

Innovative Training Module

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ABSTRACT

The Training Module implemented this year is a major step towards saving the University money and time as it relates to training. The FSU Police Department is committed to having highly trained officers to protect our students and staff. We are committed to providing a safe work and learning environment for our community. All officers spend an enormous amount of time every year conducting training. Officers are trained yearly on weapons, defensive tactics, active shooter response, CPR, Bloodborne Pathogens, driving, legal updates etc...Due to demands on shift, the officers usually train on their days off in an overtime status. This also takes officers away from quality time they could spend with their families. Officers are already taxed with working overtime for special events/details on campus and training has been no exception. Tracking the training and certifications of all officers is also time consuming. All officers have to conduct mandatory training every year and also maintain their certifications in many areas of expertise in which they teach. The new Training Module addresses the need for online training and tracking of all the certifications for officers and non sworn staff alike. Officers and staff will now have the ability to take training online at work, which will save the University a considerable amount of time and money.

Introduction of the Organization

The Florida State University Police Department is a fully sworn, accredited law enforcement agency of the State of Florida. All officers are certified through the Criminal Justice Standards and Training Commission of Florida. The department serves a population of approximately 60,000 students, faculty and staff. The agency consists of approximately 64 sworn officers consisting of patrol, crime prevention, investigations, training, accreditation and command staff. All officers are highly trained in all areas and currently exceed all training requirements mandated by the Criminal Justice Standards Commission. The FSU Police Department has proven to be a leader as it relates to proactive law enforcement and community outreach programs.

Statement of the Problem/Initiative

Agencies everywhere are experiencing serious budget cuts with the expectation to continue producing more with less. The FSU Police Department has always made an investment in their officers' training to better serve our community in a professional and trustworthy manner. Our community deserves to have officers who can handle anything from a stolen wallet call for service, all the way up to an active shooter attempting to take the lives of our students and staff. History has shown that the campuses are not immune to these violent types of situations and actually may be targeted in the future. The FSU Police Department is fully committed to training our officers to handle all types of situations in an expeditious and professional manner. The new Training Module allows FSU to continue this path of excellence in training at a much lower cost. The current estimate is the Training Module should pay for itself in the first year. The module allows

the officers to conduct on line training on duty at their convenience. A lot of the training that once was conducted in the classroom can now be done on line. One example of this is the 16 hours of mandatory training each officer had to attend once every four years in the certification cycle. Each year, an average of 16 officers would attend this training at the local Academy. The majority of those officers are from the Patrol division and therefore, would have to attend on their day off while in overtime status. The new Training Module allows the officers to take these classes online at anytime during their four-year cycle. The mandatory objectives are covered for each class, and all classes can now be completed online in approximately three hours. Another example would be mandatory CPR training that is conducted once every two years for every officer. The classroom portion can now be conducted online saving the department thousands of dollars. The officers only have to come in and conduct the practical which is much less time consuming.

Design

In order to maintain our training standards with increasing budget cuts, the Training Section researched online training programs. Also taken into consideration was the prospect of tracking all the training files and certifications within the same system. Tracking training files and certifications is very time consuming. Every year records have to be reported to the Florida Department of Law Enforcement for officer certifications, instructor certifications, incentive pay/classes and all mandatory retraining. One officer may hold numerous certifications with various recertification dates, which is a recordkeeping nightmare. A partnership was developed with Seva Technologies to address all the concerns stated above. Members of Seva Technologies have a strong

background in law enforcement training and standards required from the Florida Department of Law Enforcement. A local agency currently uses the first version of the Training Module and recommended the module. Due to the web based training additional equipment had to be purchased for the production of the videos. A computer, DVD writer and video editing software were purchased for this endeavor. Additional training was also included in the contract for video production. This will give the FSU Police Department the ability to create our own videos for training and upload to the module.

Implementation

In order to implement the Training Module all of our officers' records had to be reviewed before their information could be entered into the new system. Most certifications have a certain time frame in which the officers have to attend a class to be recertified; therefore, each certification's expiration is a key piece of data. Research was also conducted to make sure the online mandatory was acceptable to the Florida Department of Law Enforcement. Online classes currently being used for mandatory retraining were also researched in order to avoid having to recreate the material. FSU had to create the teaching materials for one of the classes since it had not yet been made available online. Per FDLE requirements, all objectives were researched to make sure they are covered in our materials. All information gathered was then put in the module, to include: users and their authority levels, all classes and topics, all certifications held by officers and the time cycles for each certification. Online training classes were input during this time and tested for users. We also had to build quizzes for the online classes. The classes were also tested for record keeping accuracy in the module. Due to the online training, a policy had to be created indicating how the module was to be used as well as guidelines to assure the

integrity of the training. The module was then rolled out to a handful of officers to conduct online training and to provide feedback. The results were positive so we continued to the roll out of this new program to all of our officers and staff. During this entire process there have been modifications that needed to be made on the administrative side of the program. We do anticipate additional modifications as we progress as with any new computerized module. The Training Module is on the cutting edge of Law Enforcement training and minor modifications are expected throughout this process.

Benefits

The benefits of the new Training Module are many. The module will save the FSU Police Department thousands of dollars a year with the online training. Officers will be able to conduct training while on duty as time permits. This will save hundreds of hours in overtime that were once spent in the classroom. The module will not replace practical hands on training, but will save time for lecture material. The module will further save time for the Training Section in tracking the classes. Officers will also be able to sign up for in-service training online. This was once done via e-mail and is time consuming. The module has the ability to track attendance in training via an electronic roster which then gives the officer credit for the training attended. This is in addition to the online training. The ultimate benefit of the module is the quality time officers will be able to spend at home on their days off. Officers are taxed with working events, holidays, football games etc. which takes them away from their families on many occasions. If we can decrease this time then not only will the Department benefit financially, but the officers will benefit as a whole.