

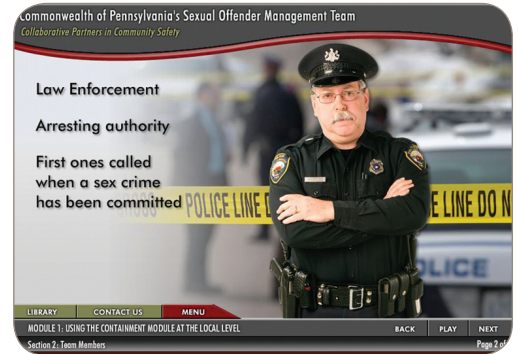
PA COMMISSION ON CRIME & DELINQUENCY

CASE STUDY

JPL builds Virtual Training Academy to provide continuous education for justice practitioners.

CHALLENGES

The PA Commission on Crime and Delinquency (PCCD) recognizes the need to provide continuing education and training access to justice practitioners. They want to provide programs that not only meet current needs but address future requirements as well. The organization wants members of a diverse range of law enforcement groups – district attorneys, police chiefs, probation officers, and others – to be able to locate and participate in common learning experiences. Additionally, they want training available at a time and place convenient to the practitioners.



Virtual Training Academy provides valuable continuing education to justice practitioners.

INSIGHT

Today's criminal justice environment is complex and constantly changing. The evolution of laws, policies, sentencing guidelines, criminal activities, and social values makes it difficult for justice practitioners to maintain a current knowledge of these changes. Training programs have to be developed that organize and provide information on new and updated topics, and be delivered in ways that minimize time away from the job. PCCD decided that technology is essential to the continuing education and training of today's law enforcement practitioners. They also knew that before developing a technology-based solution, they needed a well documented strategy.

STRATEGY

PCCD turned to JPL to develop a strategy for A Virtual Training Academy (VTA) that would meet all the criteria.

JPL proposed a combination of research and extensive internal and external interviews. The research would form the basis for the development of a vision and a "proof of concept" to garner the stakeholder support required to develop the VTA.



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The strategy had to accomplish the following:

- Evaluate existing training from other sources
- Determine requirements from key stakeholders
- Evaluate what learners would like to see in a VTA
- Determine flexibility of available learning management systems
- Examine the impact of bandwidth and technical infrastructure limitations

SOLUTION

JPL solicited over 200 opinions through in-person interviews, telephone interviews and online surveys. The information was evaluated and integrated into the online training strategy that captured a shared vision for the Virtual Training Academy.

To communicate the vision, JPL designed a “proof of concept” that demonstrates the potential organization of information, features and navigation of a Virtual Training Academy. PCCD shares the vision and “proof of concept” with potential supporters of the VTA to garner the necessary funds for the Phase Two development.

RESULTS

JPL provided PCCD with a comprehensive blueprint for creating an effective online training portal. With Phase One completed, the Virtual Training Academy is ready to be developed.

When completed, justice practitioners will be able to:

- Find training specific to their needs at or near their workplace, reducing or eliminating the need to travel
- Access training when they need it, 24 -7
- Obtain qualified training that is current and consistent with Commonwealth of PA statutes and practices

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