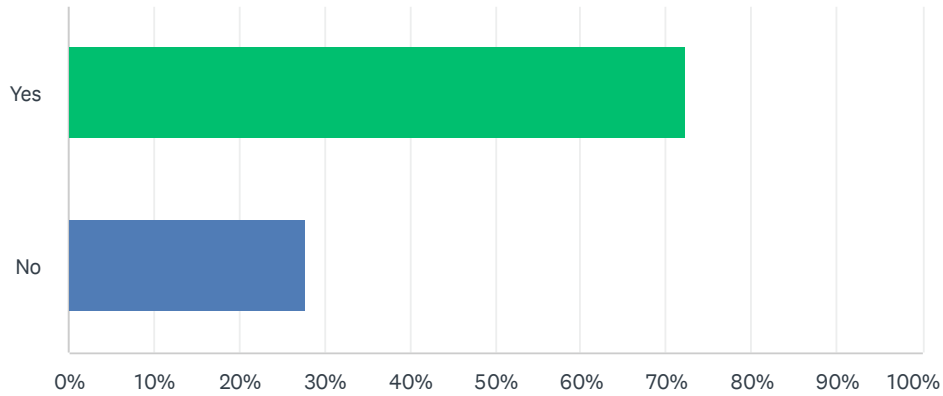
Answered: 3,299 Skipped: 244



QUIZ STATISTICS			
Percent Correct 28%	Average Score 4.1/5.0 (81%)	Standard Deviation 0.81	Difficulty 24/38
ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	29.62%	977
Agree	4/5	51.74%	1,707
Neither agree nor disagree	3/5	14.06%	464
Disagree	2/5	3.67%	121
Strongly disagree	1/5	0.91%	30
<b>TOTAL</b>			<b>3,299</b>

## Q14 Have you completed a distance learning course using DOCJT's Blackboard learning management system?

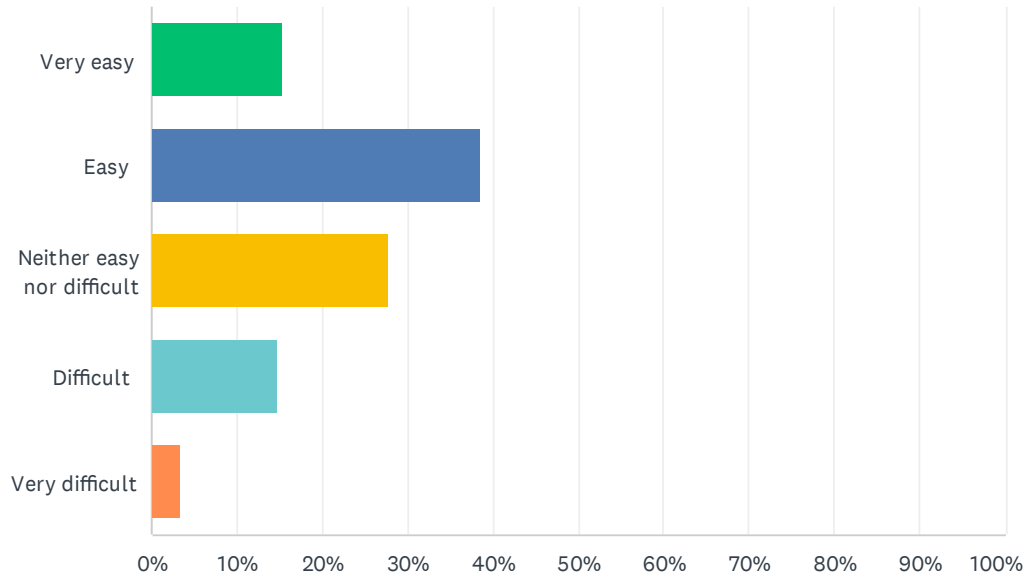
Answered: 3,273 Skipped: 270



ANSWER CHOICES	RESPONSES	
Yes	72.32%	2,367
No	27.68%	906
<b>TOTAL</b>		<b>3,273</b>

## Q15 Rate the ease of use for completing a distance learning course using DOCJT's Blackboard learning management system.

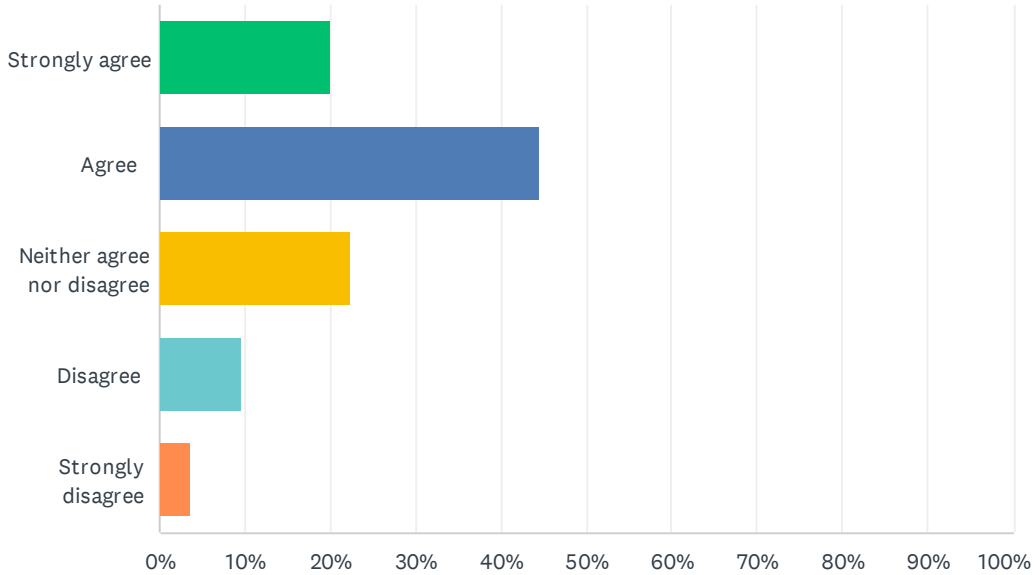
Answered: 2,324 Skipped: 1,219



ANSWER CHOICES	RESPONSES	
Very easy	15.45%	359
Easy	38.68%	899
Neither easy nor difficult	27.62%	642
Difficult	14.76%	343
Very difficult	3.49%	81
<b>TOTAL</b>		<b>2,324</b>

### Q16 Rate how strongly you agree with the following statement: DOCJT distance learning course offerings are adequate for my needs.

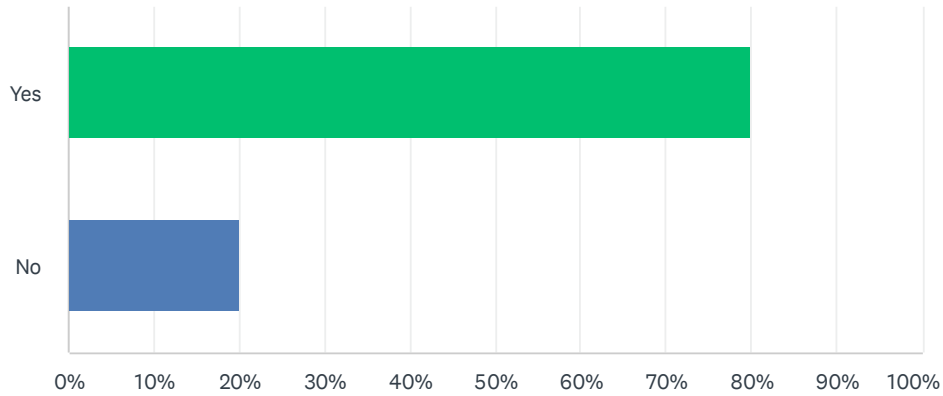
Answered: 2,324 Skipped: 1,219



ANSWER CHOICES	RESPONSES	
Strongly agree	19.97%	464
Agree	44.54%	1,035
Neither agree nor disagree	22.29%	518
Disagree	9.55%	222
Strongly disagree	3.66%	85
<b>TOTAL</b>		<b>2,324</b>

## Q17 Does your agency allocate dedicated time to complete distance learning courses away from regular duty assignments?

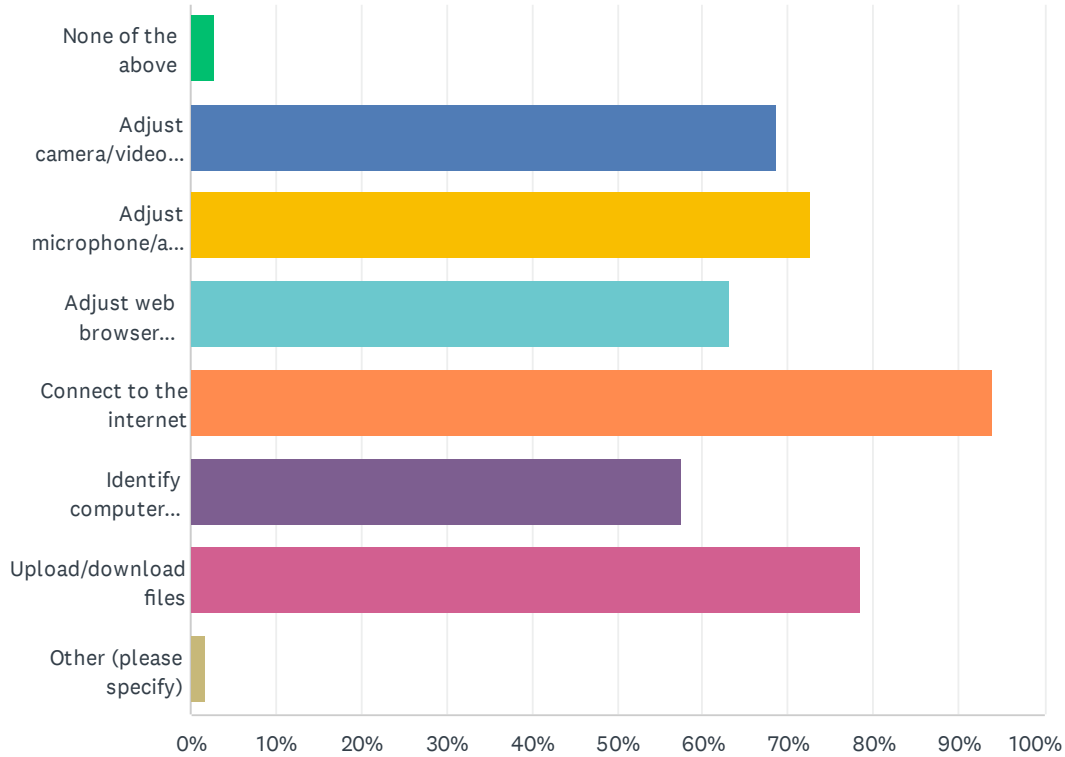
Answered: 2,324 Skipped: 1,219



ANSWER CHOICES	RESPONSES	
Yes	80.03%	1,860
No	19.97%	464
<b>TOTAL</b>		<b>2,324</b>

## Q18 Which of the following basic computer skills do you have the capability of performing? Select all that apply.

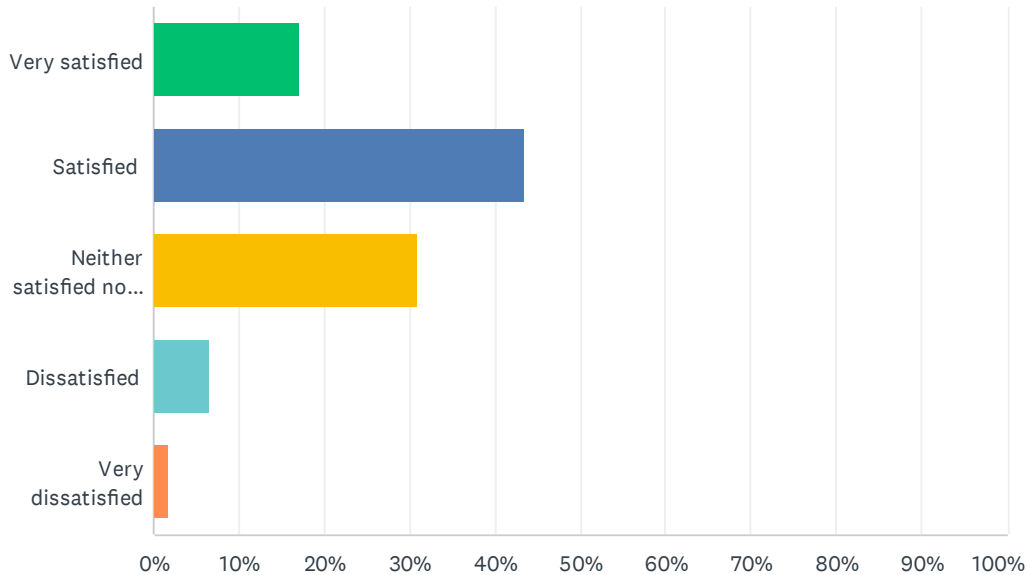
Answered: 2,324 Skipped: 1,219



ANSWER CHOICES	RESPONSES	
None of the above	2.75%	64
Adjust camera/video settings	68.72%	1,597
Adjust microphone/audio settings	72.81%	1,692
Adjust web browser settings	63.08%	1,466
Connect to the internet	93.93%	2,183
Identify computer operating system	57.49%	1,336
Upload/download files	78.44%	1,823
Other (please specify)	1.76%	41
<b>Total Respondents: 2,324</b>		

## Q19 How would you rate the assistance received during Blackboard online courses?

Answered: 2,324 Skipped: 1,219



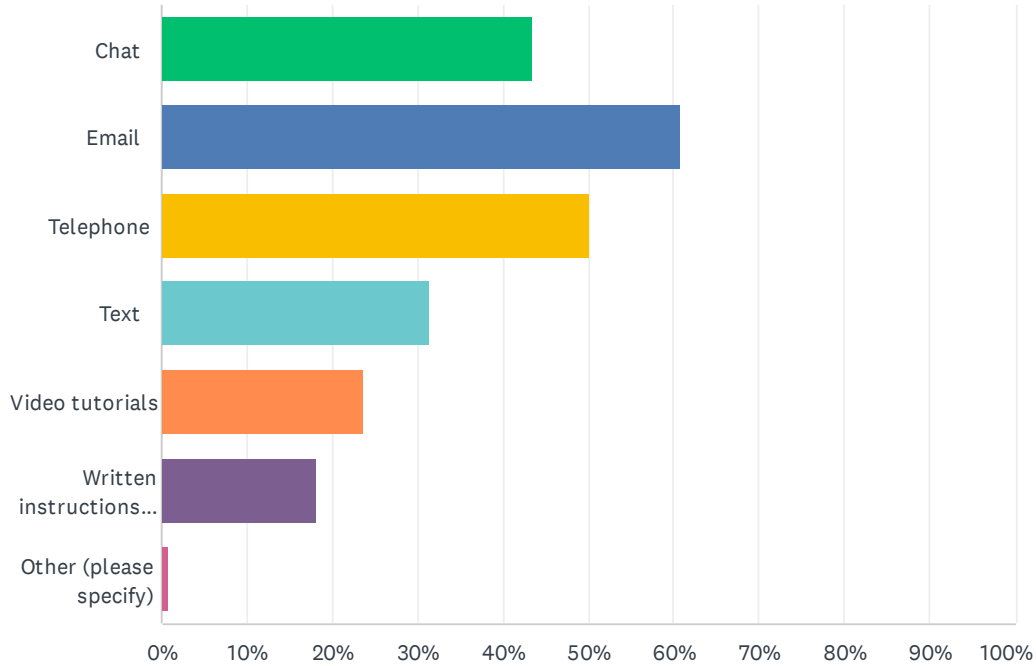
### QUIZ STATISTICS

Percent Correct 11%	Average Score 3.7/5.0 (74%)	Standard Deviation 0.89	Difficulty 15/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Very satisfied	5/5	17.13%	398
Satisfied	4/5	43.55%	1,012
Neither satisfied nor dissatisfied	3/5	30.98%	720
Dissatisfied	2/5	6.67%	155
Very dissatisfied	1/5	1.68%	39
<b>TOTAL</b>			<b>2,324</b>

## Q20 How would you prefer to receive customer support when taking an online course? Select all that apply.

Answered: 2,324 Skipped: 1,219



ANSWER CHOICES	RESPONSES	
Chat	43.50%	1,011
Email	60.84%	1,414
Telephone	50.13%	1,165
Text	31.41%	730
Video tutorials	23.62%	549
Written instructions/FAQ page	18.12%	421
Other (please specify)	0.86%	20
<b>Total Respondents: 2,324</b>		

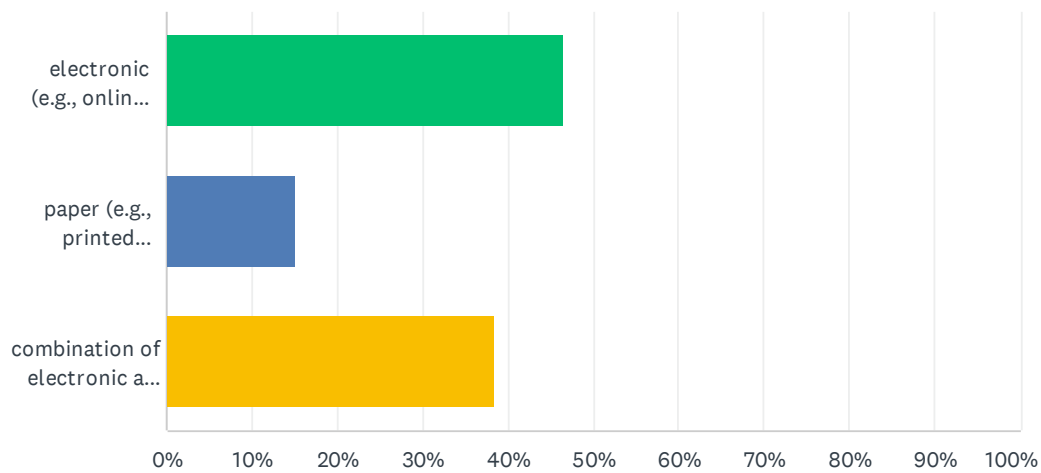


**Q21 Please provide additional information DOCJT can use to improve distance learning.**

Answered: 502 Skipped: 3,041

## Q22 How would you prefer to receive your training materials?

Answered: 3,124 Skipped: 419



### QUIZ STATISTICS

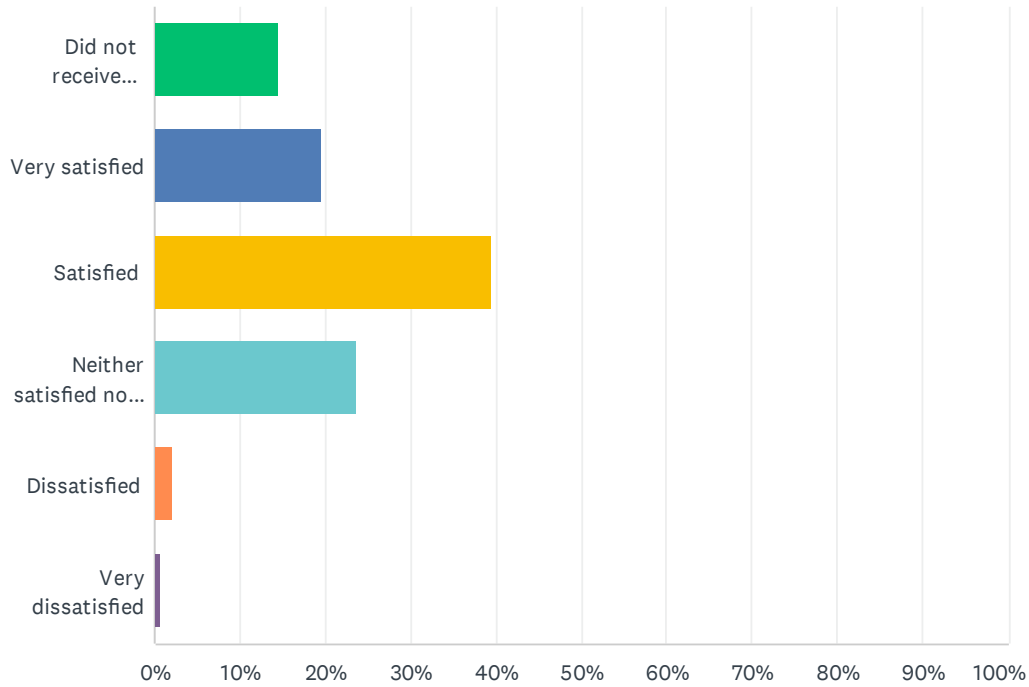
Percent Correct 41%	Average Score 1.7/3.0 (57%)	Standard Deviation 1.38	Difficulty 4/38
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### ANSWER CHOICES

ANSWER CHOICES	SCORE	RESPONSES	
✓ electronic (e.g., online, learning management system, email)	3/3	46.51%	1,453
paper (e.g., printed workbook, classroom handouts)	2/3	15.20%	475
combination of electronic and paper	0/3	38.28%	1,196
<b>TOTAL</b>			<b>3,124</b>

## Q23 How would you rate the assistance you have received for online training records retrieval?

Answered: 3,124 Skipped: 419



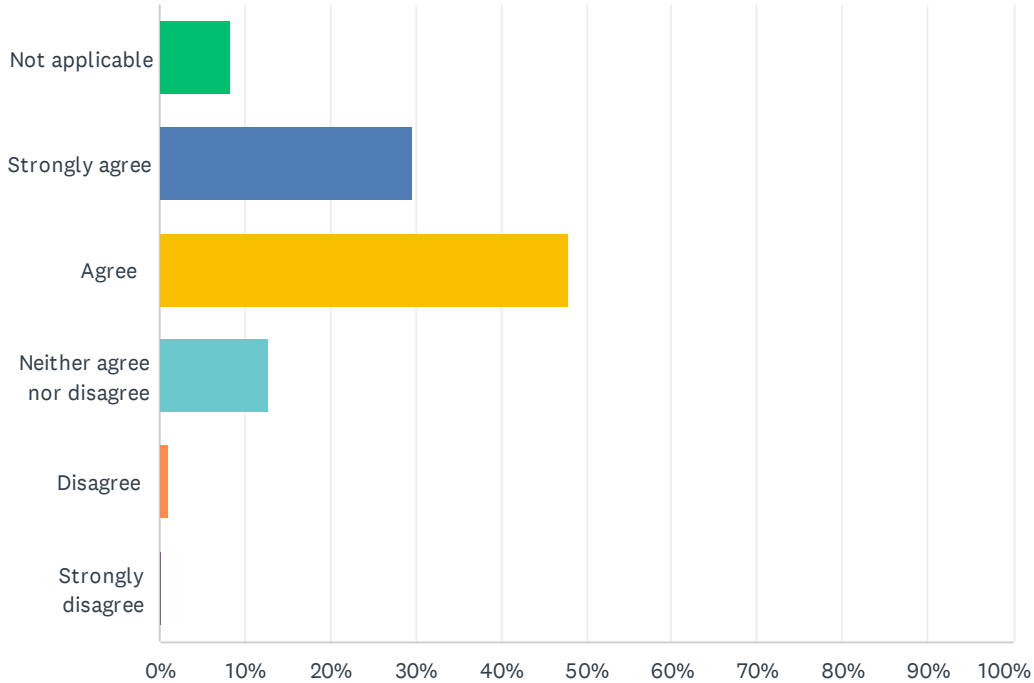
### QUIZ STATISTICS

Percent Correct 17%	Average Score 3.3/5.0 (66%)	Standard Deviation 1.56	Difficulty 11/38
------------------------	--------------------------------	----------------------------	---------------------

ANSWER CHOICES	SCORE	RESPONSES	
Did not receive assistance	0/5	14.53%	454
✓ Very satisfied	5/5	19.53%	610
Satisfied	4/5	39.40%	1,231
Neither satisfied nor dissatisfied	3/5	23.75%	742
Dissatisfied	2/5	2.11%	66
Very dissatisfied	1/5	0.67%	21
<b>TOTAL</b>			<b>3,124</b>

## Q24 Rate how strongly you agree with the following statement: DOCJT facilities (e.g., classrooms, residence hall, common areas) provide adequate infrastructure for my technology devices.

Answered: 3,124 Skipped: 419



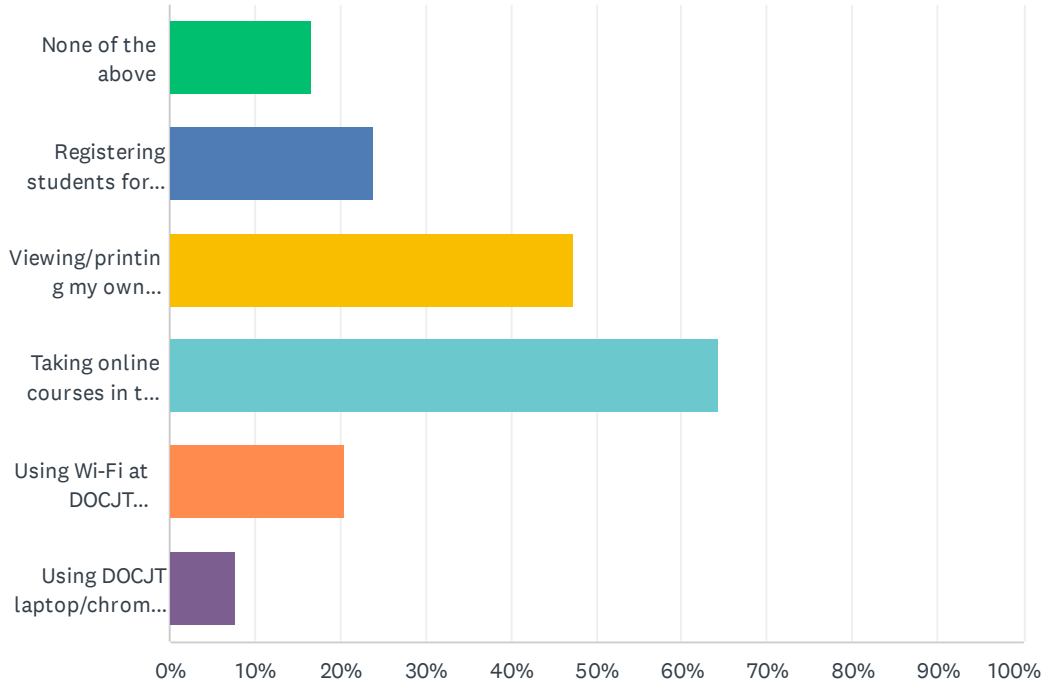
### QUIZ STATISTICS

Percent Correct 26%	Average Score 3.8/5.0 (76%)	Standard Deviation 1.34	Difficulty 17/38
------------------------	--------------------------------	----------------------------	---------------------

ANSWER CHOICES	SCORE	RESPONSES	
Not applicable	0/5	8.39%	262
✓ Strongly agree	5/5	29.58%	924
Agree	4/5	48.05%	1,501
Neither agree nor disagree	3/5	12.77%	399
Disagree	2/5	0.99%	31
Strongly disagree	1/5	0.22%	7
<b>TOTAL</b>			<b>3,124</b>

## Q25 What DOCJT information technologies (IT) have you used since January 1, 2021? Select all that apply.

Answered: 3,124 Skipped: 419



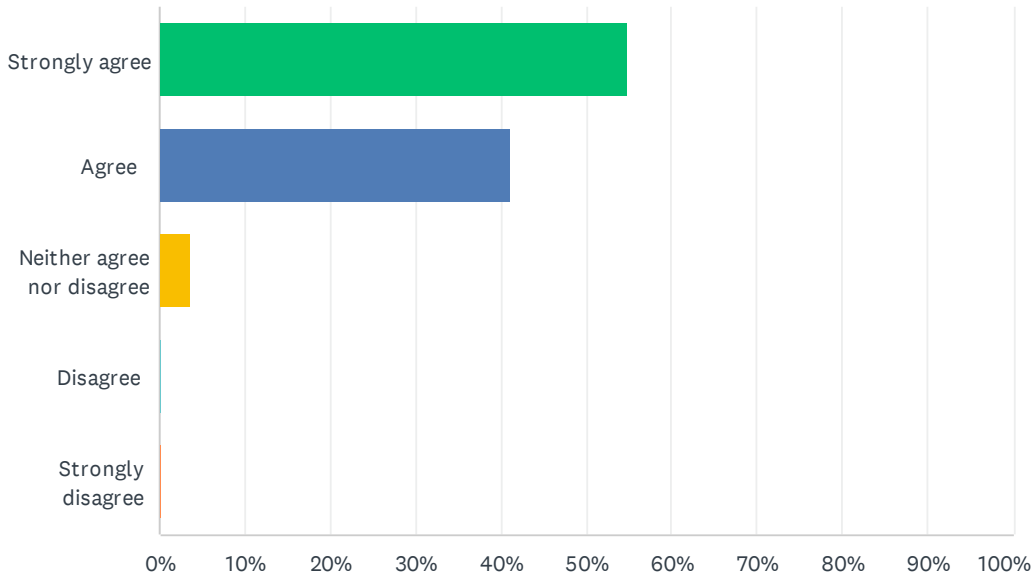
ANSWER CHOICES	RESPONSES	
None of the above	16.55%	517
Registering students for classes in the training management system	23.91%	747
Viewing/printing my own training records (e.g., transcripts, course certificates)	47.34%	1,479
Taking online courses in the Blackboard Learning Management System	64.34%	2,010
Using Wi-Fi at DOCJT facilities during class	20.55%	642
Using DOCJT laptop/chrome book	7.71%	241
<b>Total Respondents: 3,124</b>		

**Q26 Please identify additional IT functionality would you like DOCJT to offer.**

Answered: 282 Skipped: 3,261

## Q27 Rate how strongly you agree with the following statement: DOCJT offers a safe training environment.

Answered: 3,019 Skipped: 524



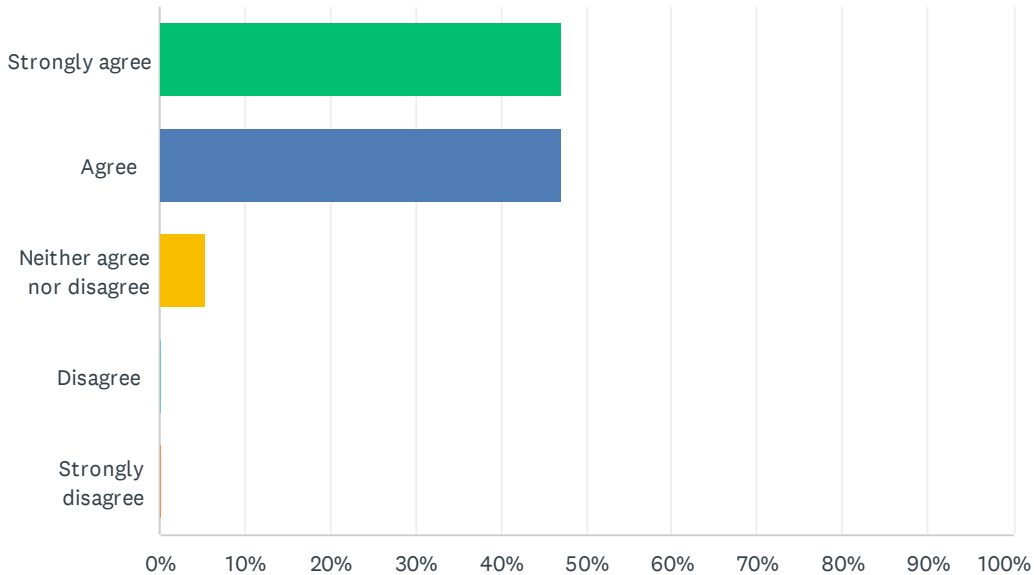
### QUIZ STATISTICS

Percent Correct 47%	Average Score 4.5/5.0 (90%)	Standard Deviation 0.59	Difficulty 38/38
------------------------	--------------------------------	----------------------------	---------------------

ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	54.85%	1,656
Agree	4/5	41.14%	1,242
Neither agree nor disagree	3/5	3.64%	110
Disagree	2/5	0.23%	7
Strongly disagree	1/5	0.13%	4
<b>TOTAL</b>			<b>3,019</b>

## Q28 Rate how strongly you agree with the following statement: DOCJT facilities are conducive to learning and training.

Answered: 3,019 Skipped: 524



### QUIZ STATISTICS

Percent Correct  
40%

Average Score  
4.4/5.0 (88%)

Standard Deviation  
0.62

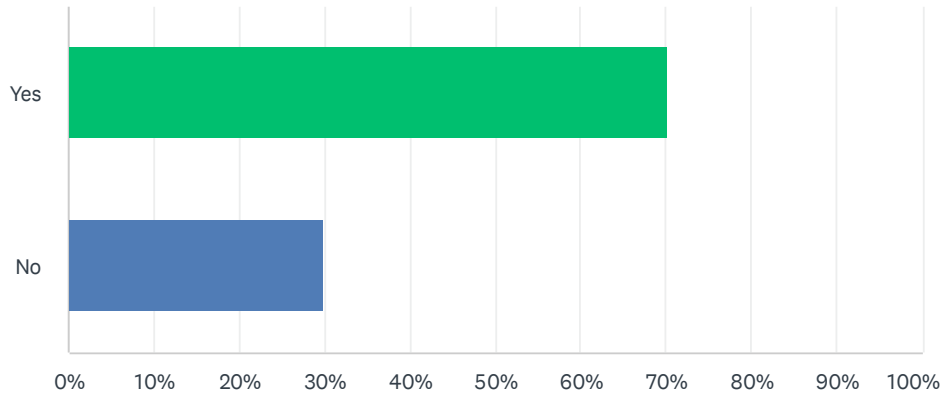
Difficulty  
36/38

ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	47.07%	1,421
Agree	4/5	47.17%	1,424
Neither agree nor disagree	3/5	5.33%	161
Disagree	2/5	0.30%	9
Strongly disagree	1/5	0.13%	4
<b>TOTAL</b>			<b>3,019</b>



## Q29 DOCJT does not own an independent dining facility. Would you utilize a DOCJT owned dining facility?

Answered: 2,995 Skipped: 548



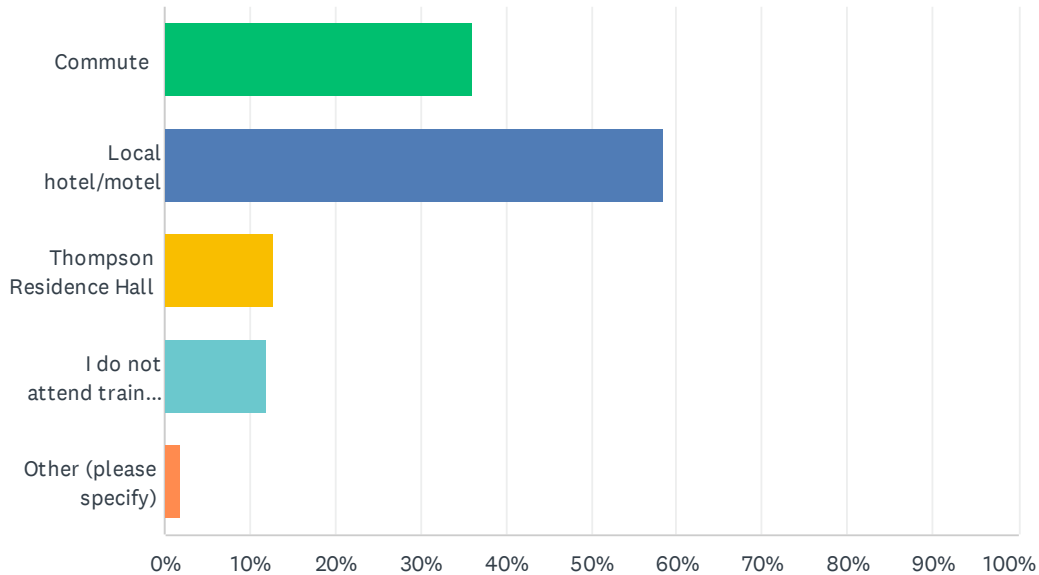
### QUIZ STATISTICS

Percent Correct 59%	Average Score 1.7/2.0 (85%)	Standard Deviation 0.46	Difficulty 33/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Yes	2/2	70.08%	2,099
No	1/2	29.92%	896
<b>TOTAL</b>			<b>2,995</b>

### Q30 When attending training at DOCJT in Richmond, which do you prefer? Select all that apply.

Answered: 3,019 Skipped: 524



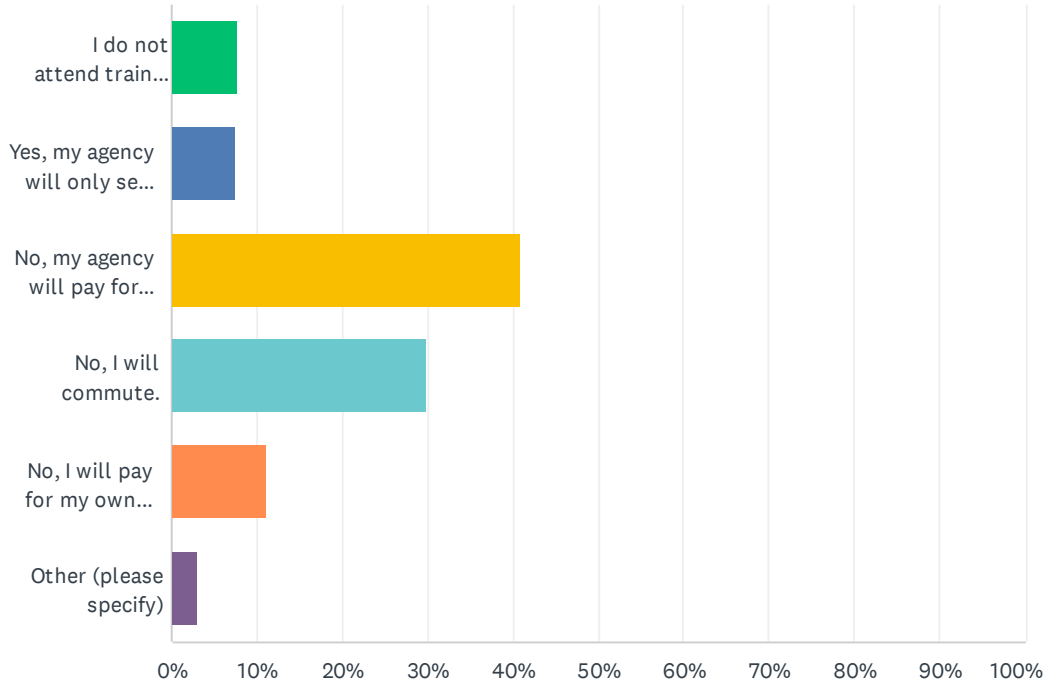
#### QUIZ STATISTICS

Percent Correct 0%	Average Score 3.6/10.0 (36%)	Standard Deviation 1.63	Difficulty 1/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Commute	4/10	36.07%	1,089
✓ Local hotel/motel	3/10	58.33%	1,761
✓ Thompson Residence Hall	2/10	12.75%	385
✓ I do not attend training in Richmond.	1/10	11.86%	358
Other (please specify)	--	2.02%	61
<b>Total Respondents: 3,019</b>			

## Q31 Does the availability of a room in Thompson Residence Hall determine if you attend training in Richmond?

Answered: 3,019 Skipped: 524



### QUIZ STATISTICS

Percent Correct 6%	Average Score 2.3/4.0 (58%)	Standard Deviation 1.03	Difficulty 5/38
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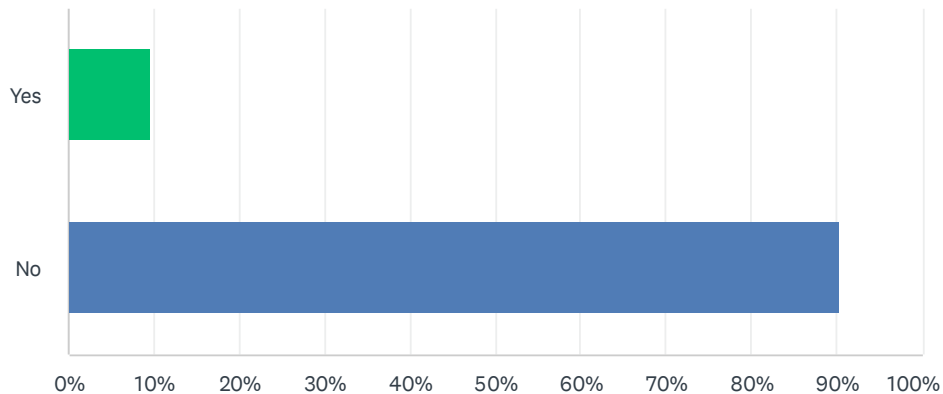
ANSWER CHOICES	SCORE	RESPONSES
I do not attend training in Richmond.	0/4	7.59% 229
✓ Yes, my agency will only send me to Richmond if a dorm room is available.	4/4	7.55% 228
No, my agency will pay for a hotel/motel room.	3/4	40.87% 1,234
No, I will commute.	2/4	29.84% 901
No, I will pay for my own hotel/motel room.	1/4	11.13% 336
Other (please specify)	--	3.01% 91
<b>TOTAL</b>		<b>3,019</b>

**Q32 Please provide recommendations for improvement to DOCJT facilities.**

Answered: 389 Skipped: 3,154

### Q33 Have you stayed in the Thompson Residence Hall since January 1, 2021?

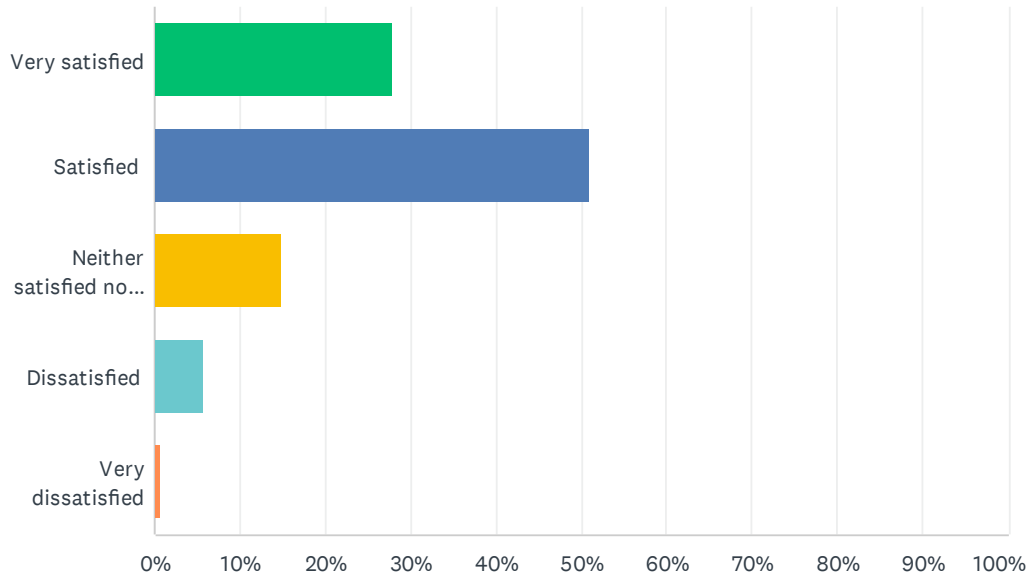
Answered: 3,019 Skipped: 524



ANSWER CHOICES	RESPONSES	
Yes	9.57%	289
No	90.43%	2,730
<b>TOTAL</b>		<b>3,019</b>

## Q34 How satisfied were you with the accommodations provided in the Thompson Residence Hall?

Answered: 283 Skipped: 3,260



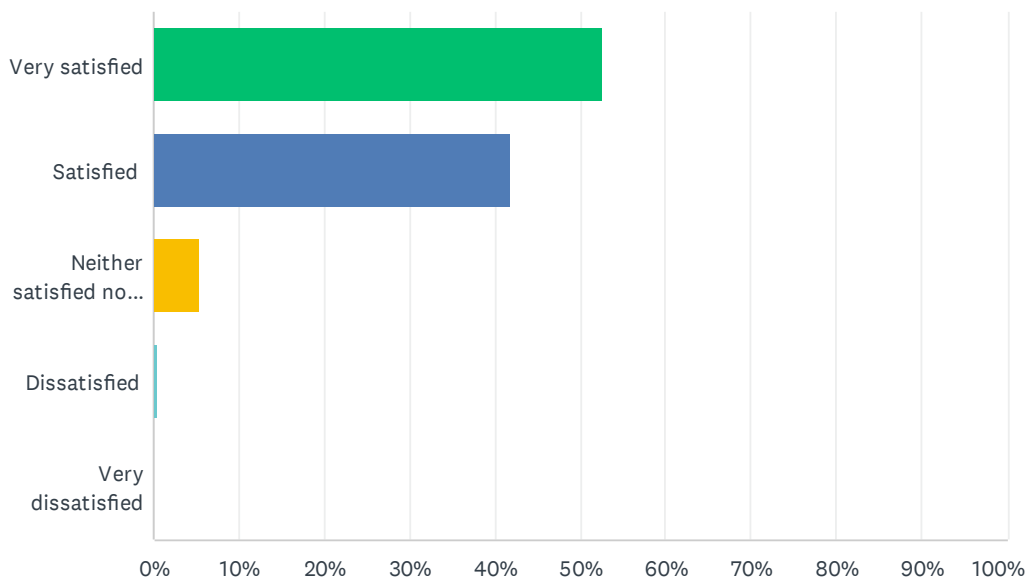
### QUIZ STATISTICS

Percent Correct 2%	Average Score 4.0/5.0 (80%)	Standard Deviation 0.85	Difficulty 22/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Very satisfied	5/5	27.92%	79
Satisfied	4/5	50.88%	144
Neither satisfied nor dissatisfied	3/5	14.84%	42
Dissatisfied	2/5	5.65%	16
Very dissatisfied	1/5	0.71%	2
<b>TOTAL</b>			<b>283</b>

## Q35 How satisfied were you with the staff in Thompson Residence Hall?

Answered: 283 Skipped: 3,260



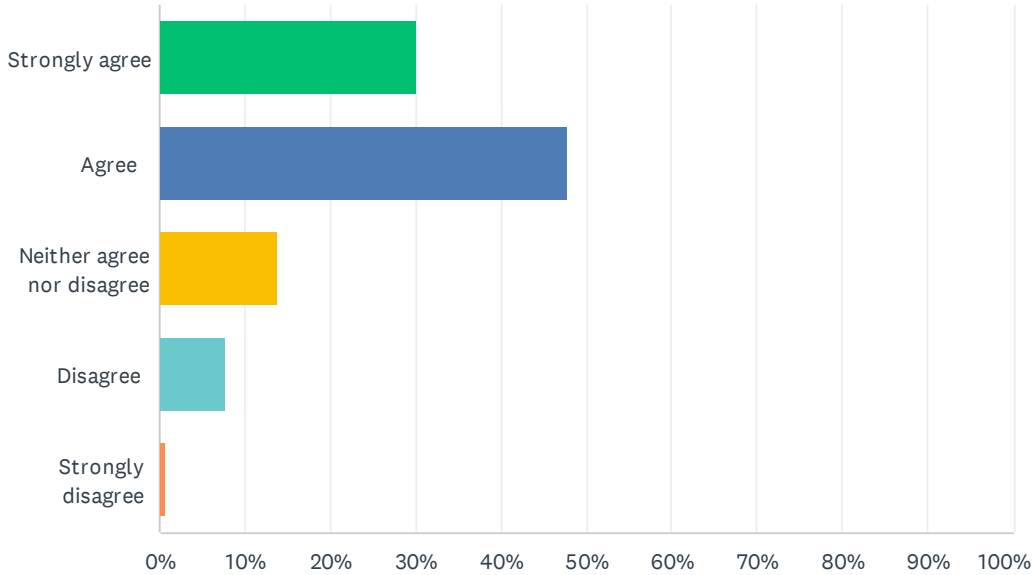
### QUIZ STATISTICS

Percent Correct 4%	Average Score 4.5/5.0 (89%)	Standard Deviation 0.61	Difficulty 37/38
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ANSWER CHOICES	SCORE	RESPONSES
✓ Very satisfied	5/5	52.65% 149
Satisfied	4/5	41.70% 118
Neither satisfied nor dissatisfied	3/5	5.30% 15
Dissatisfied	2/5	0.35% 1
Very dissatisfied	1/5	0.00% 0
<b>TOTAL</b>		<b>283</b>

### Q36 Rate how strongly you agree with the following statement: Thompson Residence Hall provides adequate amenities (e.g., vending, laundry, technology, recreation room).

Answered: 283 Skipped: 3,260



#### QUIZ STATISTICS

Percent Correct 2%	Average Score 4.0/5.0 (80%)	Standard Deviation 0.90	Difficulty 21/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	30.04%	85
Agree	4/5	47.70%	135
Neither agree nor disagree	3/5	13.78%	39
Disagree	2/5	7.77%	22
Strongly disagree	1/5	0.71%	2
<b>TOTAL</b>			<b>283</b>

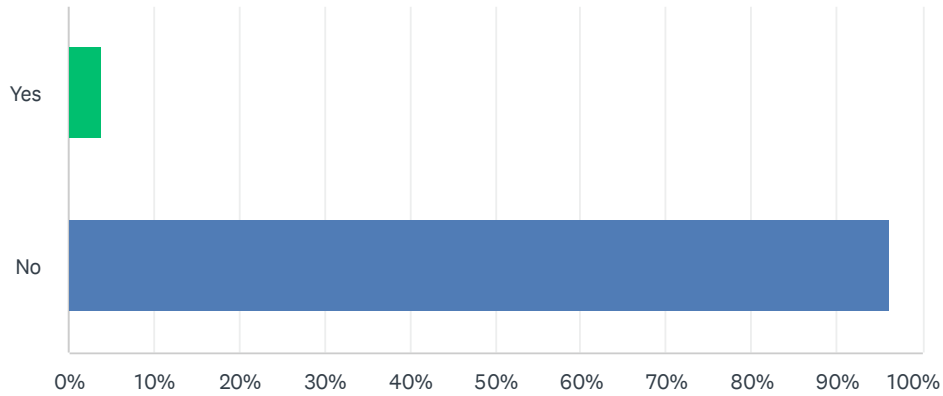


**Q37 Please provide recommendations for improvements to the Thompson  
Residence Hall.**

Answered: 46 Skipped: 3,497

### Q38 Do you have an ADA accommodation that needs to be met during training?

Answered: 3,004 Skipped: 539



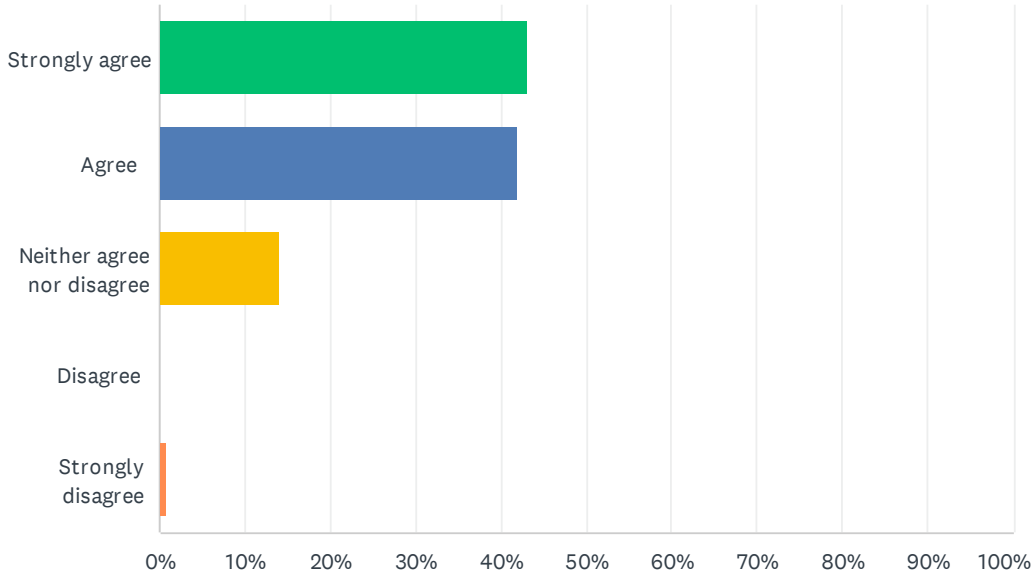
QUIZ STATISTICS			
Percent Correct 3%	Average Score 1.0/2.0 (52%)	Standard Deviation 0.19	Difficulty 3/38

ANSWER CHOICES	SCORE	RESPONSES	
✓ Yes	2/2	3.79%	114
No	1/2	96.21%	2,890
<b>TOTAL</b>			<b>3,004</b>

### Q39 Rate how strongly you agree with the following statement: DOCJT facilities (e.g., doorways, restrooms, elevators, etc.) meet my ADA requirements.

Answered: 114 Skipped: 3,429



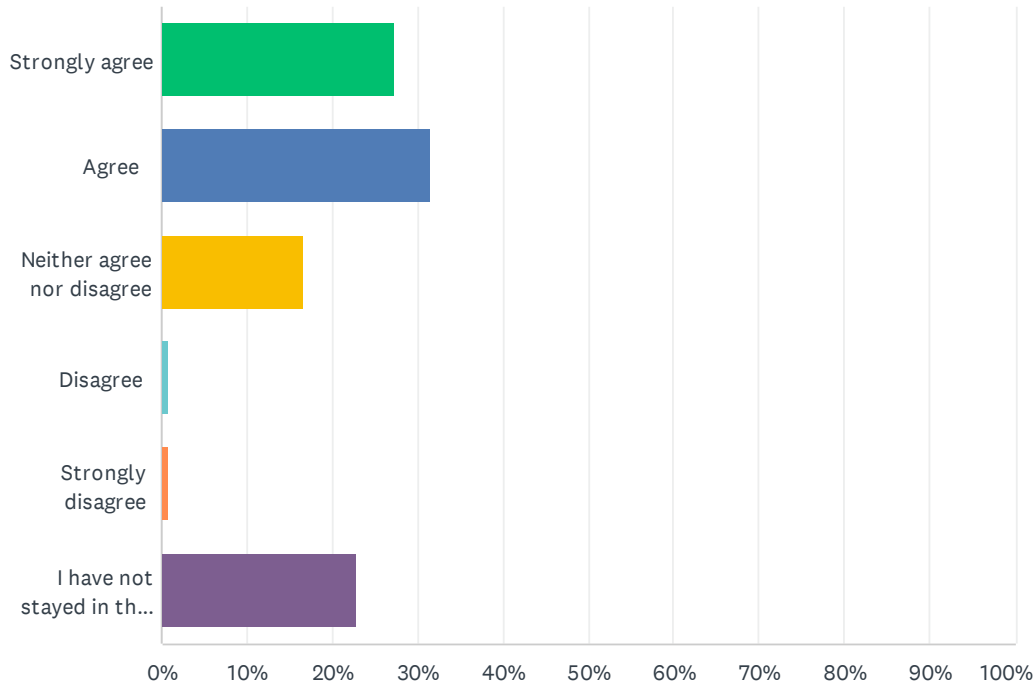
#### QUIZ STATISTICS

Percent Correct 1%	Average Score 4.3/5.0 (85%)	Standard Deviation 0.76	Difficulty 34/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	42.98%	49
Agree	4/5	42.11%	48
Neither agree nor disagree	3/5	14.04%	16
Disagree	2/5	0.00%	0
Strongly disagree	1/5	0.88%	1
<b>TOTAL</b>			<b>114</b>

## Q40 Rate how strongly you agree with the following statement: The Thompson Residence Hall meets my ADA requirements.

Answered: 114 Skipped: 3,429



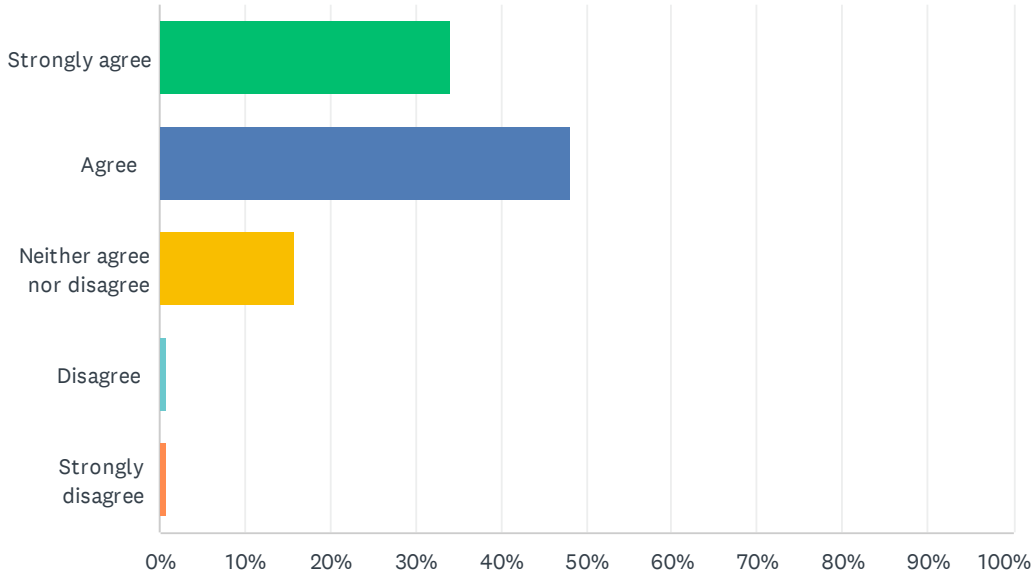
### QUIZ STATISTICS

Percent Correct 1%	Average Score 3.1/5.0 (63%)	Standard Deviation 1.87	Difficulty 8/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	27.19%	31
Agree	4/5	31.58%	36
Neither agree nor disagree	3/5	16.67%	19
Disagree	2/5	0.88%	1
Strongly disagree	1/5	0.88%	1
I have not stayed in the Thompson Residence Hall since January 1, 2021.	0/5	22.81%	26
<b>TOTAL</b>			<b>114</b>

### Q41 Rate how strongly you agree with the following statement: The training equipment and technology used by DOCJT meets my ADA requirements.

Answered: 114 Skipped: 3,429



#### QUIZ STATISTICS

Percent Correct 1%	Average Score 4.1/5.0 (83%)	Standard Deviation 0.77	Difficulty 30/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	34.21%	39
Agree	4/5	48.25%	55
Neither agree nor disagree	3/5	15.79%	18
Disagree	2/5	0.88%	1
Strongly disagree	1/5	0.88%	1
<b>TOTAL</b>			<b>114</b>

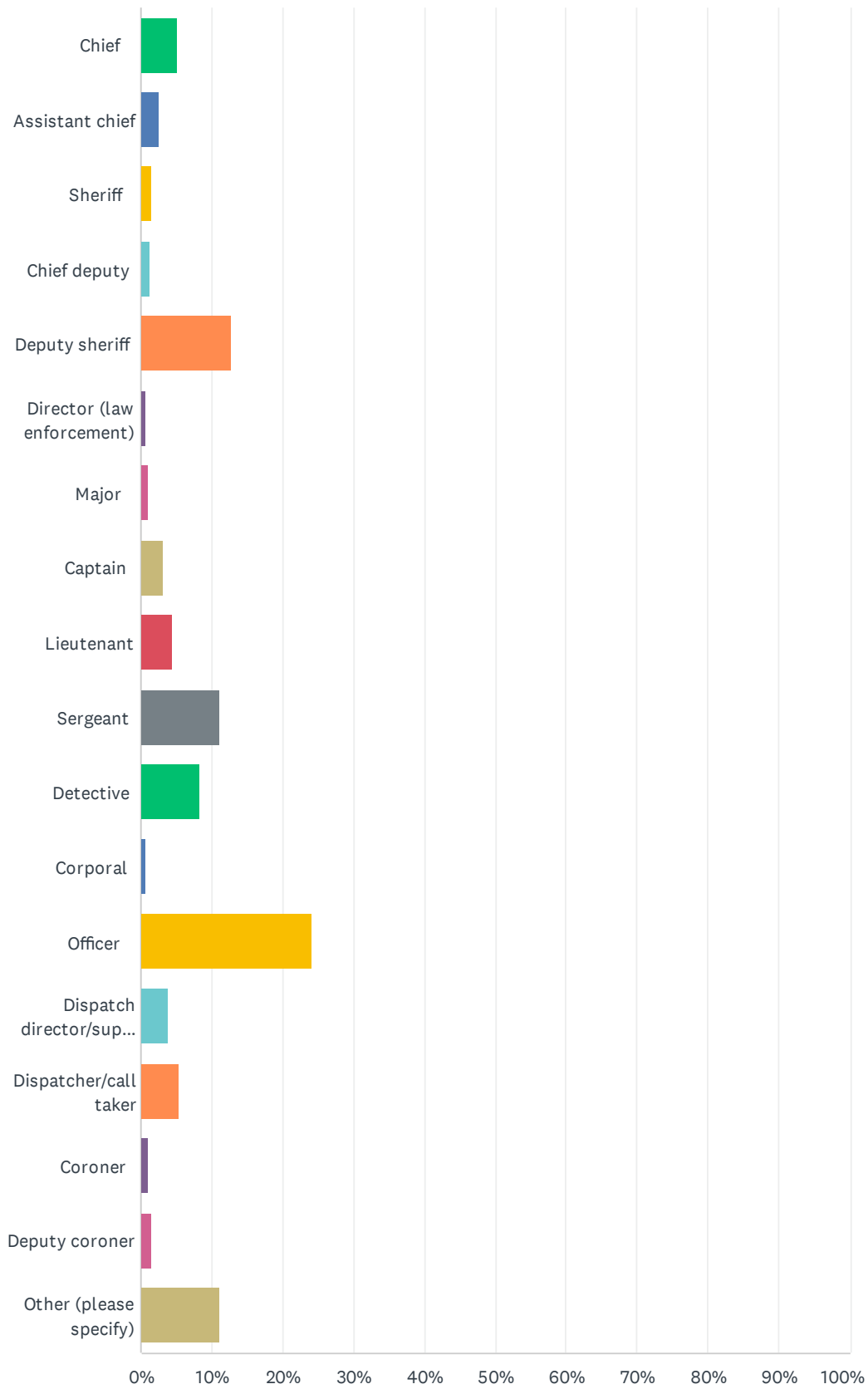
## Q42 Additional comments regarding ADA accommodations.

Answered: 17 Skipped: 3,526

**Q43 Which of the following best describes your current assignment/rank?**

Answered: 2,996 Skipped: 547

# Department of Criminal Justice Training 2023 Client Survey & Needs Assessment



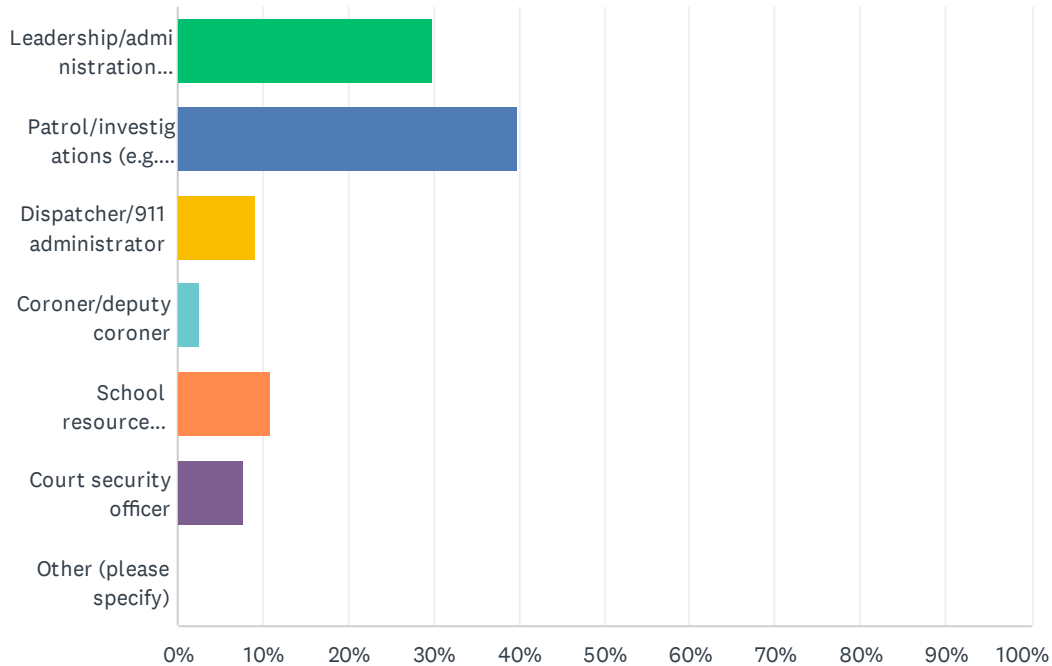


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Chief	5.14%	154
Assistant chief	2.47%	74
Sheriff	1.54%	46
Chief deputy	1.37%	41
Deputy sheriff	12.85%	385
Director (law enforcement)	0.73%	22
Major	1.07%	32
Captain	3.10%	93
Lieutenant	4.44%	133
Sergeant	11.15%	334
Detective	8.41%	252
Corporal	0.63%	19
Officer	24.20%	725
Dispatch director/supervisor	3.81%	114
Dispatcher/call taker	5.37%	161
Coroner	1.00%	30
Deputy coroner	1.54%	46
Other (please specify)	11.18%	335
<b>TOTAL</b>		<b>2,996</b>

## Q44 Which of the following best describes your current primary job responsibility?

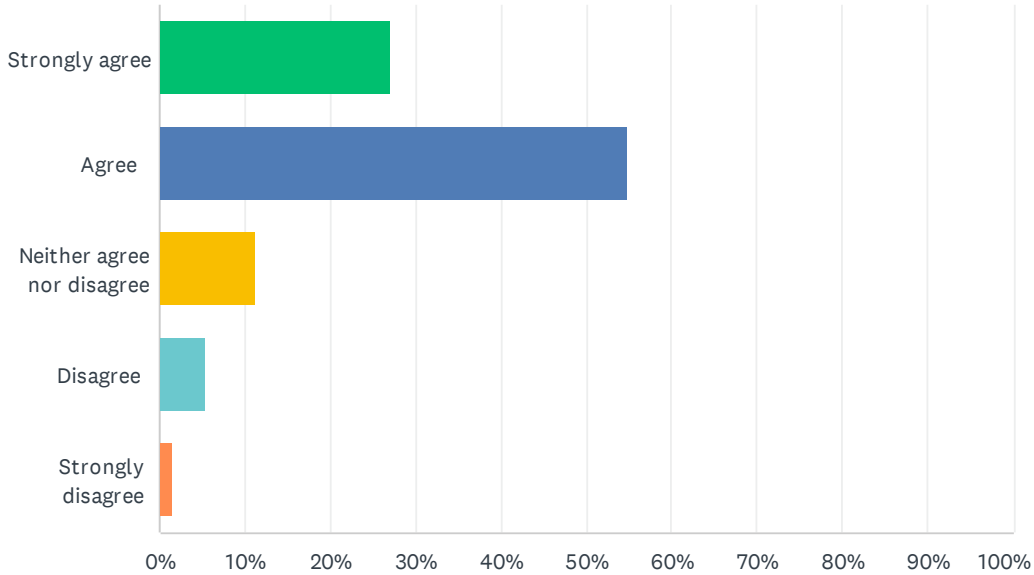
Answered: 2,996 Skipped: 547



ANSWER CHOICES	RESPONSES	
Leadership/administration (e.g., sergeant, lieutenant, captain, major, colonel, director, chief, sheriff)	29.84%	894
Patrol/investigations (e.g., officer, deputy, corporal, detective, investigator)	39.95%	1,197
Dispatcher/911 administrator	9.11%	273
Coroner/deputy coroner	2.57%	77
School resource officer	10.78%	323
Court security officer	7.74%	232
Other (please specify)	0.00%	0
<b>TOTAL</b>		<b>2,996</b>

## Q45 Rate how strongly you agree with the following statement: DOCJT meets the overall training needs of my agency.

Answered: 874 Skipped: 2,669



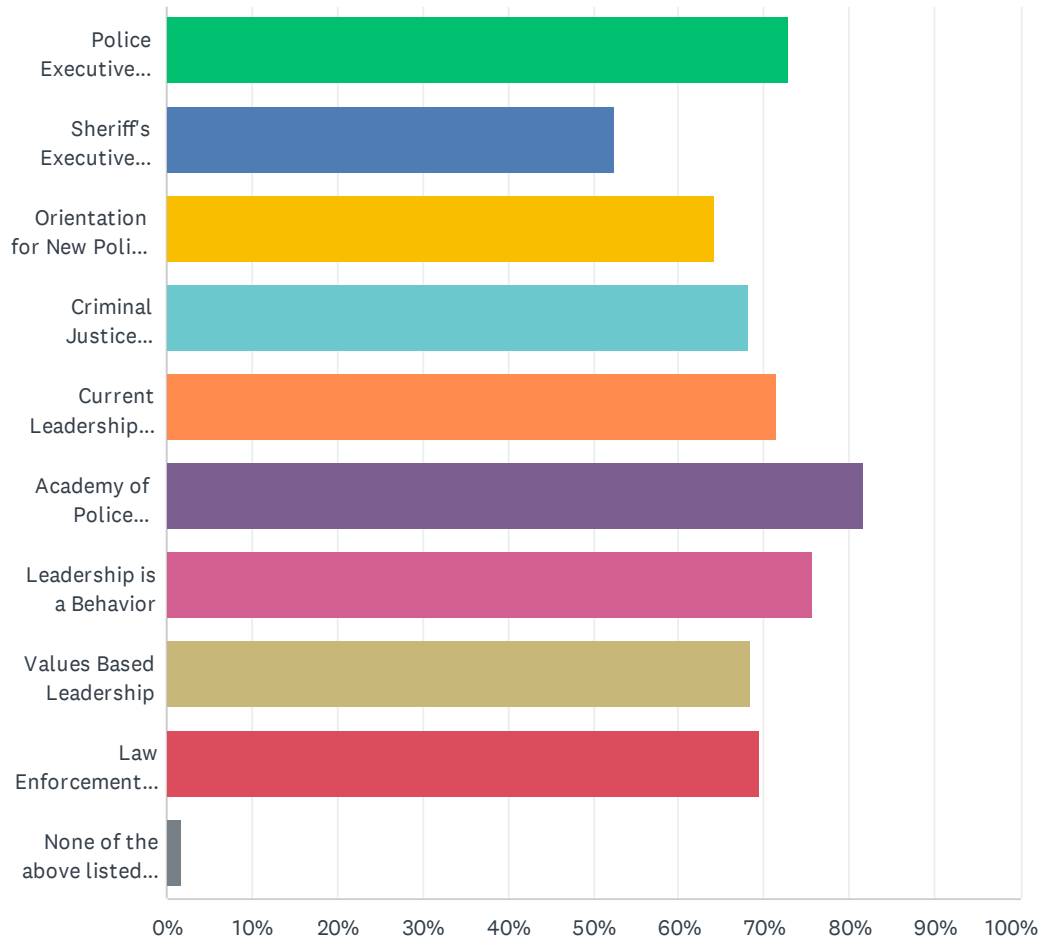
### QUIZ STATISTICS

Percent Correct 7%	Average Score 4.0/5.0 (80%)	Standard Deviation 0.86	Difficulty 23/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	27.12%	237
Agree	4/5	54.69%	478
Neither agree nor disagree	3/5	11.33%	99
Disagree	2/5	5.38%	47
Strongly disagree	1/5	1.49%	13
<b>TOTAL</b>			<b>874</b>

### Q46 DOCJT should continue to offer the following leadership training courses. Select all that apply.

Answered: 874 Skipped: 2,669



Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Police Executive Command Course (PECC)	72.88%	637
Sheriff's Executive Command Course	52.40%	458
Orientation for New Police Chiefs/Sheriffs	64.07%	560
Criminal Justice Executive Development (CJED)	68.31%	597
Current Leadership Issues for Mid-Level Executives (CLIME)	71.51%	625
Academy of Police Supervision (APS)	81.58%	713
Leadership is a Behavior	75.63%	661
Values Based Leadership	68.54%	599
Law Enforcement Training Officer	69.57%	608
None of the above listed courses should be continued.	1.60%	14
<b>Total Respondents: 874</b>		

**Q47 From the above list, what recommendations do you have regarding the leadership courses offered by DOCJT?**

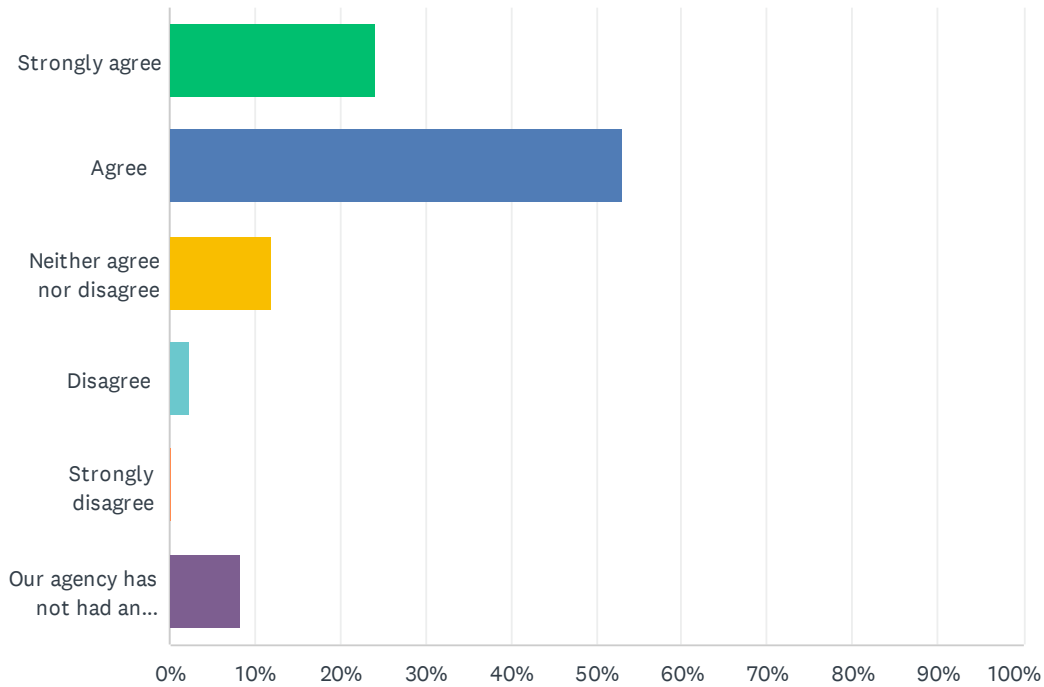
Answered: 238 Skipped: 3,305

# Q48 What leadership topics would you like DOCJT to offer in the future?

Answered: 189 Skipped: 3,354

**Q49 Rate how strongly you agree with the following statement: The content within the Law Enforcement Basic Training Academy appropriately covers all key knowledge and skills a new officer needs to effectively police their community.**

Answered: 874 Skipped: 2,669

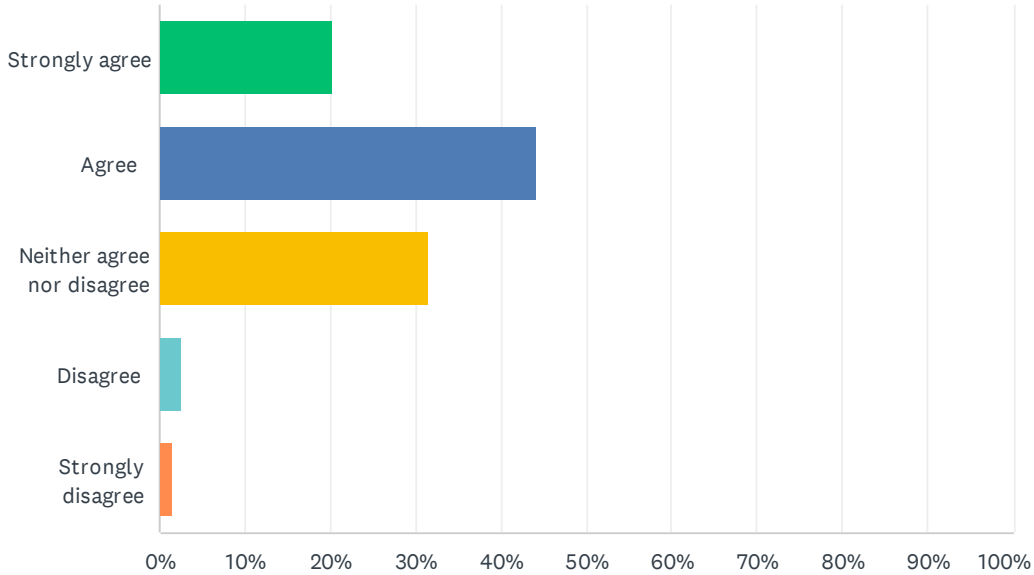


ANSWER CHOICES	RESPONSES	
Strongly agree	24.14%	211
Agree	53.09%	464
Neither agree nor disagree	11.90%	104
Disagree	2.40%	21
Strongly disagree	0.23%	2
Our agency has not had an officer complete basic training in the past two years.	8.24%	72
<b>TOTAL</b>		<b>874</b>



## Q50 Rate how strongly you agree with the following statement: I support having virtual meetings with academy staff prior to and during the Law Enforcement Basic Training Academy.

Answered: 874 Skipped: 2,669



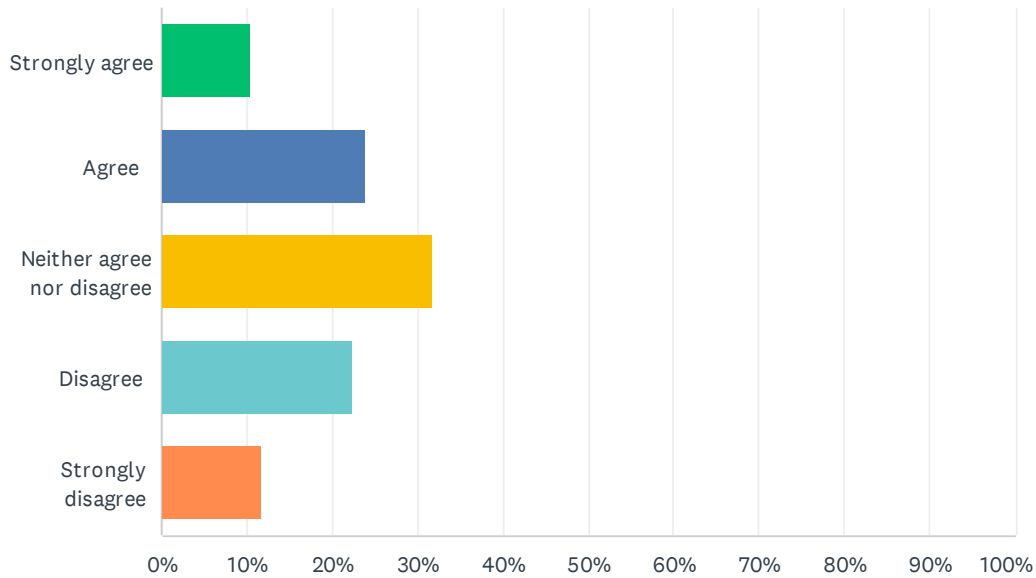
### QUIZ STATISTICS

Percent Correct 5%	Average Score 3.8/5.0 (76%)	Standard Deviation 0.84	Difficulty 16/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	20.25%	177
Agree	4/5	44.16%	386
Neither agree nor disagree	3/5	31.46%	275
Disagree	2/5	2.63%	23
Strongly disagree	1/5	1.49%	13
<b>TOTAL</b>			<b>874</b>

## Q51 Rate how strongly you agree with the following statement: Law Enforcement Basic Training Academy recruits should be allowed to possess a cell phone during training hours.

Answered: 874 Skipped: 2,669



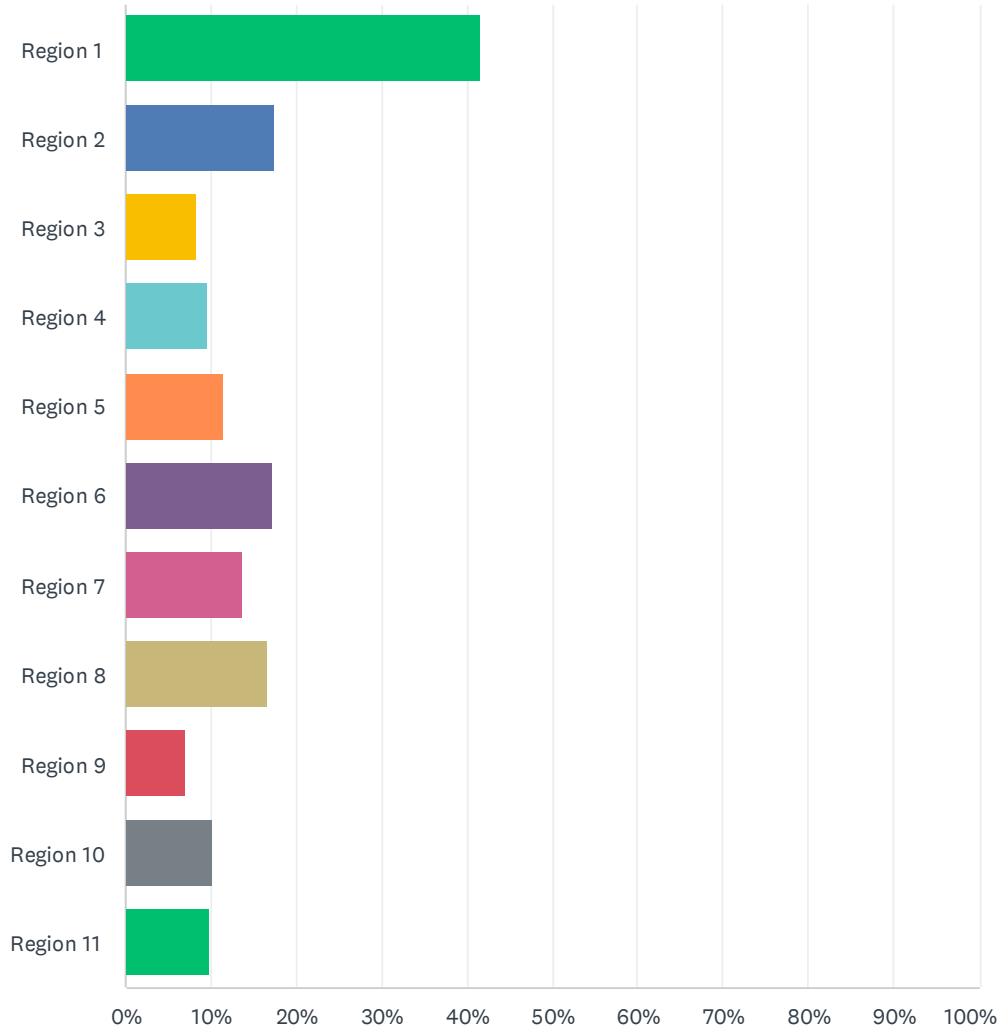
### QUIZ STATISTICS

Percent Correct 3%	Average Score 3.0/5.0 (60%)	Standard Deviation 1.16	Difficulty 6/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	10.41%	91
Agree	4/5	23.80%	208
Neither agree nor disagree	3/5	31.81%	278
Disagree	2/5	22.31%	195
Strongly disagree	1/5	11.67%	102
<b>TOTAL</b>			<b>874</b>

### Q52 Which of the regions shown above would you prefer to attend leadership courses? Select all that apply.

Answered: 873 Skipped: 2,670

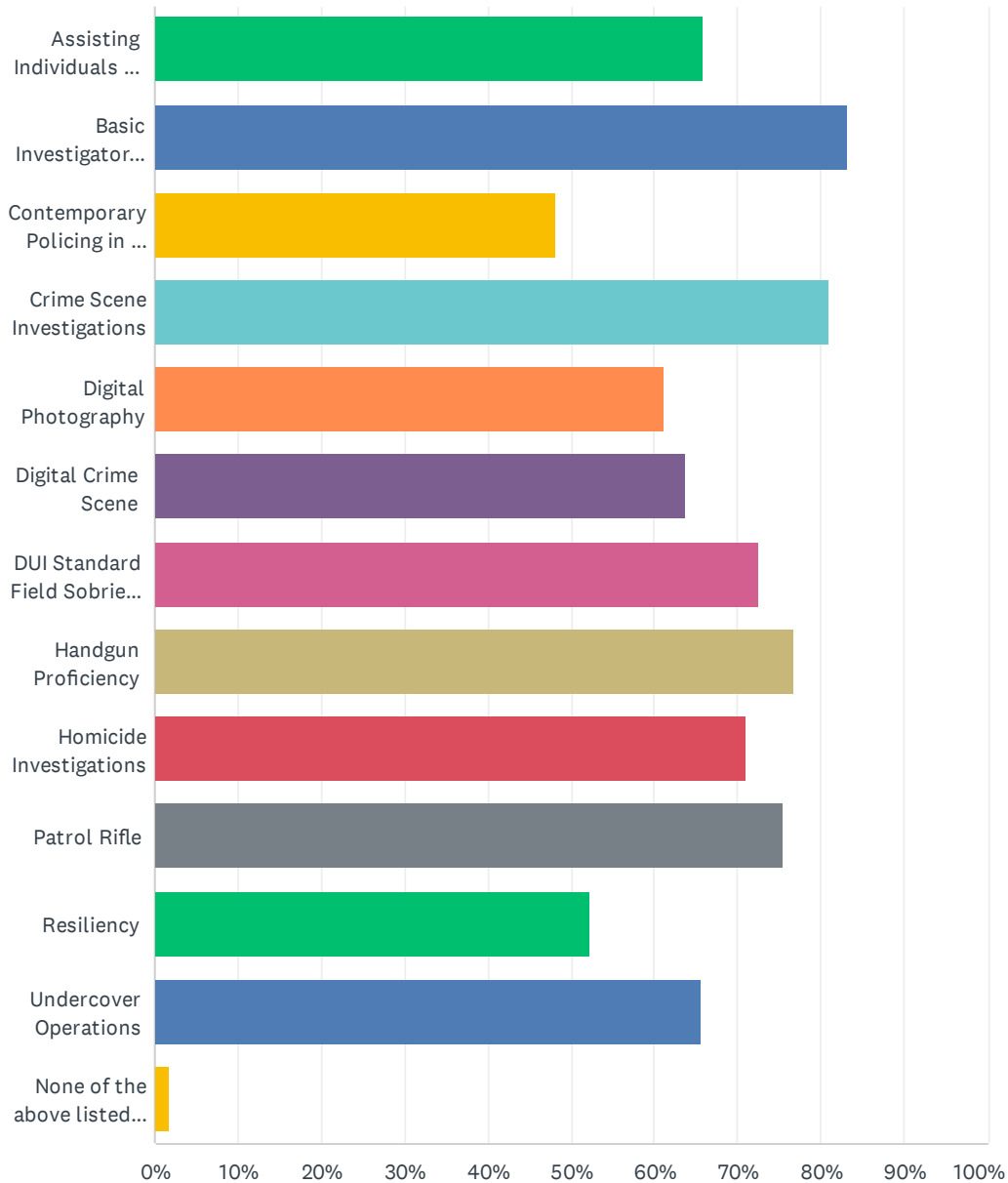


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Region 1	41.58%	363
Region 2	17.53%	153
Region 3	8.36%	73
Region 4	9.51%	83
Region 5	11.57%	101
Region 6	17.18%	150
Region 7	13.75%	120
Region 8	16.61%	145
Region 9	7.10%	62
Region 10	10.31%	90
Region 11	9.85%	86
<b>Total Respondents: 873</b>		

### Q53 DOCJT should continue to offer the following in-service training courses. Select all that apply.

Answered: 1,183 Skipped: 2,360



Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Assisting Individuals In Crisis	65.93%	780
Basic Investigators Course	83.09%	983
Contemporary Policing in the 21st Century	48.10%	569
Crime Scene Investigations	81.07%	959
Digital Photography	61.28%	725
Digital Crime Scene	63.65%	753
DUI Standard Field Sobriety Test	72.44%	857
Handgun Proficiency	76.75%	908
Homicide Investigations	71.01%	840
Patrol Rifle	75.49%	893
Resiliency	52.16%	617
Undercover Operations	65.60%	776
None of the above listed courses should be continued.	1.61%	19
<b>Total Respondents: 1,183</b>		

**Q54 From the courses listed above, what comments do you have about current in-service courses offered by DOCJT?**

Answered: 259 Skipped: 3,284

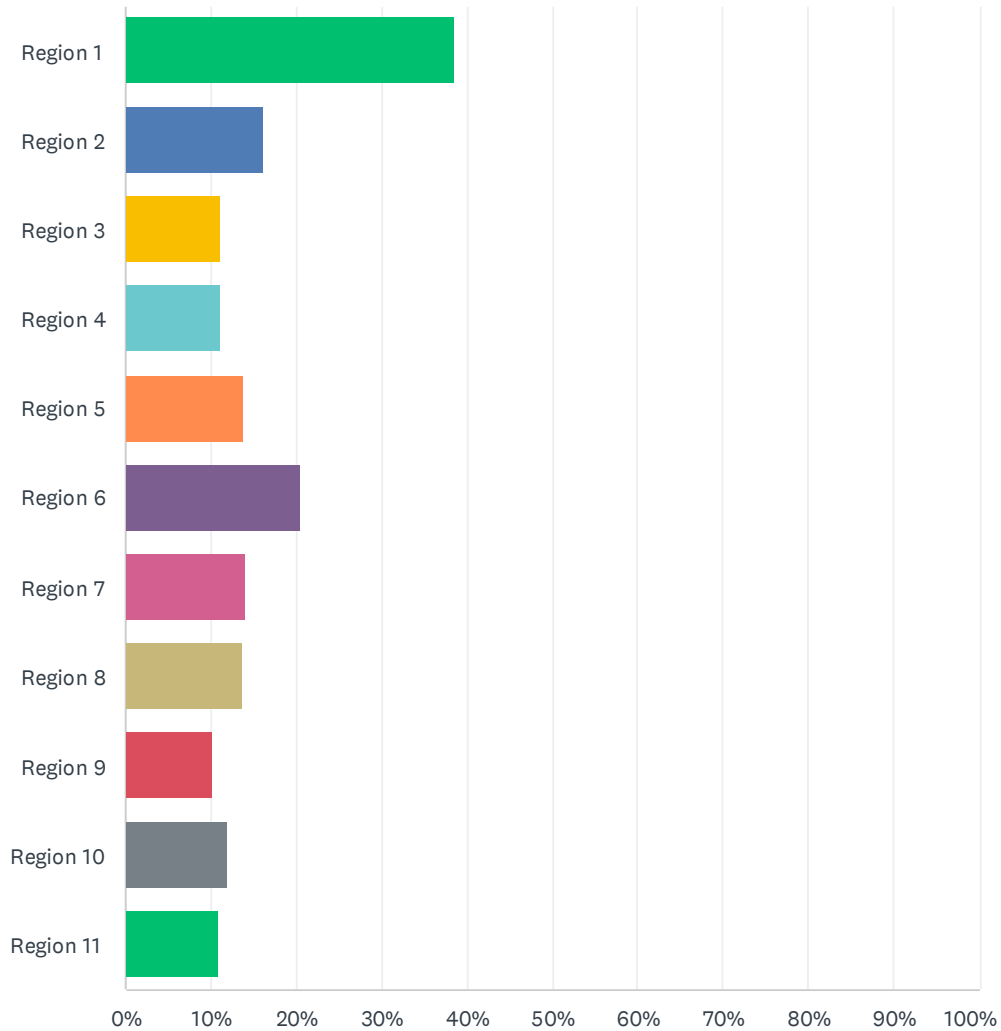
**Q55 What in-service training topics would you like DOCJT to offer in the future?**

Answered: 325 Skipped: 3,218



### Q56 Which of the regions shown above would you prefer to attend in-service courses? Select all that apply.

Answered: 1,180 Skipped: 2,363

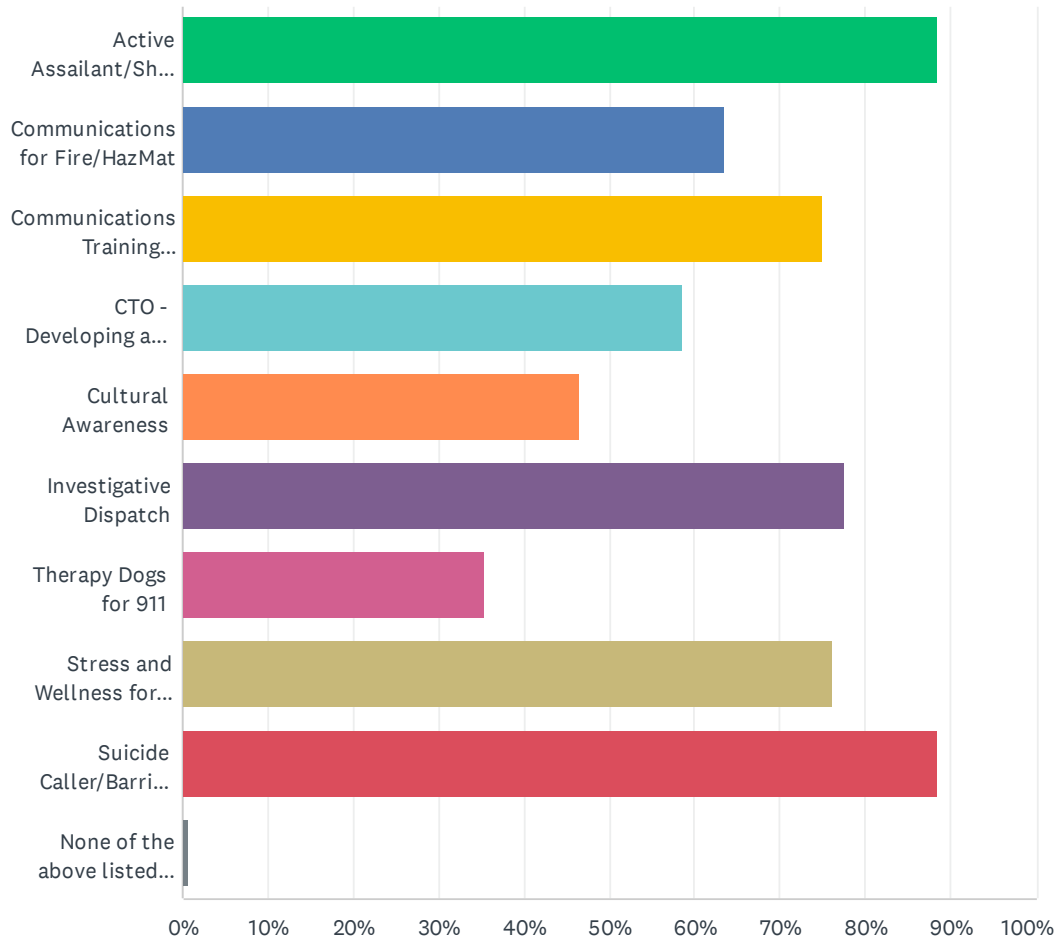


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Region 1	38.64%	456
Region 2	16.10%	190
Region 3	11.10%	131
Region 4	11.02%	130
Region 5	13.90%	164
Region 6	20.51%	242
Region 7	14.15%	167
Region 8	13.56%	160
Region 9	10.34%	122
Region 10	11.95%	141
Region 11	10.85%	128
<b>Total Respondents: 1,180</b>		

### Q57 Which DOCJT dispatch in-service training courses listed below should continue to be taught? Select all that apply.

Answered: 269 Skipped: 3,274



Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

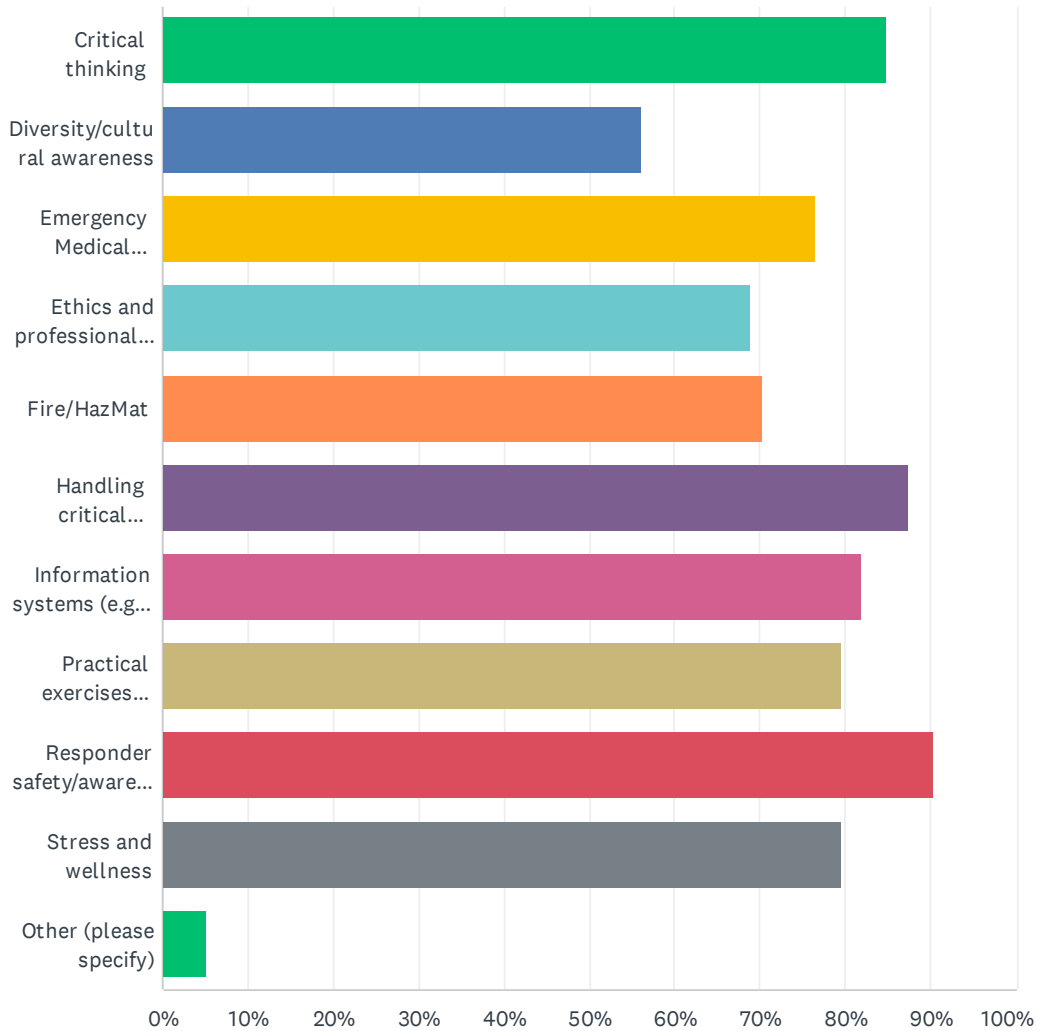
ANSWER CHOICES	RESPONSES	
Active Assailant/Shooter	88.48%	238
Communications for Fire/HazMat	63.57%	171
Communications Training Officer (CTO)	75.09%	202
CTO - Developing a Training Program	58.74%	158
Cultural Awareness	46.47%	125
Investigative Dispatch	77.70%	209
Therapy Dogs for 911	35.32%	95
Stress and Wellness for the Dispatcher	76.21%	205
Suicide Caller/Barricaded Subjects	88.48%	238
None of the above listed courses should be continued.	0.74%	2
<b>Total Respondents: 269</b>		

**Q58 Based on the list above, what recommendations or comments do you have regarding dispatch in-service training courses?**

Answered: 103 Skipped: 3,440

### Q59 Which of the training topics listed below should be included in the Public Safety Dispatch Academy? Select all that apply.

Answered: 269 Skipped: 3,274



Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Critical thinking	84.76%	228
Diversity/cultural awareness	56.13%	151
Emergency Medical Dispatch (EMD)	76.58%	206
Ethics and professional values	68.77%	185
Fire/HazMat	70.26%	189
Handling critical incidents	87.36%	235
Information systems (e.g., CJIS, eWarrants)	81.78%	220
Practical exercises (e.g., radio, telephone)	79.55%	214
Responder safety/awareness	90.33%	243
Stress and wellness	79.55%	214
Other (please specify)	5.20%	14
<b>Total Respondents: 269</b>		

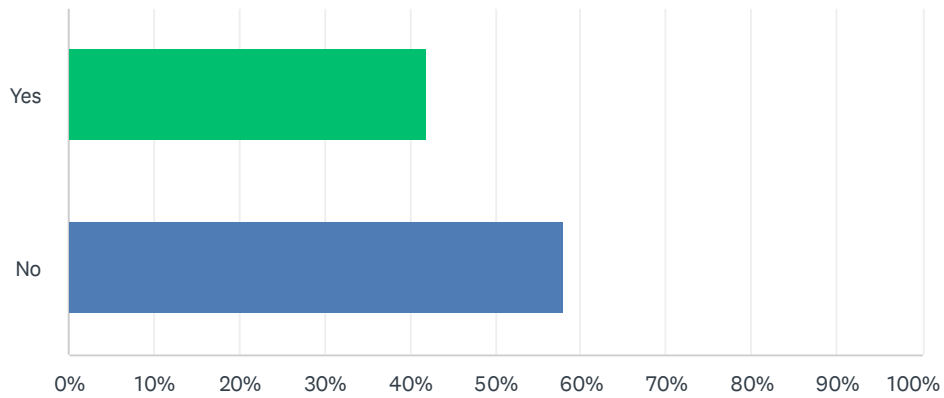
## Q60 What additional dispatch training topics should DOCJT offer in the future?

Answered: 78 Skipped: 3,465



## Q61 Are you a 911 director or dispatch supervisor?

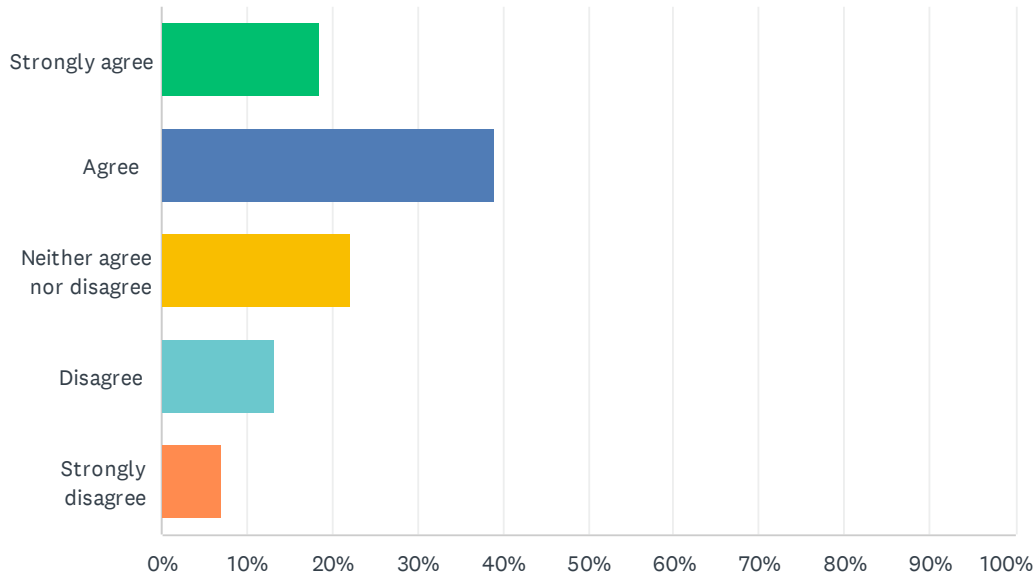
Answered: 269 Skipped: 3,274



ANSWER CHOICES	RESPONSES	
Yes	42.01%	113
No	57.99%	156
<b>TOTAL</b>		<b>269</b>

## Q62 Rate how strongly you agree with the following statement: DOCJT meets the overall training needs of my agency.

Answered: 113 Skipped: 3,430



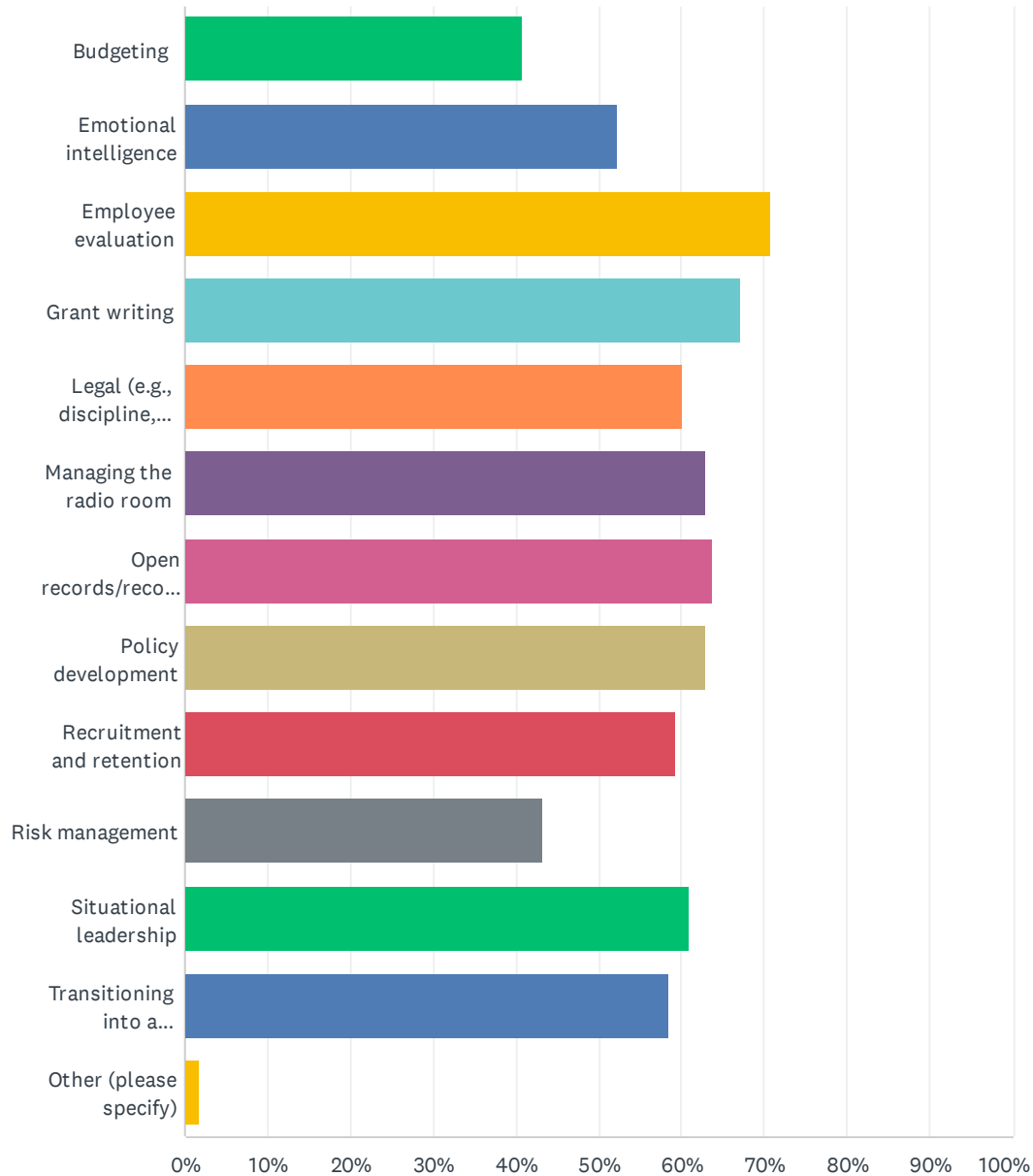
### QUIZ STATISTICS

Percent Correct 1%	Average Score 3.5/5.0 (70%)	Standard Deviation 1.15	Difficulty 13/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	18.58%	21
Agree	4/5	38.94%	44
Neither agree nor disagree	3/5	22.12%	25
Disagree	2/5	13.27%	15
Strongly disagree	1/5	7.08%	8
<b>TOTAL</b>			<b>113</b>

### Q63 Which of the following leadership topics would you be interested in learning more about? Select all that apply.

Answered: 113 Skipped: 3,430

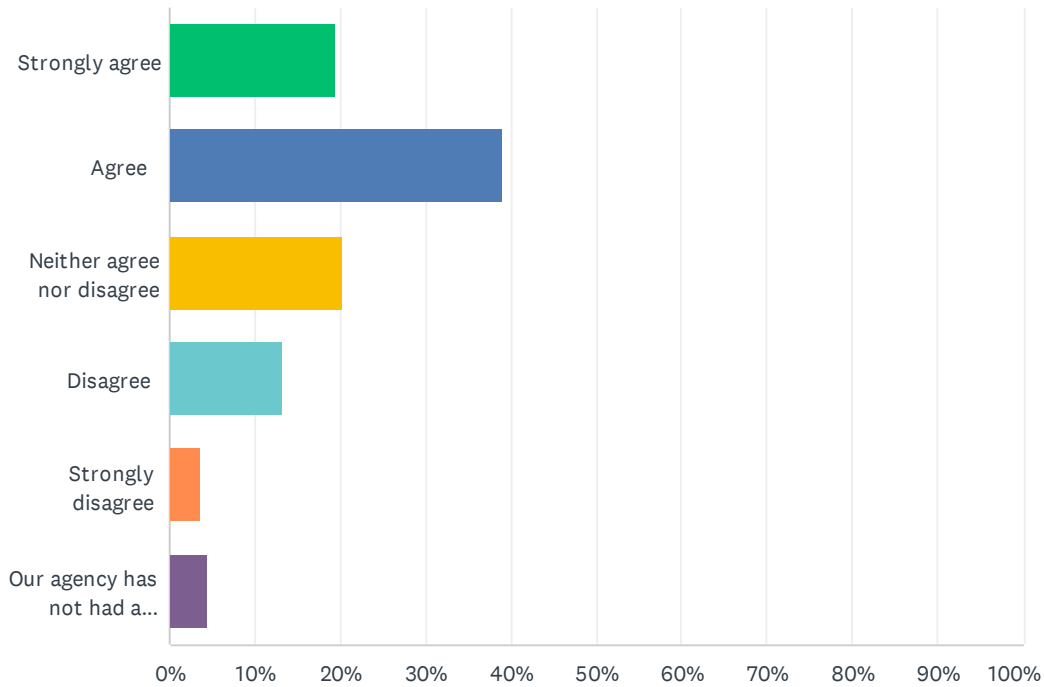


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Budgeting	40.71%	46
Emotional intelligence	52.21%	59
Employee evaluation	70.80%	80
Grant writing	67.26%	76
Legal (e.g., discipline, liability)	60.18%	68
Managing the radio room	62.83%	71
Open records/records retention	63.72%	72
Policy development	62.83%	71
Recruitment and retention	59.29%	67
Risk management	43.36%	49
Situational leadership	61.06%	69
Transitioning into a leadership position	58.41%	66
Other (please specify)	1.77%	2
<b>Total Respondents: 113</b>		

**Q64 Rate how strongly you agree with the following statement: The content within the Public Safety Dispatch Academy appropriately covers all key knowledge and skills a new dispatcher need to effectively fulfill their job duties.**

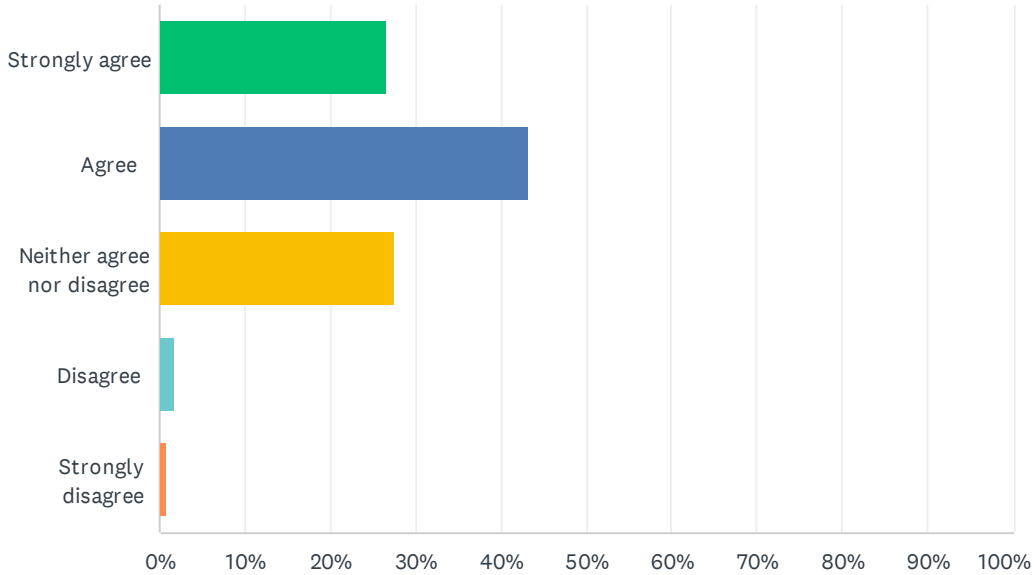
Answered: 113 Skipped: 3,430



ANSWER CHOICES	RESPONSES	
Strongly agree	19.47%	22
Agree	38.94%	44
Neither agree nor disagree	20.35%	23
Disagree	13.27%	15
Strongly disagree	3.54%	4
Our agency has not had a dispatcher complete academy training in the past two years.	4.42%	5
<b>TOTAL</b>		<b>113</b>

**Q65 Rate how strongly you agree with the following statement: I support having virtual meetings with academy staff prior to and during the Public Safety Dispatch Academy when my agency has a student enrolled.**

Answered: 113 Skipped: 3,430



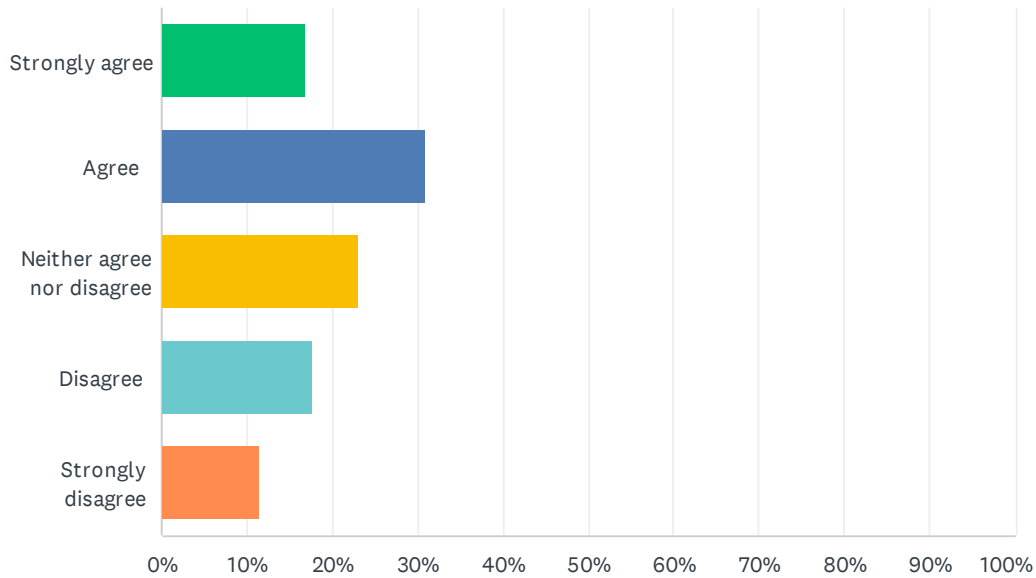
**QUIZ STATISTICS**

Percent Correct 1%	Average Score 3.9/5.0 (79%)	Standard Deviation 0.83	Difficulty 18/38
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ANSWER CHOICES	SCORE	RESPONSES
✓ Strongly agree	5/5	26.55% 30
Agree	4/5	43.36% 49
Neither agree nor disagree	3/5	27.43% 31
Disagree	2/5	1.77% 2
Strongly disagree	1/5	0.88% 1
<b>TOTAL</b>		<b>113</b>

## Q66 Rate how strongly you agree with the following statement: Public Safety Dispatch Academy students should be allowed to possess a cell phone during training hours.

Answered: 113 Skipped: 3,430



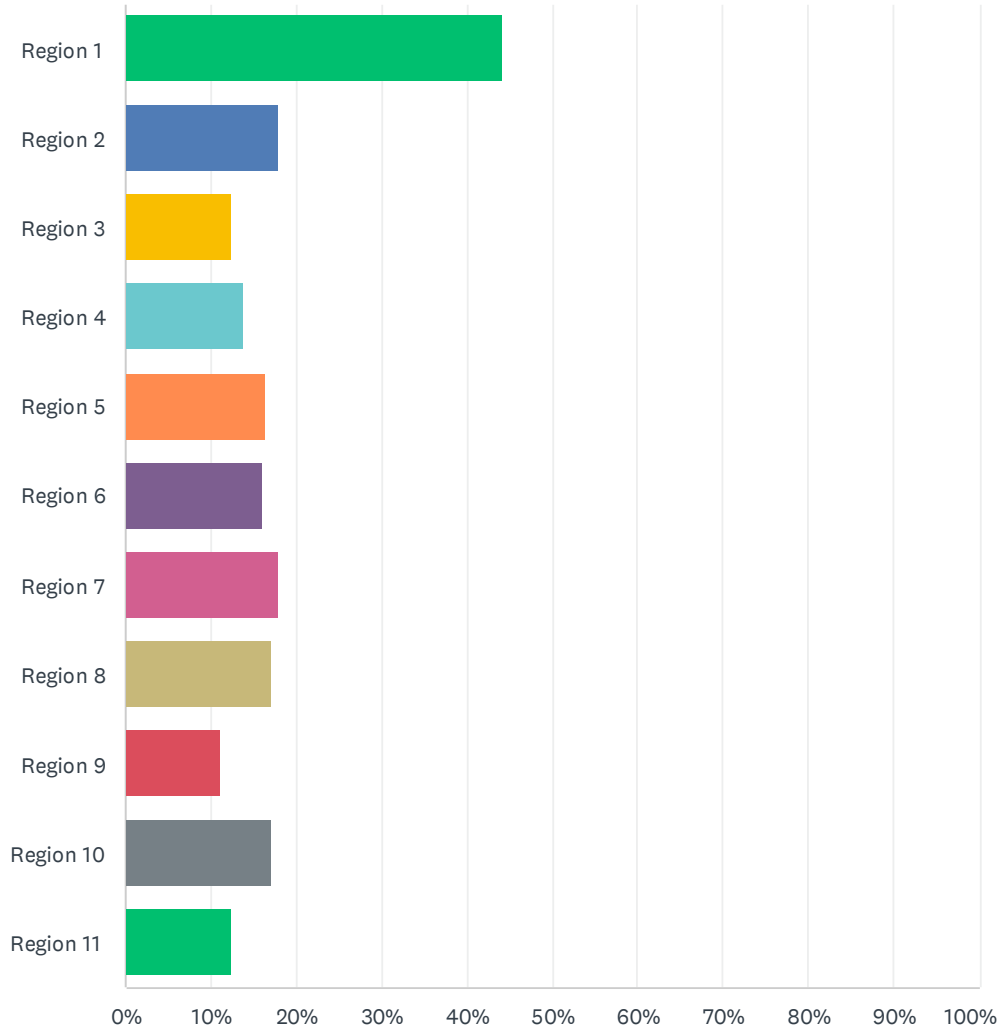
### QUIZ STATISTICS

Percent Correct 1%	Average Score 3.2/5.0 (65%)	Standard Deviation 1.26	Difficulty 9/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	16.81%	19
Agree	4/5	30.97%	35
Neither agree nor disagree	3/5	23.01%	26
Disagree	2/5	17.70%	20
Strongly disagree	1/5	11.50%	13
<b>TOTAL</b>			<b>113</b>

### Q67 Which of the regions shown above would you prefer to attend dispatch training courses? Select all that apply.

Answered: 269 Skipped: 3,274



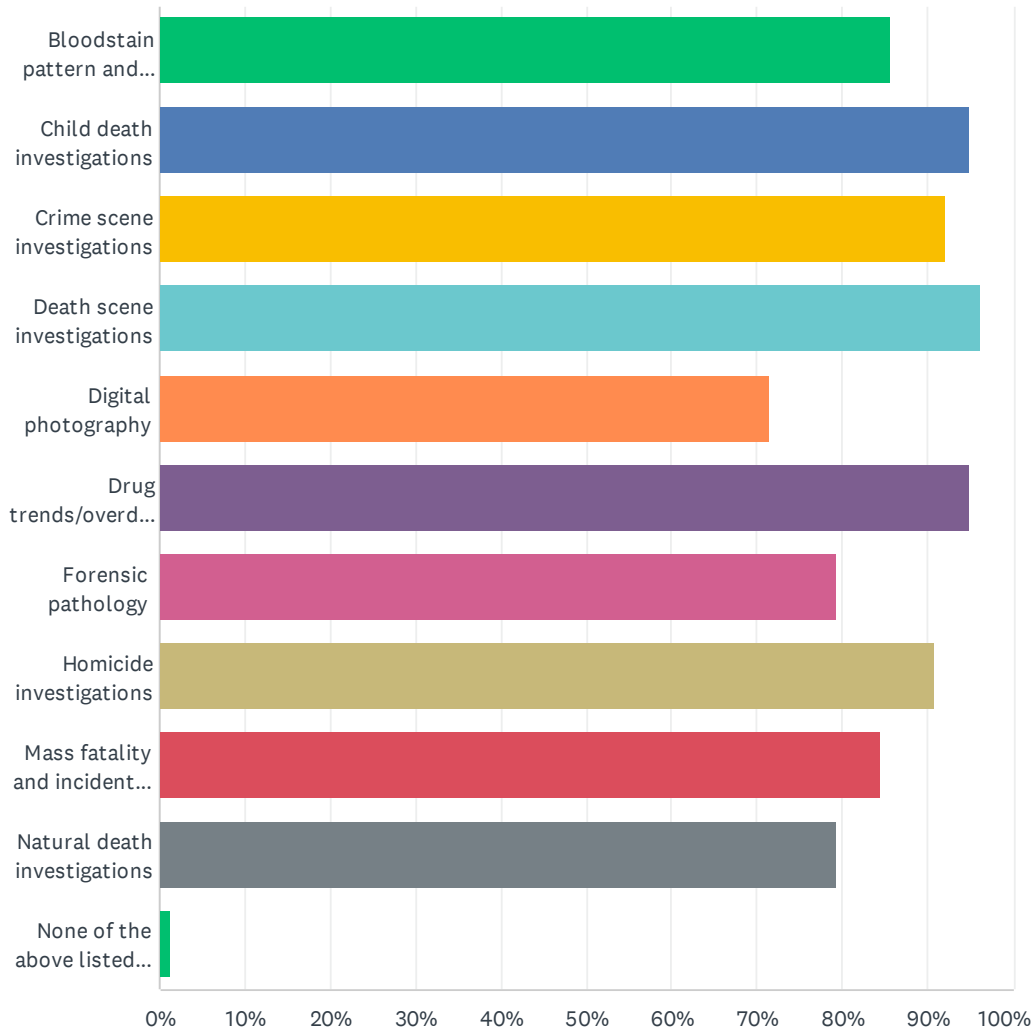


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Region 1	44.24%	119
Region 2	17.84%	48
Region 3	12.27%	33
Region 4	13.75%	37
Region 5	16.36%	44
Region 6	15.99%	43
Region 7	17.84%	48
Region 8	17.10%	46
Region 9	11.15%	30
Region 10	17.10%	46
Region 11	12.27%	33
<b>Total Respondents: 269</b>		

### Q68 Which coroner training courses listed below should DOCJT continue to offer? Select all that apply.

Answered: 77 Skipped: 3,466



Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

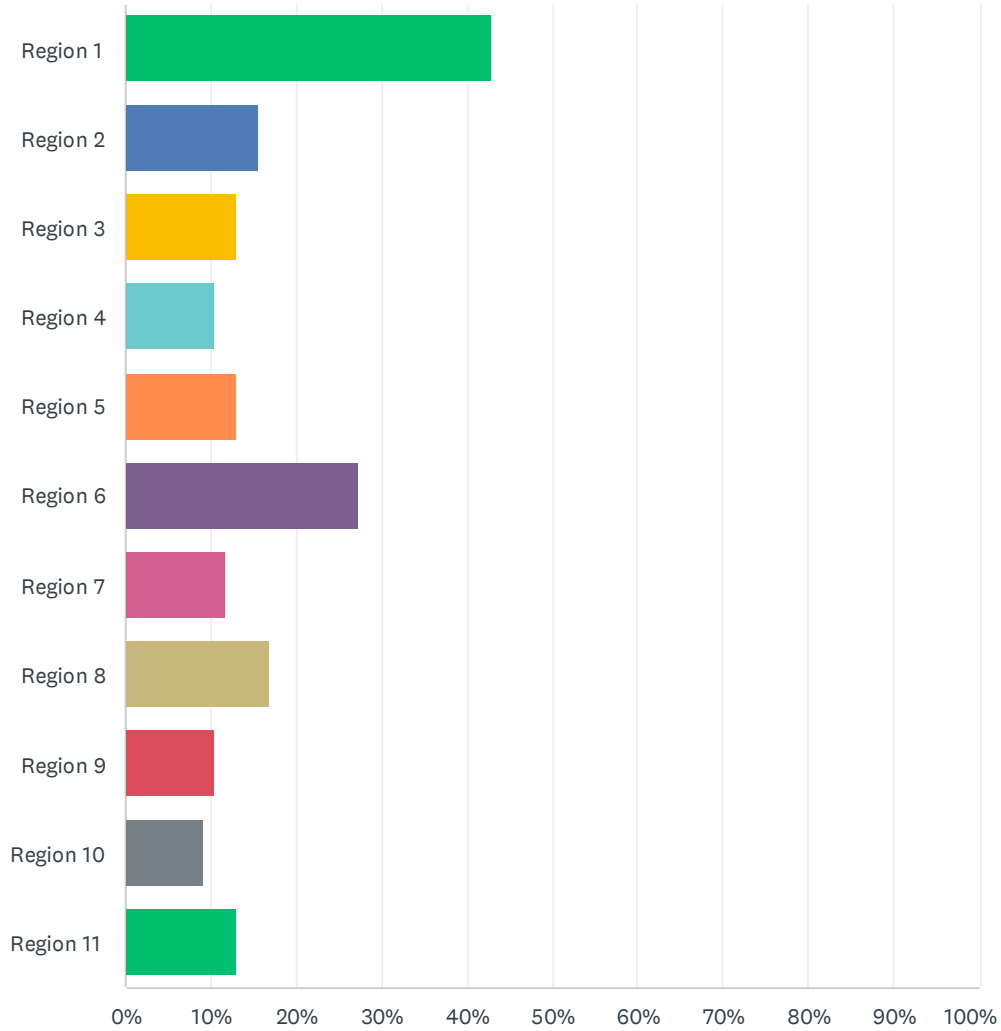
ANSWER CHOICES	RESPONSES	
Bloodstain pattern and documentation	85.71%	66
Child death investigations	94.81%	73
Crime scene investigations	92.21%	71
Death scene investigations	96.10%	74
Digital photography	71.43%	55
Drug trends/overdose investigations	94.81%	73
Forensic pathology	79.22%	61
Homicide investigations	90.91%	70
Mass fatality and incident response	84.42%	65
Natural death investigations	79.22%	61
None of the above listed courses should be continued.	1.30%	1
<b>Total Respondents: 77</b>		

## Q69 What coroner training topics would you like DOCJT to offer in the future?

Answered: 27 Skipped: 3,516

### Q70 Which of the regions shown above would you prefer to attend coroner courses? Select all that apply.

Answered: 77 Skipped: 3,466

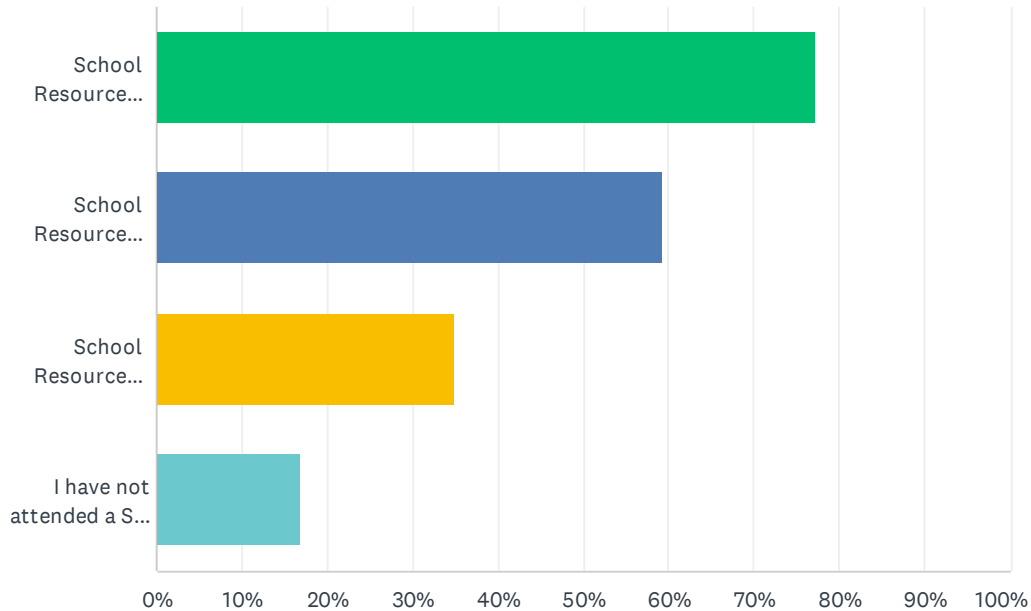


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Region 1	42.86%	33
Region 2	15.58%	12
Region 3	12.99%	10
Region 4	10.39%	8
Region 5	12.99%	10
Region 6	27.27%	21
Region 7	11.69%	9
Region 8	16.88%	13
Region 9	10.39%	8
Region 10	9.09%	7
Region 11	12.99%	10
<b>Total Respondents: 77</b>		

### Q71 Which of the required SRO training courses listed below have you attended? Select all that apply.

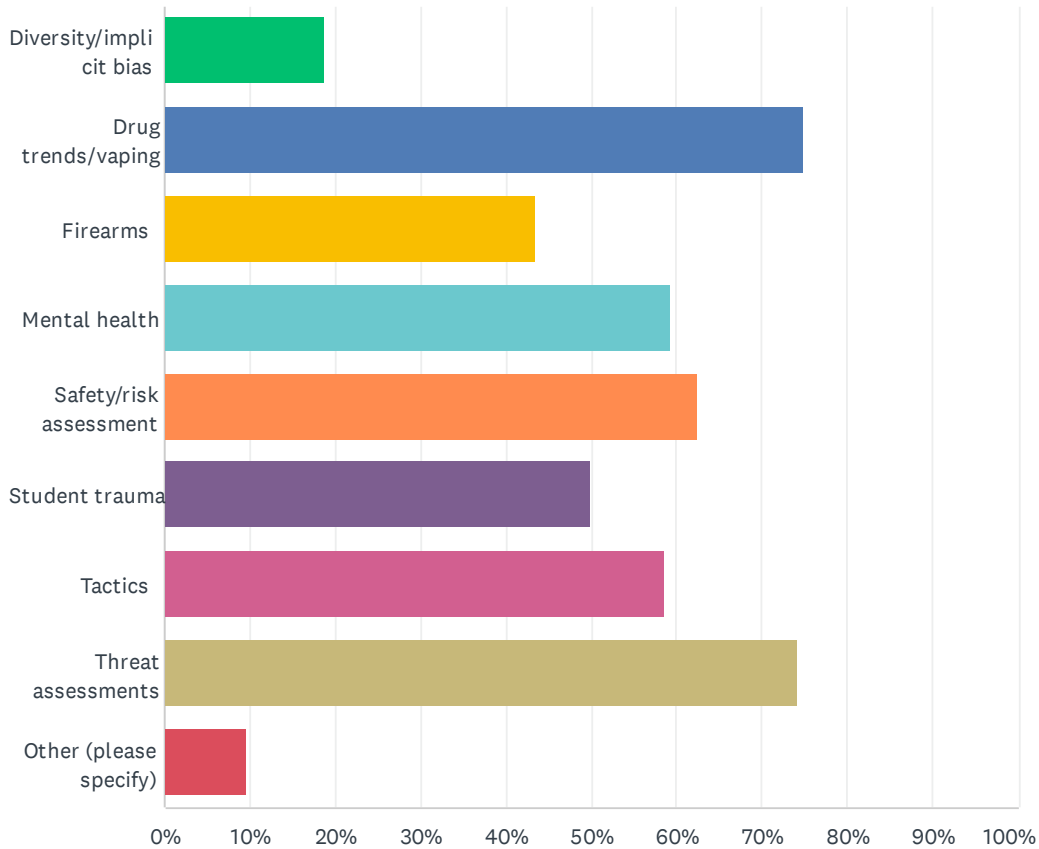
Answered: 320 Skipped: 3,223



ANSWER CHOICES	RESPONSES	
School Resource Officer I	77.19%	247
School Resource Officer II	59.38%	190
School Resource Officer III	35.00%	112
I have not attended a SRO training course.	16.88%	54
<b>Total Respondents: 320</b>		

## Q72 What training topics would you like to have included in SRO training in the future? Select all that apply.

Answered: 315 Skipped: 3,228

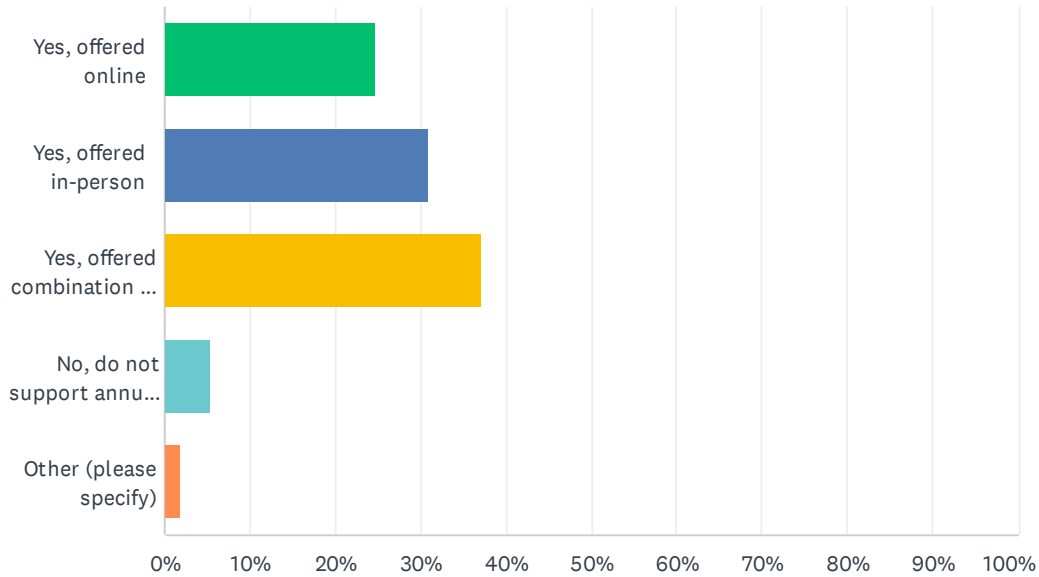


ANSWER CHOICES	RESPONSES
Diversity/implicit bias	18.73% 59
Drug trends/vaping	74.92% 236
Firearms	43.49% 137
Mental health	59.37% 187
Safety/risk assessment	62.54% 197
Student trauma	49.84% 157
Tactics	58.73% 185
Threat assessments	74.29% 234
Other (please specify)	9.52% 30
<b>Total Respondents: 315</b>	



## Q73 Do you support annual in-service training specifically for school resource officers?

Answered: 320 Skipped: 3,223



### QUIZ STATISTICS

Percent Correct  
2%

Average Score  
2.8/4.0 (69%)

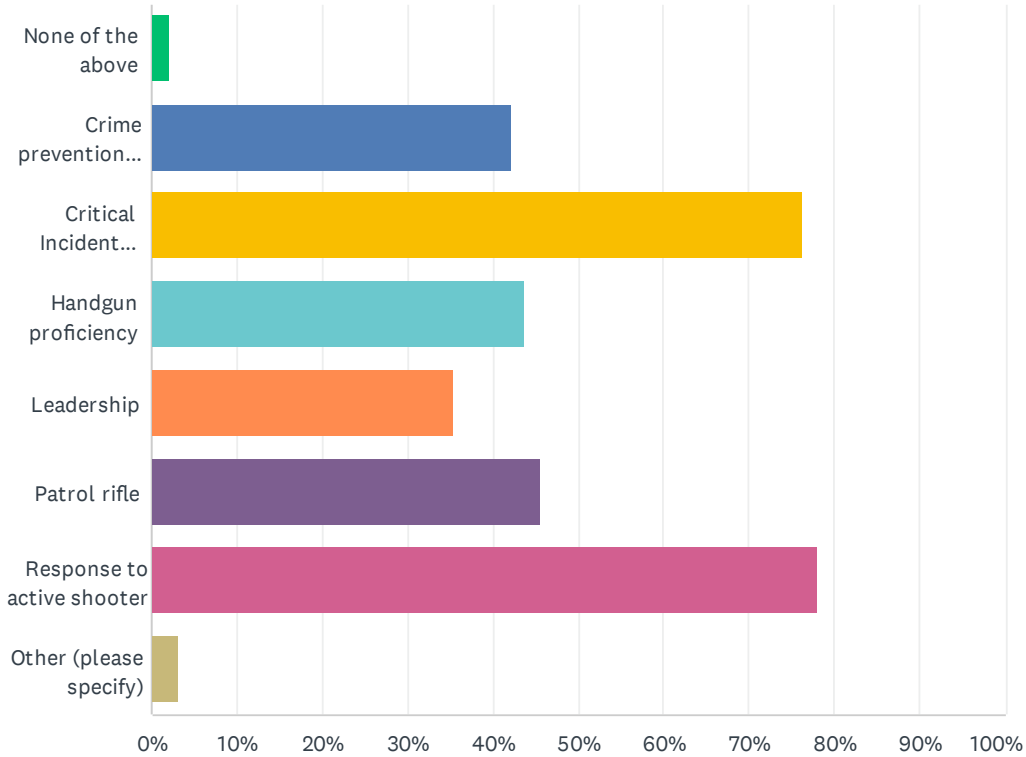
Standard Deviation  
0.89

Difficulty  
12/38

ANSWER CHOICES	SCORE	RESPONSES
✓ Yes, offered online	4/4	24.69% 79
Yes, offered in-person	3/4	30.94% 99
Yes, offered combination of online and in person	2/4	37.19% 119
No, do not support annual in-service training specifically for SRO	1/4	5.31% 17
Other (please specify)	--	1.88% 6
<b>TOTAL</b>		<b>320</b>

### Q74 Which of the following 40-hour courses, taught specifically for SROs, would you be interested in attending? Select all that apply.

Answered: 320 Skipped: 3,223



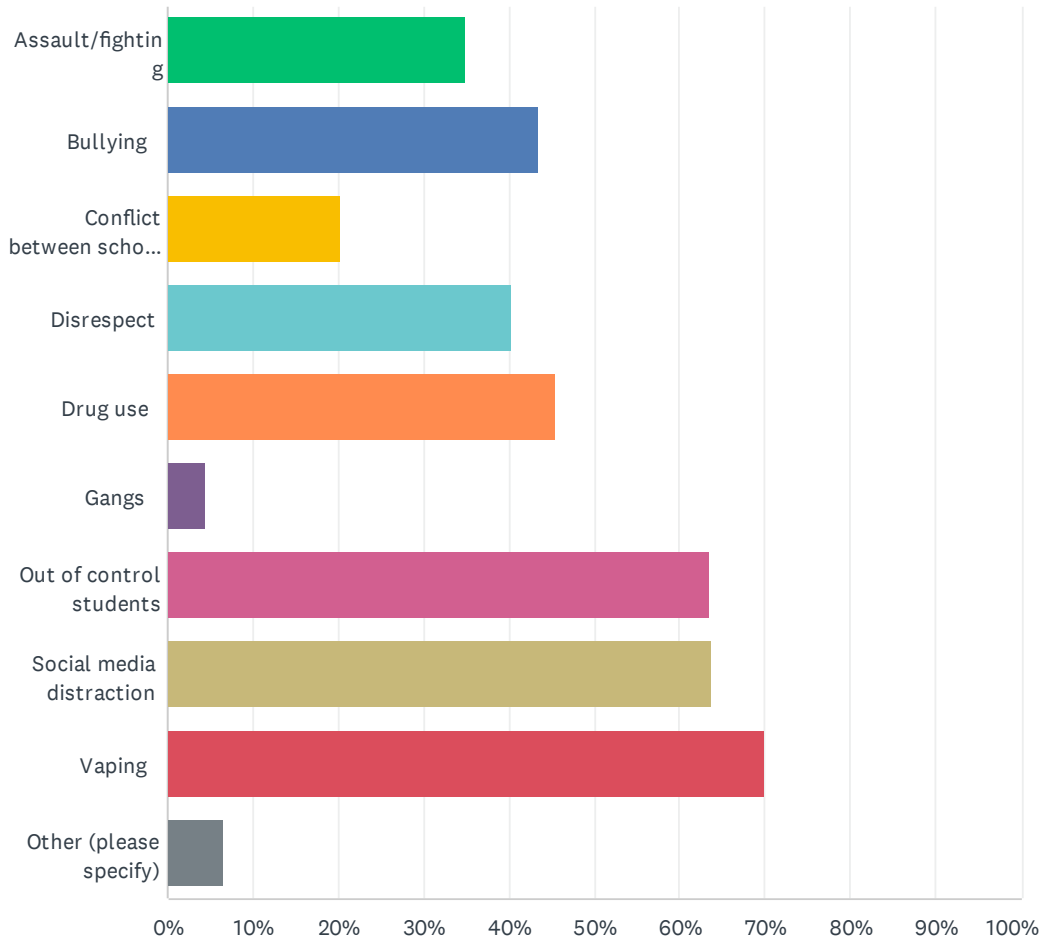
#### QUIZ STATISTICS

Percent Correct 1%	Average Score 10.9/21.0 (52%)	Standard Deviation 6.23	Difficulty 2/38
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ANSWER CHOICES	SCORE	RESPONSES
None of the above	0/21	2.19% 7
✓ Crime prevention through environmental design (CPTED)	6/21	42.19% 135
✓ Critical Incident Response for Schools	5/21	76.25% 244
✓ Handgun proficiency	4/21	43.75% 140
✓ Leadership	3/21	35.31% 113
✓ Patrol rifle	2/21	45.63% 146
✓ Response to active shooter	1/21	78.13% 250
Other (please specify)	--	3.13% 10
<b>Total Respondents: 320</b>		

### Q75 In your opinion, what are the biggest challenges faced by SROs? Select all that apply.

Answered: 320 Skipped: 3,223

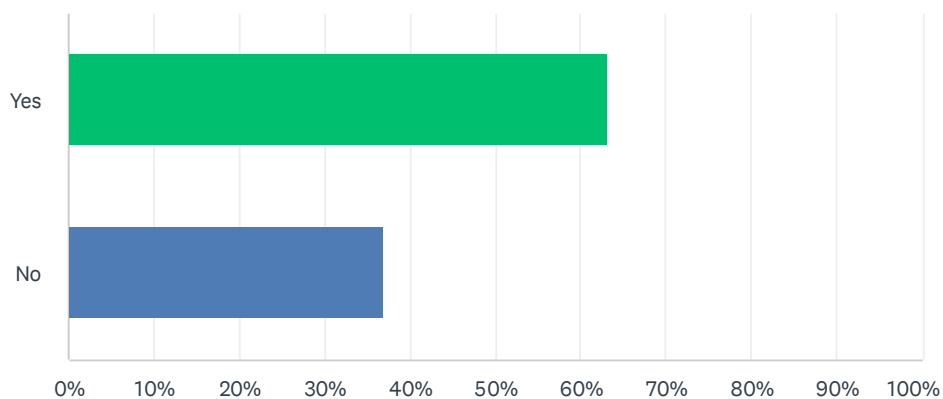


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Assault/fighting	35.00%	112
Bullying	43.44%	139
Conflict between school administration and SRO	20.31%	65
Disrespect	40.31%	129
Drug use	45.31%	145
Gangs	4.38%	14
Out of control students	63.44%	203
Social media distraction	63.75%	204
Vaping	70.00%	224
Other (please specify)	6.56%	21
<b>Total Respondents: 320</b>		

## Q76 As an SRO, do you wear a bullet-resistant vest while on duty?

Answered: 320 Skipped: 3,223



### QUIZ STATISTICS

Percent Correct 6%	Average Score 1.6/2.0 (82%)	Standard Deviation 0.48	Difficulty 25/38
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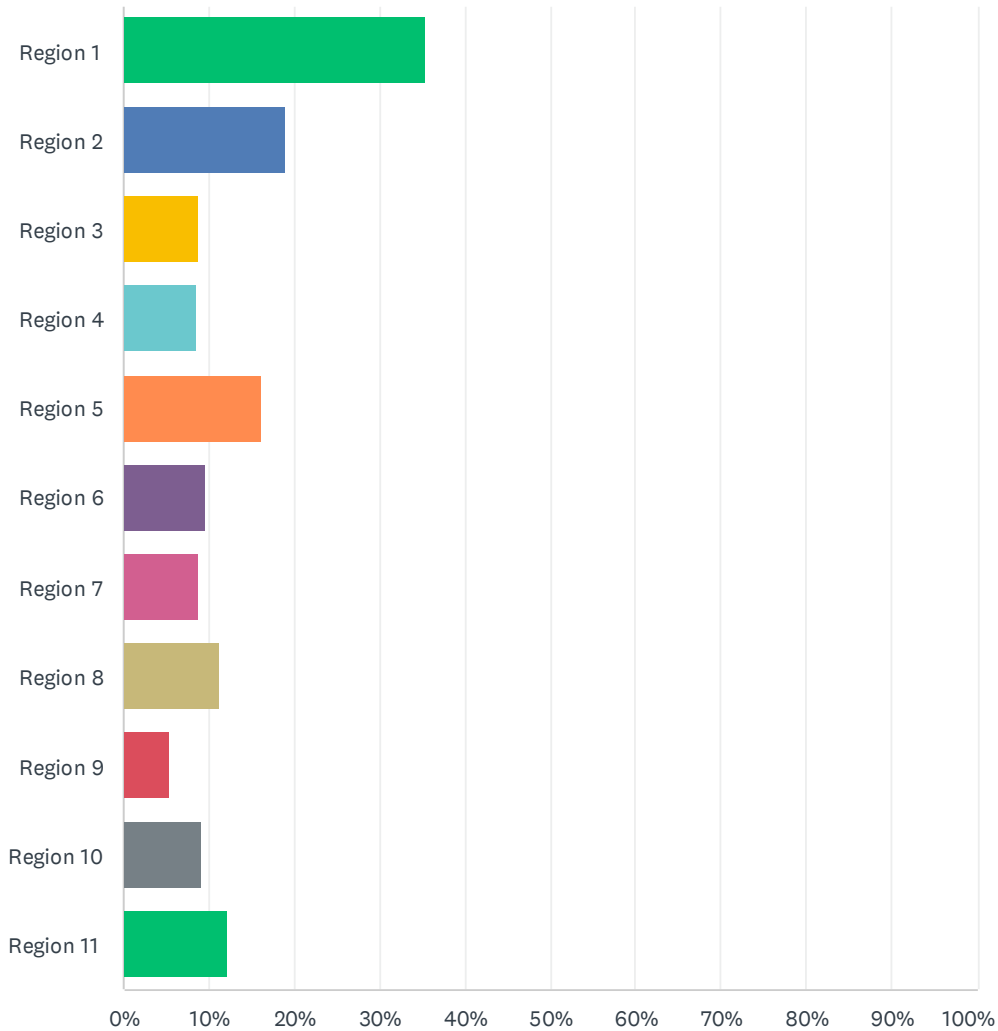
ANSWER CHOICES	SCORE	RESPONSES	
✓ Yes	2/2	63.13%	202
No	1/2	36.88%	118
<b>TOTAL</b>			<b>320</b>

**Q77 Please identify additional training recommendations for school resource officers.**

Answered: 52 Skipped: 3,491

### Q78 Which of the regions shown above would you prefer to attend School Resource Officer courses? Select all that apply.

Answered: 320 Skipped: 3,223



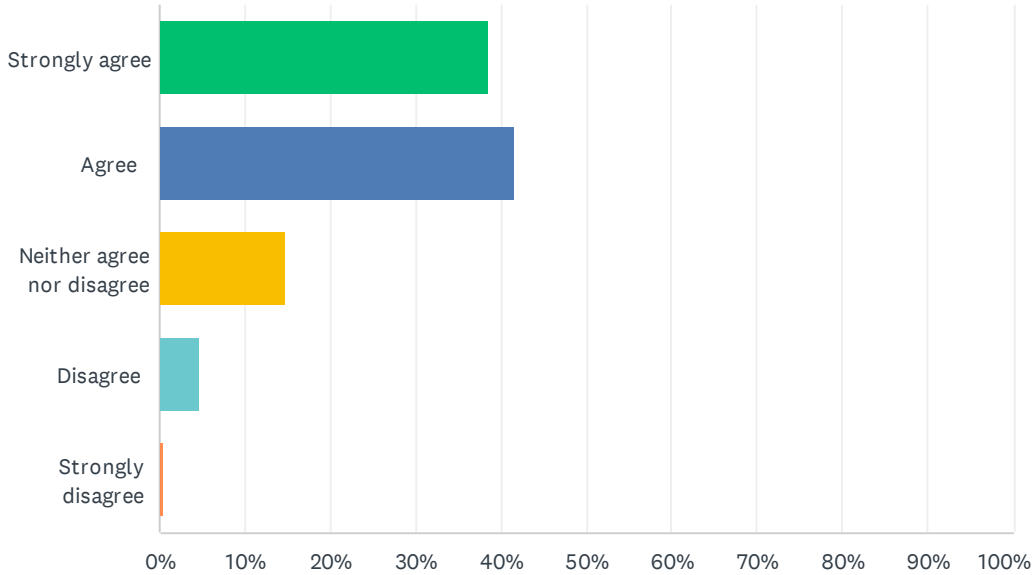
Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Region 1	35.31%	113
Region 2	19.06%	61
Region 3	8.75%	28
Region 4	8.44%	27
Region 5	16.25%	52
Region 6	9.69%	31
Region 7	8.75%	28
Region 8	11.25%	36
Region 9	5.31%	17
Region 10	9.06%	29
Region 11	12.19%	39
<b>Total Respondents: 320</b>		



### Q79 Rate how strongly you agree with the following statement: The two-week DOCJT Court Security Officer Basic Training prepares court security officers to effectively perform their job duties.

Answered: 231 Skipped: 3,312



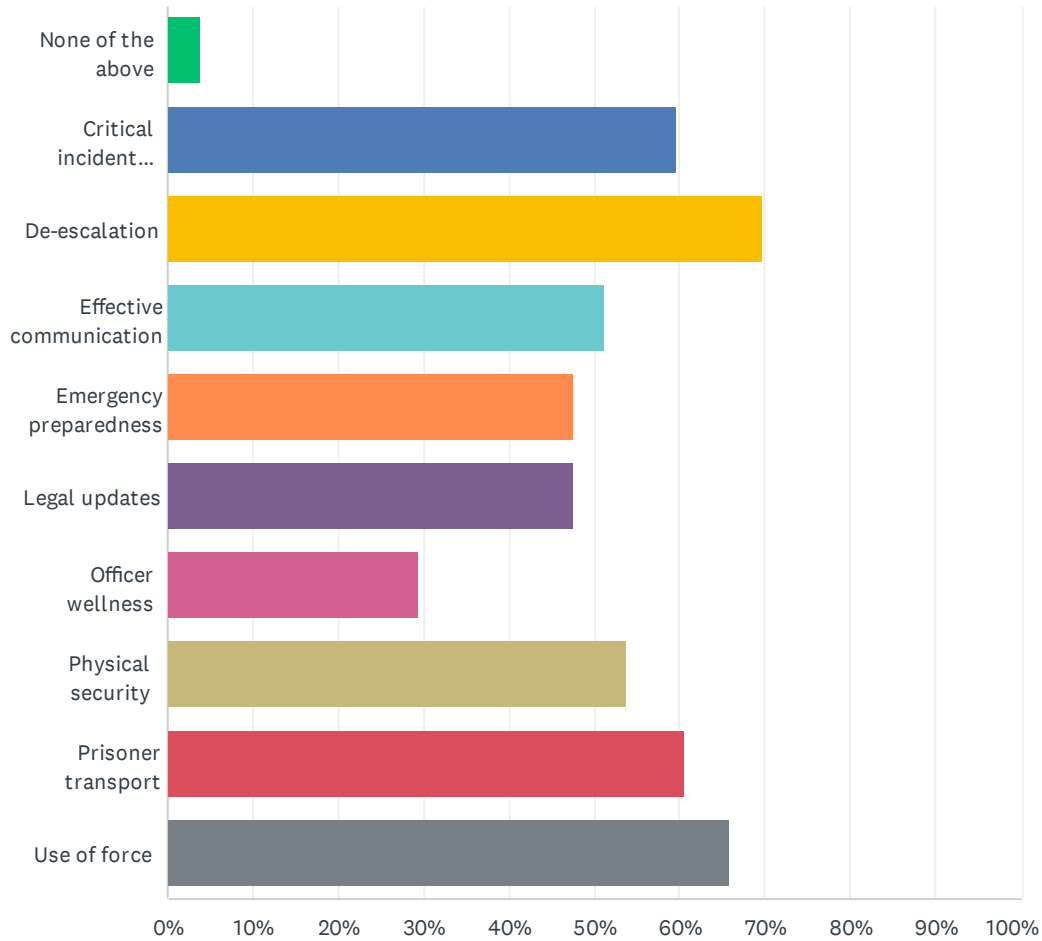
#### QUIZ STATISTICS

Percent Correct 3%	Average Score 4.1/5.0 (83%)	Standard Deviation 0.87	Difficulty 29/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	38.53%	89
Agree	4/5	41.56%	96
Neither agree nor disagree	3/5	14.72%	34
Disagree	2/5	4.76%	11
Strongly disagree	1/5	0.43%	1
<b>TOTAL</b>			<b>231</b>

### Q80 Which of the following court security officer in-service training topics would benefit you? Select all that apply.

Answered: 231 Skipped: 3,312



Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

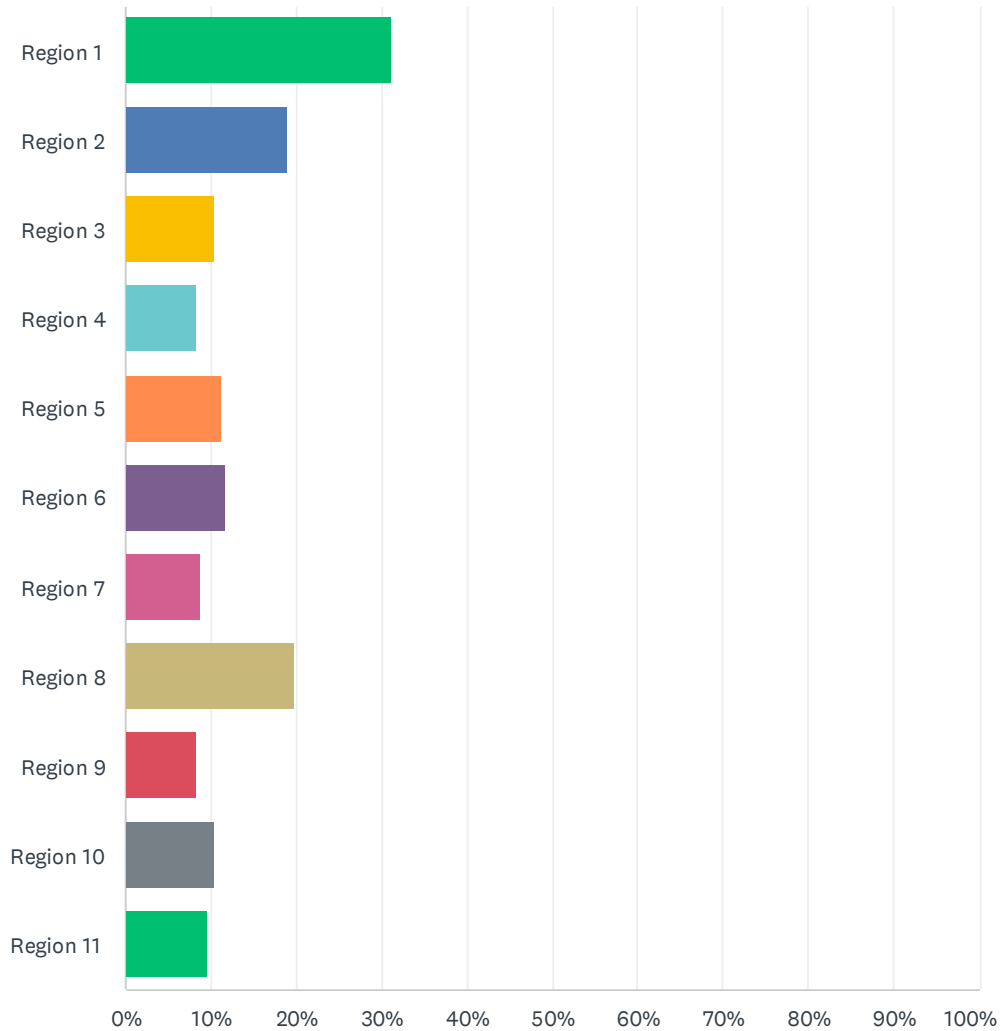
ANSWER CHOICES	RESPONSES	
None of the above	3.90%	9
Critical incident response	59.74%	138
De-escalation	69.70%	161
Effective communication	51.08%	118
Emergency preparedness	47.62%	110
Legal updates	47.62%	110
Officer wellness	29.44%	68
Physical security	53.68%	124
Prisoner transport	60.61%	140
Use of force	65.80%	152
<b>Total Respondents: 231</b>		

**Q81 What court security officer in-service topics would you like DOCJT to offer in the future?**

Answered: 82 Skipped: 3,461

### Q82 Which of the regions shown above would you prefer to attend court security officer courses? Select all that apply.

Answered: 231 Skipped: 3,312

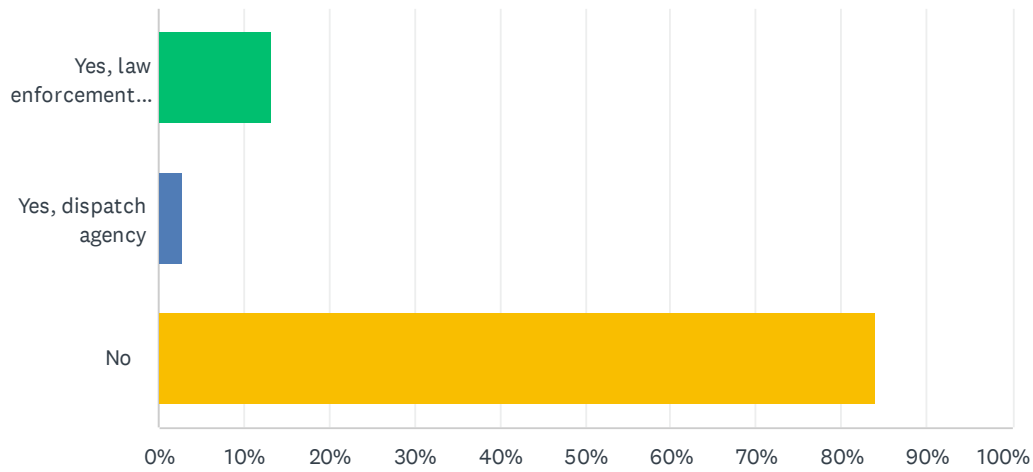


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Region 1	31.17%	72
Region 2	19.05%	44
Region 3	10.39%	24
Region 4	8.23%	19
Region 5	11.26%	26
Region 6	11.69%	27
Region 7	8.66%	20
Region 8	19.91%	46
Region 9	8.23%	19
Region 10	10.39%	24
Region 11	9.52%	22
<b>Total Respondents: 231</b>		

## Q83 Are you your agency's official training coordinator?

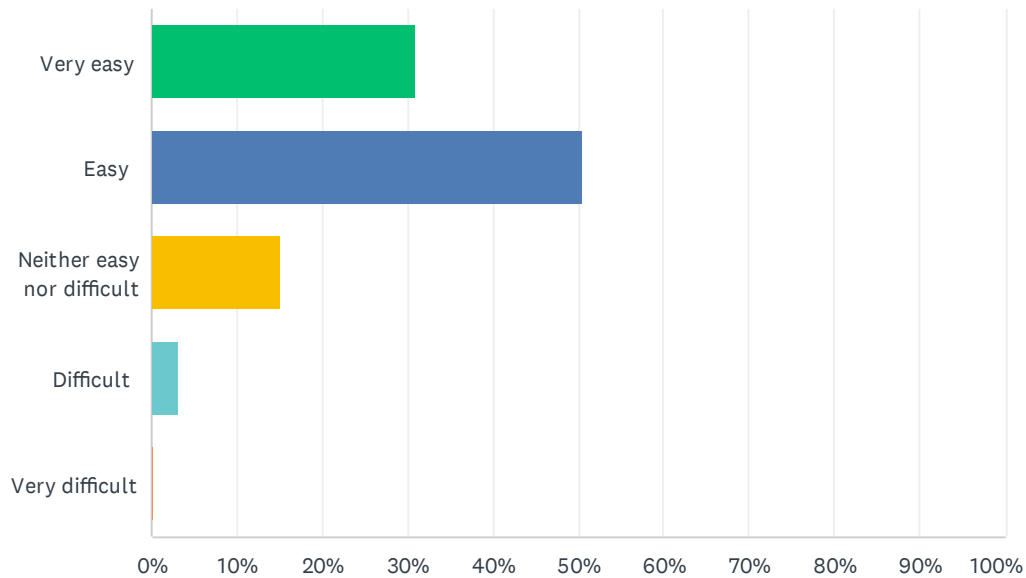
Answered: 2,640 Skipped: 903



ANSWER CHOICES	RESPONSES	
Yes, law enforcement agency	13.14%	347
Yes, dispatch agency	2.77%	73
No	84.09%	2,220
<b>TOTAL</b>		<b>2,640</b>

## Q84 How would you rate DOCJT's registration process?

Answered: 343 Skipped: 3,200



### QUIZ STATISTICS

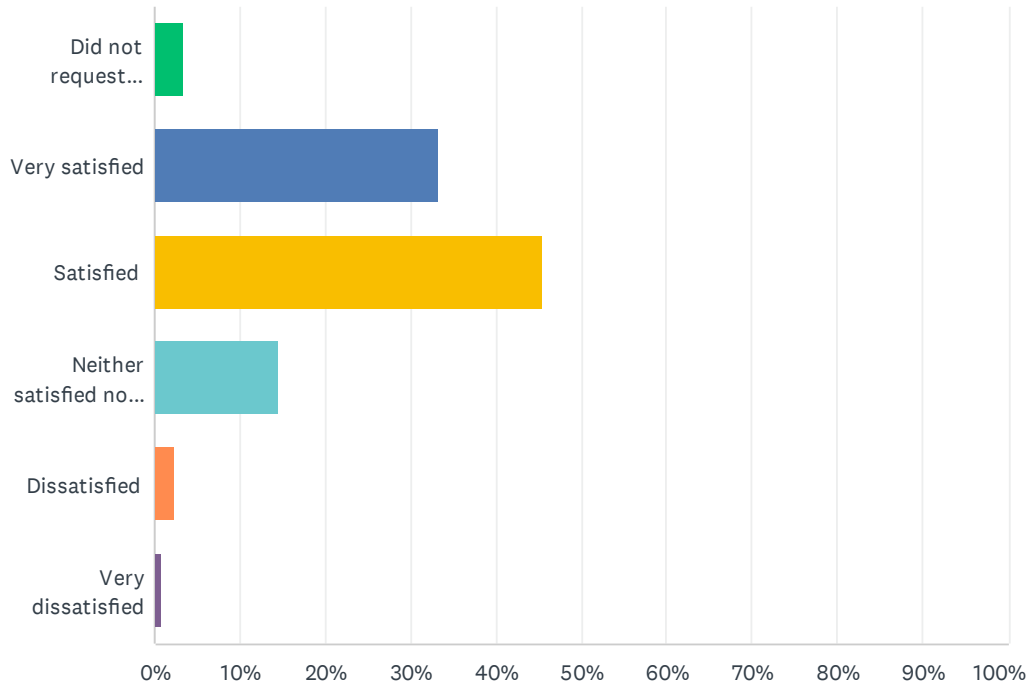
Percent Correct 3%	Average Score 4.1/5.0 (82%)	Standard Deviation 0.78	Difficulty 26/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Very easy	5/5	30.90%	106
Easy	4/5	50.44%	173
Neither easy nor difficult	3/5	15.16%	52
Difficult	2/5	3.21%	11
Very difficult	1/5	0.29%	1
<b>TOTAL</b>			<b>343</b>



## Q85 How satisfied are you with the assistance you have received for online student registration?

Answered: 343 Skipped: 3,200



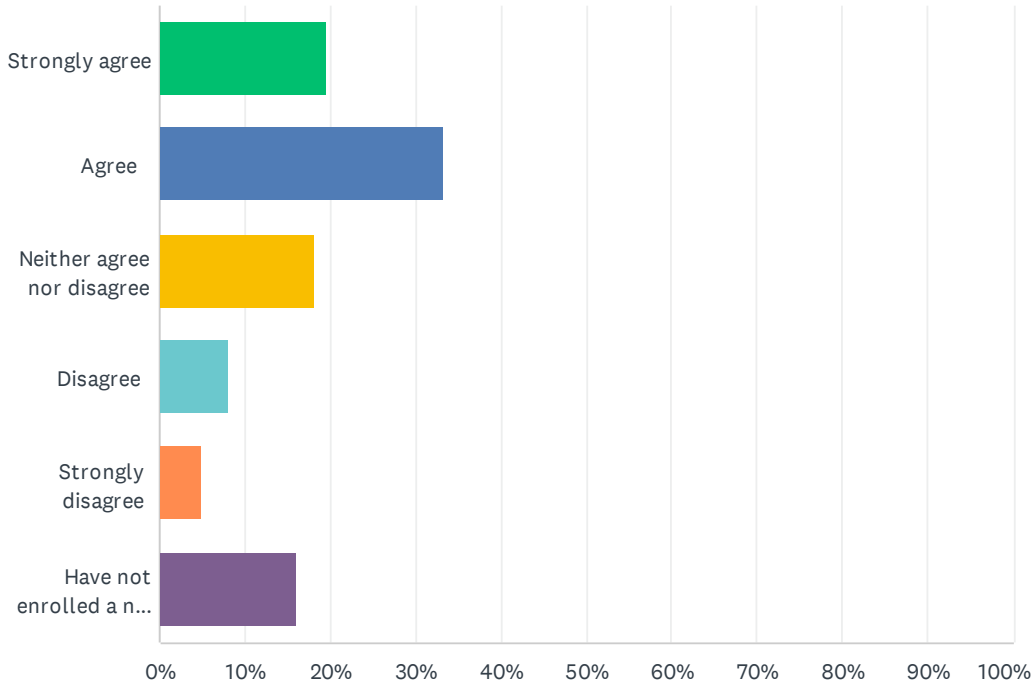
### QUIZ STATISTICS

Percent Correct 3%	Average Score 4.0/5.0 (79%)	Standard Deviation 1.10	Difficulty 20/38
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ANSWER CHOICES	SCORE	RESPONSES	
Did not request assistance	0/5	3.50%	12
✓ Very satisfied	5/5	33.24%	114
Satisfied	4/5	45.48%	156
Neither satisfied nor dissatisfied	3/5	14.58%	50
Dissatisfied	2/5	2.33%	8
Very dissatisfied	1/5	0.87%	3
<b>TOTAL</b>			<b>343</b>

**Q86 Rate how strongly you agree with the following statement: After completing the KLEC hiring process, my agency is able to enroll a new officer into the Law Enforcement Basic Training Academy in a reasonable amount of time.**

Answered: 343 Skipped: 3,200



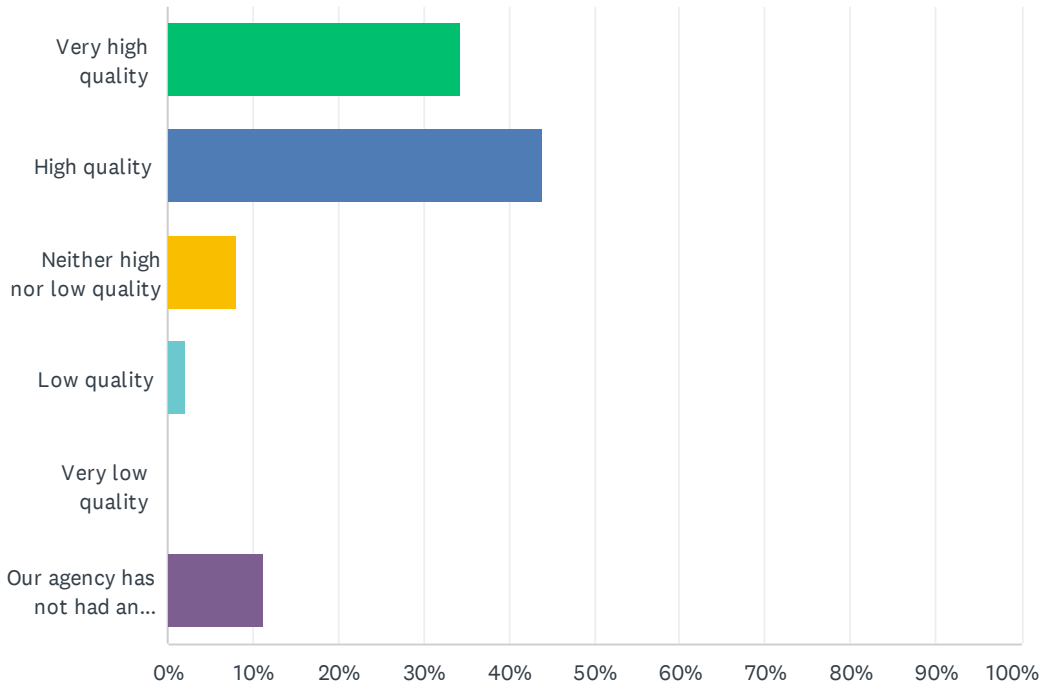
QUIZ STATISTICS			
Percent Correct 2%	Average Score 3.1/5.0 (61%)	Standard Deviation 1.69	Difficulty 7/38
ANSWER CHOICES		SCORE	RESPONSES
✓ Strongly agree		5/5	19.53% 67
Agree		4/5	33.24% 114
Neither agree nor disagree		3/5	18.08% 62
Disagree		2/5	8.16% 28
Strongly disagree		1/5	4.96% 17
Have not enrolled a new officer in the academy since January 1, 2021.		0/5	16.03% 55
<b>TOTAL</b>			<b>343</b>

**Q87 What assistance can DOCJT better offer to you as a training coordinator?**

Answered: 88 Skipped: 3,455

## Q88 I consider the basic training academy to be:

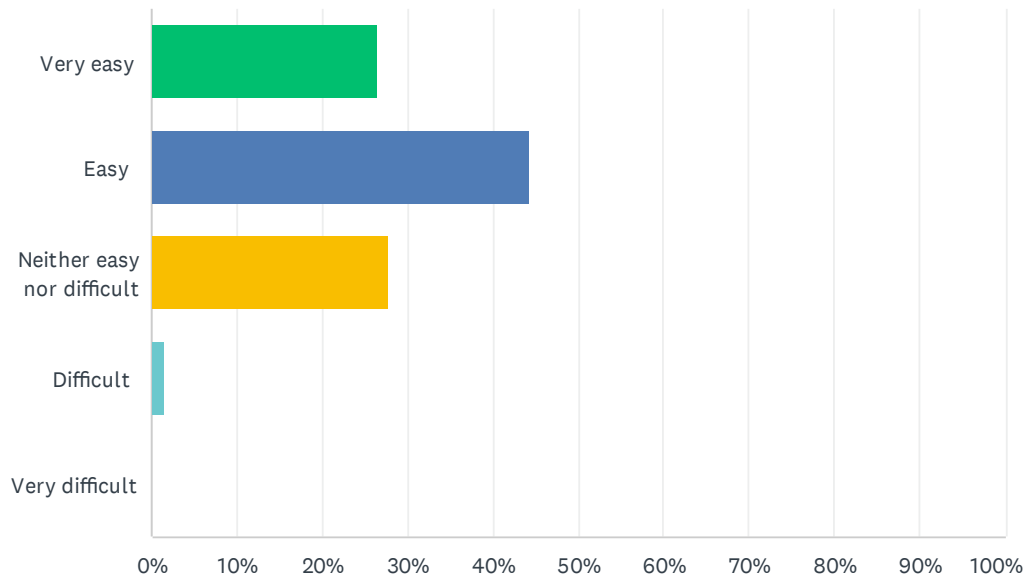
Answered: 343 Skipped: 3,200



ANSWER CHOICES	RESPONSES	
Very high quality	34.40%	118
High quality	44.02%	151
Neither high nor low quality	8.16%	28
Low quality	2.04%	7
Very low quality	0.00%	0
Our agency has not had an officer complete basic training in the past two years.	11.37%	39
<b>TOTAL</b>		<b>343</b>

## Q89 How would you rate DOCJT's registration process?

Answered: 72 Skipped: 3,471



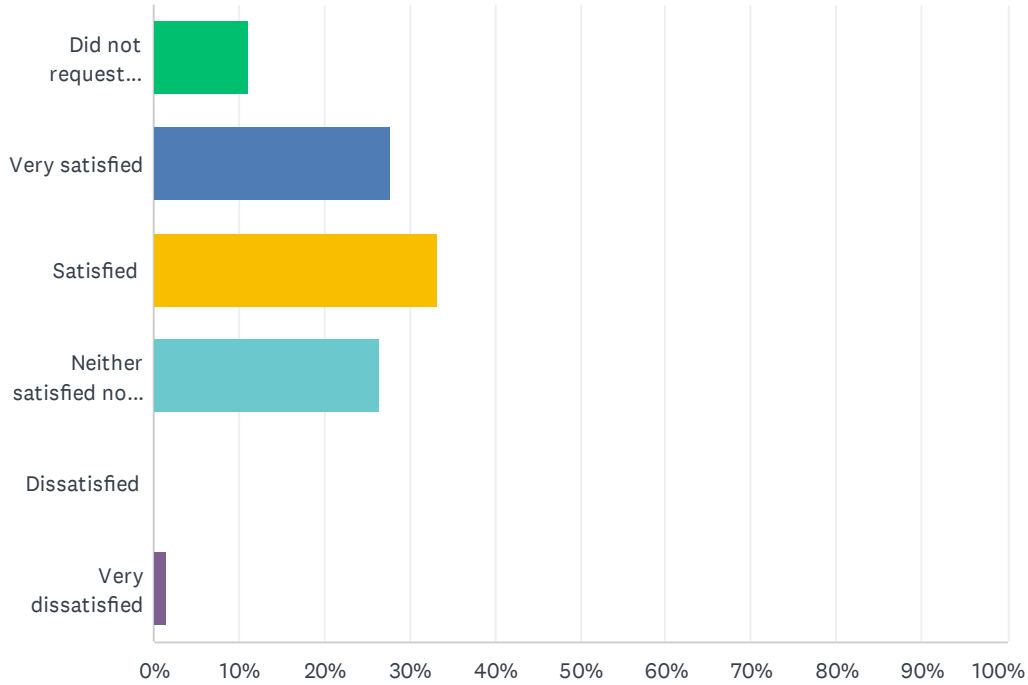
### QUIZ STATISTICS

Percent Correct 1%	Average Score 4.0/5.0 (79%)	Standard Deviation 0.78	Difficulty 19/38
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ANSWER CHOICES	SCORE	RESPONSES	
✓ Very easy	5/5	26.39%	19
Easy	4/5	44.44%	32
Neither easy nor difficult	3/5	27.78%	20
Difficult	2/5	1.39%	1
Very difficult	1/5	0.00%	0
<b>TOTAL</b>			<b>72</b>

## Q90 How satisfied are you with the assistance you have received for online student registration?

Answered: 72 Skipped: 3,471



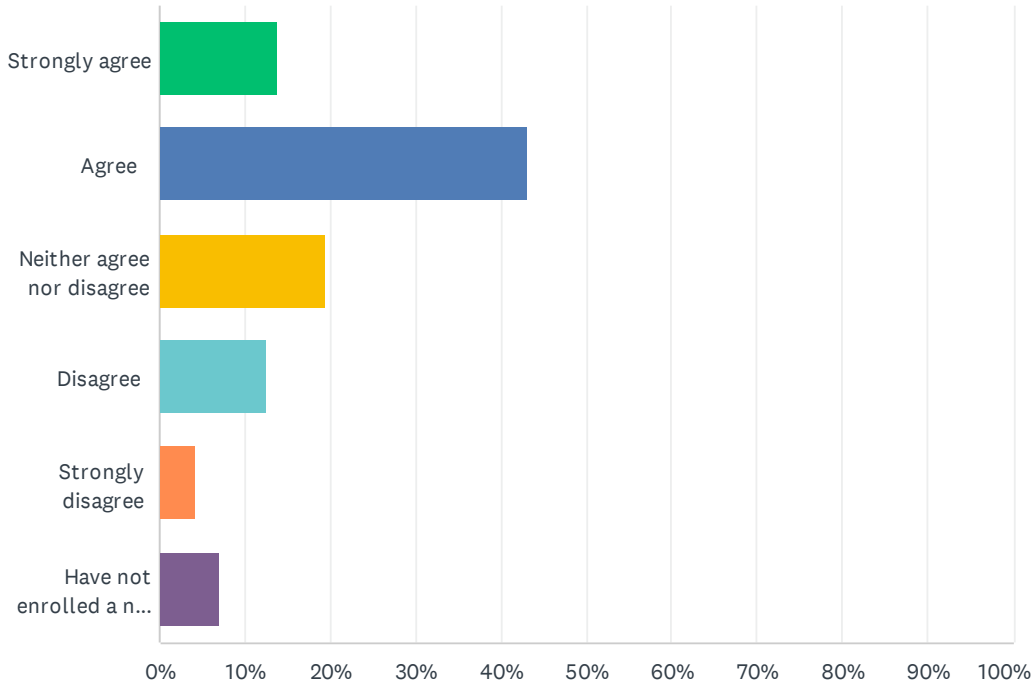
### QUIZ STATISTICS

Percent Correct 1%	Average Score 3.5/5.0 (71%)	Standard Deviation 1.50	Difficulty 14/38
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ANSWER CHOICES	SCORE	RESPONSES	
Did not request assistance	0/5	11.11%	8
✓ Very satisfied	5/5	27.78%	20
Satisfied	4/5	33.33%	24
Neither satisfied nor dissatisfied	3/5	26.39%	19
Dissatisfied	2/5	0.00%	0
Very dissatisfied	1/5	1.39%	1
<b>TOTAL</b>			<b>72</b>

**Q91 Rate how strongly you agree with the following statement: After completing the KLEC hiring process, my agency is able to enroll a new dispatcher into the Public Safety Dispatch Academy in a reasonable amount of time.**

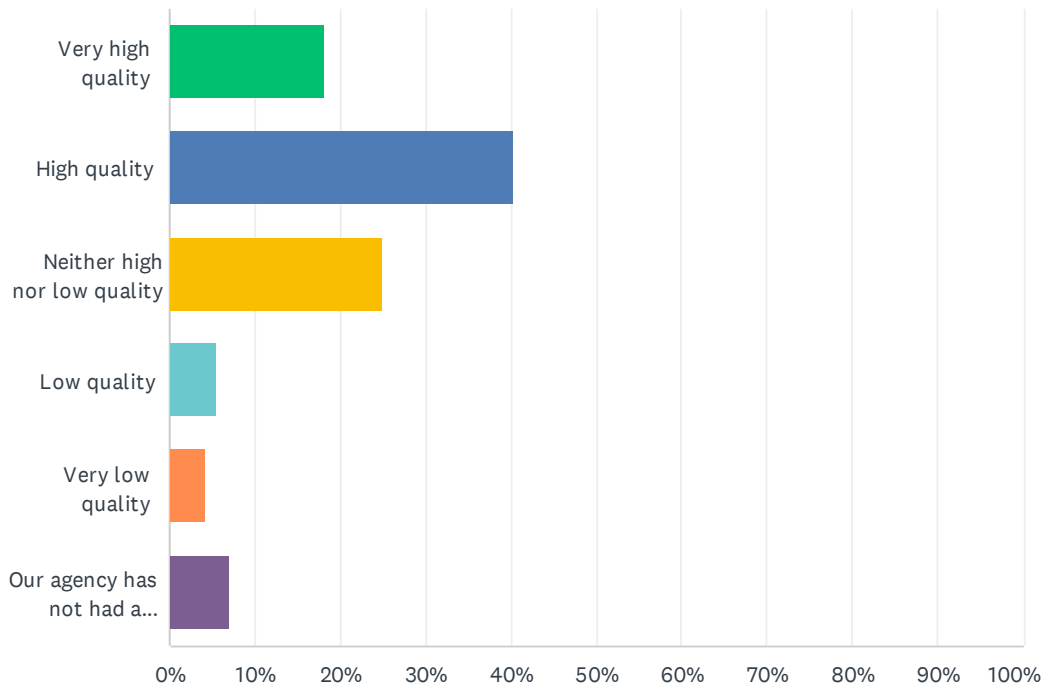
Answered: 72 Skipped: 3,471



QUIZ STATISTICS			
Percent Correct 0%	Average Score 3.3/5.0 (66%)	Standard Deviation 1.36	Difficulty 10/38
ANSWER CHOICES	SCORE	RESPONSES	
✓ Strongly agree	5/5	13.89%	10
Agree	4/5	43.06%	31
Neither agree nor disagree	3/5	19.44%	14
Disagree	2/5	12.50%	9
Strongly disagree	1/5	4.17%	3
Have not enrolled a new dispatcher in the academy since January 1, 2021.	0/5	6.94%	5
<b>TOTAL</b>			<b>72</b>

## Q92 I consider the dispatch academy to be:

Answered: 72 Skipped: 3,471



ANSWER CHOICES	RESPONSES	
Very high quality	18.06%	13
High quality	40.28%	29
Neither high nor low quality	25.00%	18
Low quality	5.56%	4
Very low quality	4.17%	3
Our agency has not had a dispatcher complete academy training in the past two years.	6.94%	5
<b>TOTAL</b>		<b>72</b>

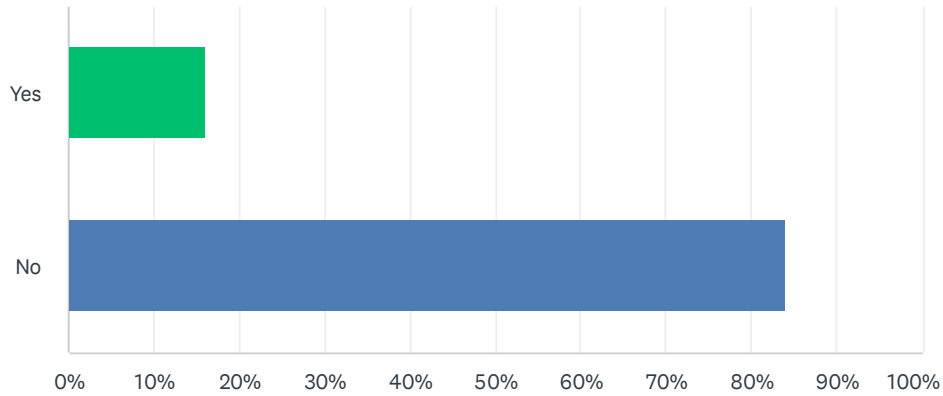


## Q93 What assistance can DOCJT better offer to you as a training coordinator?

Answered: 19 Skipped: 3,524

### Q94 Since January 1, 2021, have you attended a training course at DOCJT 's Boonesboro Range?

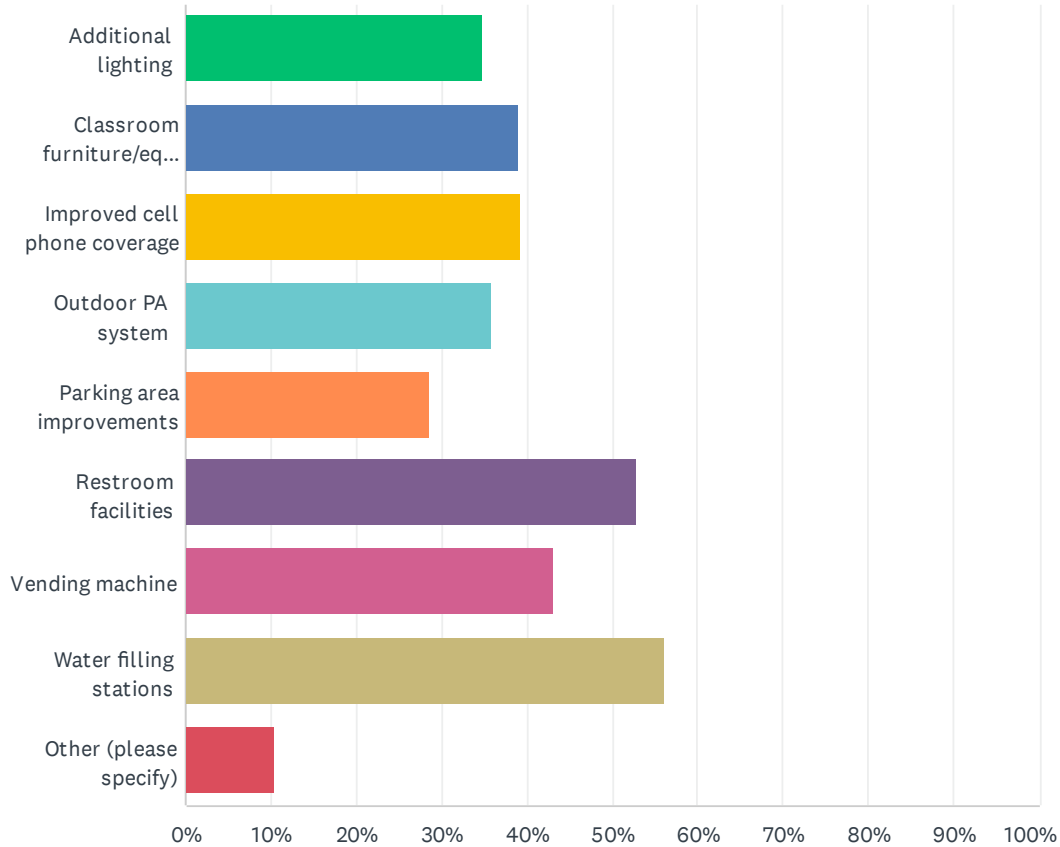
Answered: 2,634 Skipped: 909



ANSWER CHOICES	RESPONSES	
Yes	15.98%	421
No	84.02%	2,213
<b>TOTAL</b>		<b>2,634</b>

### Q95 Which of the following improvements would benefit training at the Boonesboro Range? Select all that apply.

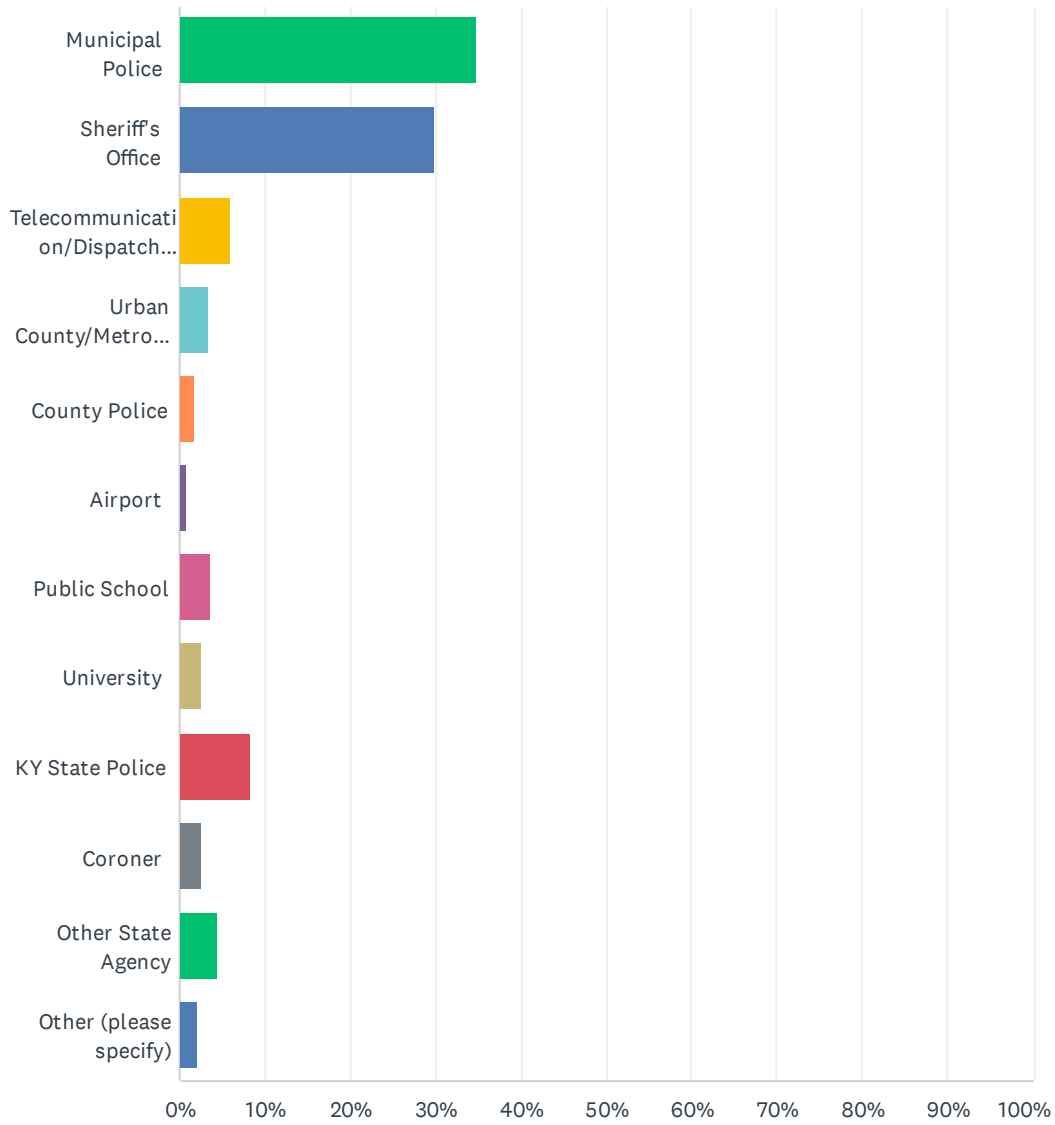
Answered: 421 Skipped: 3,122



ANSWER CHOICES	RESPONSES	
Additional lighting	34.68%	146
Classroom furniture/equipment	38.95%	164
Improved cell phone coverage	39.19%	165
Outdoor PA system	35.87%	151
Parking area improvements	28.50%	120
Restroom facilities	52.97%	223
Vending machine	42.99%	181
Water filling stations	56.06%	236
Other (please specify)	10.45%	44
<b>Total Respondents: 421</b>		

## Q96 Which of the following best describes your employing agency?

Answered: 3,065 Skipped: 478

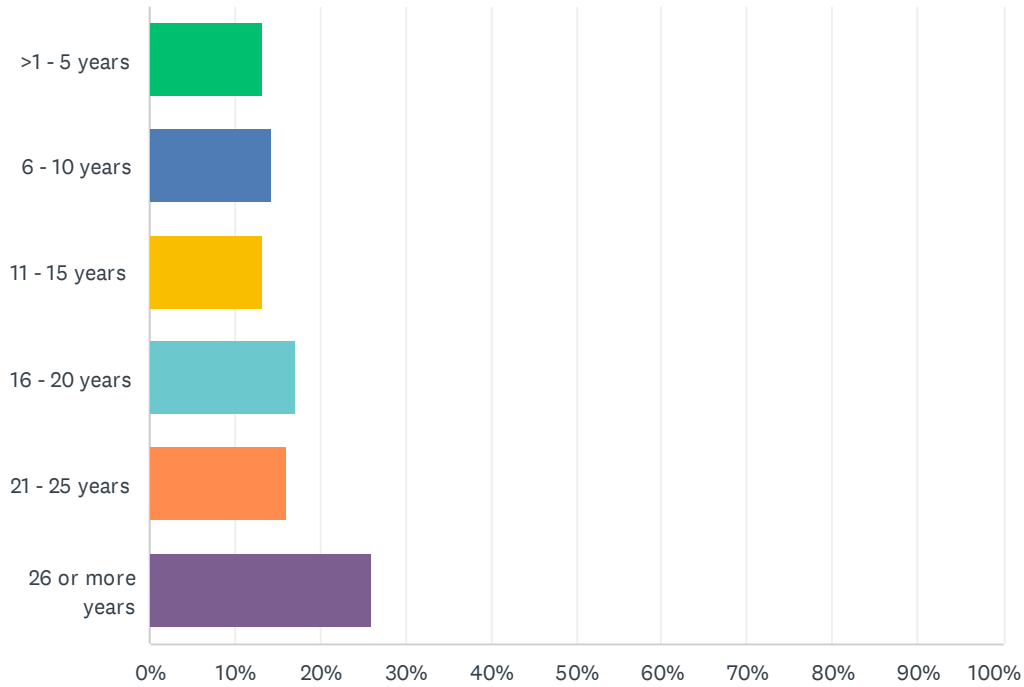


Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Municipal Police	34.75%	1,065
Sheriff's Office	29.76%	912
Telecommunication/Dispatch Agency	6.04%	185
Urban County/Metro Government Agency	3.36%	103
County Police	1.66%	51
Airport	0.82%	25
Public School	3.62%	111
University	2.48%	76
KY State Police	8.29%	254
Coroner	2.54%	78
Other State Agency	4.54%	139
Other (please specify)	2.15%	66
<b>TOTAL</b>		<b>3,065</b>

## Q97 How many years of law enforcement/dispatch experience do you have?

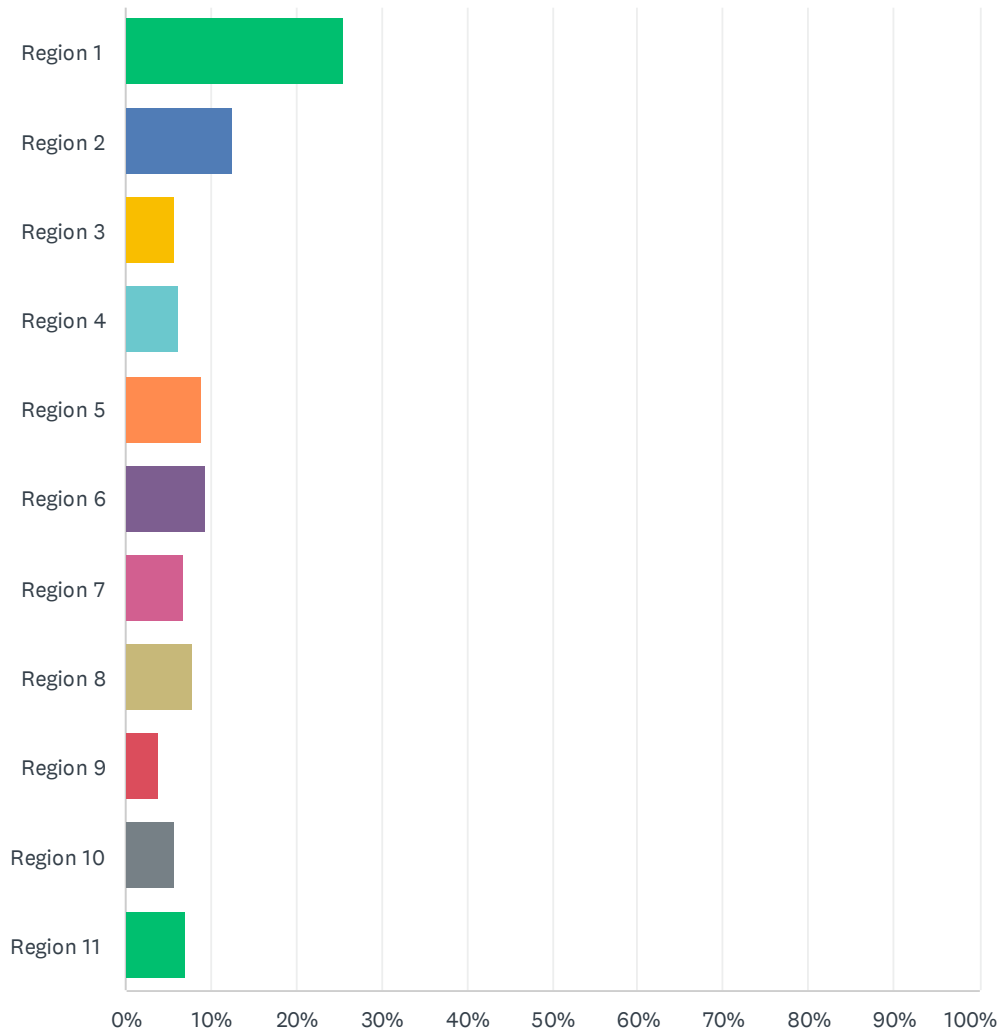
Answered: 3,071 Skipped: 472



ANSWER CHOICES	RESPONSES	
>1 - 5 years	13.16%	404
6 - 10 years	14.36%	441
11 - 15 years	13.29%	408
16 - 20 years	17.10%	525
21 - 25 years	16.09%	494
26 or more years	26.02%	799
<b>TOTAL</b>		<b>3,071</b>

Q98 From the image shown above, please identify the training region for your agency or your current assignment location if you have statewide jurisdiction.

Answered: 3,075 Skipped: 468



Department of Criminal Justice Training 2023 Client Survey & Needs Assessment

ANSWER CHOICES	RESPONSES	
Region 1	25.56%	786
Region 2	12.52%	385
Region 3	5.72%	176
Region 4	6.21%	191
Region 5	9.04%	278
Region 6	9.43%	290
Region 7	6.93%	213
Region 8	7.90%	243
Region 9	3.77%	116
Region 10	5.82%	179
Region 11	7.09%	218
<b>TOTAL</b>		<b>3,075</b>





**KENTUCKY DEPARTMENT OF  
CRIMINAL JUSTICE TRAINING**

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