

HALF YEAR REPORT

FY23

NEW JERSEY CHILD SUPPORT INSTITUTE



Released 6/6/2023

NJCSI

New Jersey Child Support Institute



RUTGERS

School of Social Work
INSTITUTE FOR FAMILIES

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History and Introduction

The New Jersey Child Support Institute (NJCSI) is a collaborative partnership of the New Jersey Department of Human Services (DHS), Division of Family Development, Office of Child Support Services, Administrative Office of the Courts, County Welfare Agencies (CWA), and the Institute for Families (IFF) at the Rutgers School of Social Work. Since 2007, NJCSI has delivered professional development to child support staff from New Jersey's CWA, Probation Child Support Enforcement Units, and Family Divisions. NJCSI's mission is to deliver coordinated and comprehensive training to the professionals who work in New Jersey's Child Support Program to ensure that children and their families obtain the financial and medical security they deserve. NJCSI provides innovative and engaging training programs in leadership and professional development, technical workforce development, and agency-specific certificate tracks. NJCSI builds the skills and knowledge of more than 2,500 professionals who work in New Jersey's Child Support Program.

New child support professionals attend courses that offer fundamental information on the Child Support Program, including the federal and state statutes, regulations, and rules governing the program; an overview of the processes associated with managing child support cases from initiation through closure; training in the processes and procedures that ensure data security; and practice in navigating and using the various functions and tools of the state-automated system, NJKiDS.

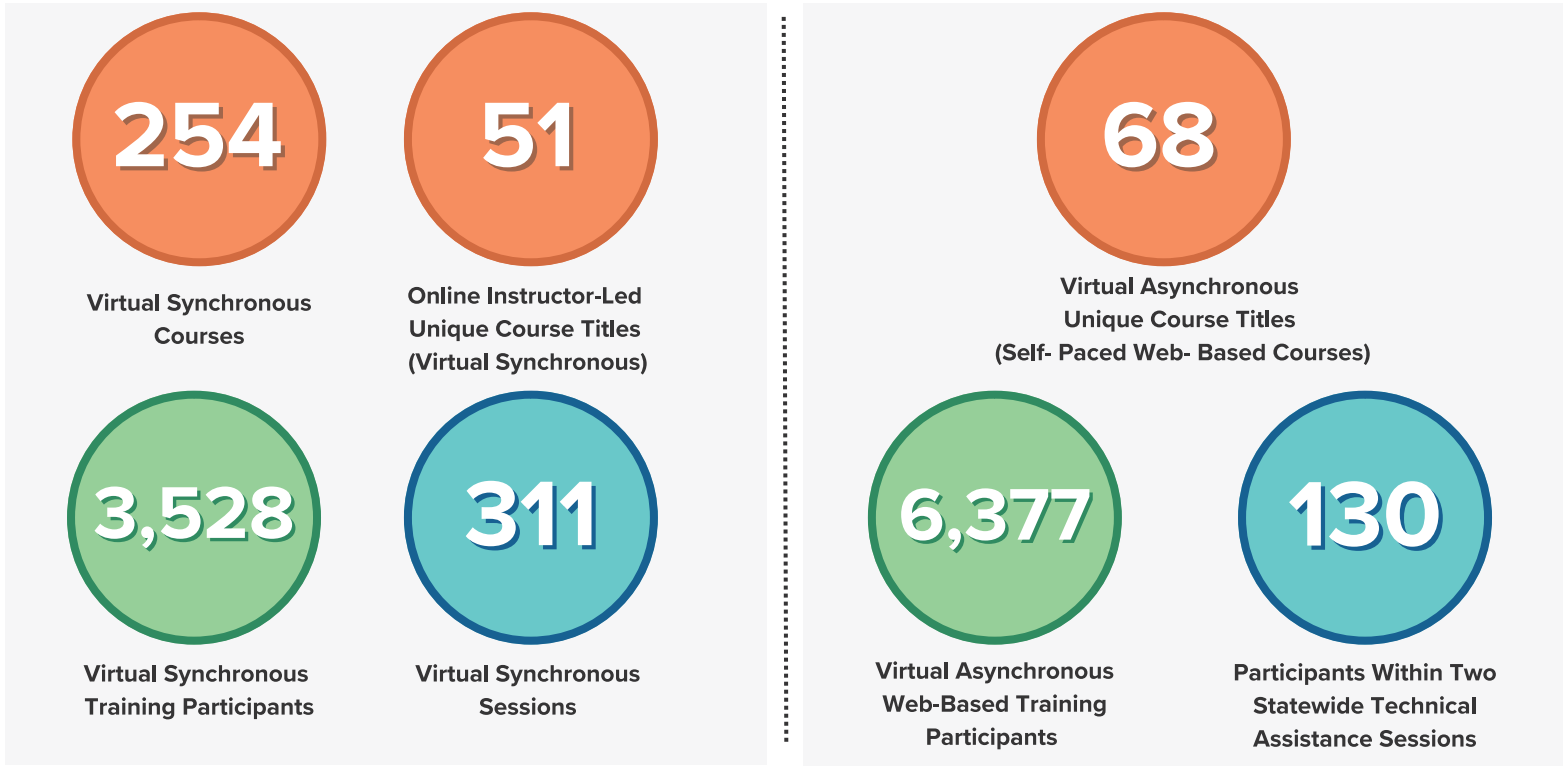
Agency-specific tracks provide suites of courses designed for each agency involved in the child support process: CWA, Family Divisions, Finance Divisions, and Probation Child Support Enforcement (PCSE) Units. The courses in each track include foundational information on the responsibilities of the individual agency and how it works with the other parts of the Child Support Program, as well as training in best practices for performing the functions assigned to agency staff.

Elective courses offer child support professionals opportunities to increase their knowledge in a variety of special topics in child support and family/child wellness, or to enhance their skills in such areas as communication, conflict management, and cultural competence. Specialized courses are designed to provide in-depth opportunities to master professional development skills. Additionally, NJCSI offers asynchronous web-based training programs that provide self-paced learning opportunities in a wide variety of topics. Available through the Learning Management System (LMS), these include stand-alone courses and supplemental learning objectives to support or follow in-class training sessions. NJCSI continues to develop and diversify course

offerings and create e-learning products to serve the ever-changing professional needs of the child support workforce. The learning and development team and subject matter experts collaborate to develop learning products.

This FY23 Half Year Report presents an overview of training services provided between July 2022 and December 2022. This information is used to track contract goals and inform future training initiatives.

NEW JERSEY CHILD SUPPORT INSTITUTE FY23 HALF YEAR REPORT: July - December 2022



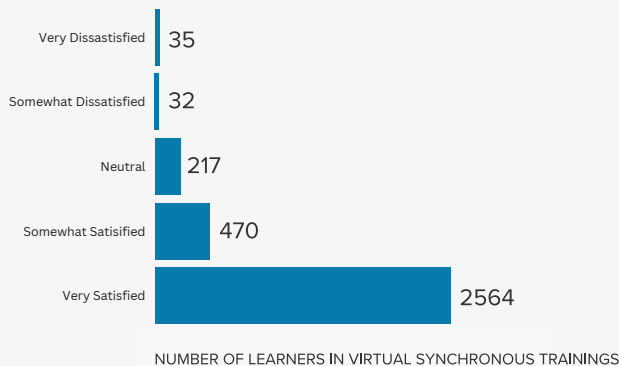
Courses refers to the total number of times training titles were delivered. Some courses are delivered over more than one day. Therefore, there are more sessions than courses delivered.

Unique course titles represent trainings delivered at least one time during the reporting period.

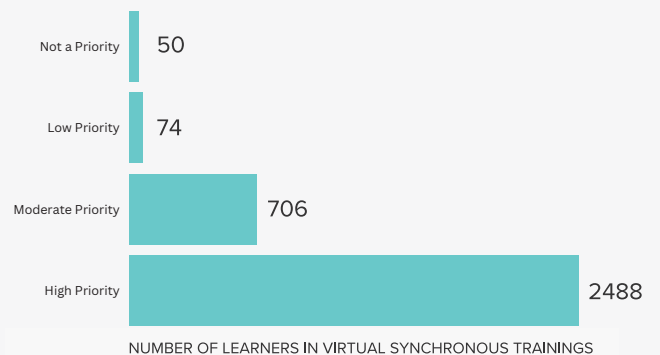
While some of the course titles were delivered multiple times during this period, each topic is counted only once to provide the sum of unique titles.

Participants indicates the number of trainees that completed a course. If a participant attends multiple courses through an FY, they are counted as a participant in each course they attend, therefore, referred to as duplicated participants.

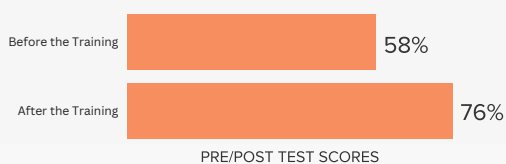
OVERALL TRAINING SATISFACTION



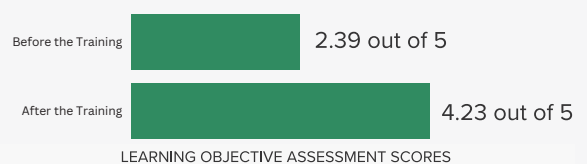
HOW MOTIVATED WILL YOU BE TO USE THESE SKILLS IN YOUR WORK?



KNOWLEDGE GAIN

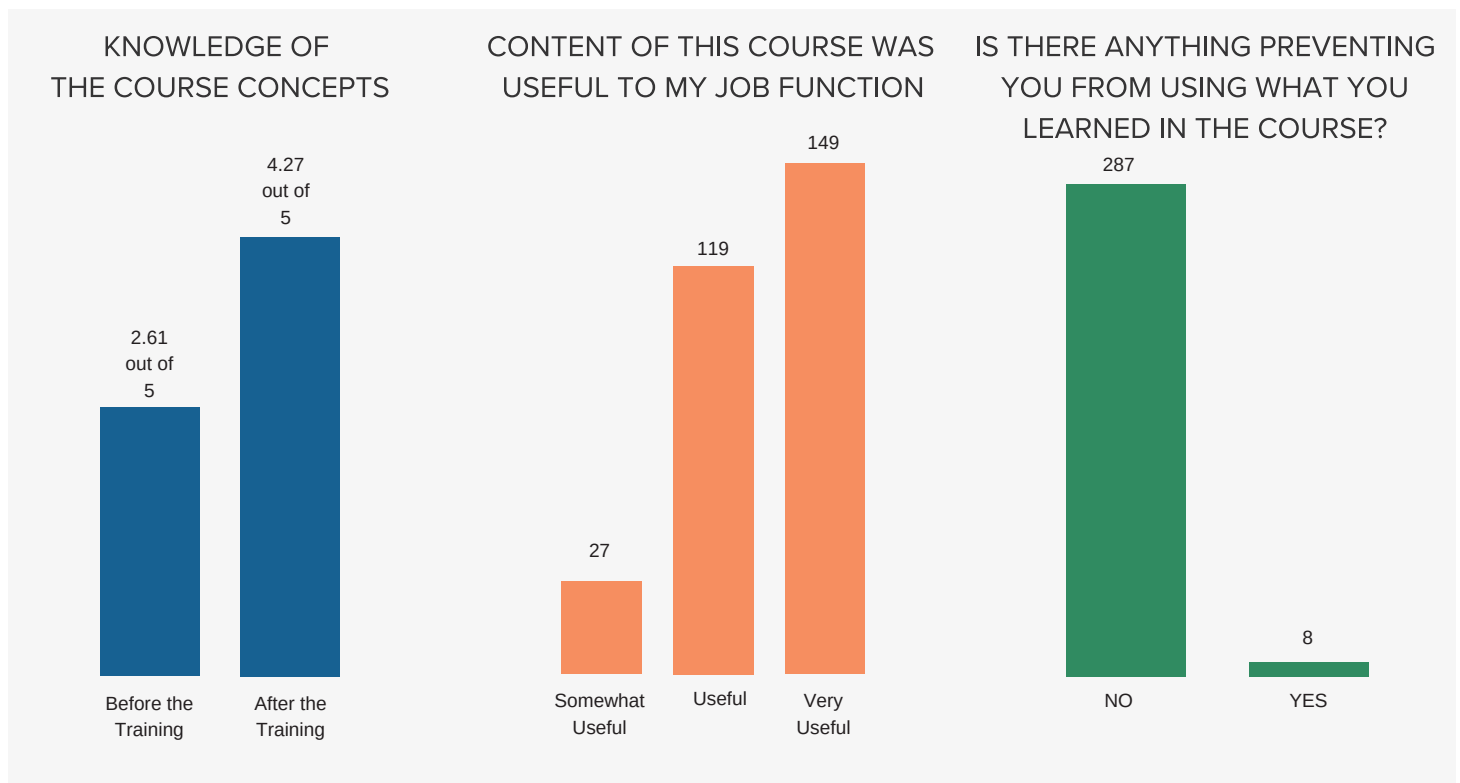


KNOWLEDGE GAIN

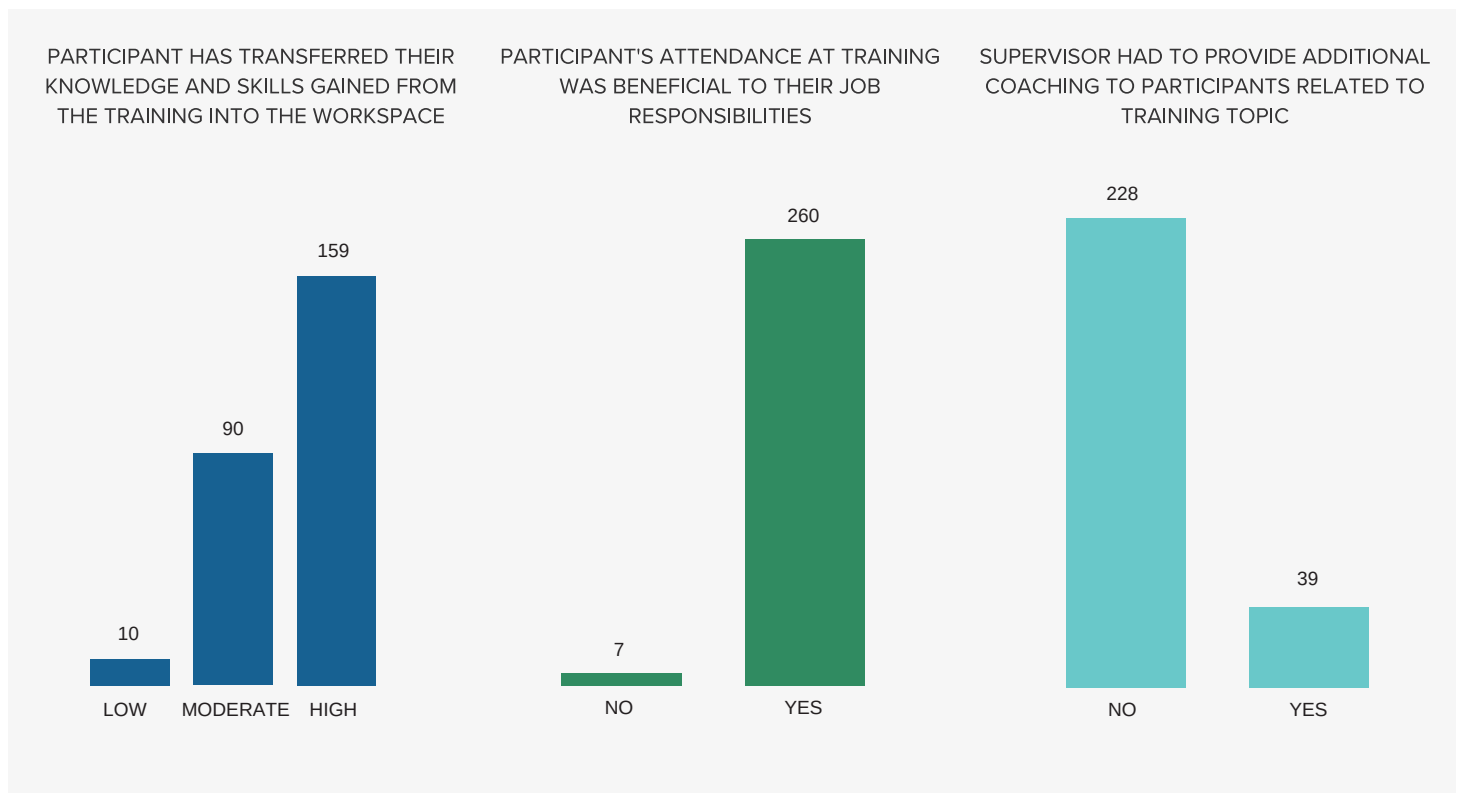


60-DAY FOLLOW-UP SURVEY RESULTS

PARTICIPANT FEEDBACK



SUPERVISOR FEEDBACK



New Jersey Child Support Institute: Progress and Activities

The following tables offer details on the activities and progress of contract deliverables assigned.

GOAL: Deliver training to support the knowledge and skills of the New Jersey Child Support professionals through asynchronous web-based trainings.	
ACTIVITY	PROCESS
Assess Training Need	Forecast training according to project deliverables.
Learning and Development	Apply the ADDIE model to create and implement training initiatives. A-Analysis, D-Design, D-Develop, I-Implement, E-Evaluate
Schedule & Assign Create Training Calendar	Schedule training by coordinating resources (e.g., full-time trainers, per diem trainers) and identifying a facilitator, host, and site support for each class. Confirm scheduled training calendar dates with our state partners. Assign a site support staff member to coordinate and manage all logistics. For virtual training, assign a host to moderate each training facilitated by a trainer. The host documents attendance, responds to chat, and supports the trainer as needed.
Promote Training	Post all training details to the NJCSI LMS website. Information includes training dates and training-specific details. Post trainings on the NJCSI LMS and email flyers created in Constant Contact. Share NJCSI Trailer to advertise classes at the beginning of virtual training.
Prepare Training Material	Finalized materials are uploaded to the document library and made available to all trainers to download and review content. Attendance sheet is available to download from the LMS. Participant materials are linked to the Document Library and disseminated through the welcome email.

GOAL: Deliver professional development to support the knowledge and skills of the New Jersey Child Support workforce through foundational and advanced synchronous virtual trainings.

ACTIVITY	PROCESS
<p>Prepare Training Material</p>	<p>Finalized materials are uploaded to the document library and made available to all trainers to download and review content. Attendance sheet is available to download from the LMS. Participant materials are linked to the Document Library and disseminated through the welcome email. Training materials can be accessed through the LMS to participants by logging in and going to the "My Profile" tab.</p>
<p>Class Closing and Participant Certificate</p>	<p>Training certificates are automatically sent by the LMS to attendees that have completed the course. This occurs after the attendance has been updated and the class has been closed by an NJCSI team member.</p>
<p>Surveys</p>	<p>Pre- and Post-assessment links are shared with learners before the training session begins and once it concludes. Satisfaction survey links are shared at the end of each training.</p>

GOAL: Manage a pool of consultant instructors to facilitate training for child support professionals.

ACTIVITY	PROCESS
<p>Initiate Recruitment Process</p>	<ul style="list-style-type: none"> • Recruit and on-board new instructors to build capacity for the NJCSI Training Program to increase the full-time and consultant training pool • Share and connect with existing networks • Share per diem flyer on LMS and through state partners
<p>Screen Applications</p>	<ul style="list-style-type: none"> • Review resumes • Track applicants and assess qualifications
<p>Conduct Phone Screen</p>	<ul style="list-style-type: none"> • Assess knowledge of, and experience with, applicant • Listen for understanding of adult learning theories • Confirm availability and flexibility (time/location) • Appraise proficiency with virtual platforms and tools
<p>Conduct Interviews</p>	<ul style="list-style-type: none"> • Interview in-person/virtual via initial panel of three program staff and one state partner team member. • Observe 10-minute training demonstration • Review terms of employment, flexibility, and commitment • Interview with final committee as needed

GOAL: Manage a pool of consultant instructors to facilitate training for child support professionals.

<p>Host New Trainer Orientation</p>	<ul style="list-style-type: none"> • Begin with online "pre-boarding" orientation • Gather as a cohort in-person or virtually • Introduce procedures and New Instructor Orientation Checklist • Observe course and assess confidence in the content before moving to solo facilitation
<p>Facilitate Train-the-Trainer Process</p>	<ul style="list-style-type: none"> • Conduct formal train-the-trainer (TTT) for course assignments • Trainer observes a seasoned instructor of training • Trainer co-facilitates training, then meets to assess trainer's comfort with content • Solo facilitation of training
<p>Support Initial Course Assignment</p>	<ul style="list-style-type: none"> • Trainer facilitates first course independently • Program staff remains available for questions • Meet after course to provide coaching and address any concerns • Review in-person/virtual and email follow-up course evaluations feedback
<p>Provide Continuous Quality Improvement and Trainer Feedback</p>	<ul style="list-style-type: none"> • Network trainers of similar content for group coaching • Conduct on-site or virtual observations for focused coaching • Host professional development sessions • Communicate regular program updates through the NJCSI Teams Channel and recurrent emails. • Review post-training feedback reports received from instructors to document any challenges shared and follow up on opportunities for coaching and support to strengthen training
<p>Moderator Support</p>	<ul style="list-style-type: none"> • The role of the moderator is to ensure that the training runs smoothly and professionally while the trainer focuses on the training delivery. The moderator has a role before, during, and after training.

CONTENT DEVELOPMENT ACTIVITIES

July—December 2022 Activities

ACTIVITY	PROCESS
Conference Sessions for the New Jersey Child Support Conference	<p>Supported the New Jersey Child Support Council by initiating the development of 8 75-minute conference sessions. Collaborated with subject matter experts from child support to create some of the sessions. The conference sessions were the following:</p> <ul style="list-style-type: none"> • Creating Customer Satisfaction within the New Normal • Probation Panel: Enforcement Roadmap: Ways to Enhance Work Performance • CWA Panel: Cracking the Code: What Do You Really Know About Genetic Testing? • Family Panel: What's the Code? The Path Towards Improvement • Finance Panel: NJKIDS Financial Literacy (NFL) Session • Intergovernmental Panel: Let's Talk About It! Advanced Intergovernmental Topics • UIFSA Basic Case Processing • I Feel Good! How Food, Play, and Gratitude Impact Wellness and Mood!
CPRO 2.0: Improvements to the Case Processor Page	<ul style="list-style-type: none"> • Completed the development of a 2-hour virtual course that launched in August. Training materials include classroom slides, instructor guide, participant job aid, animated video, and instructor-led step-by-step demonstrations.
Child Support Guidelines for Family Law Clerks (series)	<p>Completed the yearly review and revamp of the Child Support Guidelines for Family Law Clerks curriculum in preparation for the annual training that takes place in the fall. An additional training day was added to the series and the modality changed from virtual to in-person. This year, development was for a three-part, in-person series:</p> <ul style="list-style-type: none"> • Beginners (September) • Intermediate (October) • Advanced (November)
Cultural Humility, the Key to Diversity, Equity, and Inclusion	<ul style="list-style-type: none"> • Completed the development of a 2-hour virtual training.
Workplace Professionalism: Tips to Enhance Your Professional Image and Etiquette	<ul style="list-style-type: none"> • Completed the development of a 2-hour virtual training.
7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff	<p>Completed the development of a 3-hour virtual training based on the out-of-date 6-hour classroom course, Alerts Management for PCSE Staff.</p> <ul style="list-style-type: none"> • Updated content related to the improved user interface. • Collaborated with subject matter experts from the AOC to enhance the course. • Curriculum includes five Storyline simulations created to demonstrate the key steps of specific task chains.
The Basics of Using Zoom	<ul style="list-style-type: none"> • Initiated the development of a 1-hour virtual training to help participants be prepared for the transition of courses being facilitated in the Zoom platform instead of WebEx.

July—December 2022 Activities

ACTIVITY	PROCESS
Improving Your IV-D Performance: Guidance for PCSE Staff	<ul style="list-style-type: none"> Continued the work with the Probation Performance Improvement Workgroup to develop a two-part, 6-hour virtual training for experienced Probation Staff.
Court Presentations	<ul style="list-style-type: none"> Continued the development of a revamp of a 6-hour classroom course to a two-part, 6-hour virtual training. Training materials include the development of classroom slides, instructor guide, participant guide, and simulations.
Basic Financial Concepts	<ul style="list-style-type: none"> Continued the development of a 7.5-hour classroom course composed of (3) 2.5-hour sessions. Training materials include classroom slides, instructor guide, participant resource guide, and animated videos.
Case Closure: Theory and Practice for CWA Staff	<ul style="list-style-type: none"> Completed the curriculum update and conversion of the existing 6-hour classroom training to a two-part, 6-hour virtual training.
Professional Development Series for Managers and Supervisors	<ul style="list-style-type: none"> Continued the conversion of a 56-hour (8 full days), classroom course to a 56-hour virtual training composed of 14 3-hour sessions. Analyzed classroom content, updated content, designed and developed some new content, and adjusted activities for virtual facilitation. Finalized materials in December for a training series to begin in March 2023.
Facilitator Training Series	<ul style="list-style-type: none"> Initiated the review of existing in-person curriculum and created a draft outline of the abbreviated, virtual version of the course.
Case Initiation for CWA Staff	<ul style="list-style-type: none"> Continued the development of a 5-hour virtual training. Training materials include classroom slides, instructor guide, participant guide, job aid, simulations, and animated video.
Maintenance of Existing, Completed Courses	<p>Maintained the curriculum of existing, completed courses by updating content to reflect changes in Child Support policies, procedures, etc.; to correct errors; and to enhance the content for an improved participant learning experience. Synchronous courses that received updates included the following:</p> <ul style="list-style-type: none"> Case Closure: Theory and Practice for CWA Staff Locate for CWA Staff 7 Habits for Effectively Managing Tasks and Notifications Advanced UIFSA: Problem Solving for Intergovernmental Staff Introduction to UIFSA Data Security in Child Support Triennial Review Stress Management: Rewrite Your Stress Story Administrative Enforcement Remedies (AER)
CPRO 2.0 NJCSI Watch Videos (asynchronous)	<p>Created 8 training videos to aid in the transition of changes to key NJKiDS pages.</p> <ul style="list-style-type: none"> Episode 1: How to Link a New USSO Episode 2: How to Link an Existing USSO Episode 3: How to Unlink a USSO Episode 4: How to Link a New Guideline Calculation Episode 5: How to Link an Existing Guideline Calculation Episode 6: How to Link an NPRO Document Episode 7: How to Unlink an NPRO Document Episode 8: The New Display of CPRO 2.0

July—December 2022 Activities

ACTIVITY	PROCESS
Child Support Overview (Community Education and Outreach) (asynchronous)	<ul style="list-style-type: none"> Continued the development of a Child Support customer-directed, animated video on the Child Support process. Continued the revamp/reorganization of the Child Support Overview presentation for child support customers and community partners.
New Jersey Child Support Institute Classroom Trailer Video	<ul style="list-style-type: none"> Initiated the development of a 3-minute promotional video to highlight NJCSI Training offerings. The purpose of the video is to advertise courses prior to the start of class and during classroom breaks.
NJKiDS Basic Navigation WBT (asynchronous)	<p>Completed the development of the web-based training, currently under final review.</p> <ul style="list-style-type: none"> Course is a “refresher” that explains the terms and concepts, components, navigation process, and recognizing system errors and messages in NJKiDS.
Child Support Portal WBT (asynchronous)	<p>Completed the development of the web-based training, currently under final review.</p> <ul style="list-style-type: none"> Course is a “refresher” version of the Exploring the Child Support Portal training course. It explains the purpose and benefits of using the Child Support Portal while providing information on several applications available in the portal for child support staff. <p>Course launched on the LMS, July 8, 2022.</p>
Case Processor (CPRO) 2.0: What's New?	<p>Completed the development of an asynchronous WBT.</p>
NJKiDS Basic Navigation and Functionality WBT (asynchronous)	<p>Completed the development of the web-based training.</p>
Genetic Testing WBT (asynchronous)	<p>Continued the development of the web-based training; however, development was paused per our state partners.</p>
Advanced Compliance Schedule WBT (asynchronous)	<p>Continued the development of the web-based training.</p>
TA Sessions Prepared recordings of Technical Assistance Sessions for posting on the LMS.	<p>Financial Notes (recorded 10/27/22)</p>

Summary of Training Activities
FY23 Half Year: July 2022 to December 2022

Virtual Synchronous (Online Instructor-Led Class)	# of Unique Course Titles Delivered	51
	# of Courses Delivered	254
	# of Sessions	311
	# of Sessions Less than 3 Hours Delivered	115
	# of Sessions 3 Hours and More Delivered	196
	# of Participants Completing Courses (duplicated*)	3,528
Virtual Asynchronous (Self-Paced Web-Based Course)	# of Unique Course Titles Delivered	68
	# of Participants Completing Courses (duplicated*)	6,377
Technical Assistance Sessions	# of Unique Technical Assistance Titles	2
	# of Sessions Delivered	2
	# of Participants Completing TA (duplicated*)	130

Notes: Courses refers to the total number of times training titles were delivered. Some courses are delivered over more than one day (multiple sessions). Therefore, there are more sessions than courses delivered.

*Participants who attended multiple trainings throughout the reporting period are counted in each course they attended; thus, the grand total includes duplicated participants.

Highlights: July 2022 to December 2022

Virtual Synchronous (Online Instructor-Led Class)

- *IV-D Theory for New Hires*
 - Overall Satisfaction Rating = 4.69 out of 5.00
 - 5 Days/3.25 Hours Each Day
 - Conducted 3 Times with Total of 46 Participants
 - Average Class Size = 15 Participants
- *IV-D Theory Refresher Course (One Day)*
 - Overall Satisfaction Rating = 4.91 out of 5.00
 - 1 Day/3.25 Hours Each Day
 - Conducted 4 Times with Total of 54 Participants
 - Average Class Size = 14 Participants
- *CPRO 2.0: Improvements to the Case Processor Page*
 - Overall Satisfaction Rating = 4.59 out of 5.00
 - 1 Day/1.5 Hours Each Day
 - Conducted 83 Times with Total of 1,579 Participants
 - Average Class Size = 19 Participants
- *Data Security in Child Support*
 - Overall Satisfaction Rating = 4.76 out of 5.00
 - 1 Day/3.25 Hours Each Day
 - Conducted 39 Times with Total of 456 Participants
 - Average Class Size = 12 Participants

Virtual Asynchronous (Self-Paced Web-Based Course)

- Participants Views = 7,511
- Participants Completed = 6,377
- Completion Rate = 85%
- Training Title/Video with Most Completions
 - *Case Processor (CPRO) 2.0 - What's New? (WBT)*
 - Total of 1,884 Participants
 - *Safeguards Security Awareness Training for Child Support (Video)*
 - Total of 925 Participants

Technical Assistance Sessions

- 1-Hour Sessions Conducted 2 Times with a Total of 130 Participants
- Overall Satisfaction Rating Across All Sessions = 4.11 out of 5.00 (n = 100)

Courses Conducted and Attendance

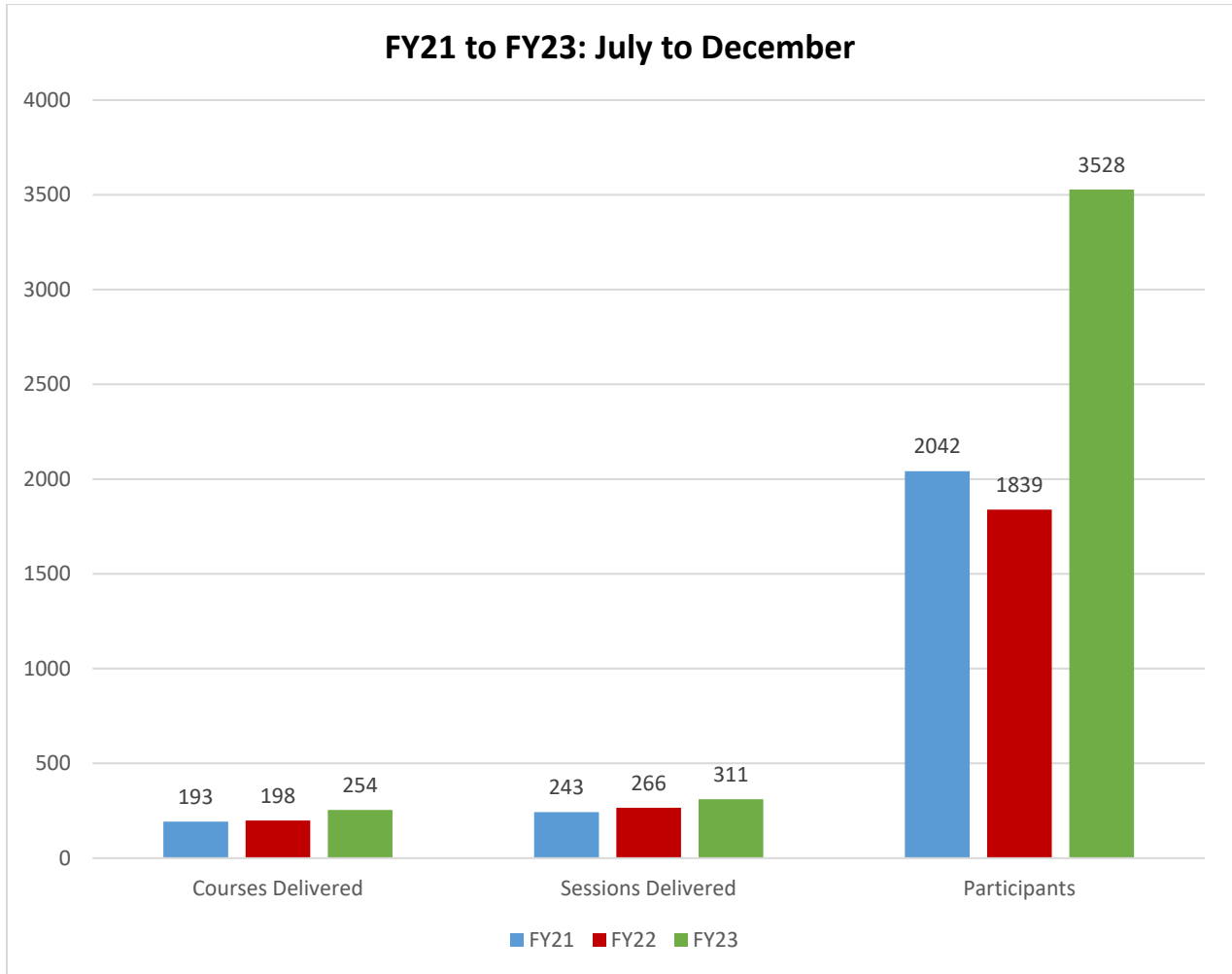
Virtual Synchronous Courses

During the first half of FY23, NJCSI conducted 254 virtual synchronous courses with 311 training sessions and 3,528 total participants. Courses refers to the total number of times training titles were delivered. Some courses are delivered over more than one day (multiple sessions). Therefore, there are more sessions than courses delivered. “Total participants” is defined as the number of participants that completed a course. Participants are counted only once per course, whether they attended a one-day course or a multiday course. Those who attended multiple courses throughout the first half of FY23 are counted in each course they attended; thus, the grand total includes duplicated participants.

The table below displays the total number of courses, training sessions, and participants by month. The highest number of courses (57) occurred in September. The fewest number of courses (29) occurred in December.

FY23: July 2022–December 2022 Instructor-Led Trainings by Month			
MONTH	COURSES	TRAINING SESSIONS	TOTAL PARTICIPANTS
July 2022	32	40	389
August 2022	40	48	546
September 2022	57	67	854
October 2022	51	61	878
November 2022	45	53	588
December 2022	29	42	273
Total	254	311	3,528

The bar chart below presents the total number of courses, sessions, and participants for the same time period in FY21, FY22, and FY23. The first half of FY23 had an increase in courses, sessions, and participants compared to previous years. This increase was partly due to NJCSI training approximately 3,000 child support professionals on CPRO 2.0 between August and November of 2022.



The table below displays all virtual synchronous courses, training sessions, and participants during the first half of FY23.

Virtual Synchronous Courses	Course Length	# of Courses	# of Sessions	# of Participants
7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff	3 hours	5	9	62
Administrative Enforcement Remedies	3 hours	2	2	28
Advanced UIFSA: Problem Solving for Intergovernmental Staff	3 hours	5	10	70
All Staff: Introduction to NJKiDS Reporting	3 hours	2	2	23
Bankruptcy Process for PCSE Staff	3 hours	1	1	8
Case Closure: Theory and Practice for CWA Staff	3 hours	1	2	7
Case Closure: Theory and Practice for PCSE Staff	3 hours	4	4	35
Case Create and Scheduling for Family Division Staff	2.25 hours	3	3	23
Child Support Guidelines: Theory and Practice	3 hours	2	4	14
Children and Families Impacted by Incarceration: Implications for Child Support Enforcement	3 hours	2	4	13
Conflict Management: Agree to Disagree	3 hours	3	3	21
Cooperation, Good Cause, and Good Faith for CWA Staff	2.75 hours	2	2	8
CPRO 2.0: Improvements to the Case Processor Page*	1.5 hours	83	83	1579
Cultural Humility, the Key to Diversity, Equity, and Inclusion	1.5 hours	1	1	18
Data Security in Child Support	3.25 hours	39	39	456
Dear Black Male...	3 hours	1	1	13

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Virtual Synchronous Courses	Course Length	# of Courses	# of Sessions	# of Participants
Effective Customer Service	3 hours	4	8	31
Emotional Intelligence: The Power of Emotion	2.5 hours	3	3	29
Empathy and Compassion*	1.5 hours	3	3	26
Engaging Fathers: A New Perspective	3 hours	3	6	12
Essentials of Business Communication	3 hours	1	2	6
Establishment for County Welfare Agency Staff	3 hours	3	3	18
Exploring the Child Support Portal	3 hours	6	12	50
Family Workshop: Understanding Disposition, Case Closure, and Termination	2.75 hours	4	4	33
Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals	3 hours	1	1	7
Improving Your IV-D Performance: Guidance for Family Division Staff	3 hours	2	2	9
Improving Your IV-D Performance: Guidance for Probation Division Staff	3 hours	5	10	47
Introduction to UIFSA	3 hours	5	10	55
IV-D Theory for New Hires	3.25 hours	3	15	47
IV-D Theory Refresher Course (One Day)	3.25 hours	4	4	54
Judicial Enforcement Remedies and Other Enforcement Actions	3 hours	3	3	23
Law Clerk Training for Family Law Clerks: Beginner Session*	6 hours	2	2	121

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Virtual Synchronous Courses	Course Length	# of Courses	# of Sessions	# of Participants
Law Clerk Training for Family Law Clerks: Intermediate Session*	6 hours	3	3	122
Law Clerk Training for Family Law Clerks: Advanced Session*	6 hours	2	2	122
Leadership, Learning, and Change	3 hours	1	1	6
Locate for County Welfare Agency Staff	2.5 hours	3	6	16
Managing Tasks and Notifications for CWA Staff	3 hours	2	2	16
Microsoft Excel for Beginners	3.5 hours	3	6	19
Modifications: Processing Hearing Outcomes for Family Division Staff	2.25 hours	3	3	22
Strategies for Managing Change	3 hours	4	4	28
Stress Management: Rewrite Your Stress Story	3 hours	6	6	39
Tax Offset in Child Support	3 hours	3	3	21
Termination 2.0 Updates	1.5 hours	2	2	14
Termination Training Workshop	3 hours	1	2	7
The Importance of Belonging	1.5 hours	2	2	20
Time Management	3 hours	1	1	12
Triennial Review Theory and Practice	3 hours	2	2	31
True Colors	3 hours	1	1	5
UIFSA Online Tools	2.5 hours	3	3	22

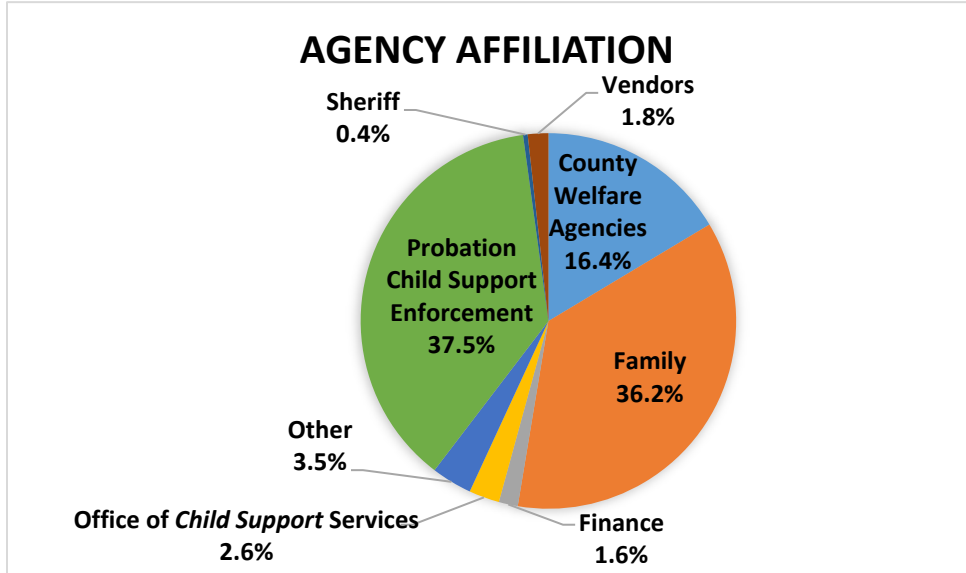
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Virtual Synchronous Courses	Course Length	# of Courses	# of Sessions	# of Participants
Working with Trauma: Understanding Compassion Fatigue, Burnout, and the Importance of Self-Care*	2.5 hours	3	3	45
Writs of Execution Process	3 hours	1	1	15
Total	-	254	311	3528

*New courses launched in first half year of FY23

Virtual Synchronous Courses: Training Participants

Agency Affiliation: The following figure uses aggregate data across all virtual synchronous courses during the first half of FY23. Of the 3,528 total participants, the largest percentage of trainees identified their current agency affiliation as Probation Child Support Enforcement (37.5%). The pie chart shows the proportion of all participants by agency affiliation.



County or State Agency Affiliation: County/State agency affiliations for these 3,528 participants are listed below.

County/State Agency Affiliation	# of Participants	County/State Agency Affiliation	# of Participants
Essex	464	Gloucester	113
Camden	360	Cumberland	104
Bergen	202	Atlantic	96
Mercer	196	Division of Family Development	93
Burlington	195	Administrative Office of the Courts	69
Middlesex	193	Somerset	66
Hudson	192	Sussex	42
Ocean	192	Salem	38
Passaic	192	Warren	35
Union	166	Cape May	32
Monmouth	153	Protech	32
Other*	149	Hunterdon	25
Morris	129		

* Other included Stellarware, ATCSU, Law Clerk, and Guests.

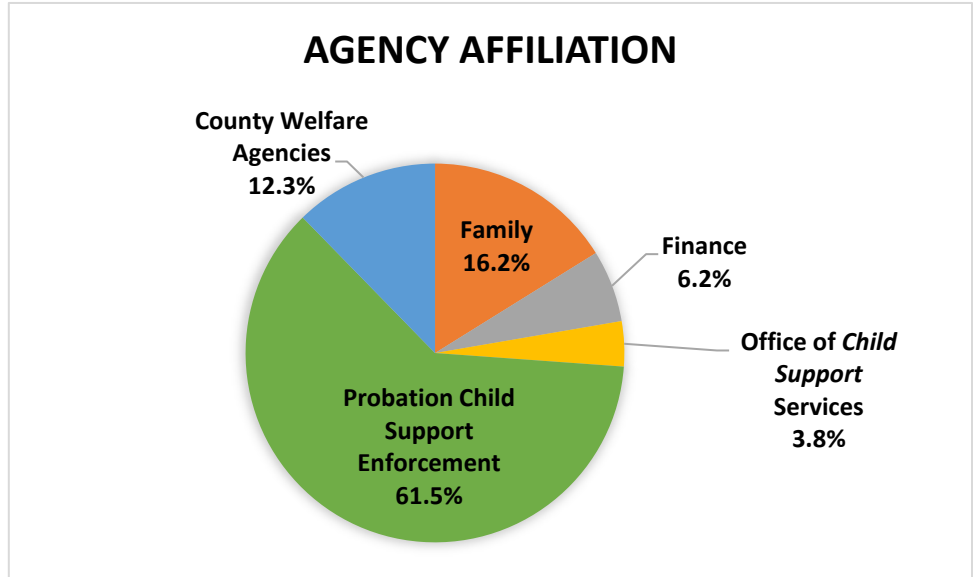
Technical Assistance Sessions

Technical assistance sessions, delivered virtually through an online presentation platform (WebEx), offered an opportunity for professionals to attend 1-hour sessions, led by child support subject matter experts. These sessions allowed for an interactive exchange of ideas and collaboration with peers to discuss trending topics in child support. The table below presents information for technical assistance sessions conducted during the first half of FY23.

Session Title	Session Length	Times Conducted	Training Sessions	Participants
Electronic Document Exchange	1 hour	1	1	88
Financial Notes	1 hour	1	1	42
Total	-	2	2	130

Technical Assistance Sessions: Training Participants

Agency Affiliation: During the first half of FY23, 2 technical assistance sessions were conducted. Of the 130 total participants, the largest percentage of trainees (61.5%) identified their current agency affiliation as Probation Child Support Enforcement. The pie chart shows the proportion of technical assistance session trainees by agency affiliation.



County or State Agency Affiliation: County/State agency affiliations for these 130 participants are listed below.

County/State Agency Affiliation	Participants	County/State Agency Affiliation	Participants
Camden	15	Administrative Office of the Courts	4
Bergen	14	Hudson	4
Union	12	Warren	4
Essex	11	Atlantic	3
Ocean	10	Sussex	3
Middlesex	9	Cape May	2
Cumberland	7	Gloucester	2
Monmouth	7	Passaic	2
Burlington	6	Salem	2
Mercer	6	Morris	1
Division of Family Development	5	Somerset	1

Virtual Asynchronous

During the first half of FY23, 56 virtual asynchronous training courses were completed. Across all titles, there were 7,511 asynchronous web-based course access points by unique participants and of these, 6,377 were completed, resulting in an overall average completion rate of 85%. Completion rates depend on a variety of factors, including trainee motivation and their ability to navigate technology. Most NJCSI trainings are less than an hour in length and can be stopped and started as needed. The table below displays the number of course access points, number of completions, and completion rate by course title.

Course Title	Access Points	Completions	Completion Rate
A Quick Guide on Compliance Schedule	35	28	80%
A Quick Guide on the Child Support Portal*	186	116	62%
A Quick Guide to Tax Offset and Rejected Records	46	34	74%
Case Processor (CPRO) 2.0 - What's New?*	1943	1884	97%
Child Support Overview	84	52	62%
Creating a Financial Note in NJKiDS	76	64	84%
CS702 Order Part One—Overview of the Enforcement of Litigants Rights Hearing	62	53	85%
CS702 Order Part Two—Completing the CS702 Order	52	41	79%
Data Security WBT + Confidentiality Agreement for Child Support Staff	564	523	93%
Data Security WBT + Confidentiality Agreement for Judiciary Child Support Staff	232	141	61%
Data Security WBT + Confidentiality Agreement for Portal Users	211	196	93%
Data Security WBT and Acknowledgment for IT Staff	105	70	67%
Data Security WBT for Judiciary Child Support Staff	422	371	88%
Data Security WBT for Judiciary Portal Users	115	95	83%
Electronic Document Exchange	137	103	75%

Course Title	Access Points	Completions	Completion Rate
Episode 1: How to Link a New USSO*	61	45	74%
Episode 2: How to Link an Existing USSO*	42	38	90%
Episode 3: How to Unlink a USSO*	41	35	85%
Episode 4: How to Link a New Guideline Calculation*	39	34	87%
Episode 5: How to Link an Existing Guideline Calculation*	37	31	84%
Episode 6: How to Link an NPRO Document*	37	34	92%
Episode 7: How to Unlink an NPRO Document*	33	33	100%
Episode 8: The New Display of CPRO 2.0*	40	36	90%
Fathers Are Important: A Webinar	17	9	53%
Financial Adjustments	43	14	33%
Handling Challenging Customers	114	104	91%
Imaging Documents for ECM on MFP+	31	26	84%
International Child Support	21	15	71%
Interview Skills	98	87	89%
Intro to Imaging Termination Documents+	26	24	92%
Introduction to Electronic Content Management	33	21	64%
National Medical Support Notice (NMSN)	17	15	88%
Navigating the LMS	57	5	9%
Navigating the WebEx Meeting Room: A Guide for Participants	12	9	75%
NJKiDS Functionality	16	8	50%

Course Title	Access Points	Completions	Completion Rate
Payment Forwarding	54	32	59%
Payment Log (PLOG)	22	10	45%
Performance Measures Series Module 1: Introduction	18	12	67%
Performance Measures Series Module 2: Paternity Establishment	31	23	74%
Performance Measures Series Module 3: Child Support Order Establishment	47	40	85%
Performance Measures Series Module 4: Collections	33	32	97%
Performance Measures Series Module 5: Cost-Effectiveness	28	27	96%
Processing a IV-D Application	31	29	94%
Processing a Referral	95	90	95%
Reopening a Closed Case in NJKiDS	101	86	85%
Safeguards Security Awareness Training for Child Support ⁺	980	925	94%
Searching for Pre-Existing Cases	120	104	87%
Technical Assistance Session: Bench Warrant ⁺	25	4	16%
Technical Assistance Session: Case Closure ⁺	19	9	47%
Technical Assistance Session: Electronic Document Exchange [*]	61	28	46%
Technical Assistance Session: Exploring the Child Support Portal (CSP) ⁺	28	7	25%
Technical Assistance Session: Financial Notes ^{*+}	50	13	26%
Technical Assistance Session: IV-D Application Coding ⁺	25	12	48%
Technical Assistance Session: IV-D Web Application Part 1 ⁺	21	6	29%

New Jersey Child Support Institute

Course Title	Access Points	Completions	Completion Rate
Technical Assistance Session: IV-D Web Application Part 2 ⁺	12	5	42%
Technical Assistance Session: QUICK ⁺	8	4	50%
Technical Assistance Session: Tackling Duplicate DCNs ⁺	17	10	59%
Termination Notices	27	27	100%
Termination of Child Support Obligation	31	29	94%
Track My Cases Dashboard	35	26	74%
Track My Cases Refresher	19	9	47%
USSO Updates	22	17	77%
Viewing Electronic Documents	34	24	71%
Welcome to IV-D or Non-IV-D!	128	101	79%
When a IV-D Referral Is Required [*]	3	2	67%
Why Is Case Closure Important?	115	101	88%
Your Quick Guide to Title IV-D Coding	121	91	75%
Your Quick Guide to UIFSA Online Tools	65	48	74%
Total	7,511	6,377	85%**

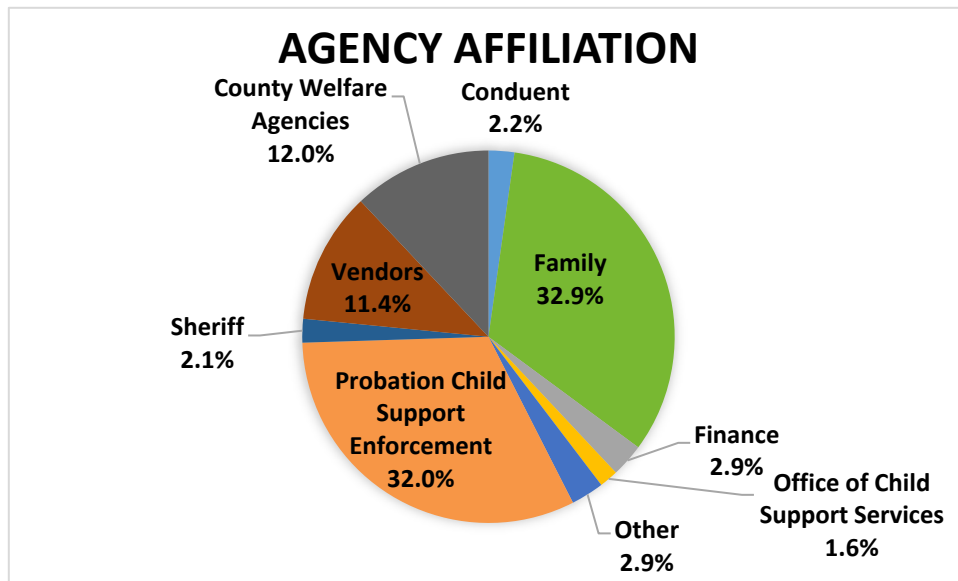
⁺ Video-only trainings, which do not include interactive engagement components. These video-only trainings are pre-recorded webinars and technical assistance sessions.

^{*} New WBT courses launched during the first half of FY23

^{**} Overall Average

Virtual Asynchronous: Training Participants

Agency Affiliation: The following figure uses aggregate data across all asynchronous web-based trainings. Of the 6,377 total participants, the largest percentage of trainees (32.9%) identified their current agency affiliation as Family Division. The pie chart shows the proportion of asynchronous web-based trainees by agency affiliation.



County or State Agency Affiliation: County/State agency affiliations for these 6,377 participants are listed below.

County/State Agency Affiliation	Participants	County/State Agency Affiliation	Participants
Guests	704	Gloucester	196
Essex	569	Vendors	163
Camden	522	Morris	156
Middlesex	442	Protech	154
Hudson	348	Somerset	118
Bergen	323	Division of Family Development	104
Union	313	Salem	92
Burlington	290	Administrative Office of the Courts	76
Mercer	283	Sussex	76
Monmouth	269	Cape May	53
Ocean	260	Hunterdon	53
Passaic	254	Warren	46
Atlantic	247	Rutgers	25
Cumberland	241		

Note: Other referenced above refers to Stellarware, ATCSU, Law Clerk, and Guests.

Training Evaluation Overview		
Evaluation Instrument	Time of Completion	Respondent
Virtual Synchronous Trainings		
Satisfaction Survey	End of training	Participant
Learning Objectives Assessment	End of training	Participant
Pre & Posttest	Beginning & end of training	Participant
60-Day Follow-Up Survey for Participant	60 days after training has been completed	Participant
60-Day Follow-Up Survey for Supervisor	60 days after training has been completed	Participant's Supervisor
Instructor Feedback Report	Within 48 hours of training completion	Instructor
Technical Assistance Sessions		
Satisfaction Survey with a Knowledge Gain Question	End of session	Participant
Virtual Asynchronous		
Satisfaction Survey	End of training	Participant
Pre & Posttest*	Beginning & end of training	Participant

* For virtual asynchronous trainings, pretests & posttests are administered when trainings are 30 minutes or longer.

Training Evaluation: Knowledge Gain

There are two ways NJCSI assesses knowledge gain: through pre/posttests and pre/post learning objectives assessments. Both methods are described below.

Pre/Posttests are multiple-choice tests based on the learning objectives. They are created by the learning and development team, content experts, instructors, and/or Rutgers' evaluation team. Each course has a unique test in alignment with course objectives. Participants are asked to complete a multiple-choice test prior to participating in a training (pretest). After a training is completed, the same multiple-choice test is re-administered (posttest). The tests are scored by Qualtrics. Participants' knowledge gain is computed as the difference in test scores (percent correct) before and after each training session. The results are summarized on the following pages, and reported by course title in Appendix A.

Learning objectives assessments are self-assessment tools completed by the participant at the end of a training. Participants are asked to self-report their level of knowledge before and after the training for each learning objective. The participants' knowledge gain is computed as the difference in knowledge before and after the training session. The results are summarized on the following pages, and reported by course title in Appendix A.

Learning objectives assessments are administered instead of pre/post assessments for some training topics. This occurs when a traditional multiple-choice test is not well suited to a training or may not adequately capture the knowledge gained from attending. Specifically, the learning objectives assessments are used in the following circumstances:

- A training that focuses on hands-on activity (e.g., NJKiDS Labs/reporting courses)
- A training that focuses on soft skills (e.g., True Colors, Time Management)
- Virtual synchronous courses with limited time

For Technical Assistance Sessions, the satisfaction survey includes a question asking participants to rate their knowledge of the session concepts. The results are summarized on the following pages, and reported by course title in Appendix E.

Pre/Posttest Revision Committee

NJCSI’s goal is to develop pre/posttest questions that strike the correct balance between difficulty, clarity, and adherence to learning objectives. NJCSI strives to conduct fair tests that reflect the material being taught. NJCSI regularly reviews tests that are new or in need of revision due to updated curriculum and/or test performance. Depending on the needs of each test, the revision committee includes members of the NJCSI evaluation team, instructors, and learning and development team.

The test revision committee completed five test revisions during the first half of FY23. Pre/posttests are selected for review and revision based on several factors. For example, courses that have particularly low post-assessment scores may be flagged for review and other oversight. Learners may also provide comments on their satisfaction surveys about any assessment items that appear difficult or unclear. Additionally, facilitators may provide feedback on assessment items through their instructor feedback reports after each assignment. In each case, data is examined by the NJCSI evaluation team to better understand why participants may not perform well. For example, analyses are conducted by test item, time period, and instructor to understand how improvements can be made. The test revision committee also develops new tests for new courses. During this reporting period, the test revision committee completed revisions and development for the five courses listed below.

FY22: July 2022 to December 2022

Pre/Posttest Development Completed

IV-D Theory for New Hires – Day 1 (revision of old test)

IV-D Theory for New Hires – Day 2 (revision of old test)

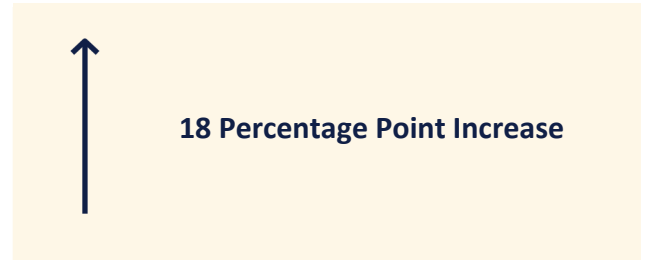
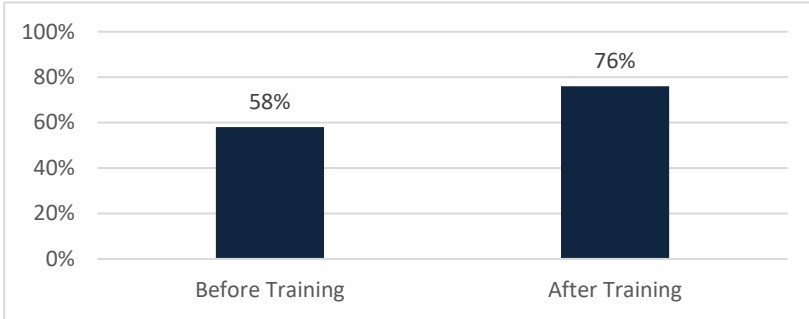
IV-D Theory for New Hires – Day 3 (revision of old test)

Court Presentations (new test)

Modifications: Processing Hearing Outcomes for Family Division Staff (revision of old test)

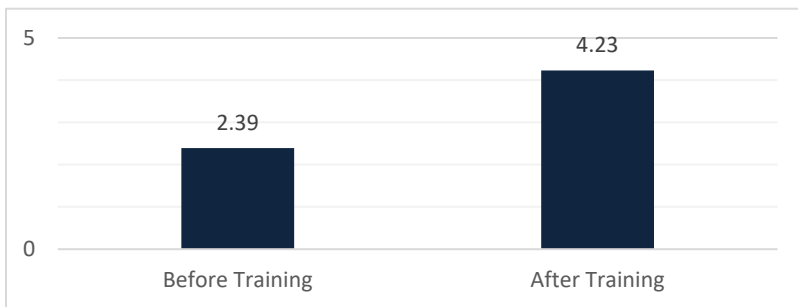
Results from Pre/Posttests: Virtual Synchronous Courses

During the first half of FY23, there were 31 pre/posttests administered for virtual synchronous instructor-led courses. The overall average pretest score was 58% and posttest score was 76%, indicating knowledge gain with an average +18 percentage point increase.



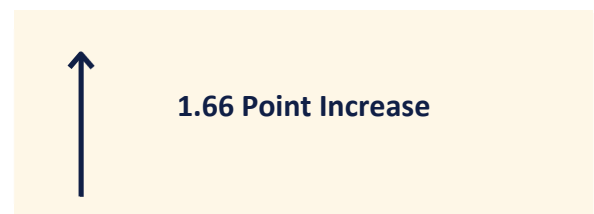
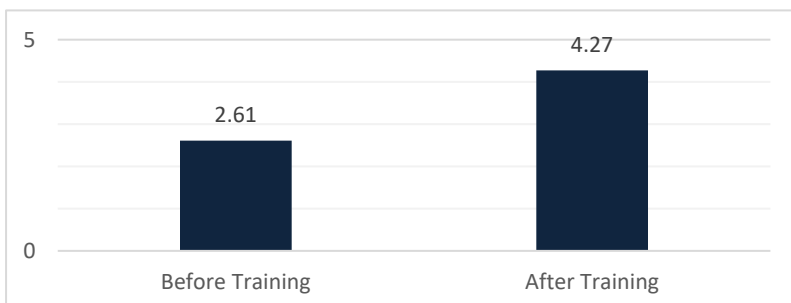
Results from Pre/Post Learning Objectives Assessments: Virtual Synchronous Courses

During the first half of FY23, there were 24 unique virtual synchronous instructor-led courses where pre/post learning objectives assessments were administered. Respondents rated their overall knowledge of the concepts before the training (average rating was 2.39 out of 5) and after the training (average rating was 4.23 out of 5). Responses indicate that due to the training, respondents gained knowledge (average +1.84 point increase).



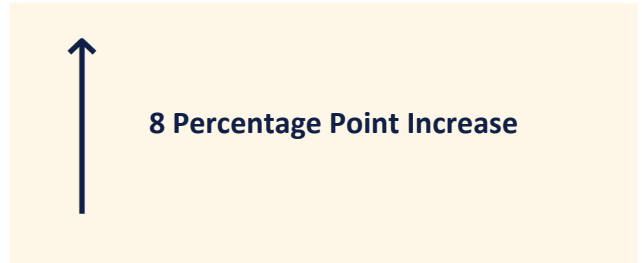
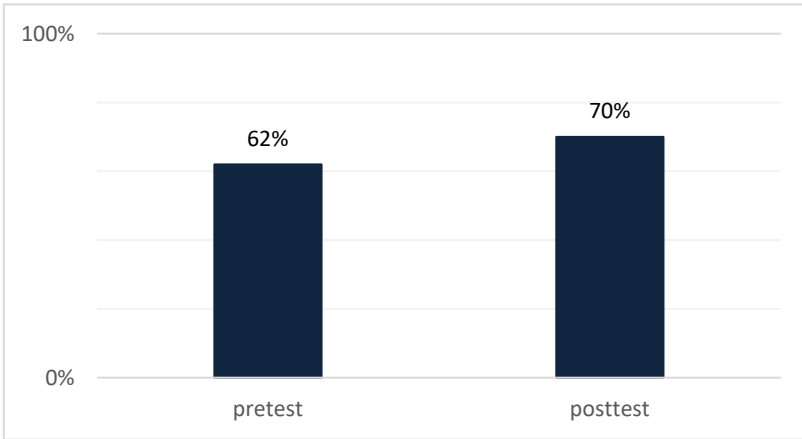
Results from the 60-Day Follow-Up Survey for Participants: Virtual Synchronous Courses

Respondents rated their overall knowledge of the concepts before the training (average rating was 2.61 out of 5) and after the training (average rating was 4.27 out of 5). Responses indicate that due to the training, respondents gained knowledge (average +1.66 point increase).



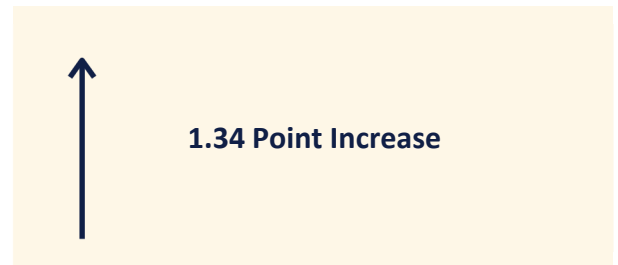
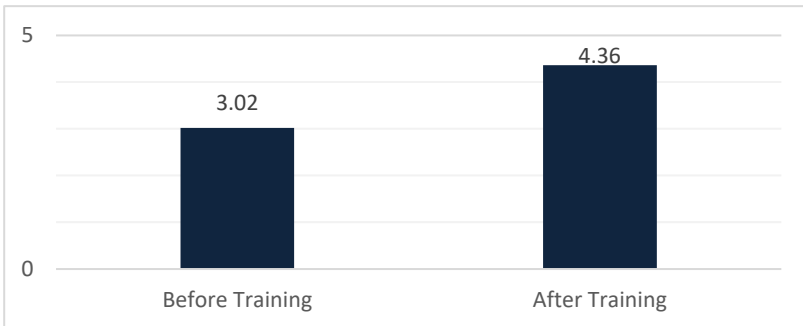
Results from Pre/Posttests: Virtual Asynchronous Courses

During the first half of FY23, pre/posttests were administered for 3 asynchronous web-based course titles. The overall average pretest score was 62% and posttest score was 70%, indicating knowledge gain with an average +8 percentage point increase.



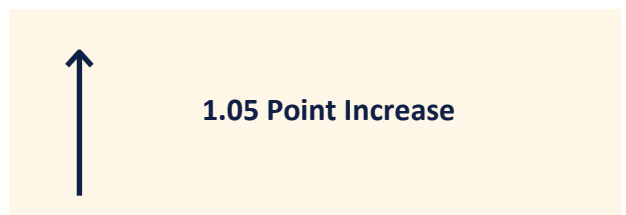
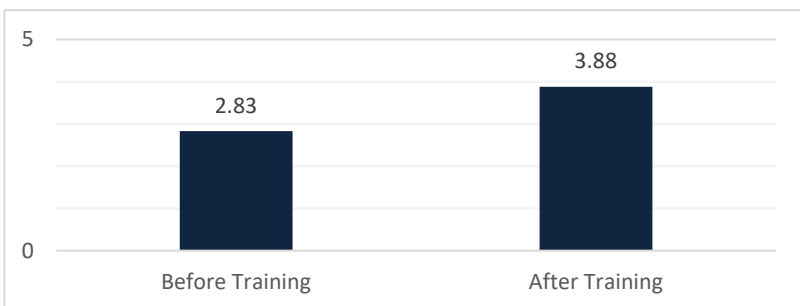
Results from Knowledge Gain Question (Satisfaction Survey): Virtual Asynchronous Courses

Respondents rated their overall knowledge of the concepts before the training (mean rating was 3.02 out of 5) and after the training (mean rating was 4.36 out of 5). Responses indicate that due to the training, respondents gained knowledge on average (+1.34 point increase).



Results from Knowledge Gain Question (Satisfaction Survey): Technical Assistance Sessions

Respondents rated their overall knowledge of the concepts before the session (mean rating was 2.83 out of 5) and after the session (mean rating was 3.88 out of 5). Responses indicate that due to their completion of the technical assistance session, participants gained knowledge on average (+1.05 point increase).



Pre/posttest results are reported for all course titles in Appendix A. Results include the average scores before and after the training (pre/post); the percentage-point difference between these scores (knowledge gain); and number of participants who took the assessment (n). In some cases, the number of learners completing the pretest and posttest differ. Most commonly, the number of pretest responses is lower. This is likely due to some participants not completing the pretest due to late arrival. Also, in some cases, participants may have had difficulty completing the tests due to technical difficulties.

Based on the results, 18 multiple-choice tests were identified that did not show at least a 20-percentage point increase from pretest to posttest. These courses are shown in the table below. Based on these results, our test revision committee will monitor the test performance data and determine if future test revisions are recommended.

Course Title	Before Training	After Training	Difference
Improving Your IV-D Performance: Guidance for Probation Division Staff - 537	53%	56%	3%
UIFSA Online Tools - 487	66%	71%	5%
IV-D Theory for New Hires - Day 2 - 57	64%	72%	8%
IV-D Theory for New Hires - Day 3 - 57	56%	64%	8%
Child Support Guidelines: Theory and Practice - 132	64%	74%	11%
Modifications: Processing Hearing Outcomes for Family Division Staff - 482	68%	79%	11%
Case Create and Scheduling for Family Division Staff - 473	75%	87%	12%
Case Closure: Theory and Practice for PCSE Staff - 231	61%	74%	13%
Cooperation, Good Cause, and Good Faith for CWA Staff - 481	50%	63%	13%
Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals - 485	76%	90%	14%
Introduction to UIFSA - 363	58%	73%	15%
IV-D Theory Refresher Course (One Day) - 286	57%	72%	15%
Writs of Execution Process - 228	51%	68%	17%
Advanced UIFSA: Problem Solving for Intergovernmental Staff - 530	46%	64%	18%
Data Security in Child Support - 280	66%	84%	18%
Improving Your IV-D Performance: Guidance for Family Division Staff - 345	70%	88%	18%
Triennial Review Theory and Practice - 263	47%	65%	18%
Locate for County Welfare Agency Staff - 320	54%	73%	19%

Training Evaluation: Satisfaction and Follow-Up Surveys

Virtual Synchronous Courses

Same-Day Post-Training Survey

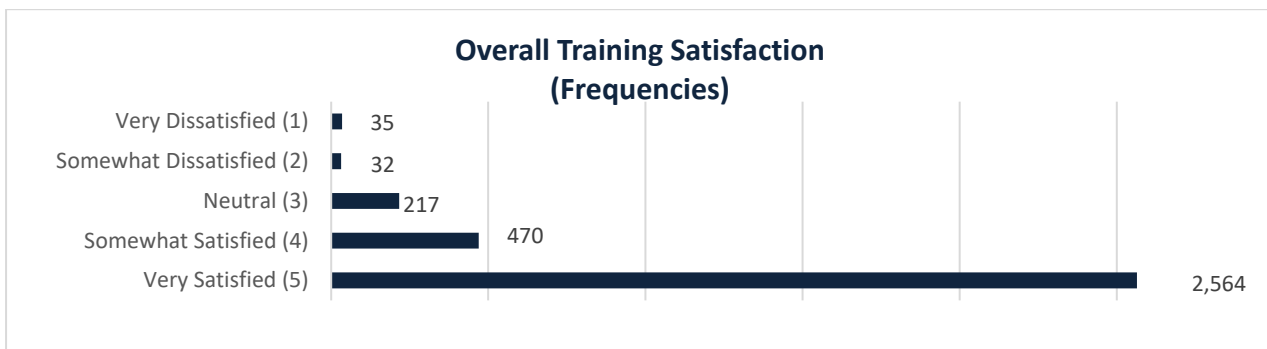
Participants of virtual synchronous trainings are asked to complete a satisfaction survey immediately following the completion of a virtual synchronous training course.

This same-day satisfaction survey is designed to collect information about:

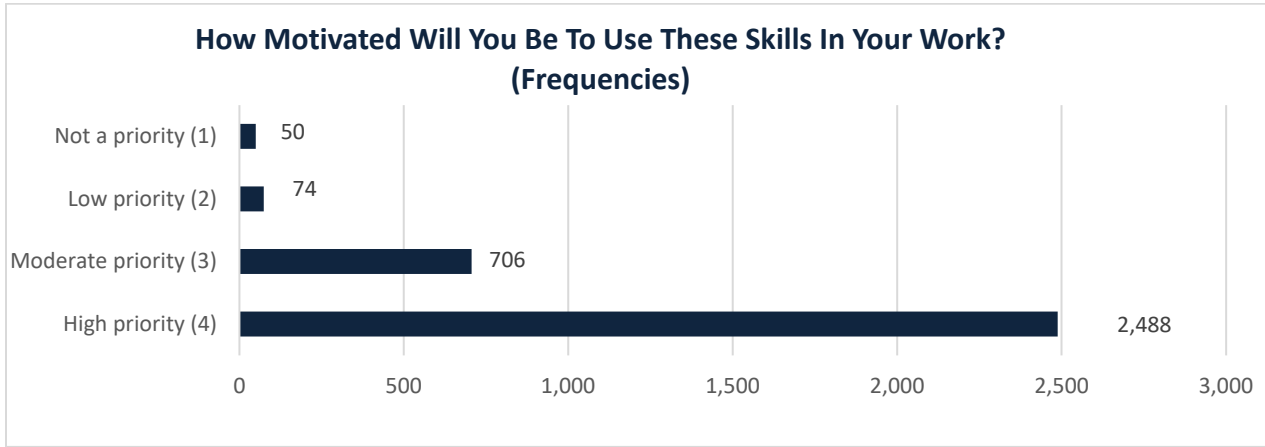
- Feedback on course presentation
- If participants intend to use training concepts in their work
- Experience with technology during the training
- Overall course satisfaction

The surveys utilize multiple-choice and open-ended questions to assess respondents' overall reactions, learning, transfer of learning, and professional development needs. The following figures use aggregate data across all virtual synchronous trainings during the first half of FY23. Individual class results are detailed in Appendix B.

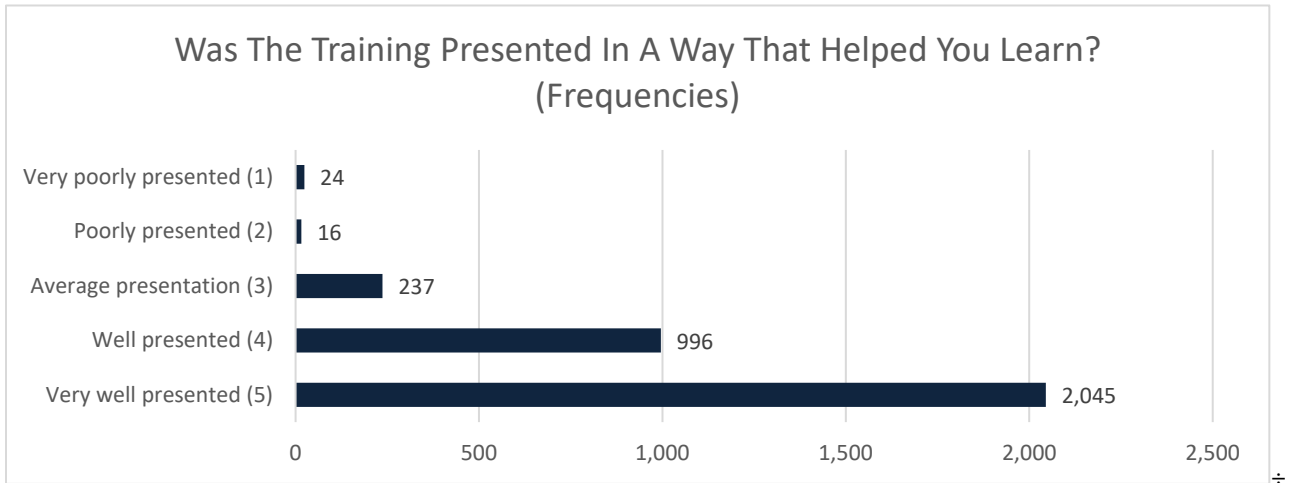
A total of 3,528 participants completed virtual synchronous trainings and, of these, 3,318 satisfaction surveys were completed. Nearly all respondents reported that the virtual synchronous training they attended covered the information they were expecting (98.6%) and was well presented (mean = 4.51 out of 5). Most respondents (91.4%) reported they were somewhat or very satisfied with the overall course (frequencies of responses presented below; mean = 4.66 out of 5).



Most respondents (96.3%) reported they would make the skills gained during this course a moderate/high priority in their work (frequencies of responses presented below; mean = 3.70 out of 4).



The majority of respondents (91.7%) reported the training was well or very well presented (frequencies of responses presented below; mean = 4.51 out of 5).



60-Day Follow-Up Email Survey for Participants and Supervisors

All participants of virtual synchronous instructor-led courses and their supervisors are sent a survey 60 days after the completion of a virtual synchronous instructor-led course. Participants and their supervisors have 2 months to complete the survey.

The 60-day follow-up survey for participants is designed to collect information about:

- Knowledge of the course concepts
- Whether or not course content is transferable to job functions
- How they intend to use training concepts in their work
- Professional development needs

The 60-day follow-up survey for supervisors is designed to collect information about:

- Employee's primary job functions
- Employee's ability to transfer knowledge and skills gained from course to workplace
- Whether employee's attendance at training was beneficial to their job responsibilities
- If additional coaching was required for the employee
- If additional training is needed by the employee

The surveys utilize multiple-choice and open-ended questions to assess respondents' overall reactions, learning, transfer of learning, and professional development needs. Results are reported below in aggregate across all virtual synchronous course titles. Individual course results are detailed in Appendix C. Findings from all reports are used to monitor training quality, assess transfer of learning, and inform future initiatives.

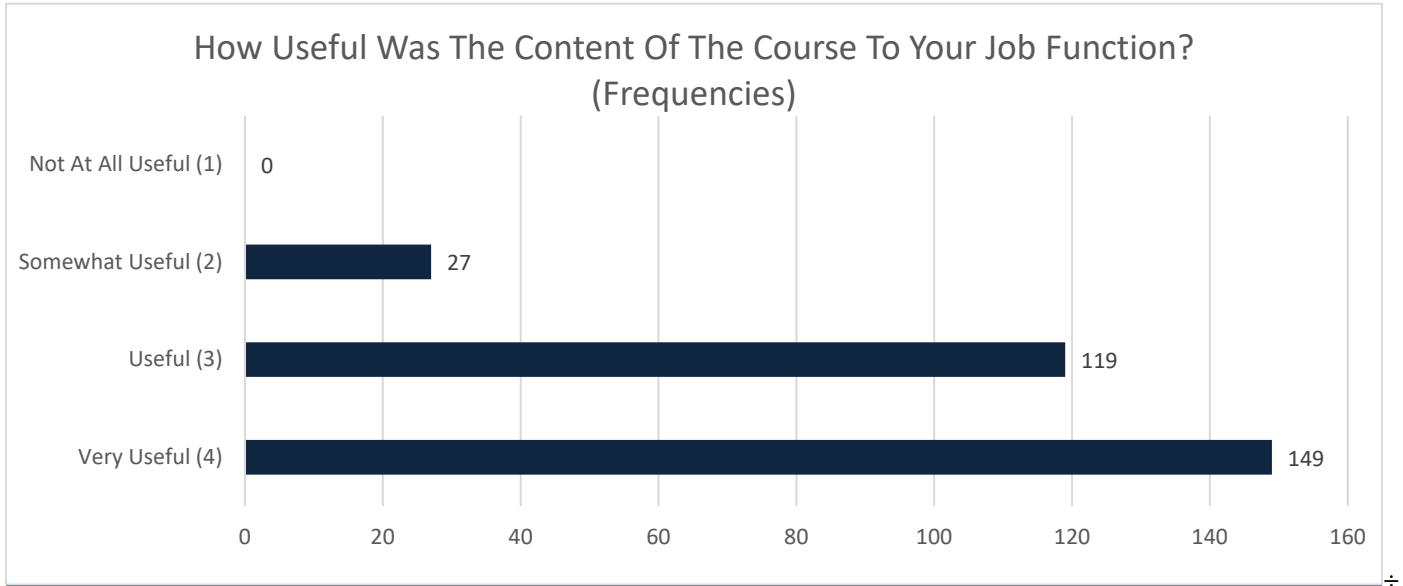
Response rates by month are detailed below. Research has shown that response rates for detailed online surveys typically range from 10%–25% (Sauermann & Roach, 2013). On average, response rates for NJCSI are within this range. Data received on or before February 15, 2023, were included in this report, which was before the 60-day follow-up for December trainings concluded. As a result, the entirety of the December data was not available to be included in this report.

Month	Participant Response Rate	Supervisor Response Rate
July 2022	20.8%	17.7%
August 2022	20.1%	19.5%
September 2022	19.8%	24.4%
October 2022	33.8%	22.5%
November 2022	21.1%	22.3%
December 2022	Not Available	Not Available

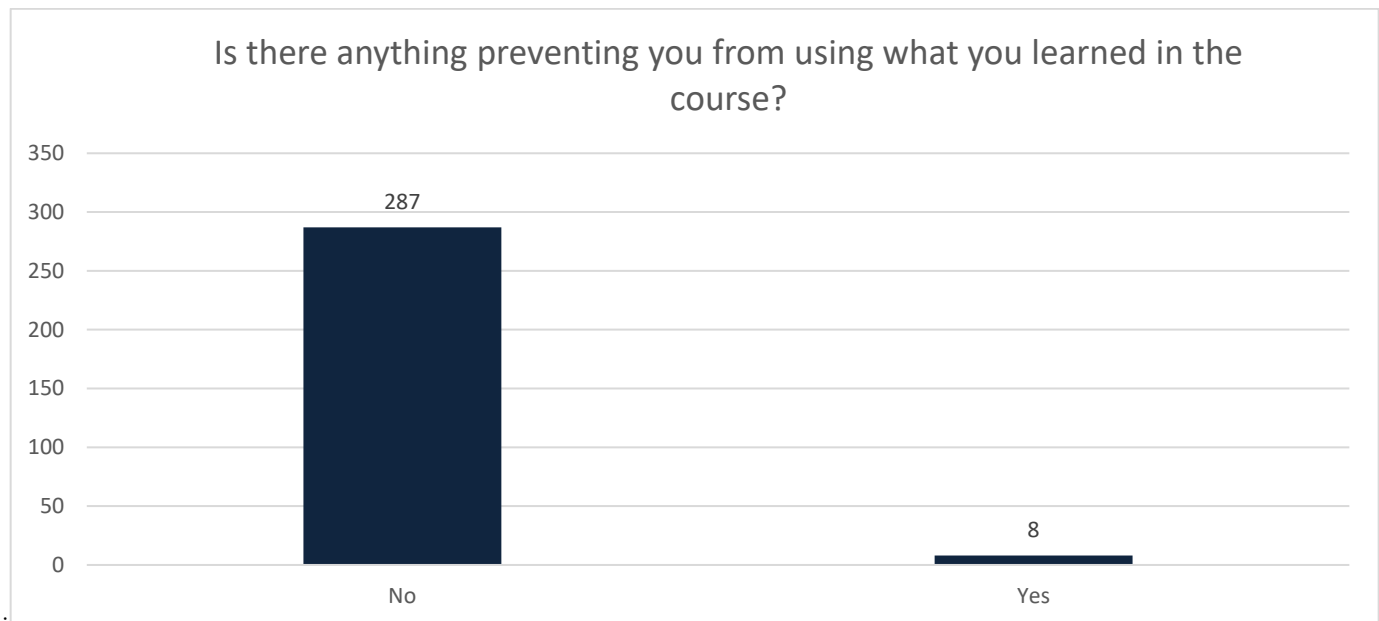
Sauermann, H. & Roach, M. (2013). Increasing web survey response rates in innovation research: An experimental study of static and dynamic contact design features. *Research Policy*, 42(1), 273-286.

Results from the 60-Day Follow-Up Survey for Participants: Virtual Synchronous Courses

The following figures use aggregate data from virtual synchronous trainings delivered during the first half of FY23. Data received on or before February 15, 2023, were included in this report. A total of 295 surveys were received. The majority of respondents (90.8%) reported the information they learned in the training was useful or very useful for their job function (frequencies presented below; mean = 3.41 out of 4).

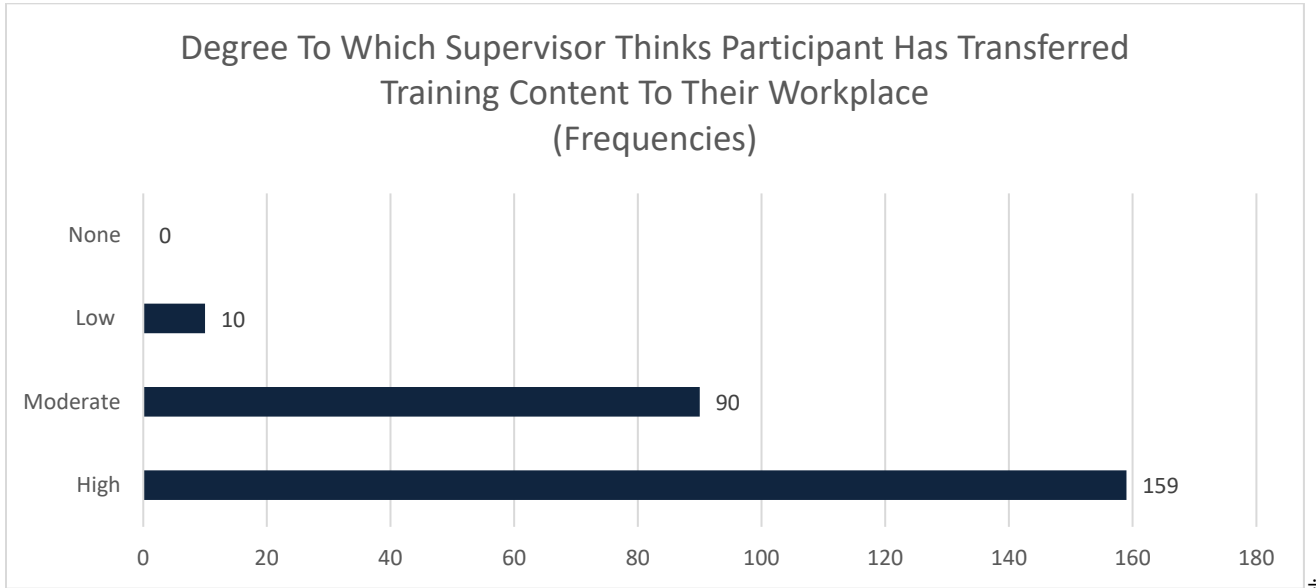


Almost all respondents (97.3%) reported that they did not have anything preventing them from using what they learned in the course.



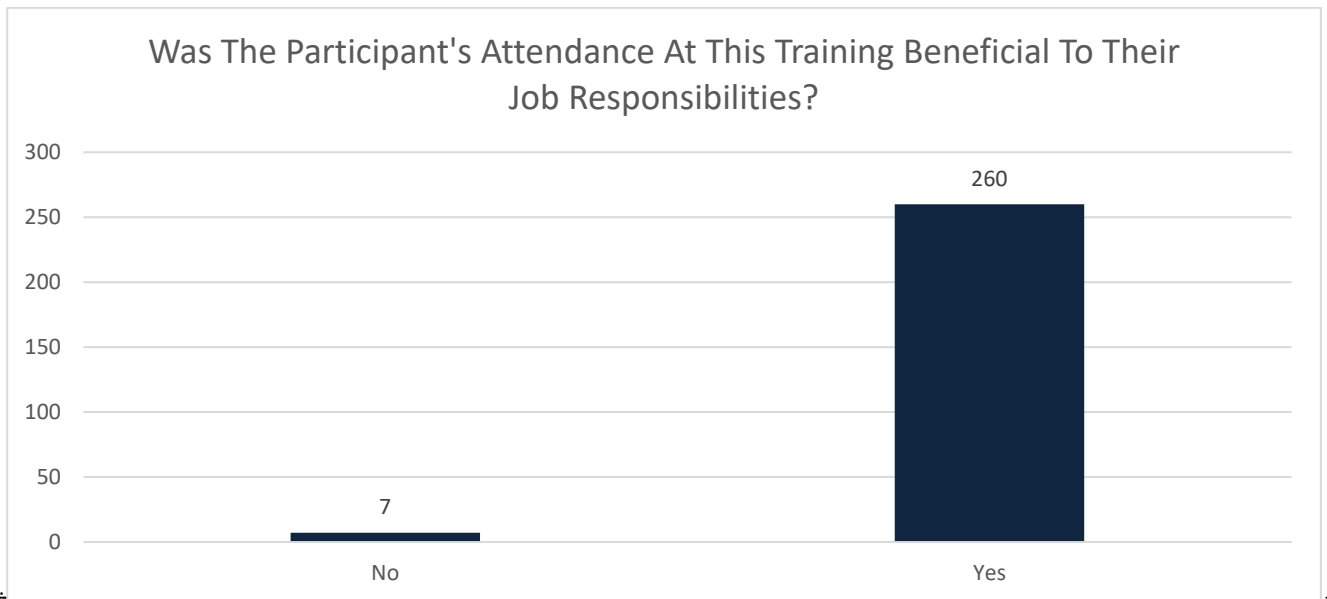
Results from the 60-Day Follow-Up Survey for Supervisors: Virtual Synchronous Courses

The following figures use aggregate data from virtual synchronous trainings delivered between July 2022 and December 2022. A total of 267 surveys were received. Data received on or before February 15, 2023, were included in this report. Supervisors were asked the degree to which they think the participant has been able to transfer their knowledge and skills gained from the course to the workplace. The majority of supervisors (96.1%, n = 249) reported their employee was moderately/highly able to transfer the knowledge and skills gained from the course to the workplace.

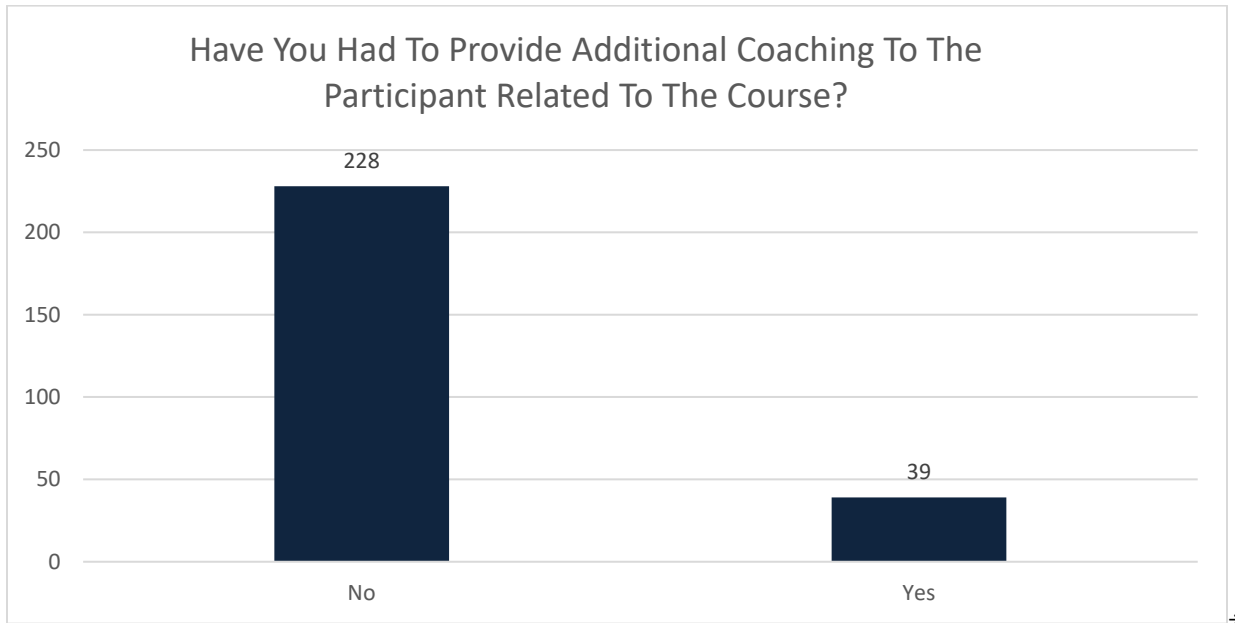


Note: Total n = 259, as three surveys reported not applicable, and five surveys reported other.

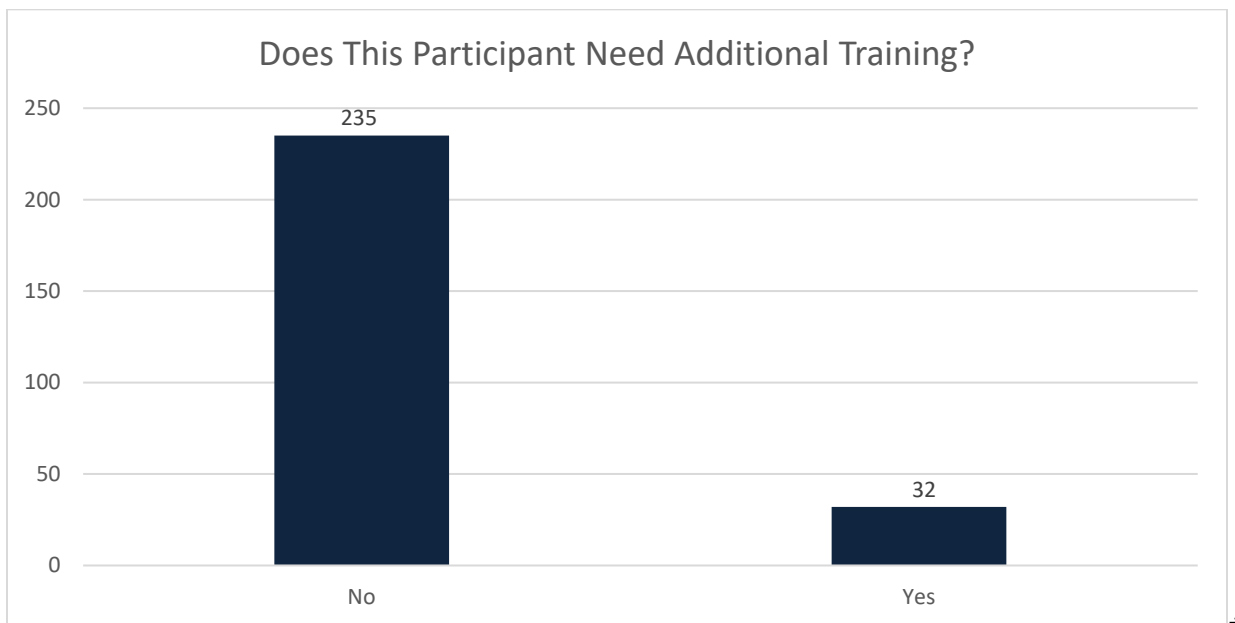
Almost all supervisors (97.4%) reported that they felt the participant’s attendance at the training was beneficial to their job responsibilities.



The majority of supervisors (85.4%; n = 228) reported they did not have to provide additional coaching to the participant related to the course.



The majority of supervisors (88.0%; n = 235) reported the participant does not need additional training.

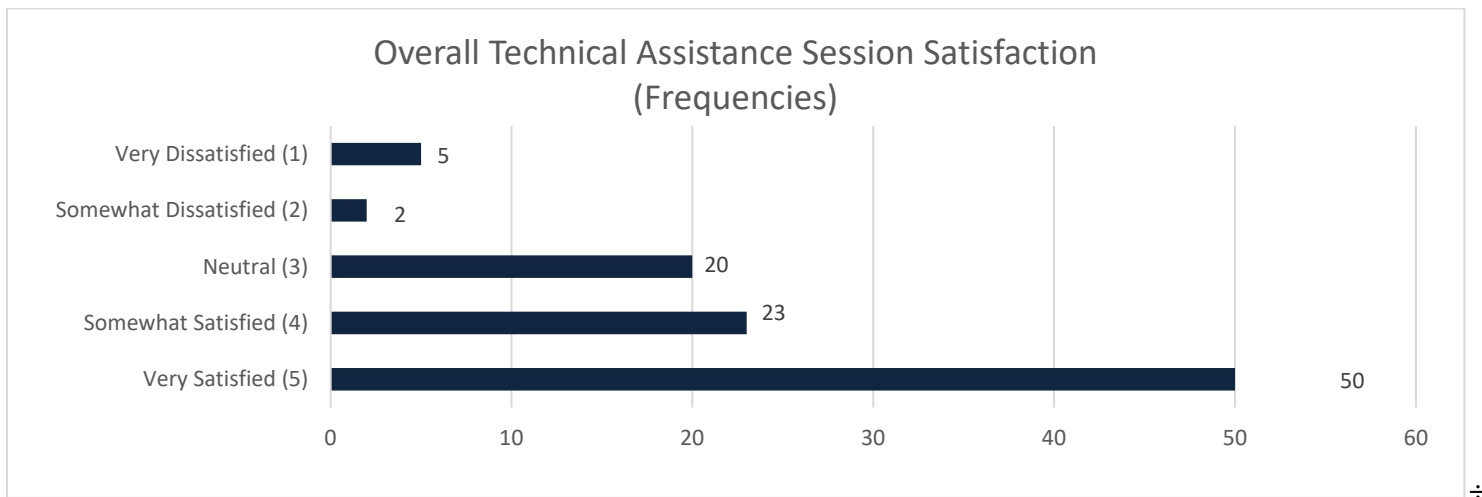


Technical Assistance Sessions

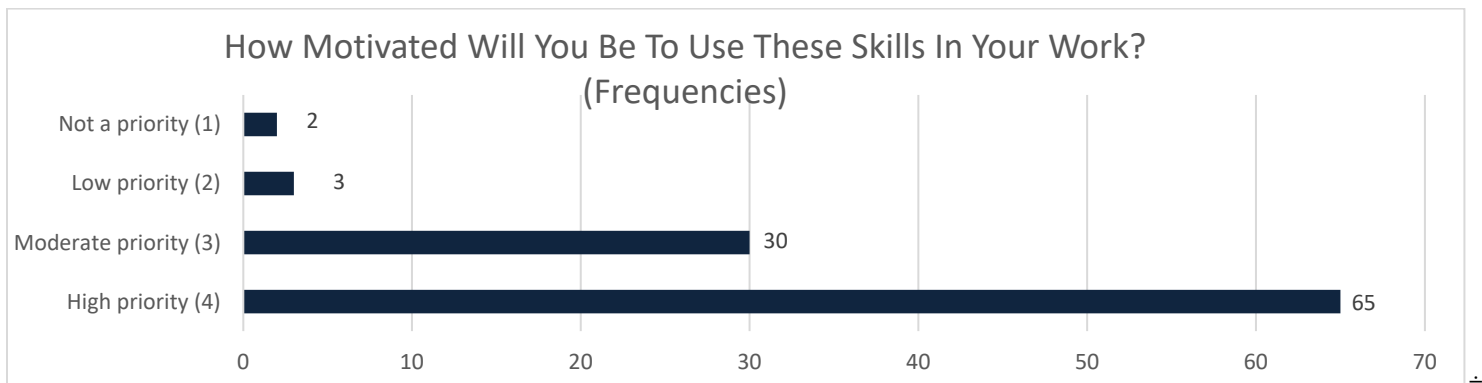
Same-Day Post-Training Survey

All 130 participants of the technical assistance sessions were asked to complete a satisfaction survey immediately following the completion of the session. A total of 100 participants completed a satisfaction survey (response rate = 76.9%).

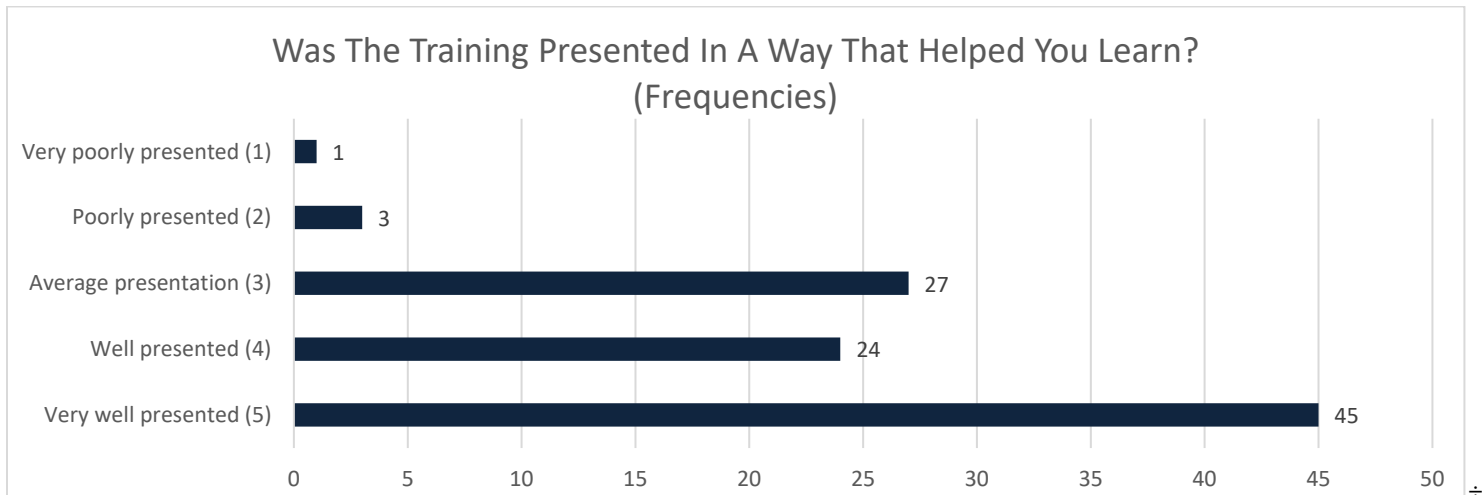
The majority of respondents (91.0%) reported the technical assistance session covered the information they were expecting and reported they were somewhat/very satisfied with the overall session (frequencies presented below; mean = 4.11 out of 5).



The majority of respondents (95.0%) reported their motivation to use the skills gained during the session was a moderate/high priority in their work (frequencies presented below; mean = 3.58 out of 4).



The majority of respondents (69%) reported the session was well/very well presented (frequencies presented below; mean = 4.09 out of 5).

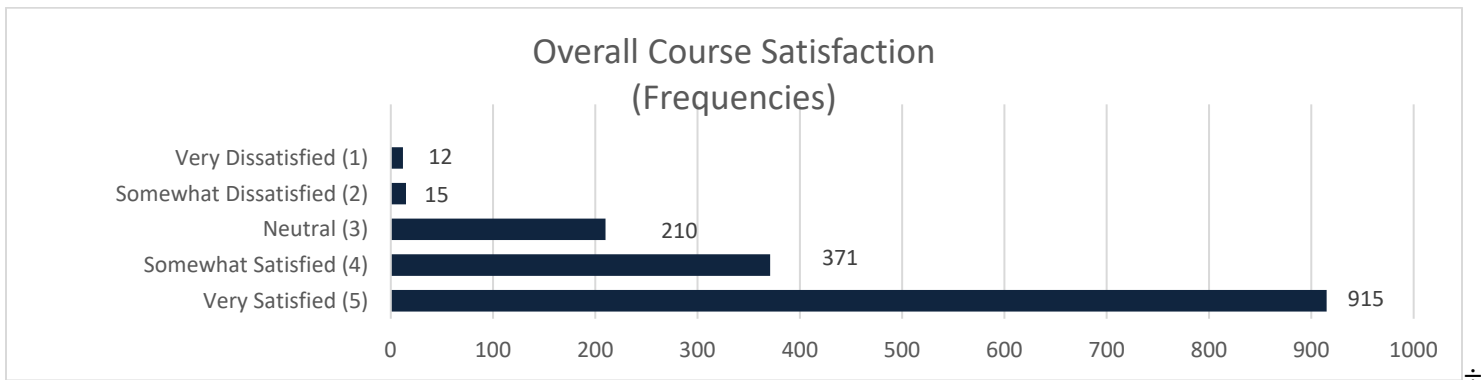


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Virtual Asynchronous Courses

Satisfaction Survey

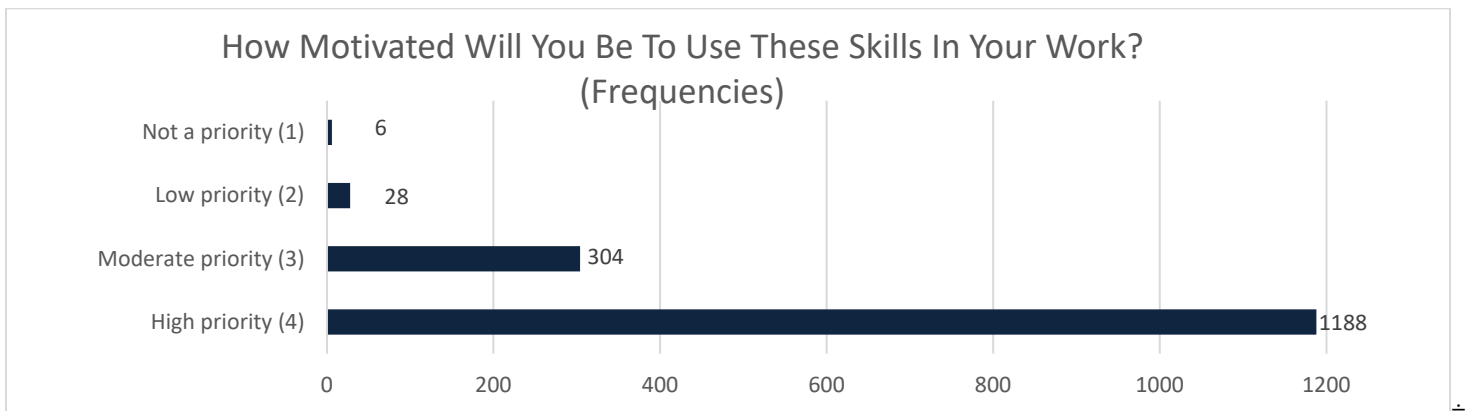
A total of 6,377 participants completed asynchronous web-based training (WBT) courses and were asked to complete a satisfaction survey immediately following the completion of the course. A total of 1,526 satisfaction surveys were submitted (response rate = 24%). The following figures summarize results from the first half of FY23. Individual course results are detailed in Appendix D.

The majority of respondents reported that the asynchronous web-based courses covered the information they were expecting (98.8%), and the estimated time required to complete the courses was accurate (97.8%). As shown below, the majority of respondents (84.4%) reported that they were somewhat/very satisfied with the courses overall (frequencies presented below; mean = 4.42 out of 5).



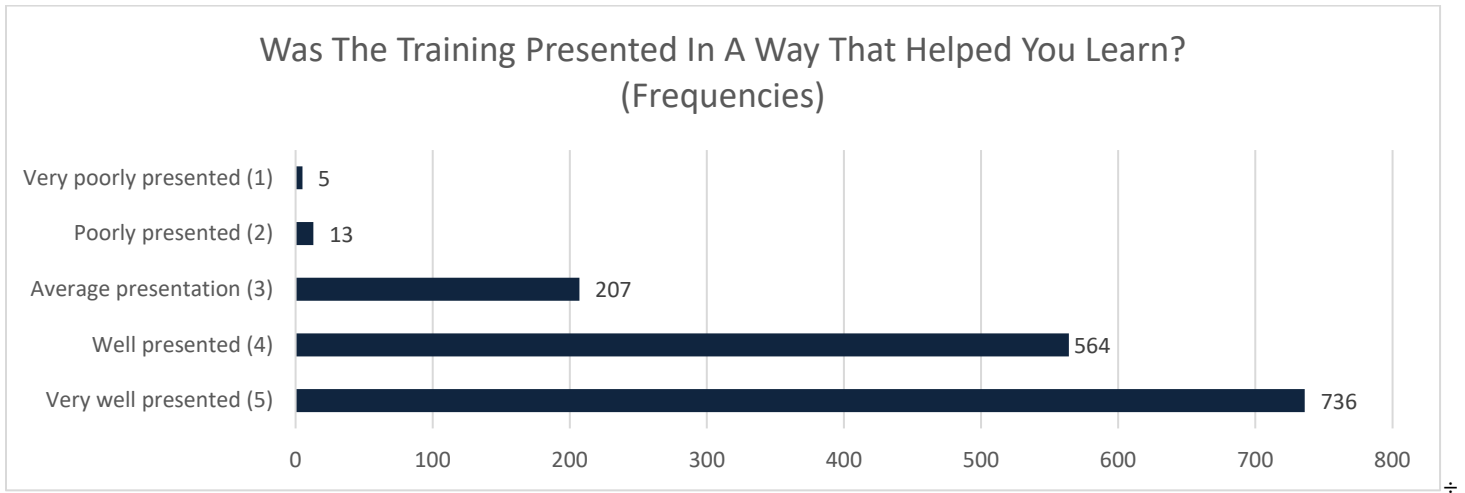
.....Note: Total n = 1,523, as three surveys did not have a response to this question.

The majority of respondents (97.8%) reported their motivation to use the skills gained during the course to be a moderate/high priority in their work (frequencies presented below; mean = 3.75 out of 4).



÷ Note: Total n = 1,526 ÷

The majority of respondents (85.2%) reported the course was well or very well presented (frequencies presented below; mean = 4.32 out of 5).



Note: Total n = 1,525, as one survey did not have a response to this question.

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Appendix A: Knowledge Gain Results

Virtual Synchronous Courses Pre/Posttest Scores			
Course Title	FY23: July 2022–December 2022		
	Before Training	After Training	Difference
7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff	51% (n = 51)	72% (n = 58)	+21
Administrative Enforcement Remedies	55% (n = 26)	75% (n = 26)	+20
Advanced UIFSA: Problem Solving for Intergovernmental Staff	46% (n = 148)	64% (n = 132)	+18
Bankruptcy Process for PCSE Staff	45% (n = 6)	84% (n = 8)	+39
Case Closure: Theory and Practice for CWA Staff	59% (n = 7)	88% (n = 6)	+29
Case Closure: Theory and Practice for PCSE Staff	61% (n = 35)	74% (n = 35)	+13
Case Create and Scheduling for Family Division Staff	75% (n = 22)	87% (n = 23)	+12
Children Support Guidelines: Theory and Practice	63% (n = 26)	74% (n = 13)	+11
Cooperation, Good Faith, and Good Cause	50% (n = 8)	63% (n = 8)	+13
Data Security in Child Support	66% (n = 450)	84% (n = 450)	+18
Establishment for CWA Staff	65% (n = 19)	85% (n = 17)	+20
Exploring the Child Support Portal	46% (n = 62)	68% (n = 49)	+22
Family Workshop: Understanding Disposition, Case Closure, and Termination	54% (n = 33)	75% (n = 29)	+21
Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals	76% (n = 7)	90% (n = 7)	+14
Improving Your IV-D Performance: Guidance for Family Division Staff	70% (n = 9)	88% (n = 9)	+18

Virtual Synchronous Courses Pre/Posttest Scores

Course Title	FY23: July 2022–December 2022		
	Before Training	After Training	Difference
Improving Your IV-D Performance: Guidance for Probation Staff	53% (n = 50)	56% (n = 47)	+3
Introduction to UIFSA	58% (n = 48)	73% (n = 60)	+15
IV-D Theory for New Hires - Day 1	55% (n = 51)	80% (n = 53)	+25
IV-D Theory for New Hires - Day 2	64% (n = 52)	72% (n = 51)	+8
IV-D Theory for New Hires - Day 3	56% (n = 52)	64% (n = 51)	+8
IV-D Theory for New Hires - Day 4	60% (n = 50)	81% (n = 51)	+21
IV-D Theory for New Hires - Day 5	42% (n = 47)	68% (n = 48)	+26
IV-D Theory Refresher Course (One Day)	57% (n = 52)	72% (n = 47)	+15
Judicial Enforcement Remedies and Other Enforcement Actions	66% (n = 22)	90% (n = 23)	+24
Locate for County Welfare Agency Staff	54% (n = 15)	73% (n = 17)	+19
Managing Tasks and Notifications for CWA Staff	53% (n = 16)	76% (n = 16)	+23
Modifications: Processing Hearing Outcomes for Family Division Staff	68% (n = 23)	79% (n = 21)	+11
Tax Offset in Child Support	34% (n = 20)	67% (n = 21)	+33
Triennial Review: Theory and Practice	47% (n = 30)	65% (n = 30)	+18
UIFSA Online Tools	66% (n = 23)	71% (n = 22)	+5
Writs of Execution Process	51% (n = 15)	68% (n = 15)	+17

Virtual Asynchronous Courses Pre/Posttest Scores

Course Title	FY23: July 2022–December 2022		
	Before Training	After Training	Difference
Data Security WBT for Child Support Staff	65% (n = 419)	66% (n = 253)	+1
Data Security WBT for Judiciary Child Support Staff	68% (n = 345)	74% (n = 215)	+6
Payment Forwarding	54% (n = 10)	NA (n = 0)	NA

Virtual Synchronous Courses Pre/Post Learning Objectives Assessment Scores

Course Title	FY23: July 2022–December 2022		
	Before Training	After Training	Difference
All Staff: Introduction to NJKiDS Reporting	1.71 (n = 22)	4.51 (n = 22)	+2.80
Children and Families Impacted by Incarceration: Implications for Child Support Enforcement	2.49 (n = 14)	4.33 (n = 14)	+1.84
Conflict Management: Agree to Disagree	3.13 (n = 21)	4.79 (n = 21)	+1.66
CPRO 2.0: Improvements to the Case Processor Page	2.28 (n = 1378)	4.14 (n = 1378)	+1.86
Cultural Humility, the Key to Diversity, Equity, and Inclusion	3.19 (n = 16)	4.66 (n = 16)	+1.47
Dear Black Male...	3.04 (n = 15)	4.22 (n = 15)	+1.18
Effective Customer Service	3.08 (n = 32)	4.74 (n = 32)	+1.66
Emotional Intelligence: The Power of Emotion	2.98 (n = 27)	4.68 (n = 27)	+1.7

Virtual Synchronous Courses Pre/Post Learning Objectives Assessment Scores

Course Title	FY23: July 2022–December 2022		
	Before Training	After Training	Difference
Empathy Compassion	2.86 (n = 25)	4.53 (n = 25)	+1.67
Engaging Fathers: A New Perspective	2.32 (n = 14)	4.45 (n = 14)	+2.13
Essentials of Business Communication	3.14 (n = 6)	4.86 (n = 6)	+1.72
Microsoft Excel for Beginners	2.37 (n = 15)	4.26 (n = 15)	+1.89
Law Clerk Training for Family Law Clerks: Advanced Session	2.69 (n = 54)	4.30 (n = 54)	+1.61
Law Clerk Training for Family Law Clerks: Beginner Session	2.37 (n = 51)	4.10 (n = 51)	+1.73
Law Clerk Training for Family Law Clerks Intermediate	2.88 (n = 36)	4.15 (n = 36)	+1.27
Leadership, Learning, and Change	2.53 (n = 6)	3.67 (n = 6)	+1.14
Strategies for Managing Change	2.87 (n = 26)	4.62 (n = 26)	+1.75
Stress Management: Rewrite Your Stress	2.93 (n = 35)	4.79 (n = 35)	+1.86
Termination 2.0 Updates	1.81 (n = 14)	4.31 (n = 14)	+2.5
Termination Training Workshop	2.09 (n = 7)	4.00 (n = 7)	+1.91
The Importance of Belonging	2.71 (n = 21)	4.49 (n = 21)	+1.78
Time Management	3.05 (n = 12)	4.93 (n = 12)	+1.88
True Colors	2.63 (n = 4)	5.00 (n = 4)	+2.37
Working with Trauma: Understanding Compassion Fatigue, Burnout, and the Importance of Self-Care	3.00 (n = 27)	4.57 (n = 27)	+1.57

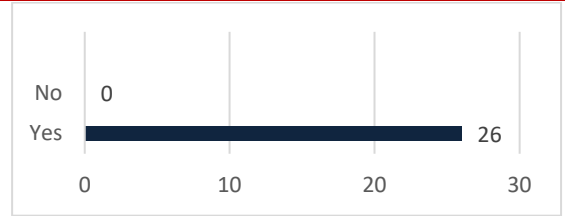
Appendix B: Satisfaction Survey Results for Virtual Synchronous Courses

7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff

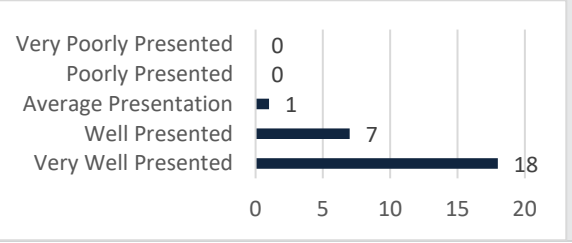
<p>Did the course cover the information you were expecting?</p>	<table border="1"> <tr> <td>No</td> <td>5</td> </tr> <tr> <td>Yes</td> <td>53</td> </tr> </table>	No	5	Yes	53						
No	5										
Yes	53										
<p>Was the course presented in a way that helped you learn?</p>	<table border="1"> <tr> <td>Very Poorly Presented</td> <td>0</td> </tr> <tr> <td>Poorly Presented</td> <td>1</td> </tr> <tr> <td>Average Presentation</td> <td>6</td> </tr> <tr> <td>Well Presented</td> <td>23</td> </tr> <tr> <td>Very Well Presented</td> <td>28</td> </tr> </table>	Very Poorly Presented	0	Poorly Presented	1	Average Presentation	6	Well Presented	23	Very Well Presented	28
Very Poorly Presented	0										
Poorly Presented	1										
Average Presentation	6										
Well Presented	23										
Very Well Presented	28										
<p>Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?</p>	<table border="1"> <tr> <td>I will not make this a...</td> <td>2</td> </tr> <tr> <td>I will make this a low...</td> <td>1</td> </tr> <tr> <td>I will make this a...</td> <td>13</td> </tr> <tr> <td>I will make this a high...</td> <td>42</td> </tr> </table>	I will not make this a...	2	I will make this a low...	1	I will make this a...	13	I will make this a high...	42		
I will not make this a...	2										
I will make this a low...	1										
I will make this a...	13										
I will make this a high...	42										
<p>Did you experience any problems with the technology in this training?</p>	<table border="1"> <tr> <td>No</td> <td>54</td> </tr> <tr> <td>Yes</td> <td>4</td> </tr> </table>	No	54	Yes	4						
No	54										
Yes	4										
<p>How satisfied are you with the overall course?</p>	<table border="1"> <tr> <td>Very Dissatisfied</td> <td>2</td> </tr> <tr> <td>Somewhat Dissatisfied</td> <td>2</td> </tr> <tr> <td>Neutral</td> <td>4</td> </tr> <tr> <td>Somewhat Satisfied</td> <td>8</td> </tr> <tr> <td>Very Satisfied</td> <td>42</td> </tr> </table>	Very Dissatisfied	2	Somewhat Dissatisfied	2	Neutral	4	Somewhat Satisfied	8	Very Satisfied	42
Very Dissatisfied	2										
Somewhat Dissatisfied	2										
Neutral	4										
Somewhat Satisfied	8										
Very Satisfied	42										

Administrative Enforcement Remedies

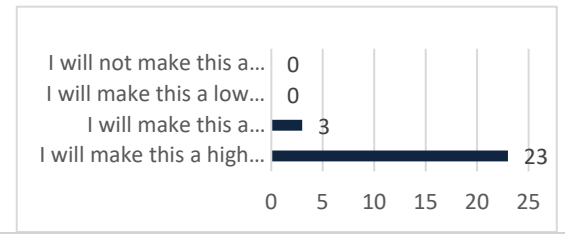
Did the course cover the information you were expecting?



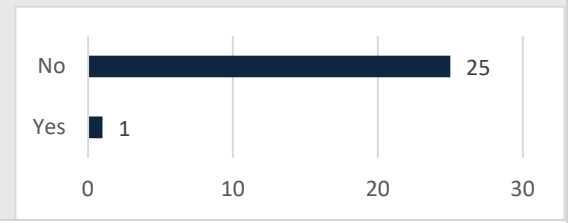
Was the course presented in a way that helped you learn?



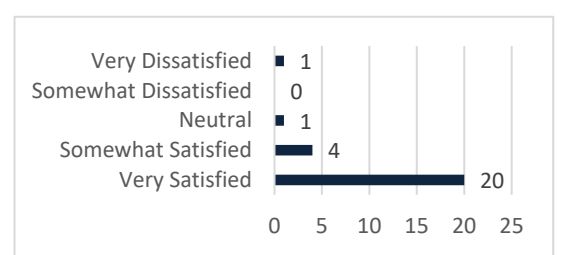
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Did you experience any problems with the technology in this training?

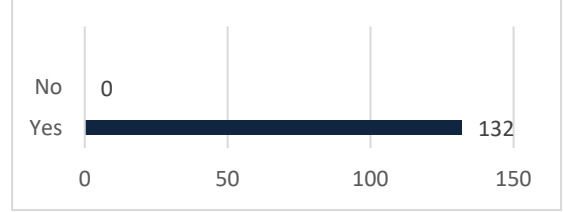


How satisfied are you with the overall course?

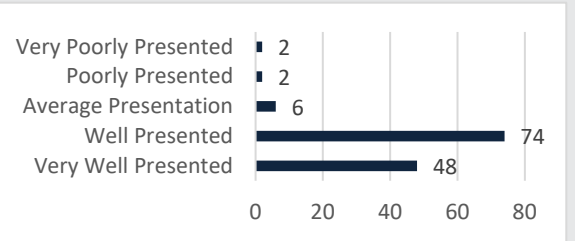


Advanced UIFSA: Problem Solving for Intergovernmental Staff

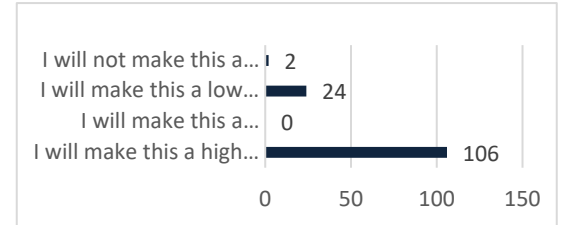
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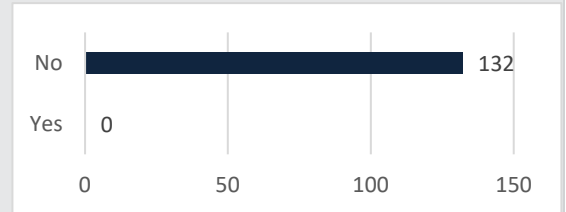
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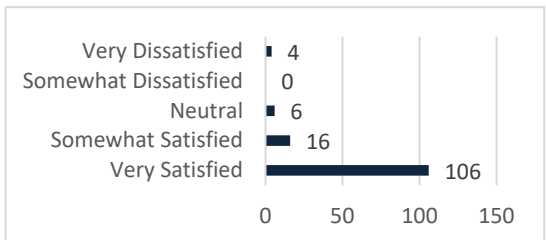
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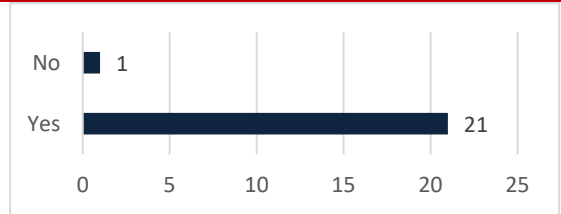


How satisfied are you with the overall course?

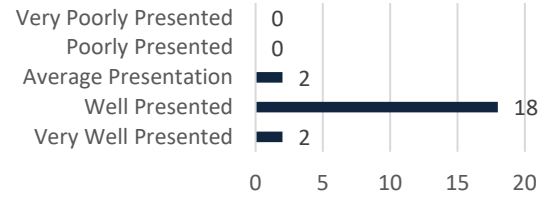


All Staff: Introduction to NJKiDS Reporting

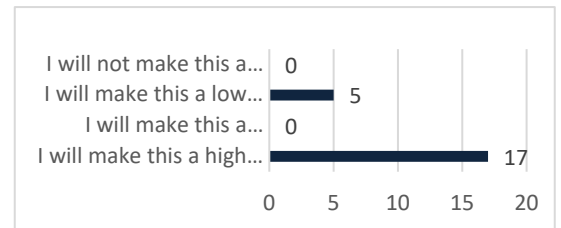
Did the course cover the information you were expecting?



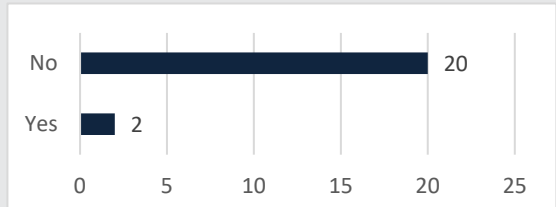
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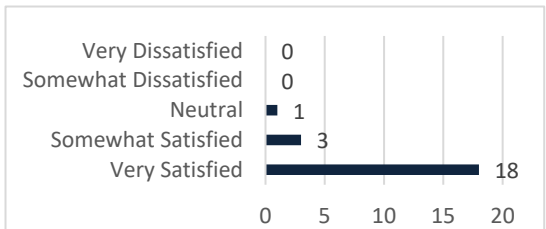
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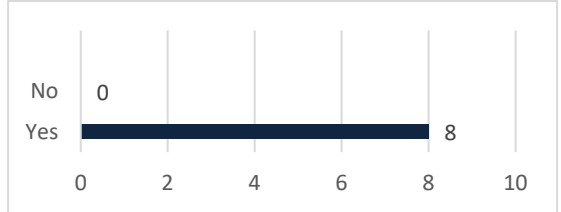


How satisfied are you with the overall course?

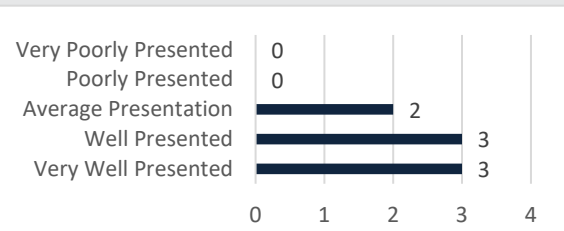


Bankruptcy Support for PCSE Staff

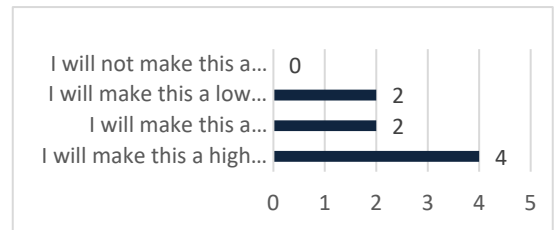
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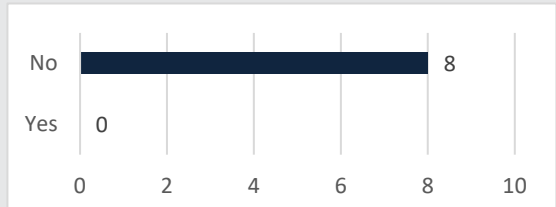
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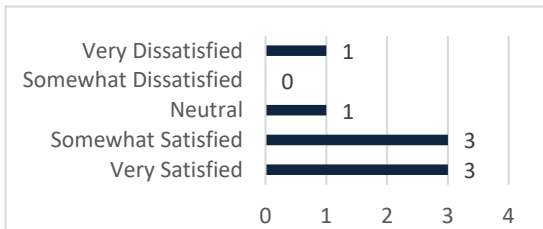
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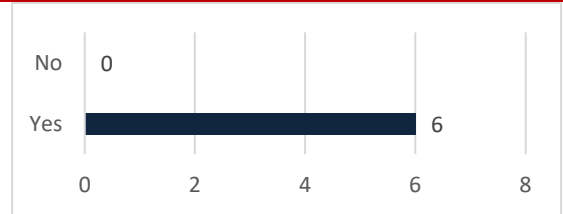


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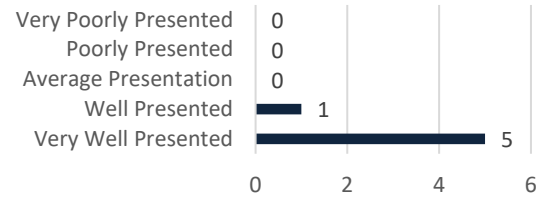


Case Closure: Theory and Practice for CWA Staff

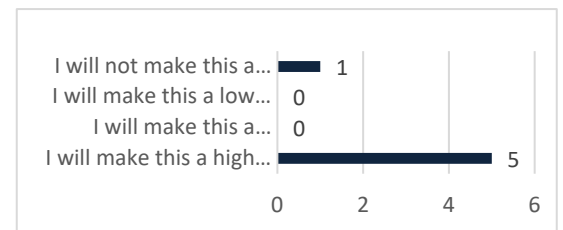
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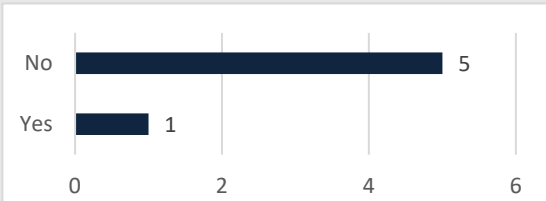
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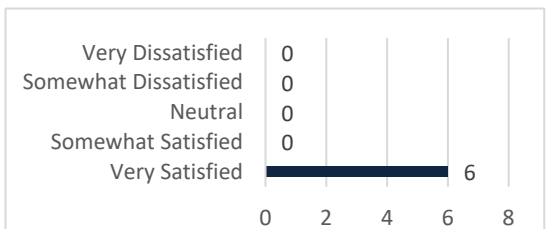
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Did you experience any problems with the technology in this training?

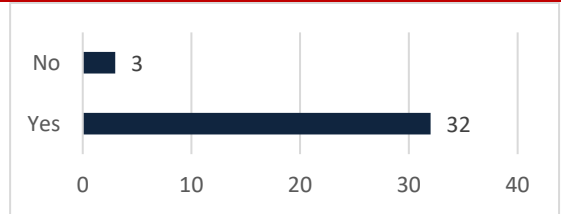


How satisfied are you with the overall course?

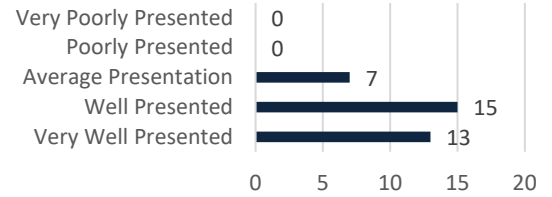


Case Closure: Theory and Practice for PCSE Staff

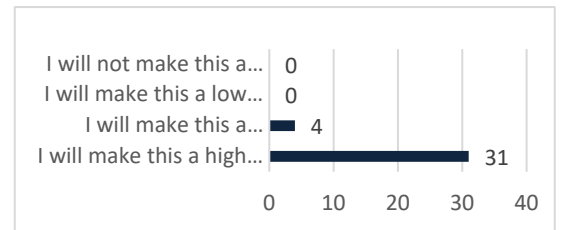
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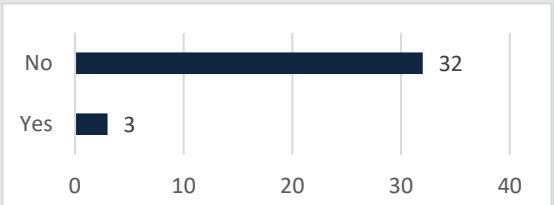
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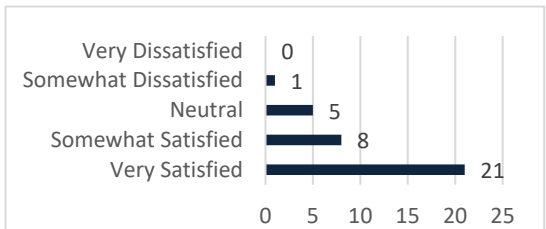
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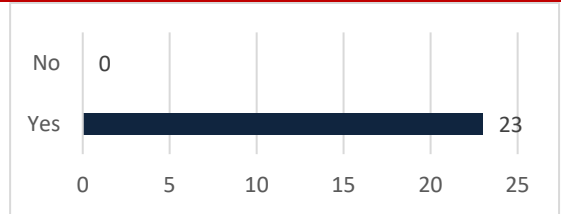


How satisfied are you with the overall course?

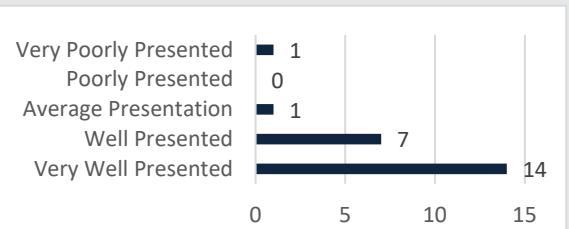


Case Create and Scheduling for Family Division Staff

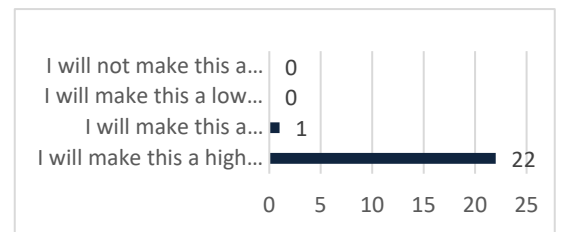
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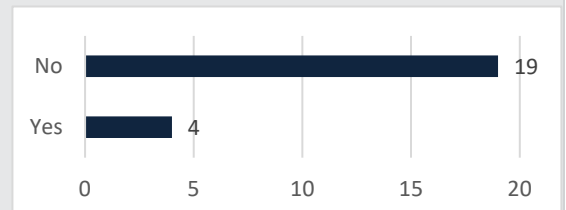
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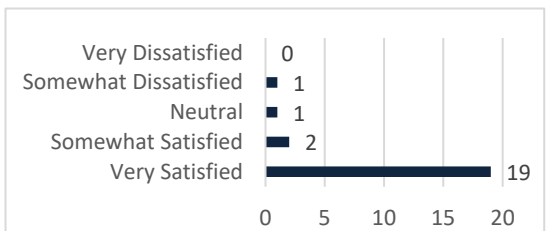
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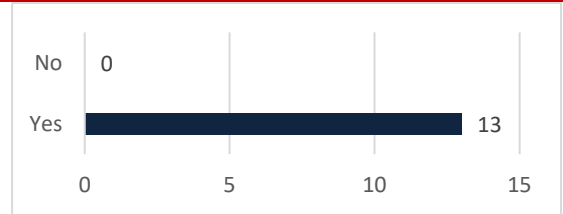
How satisfied are you with the overall course?



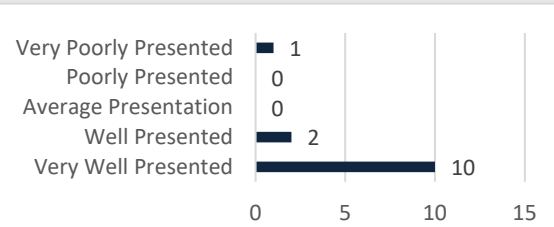
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Child Support Guidelines: Theory and Practice

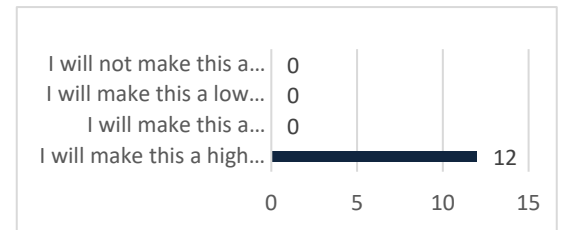
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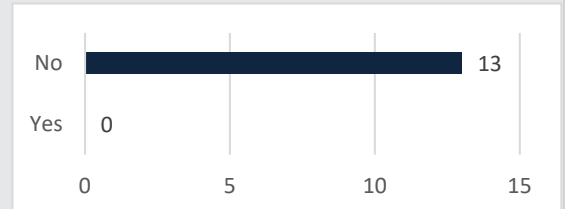
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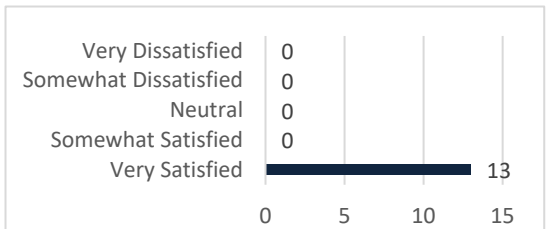
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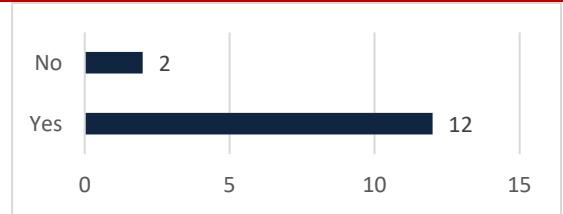


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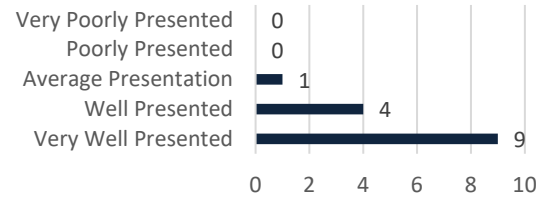


Children and Families Impacted by Incarceration: Implications for Child Support Enforcement

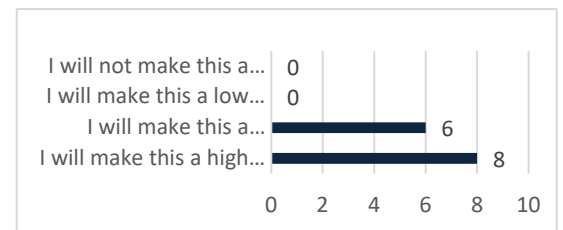
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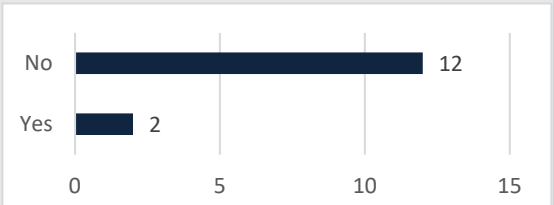
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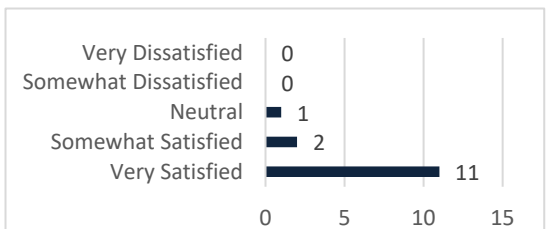
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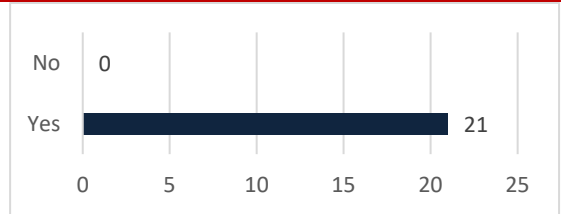
How satisfied are you with the overall course?



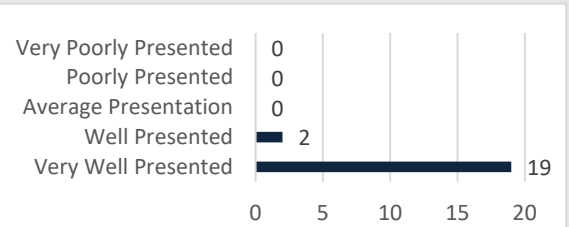
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Conflict Management: Agree to Disagree

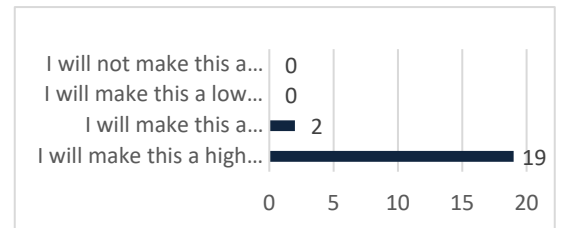
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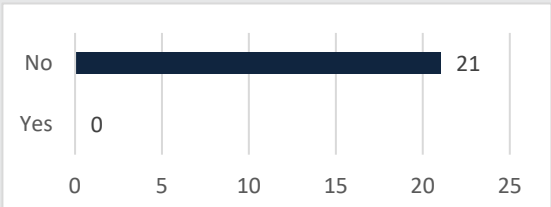
Was the course presented in a way that helped you learn?



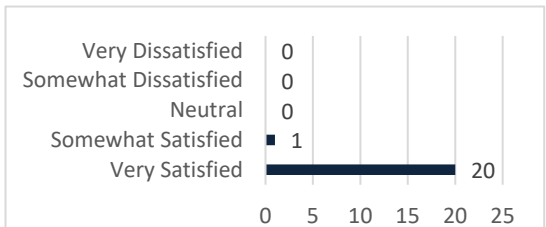
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Did you experience any problems with the technology in this training?

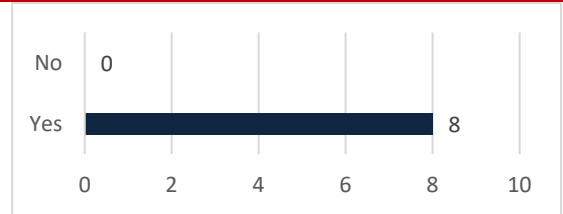


How satisfied are you with the overall course?

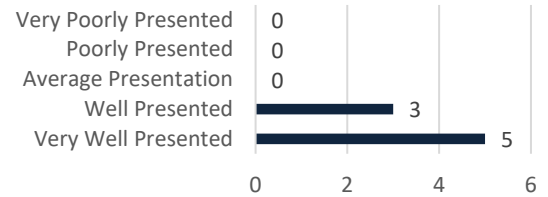


Cooperation, Good Cause, and Good Faith

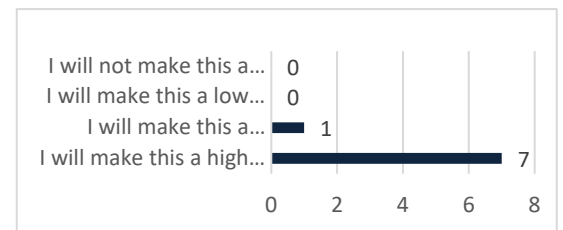
Did the course cover the information you were expecting?



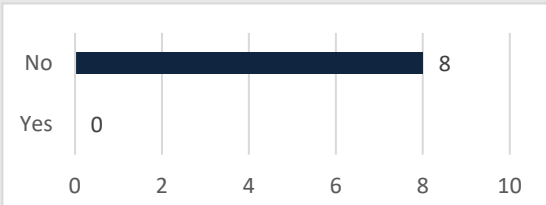
Was the course presented in a way that helped you learn?



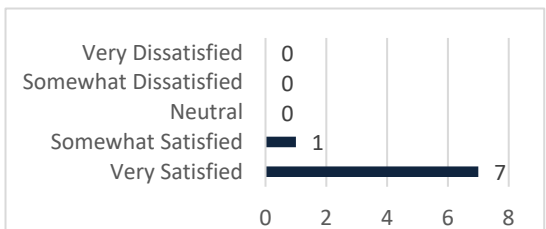
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

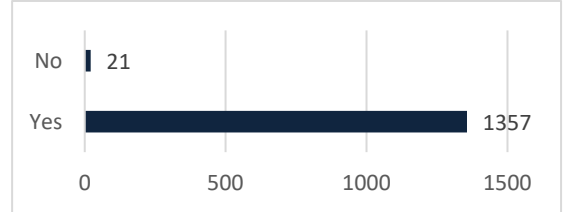


How satisfied are you with the overall course?

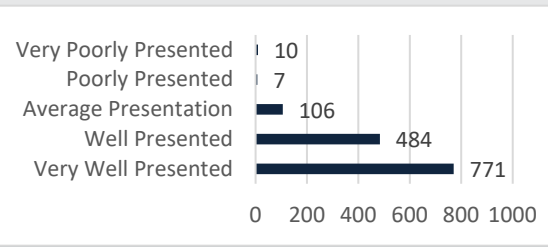


CPRO 2.0: Improvements to the Case Processor Page

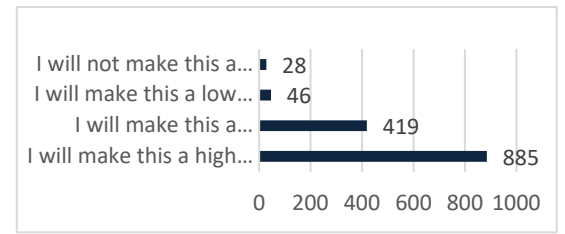
Did the course cover the information you were expecting?



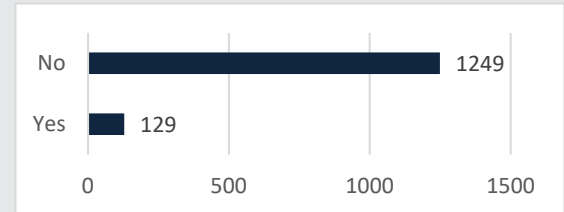
Was the course presented in a way that helped you learn?



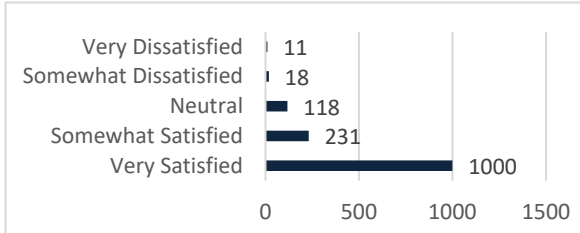
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?



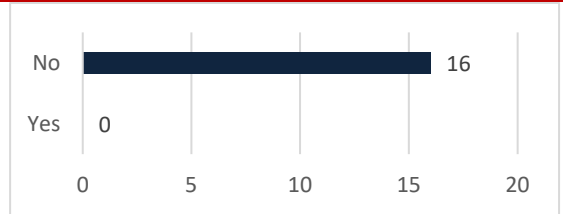
How satisfied are you with the overall course?



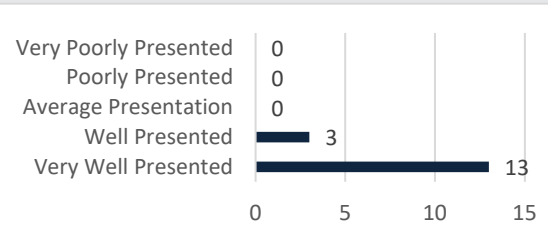
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Cultural Humility, the Key to Diversity, Equity, and Inclusion

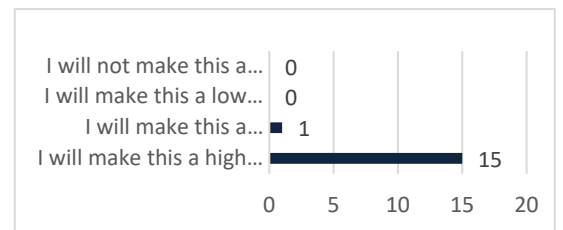
Did the course cover the information you were expecting?



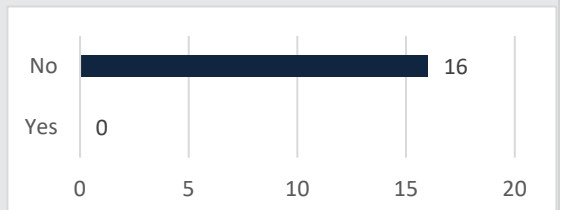
Was the course presented in a way that helped you learn?



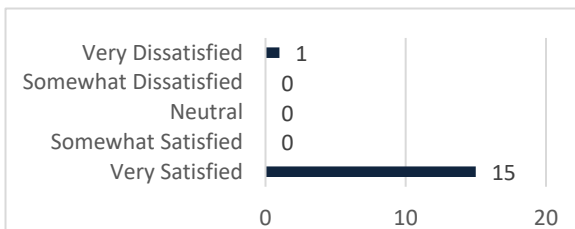
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?



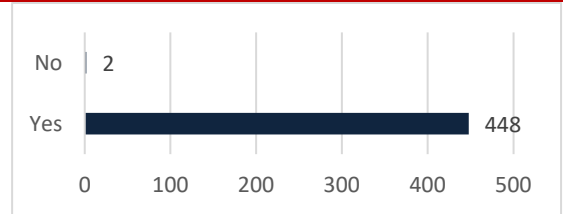
How satisfied are you with the overall course?



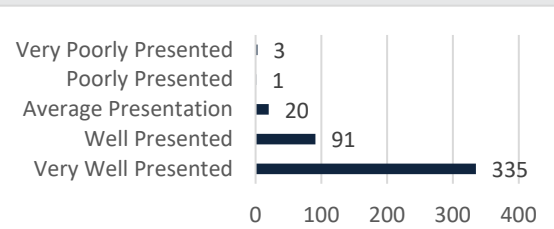
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Data Security in Child Support

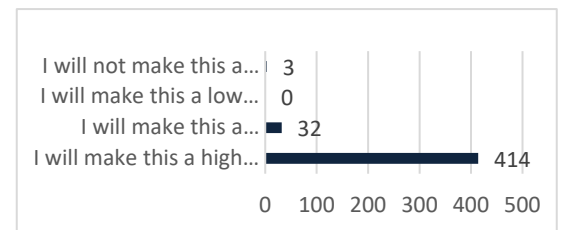
Did the course cover the information you were expecting?



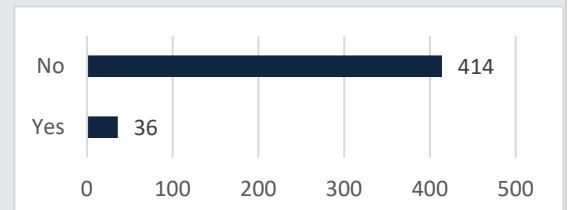
Was the course presented in a way that helped you learn?



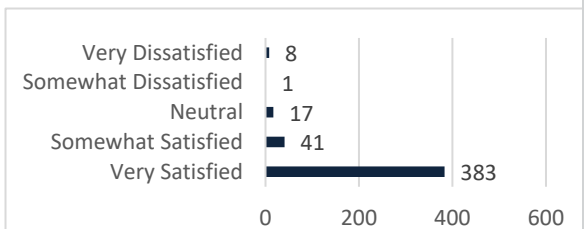
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

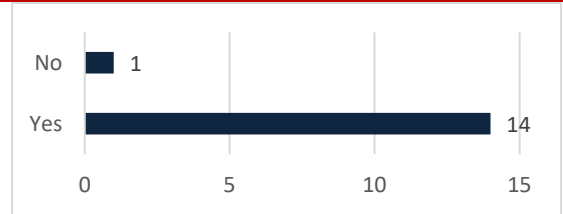


How satisfied are you with the overall course?

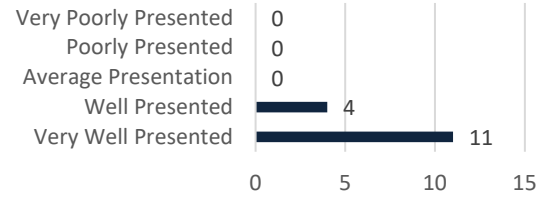


Dear Black Male...

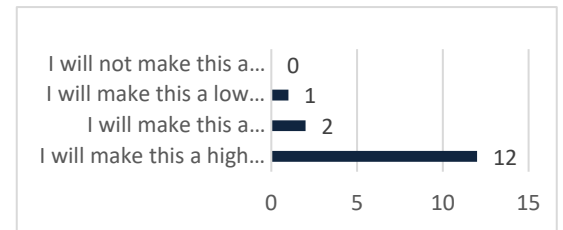
Did the course cover the information you were expecting?



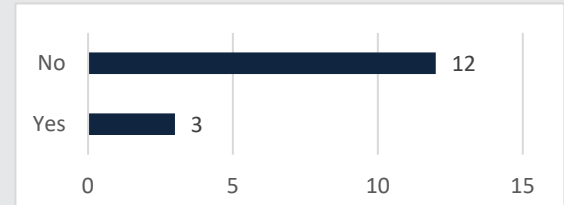
Was the course presented in a way that helped you learn?



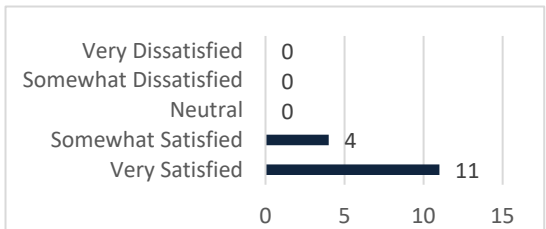
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

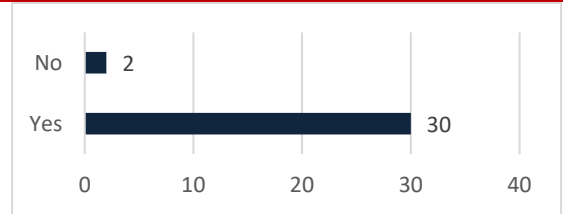


How satisfied are you with the overall course?

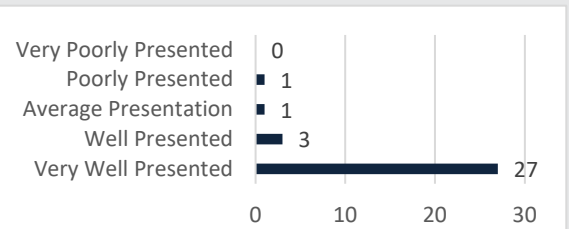


Effective Customer Service

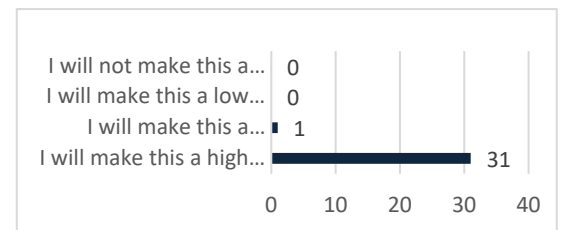
Did the course cover the information you were expecting?



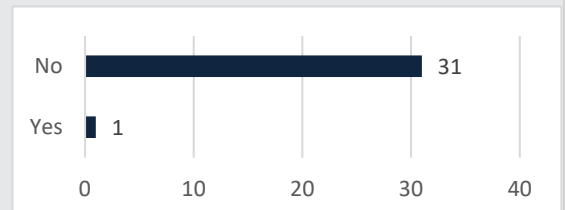
Was the course presented in a way that helped you learn?



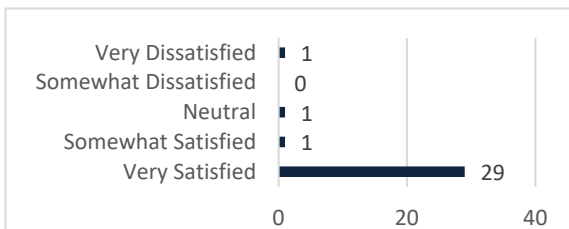
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?



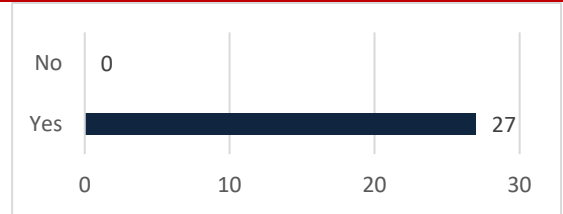
How satisfied are you with the overall course?



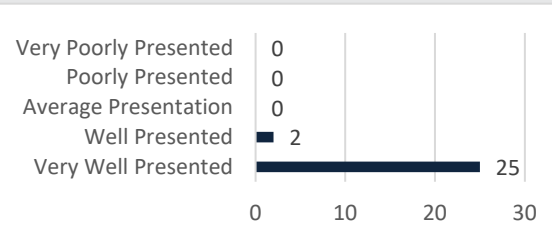
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Emotional Intelligence: The Power of Emotion

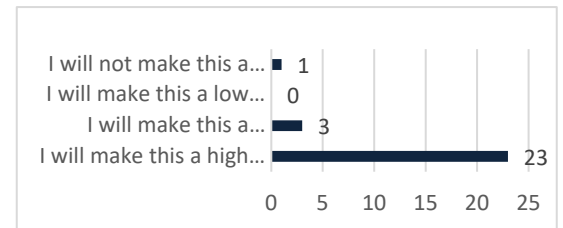
Did the course cover the information you were expecting?



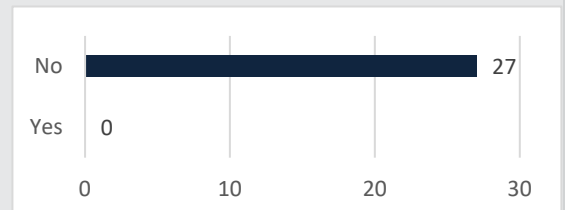
Was the course presented in a way that helped you learn?



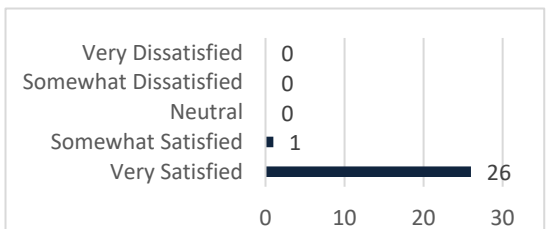
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

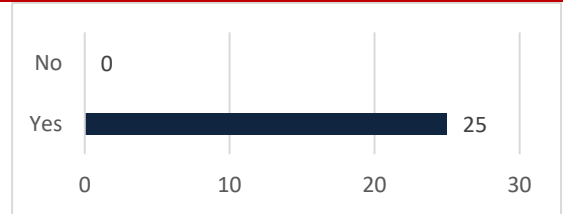


How satisfied are you with the overall course?

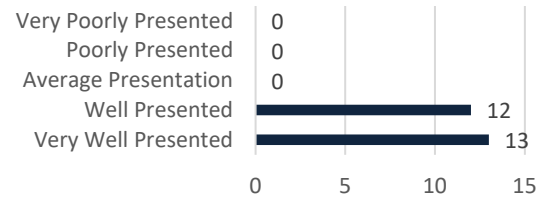


Empathy and Compassion

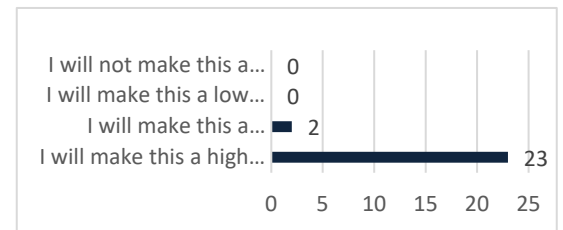
Did the course cover the information you were expecting?



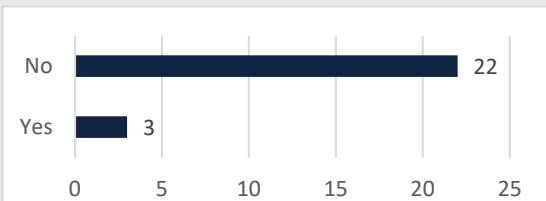
Was the course presented in a way that helped you learn?



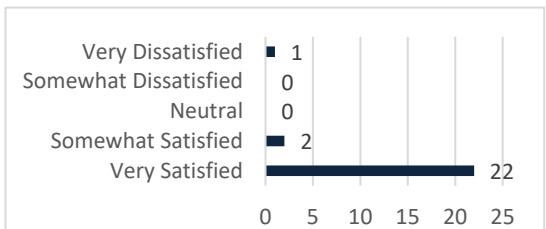
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

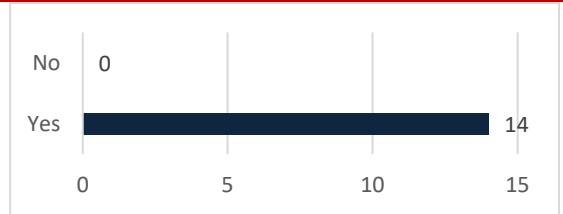


How satisfied are you with the overall course?

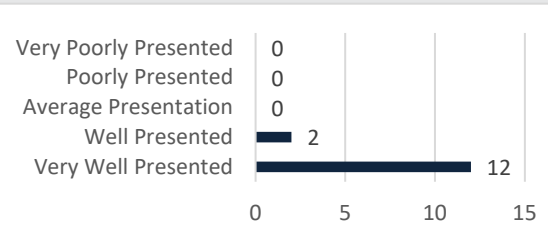


Engaging Fathers: A New Perspective

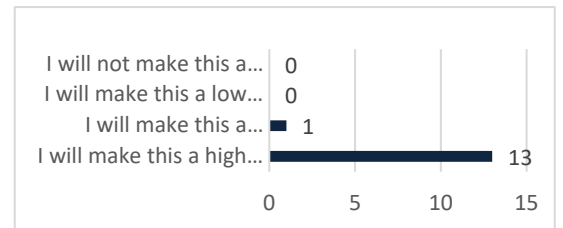
Did the course cover the information you were expecting?



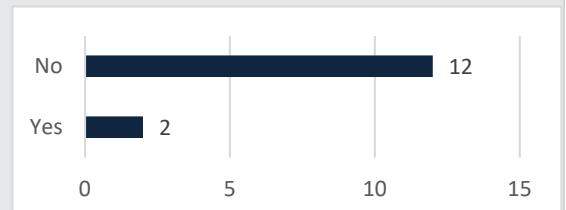
Was the course presented in a way that helped you learn?



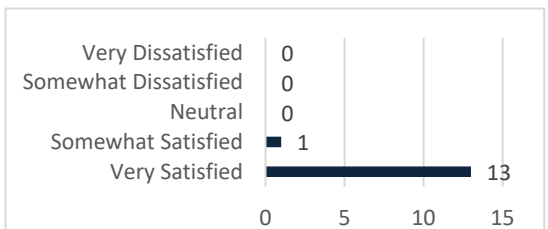
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Did you experience any problems with the technology in this training?

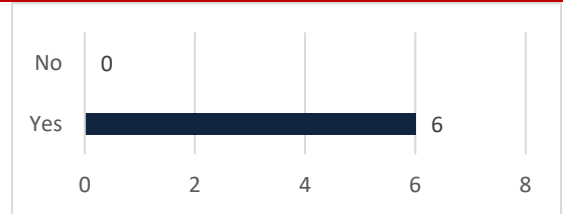


How satisfied are you with the overall course?

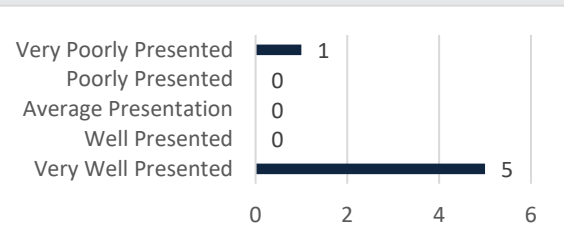


Essentials of Business Communication

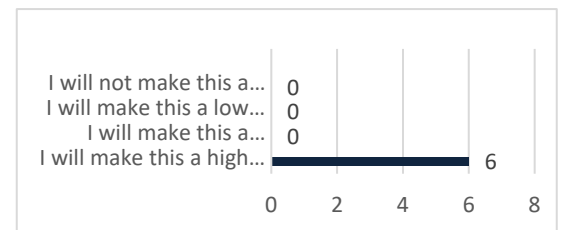
Did the course cover the information you were expecting?



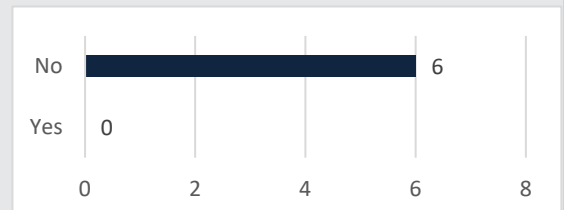
Was the course presented in a way that helped you learn?



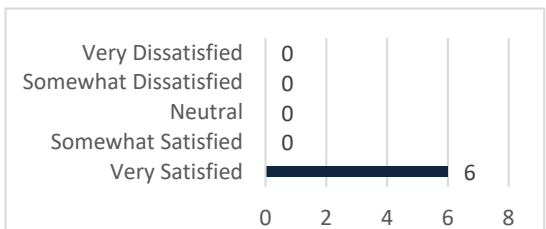
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Did you experience any problems with the technology in this training?

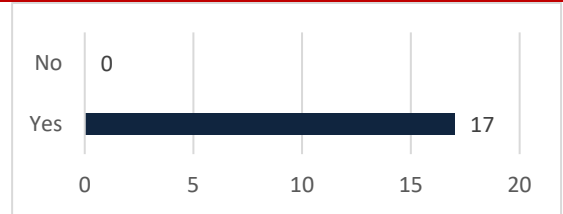


How satisfied are you with the overall course?

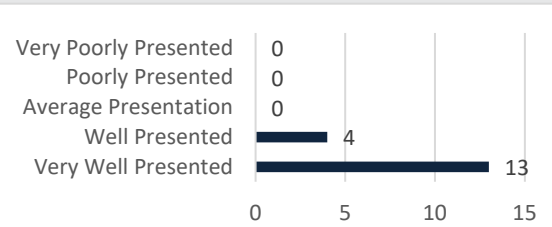


Establishment for CWA Staff

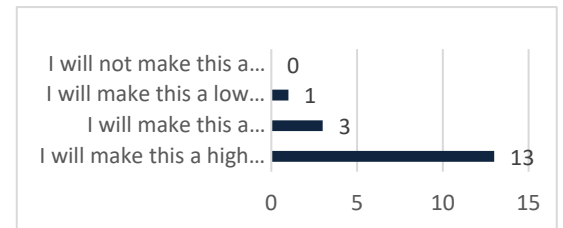
Did the course cover the information you were expecting?



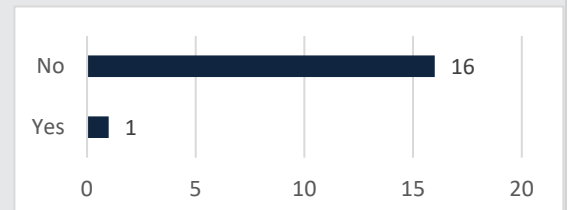
Was the course presented in a way that helped you learn?



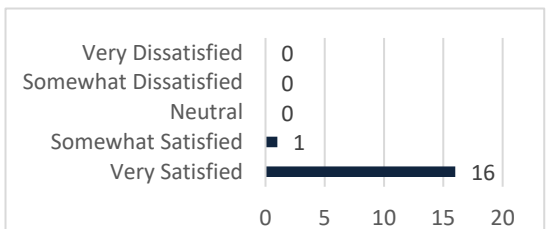
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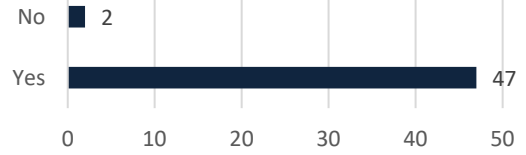


How satisfied are you with the overall course?

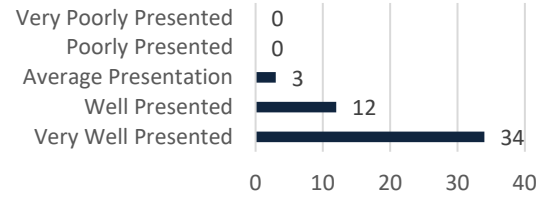


Exploring the Child Support Portal

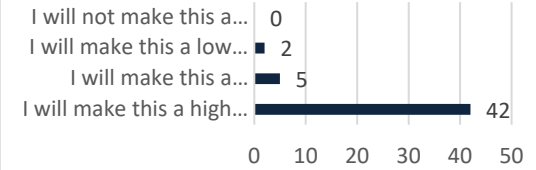
Did the course cover the information you were expecting?



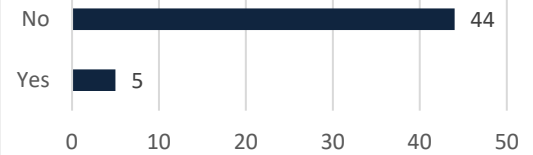
Was the course presented in a way that helped you learn?



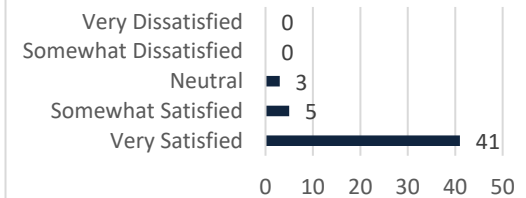
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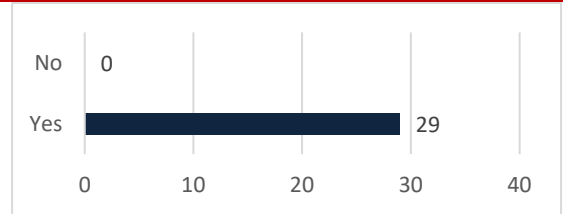


How satisfied are you with the overall course?

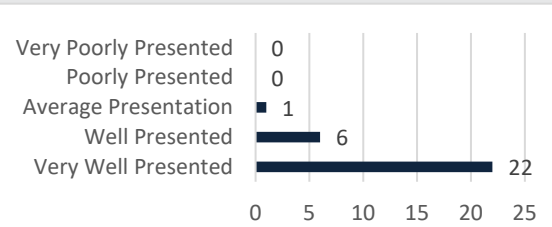


Family Workshop: Understanding Disposition, Case Closure, and Termination

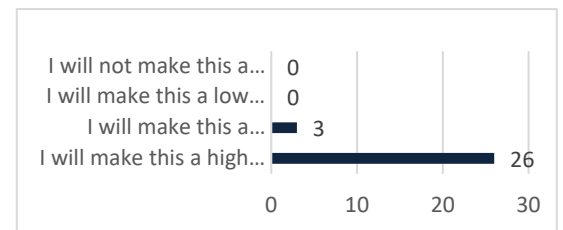
Did the course cover the information you were expecting?



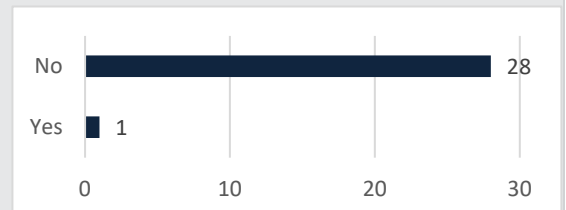
Was the course presented in a way that helped you learn?



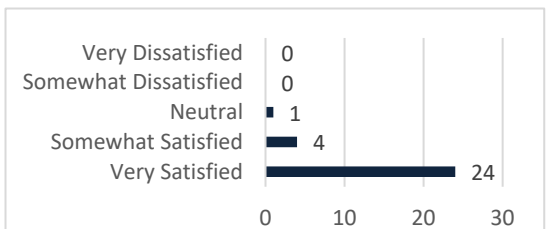
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

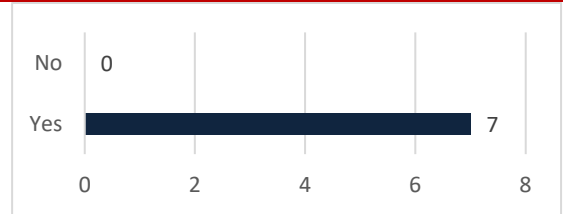


How satisfied are you with the overall course?

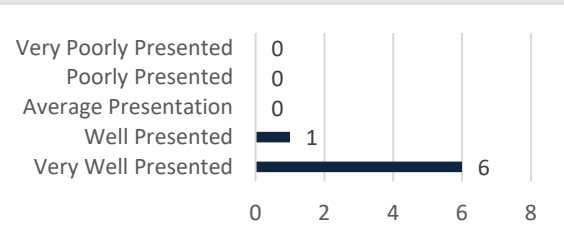


Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals

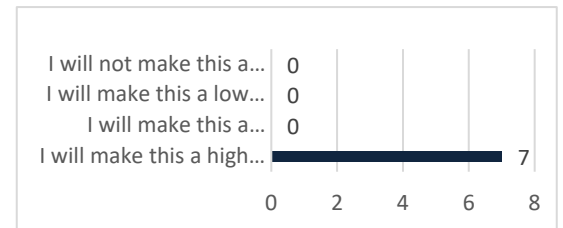
Did the course cover the information you were expecting?



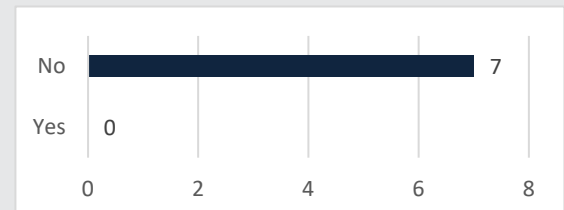
Was the course presented in a way that helped you learn?



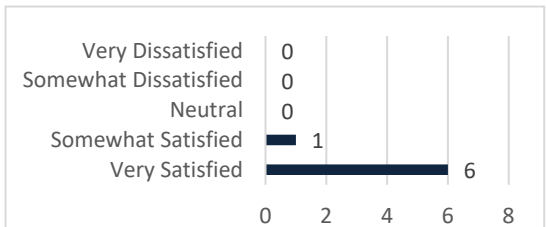
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

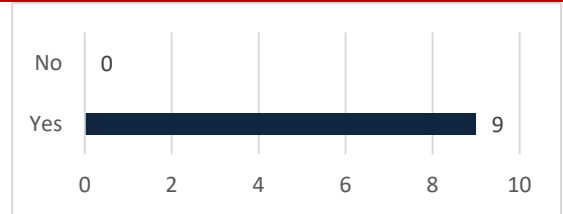


How satisfied are you with the overall course?

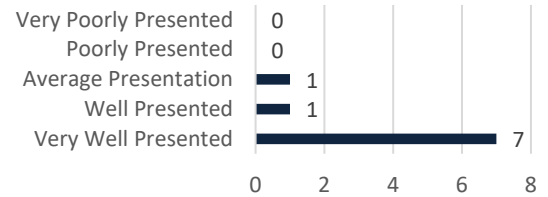


Improving Your IV-D Performance: Guidance for Family Division Staff

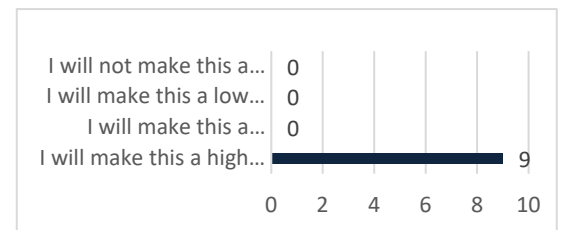
Did the course cover the information you were expecting?



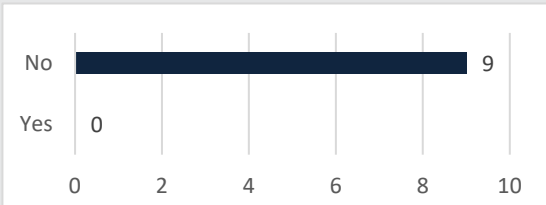
Was the course presented in a way that helped you learn?



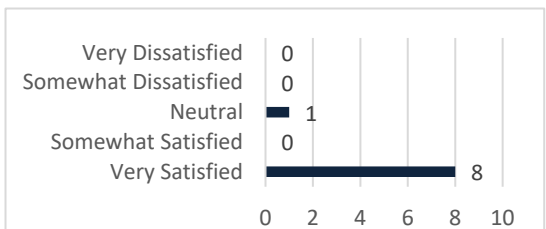
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

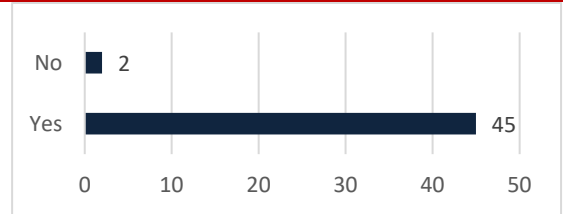


How satisfied are you with the overall course?

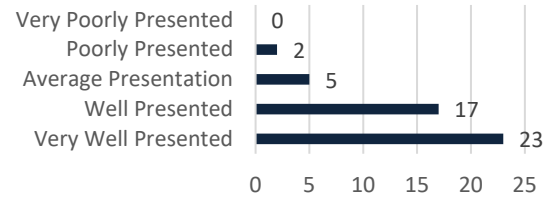


Improving Your IV-D Performance: Guidance for Probation Staff

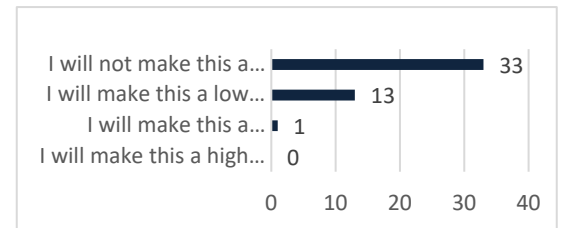
Did the course cover the information you were expecting?



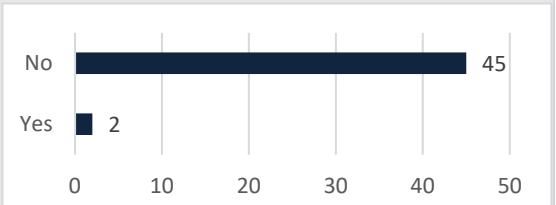
Was the course presented in a way that helped you learn?



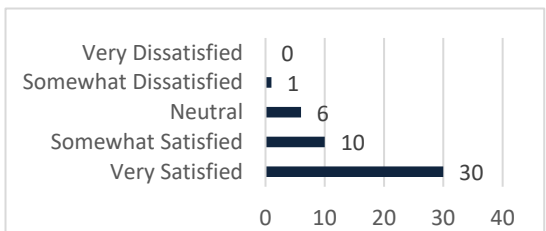
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

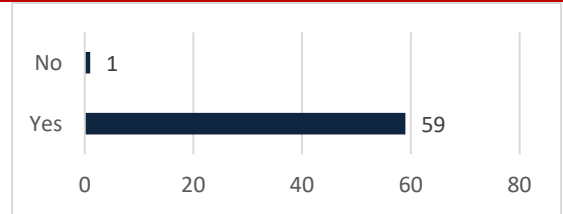


How satisfied are you with the overall course?

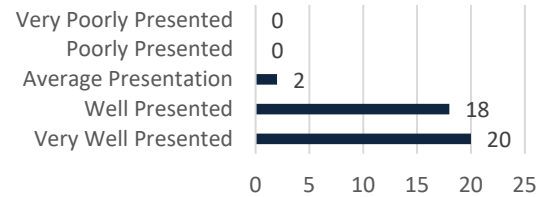


Introduction to UIFSA

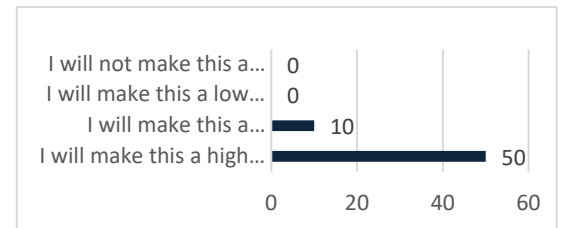
Did the course cover the information you were expecting?



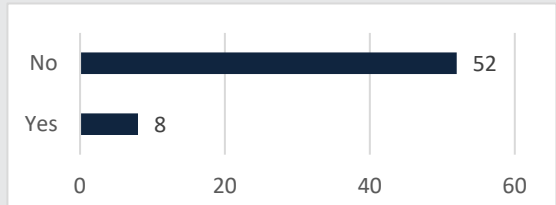
Was the course presented in a way that helped you learn?



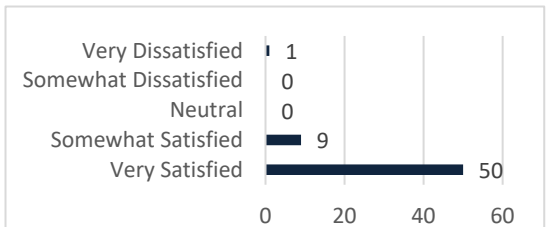
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

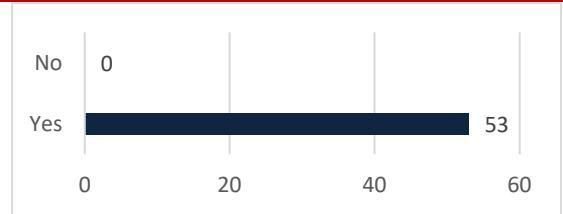


How satisfied are you with the overall course?

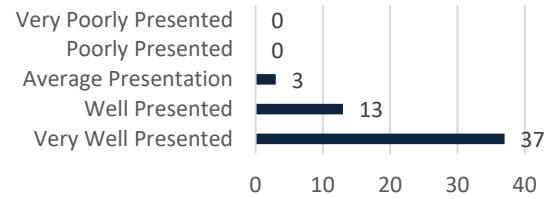


IV-D Theory for New Hires – Day 1

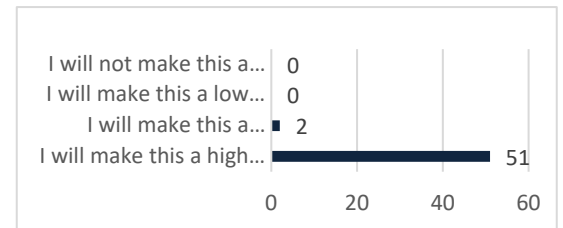
Did the course cover the information you were expecting?



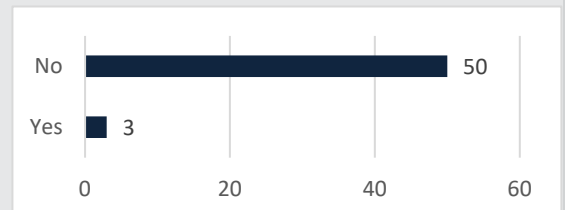
Was the course presented in a way that helped you learn?



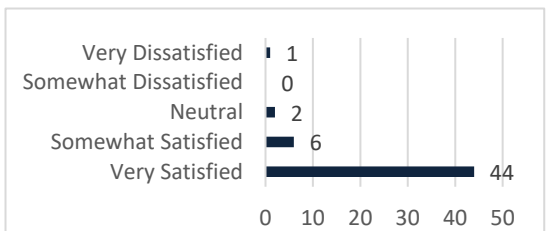
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

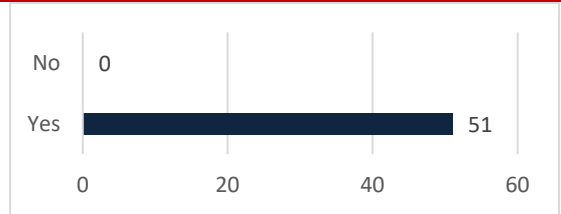


How satisfied are you with the overall course?

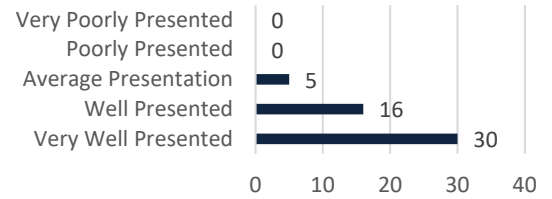


IV-D Theory for New Hires – Day 2

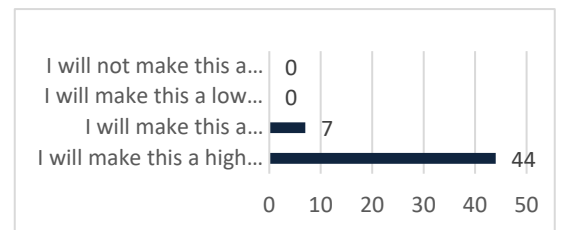
Did the course cover the information you were expecting?



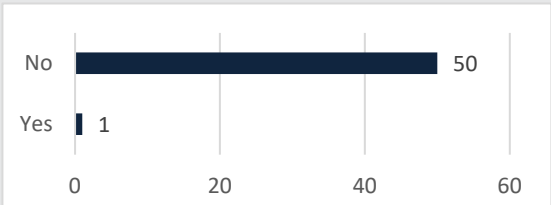
Was the course presented in a way that helped you learn?



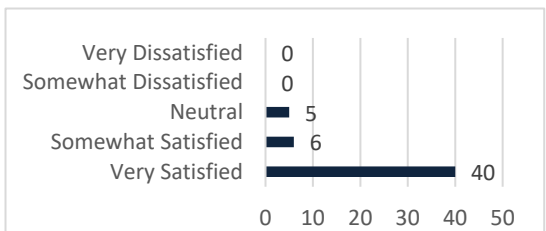
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

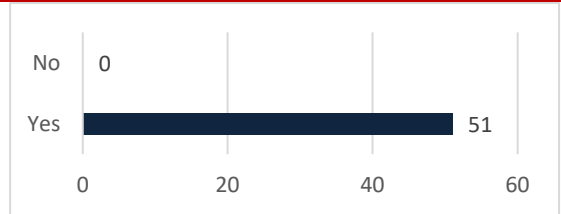


How satisfied are you with the overall course?

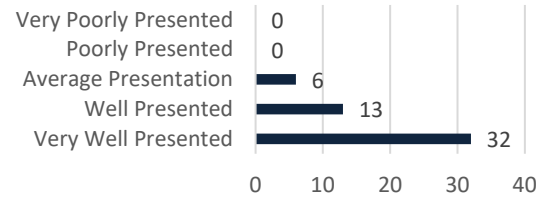


IV-D Theory for New Hires – Day 3

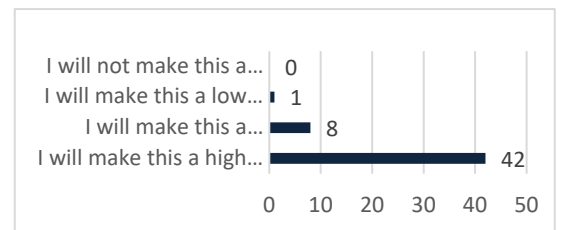
Did the course cover the information you were expecting?



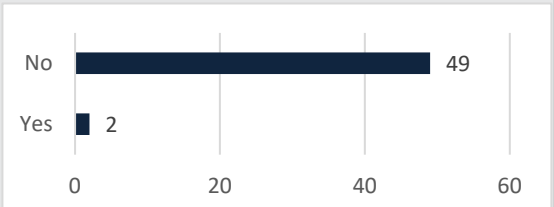
Was the course presented in a way that helped you learn?



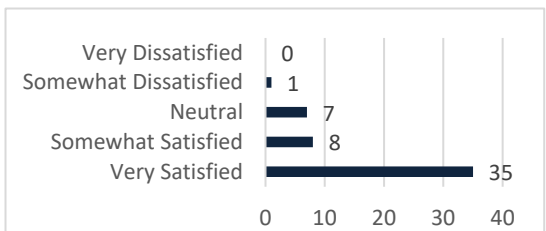
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

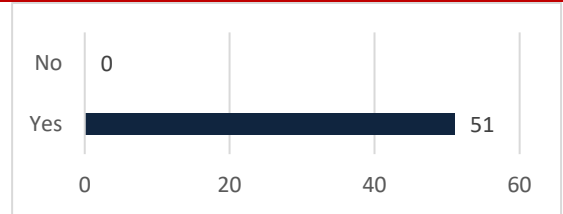


How satisfied are you with the overall course?

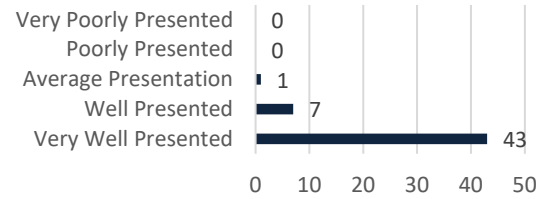


IV-D Theory for New Hires – Day 4

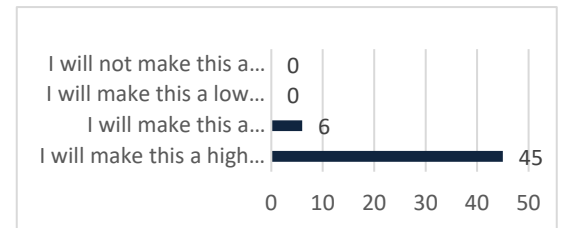
Did the course cover the information you were expecting?



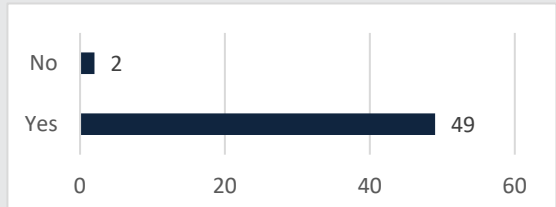
Was the course presented in a way that helped you learn?



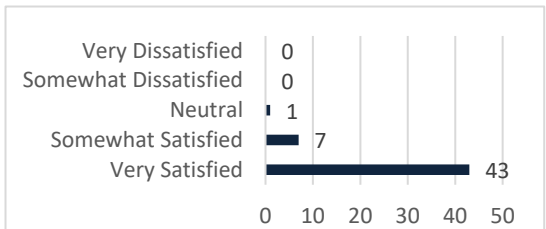
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

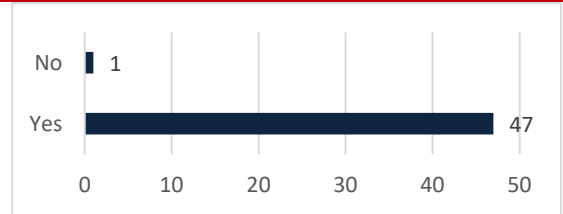


How satisfied are you with the overall course?

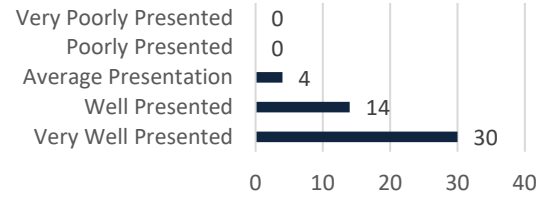


IV-D Theory for New Hires – Day 5

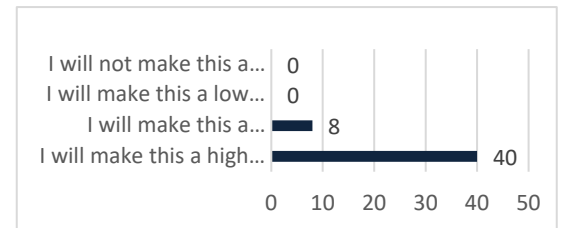
Did the course cover the information you were expecting?



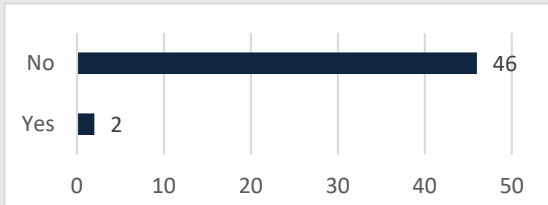
Was the course presented in a way that helped you learn?



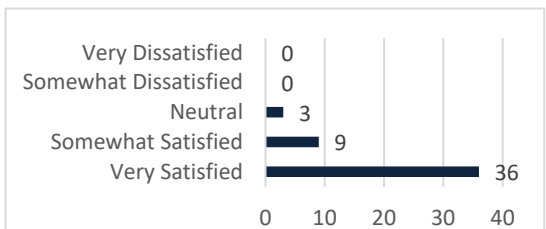
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

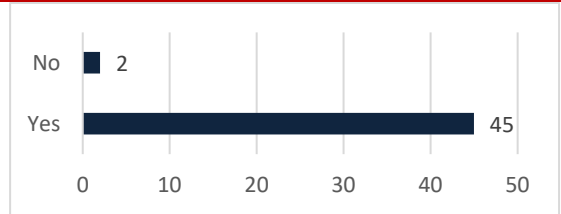


How satisfied are you with the overall course?

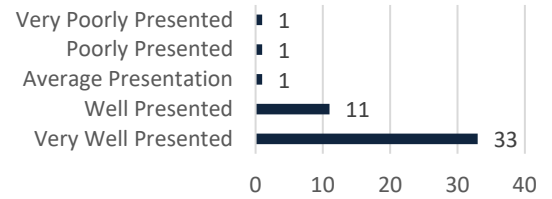


IV-D Theory Refresher Course (One Day)

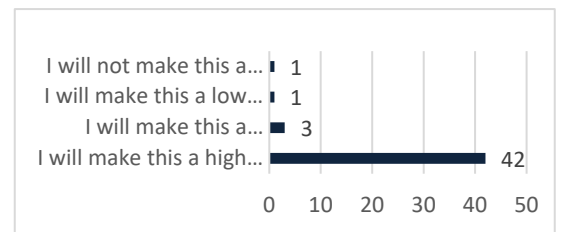
Did the course cover the information you were expecting?



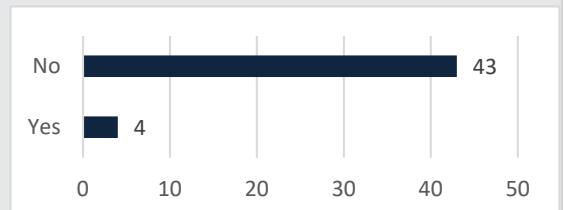
Was the course presented in a way that helped you learn?



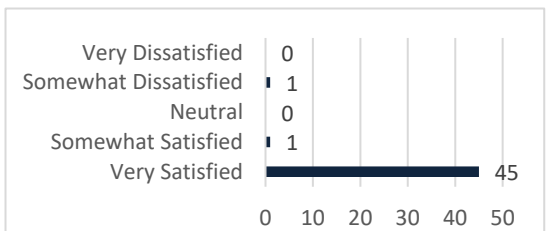
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

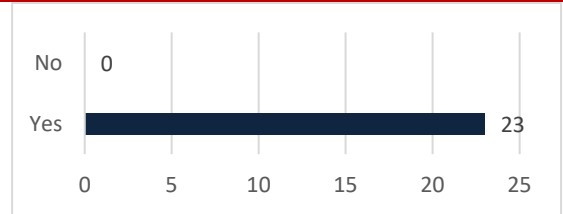


How satisfied are you with the overall course?

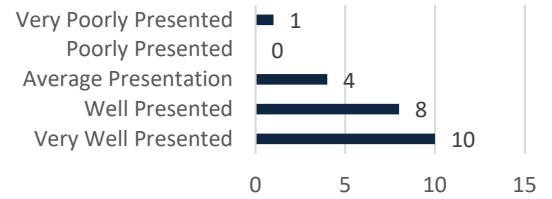


Judicial Enforcement Remedies and Other Enforcement Actions

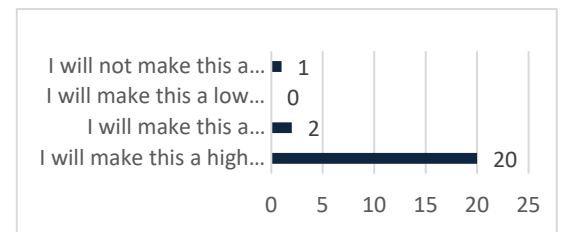
Did the course cover the information you were expecting?



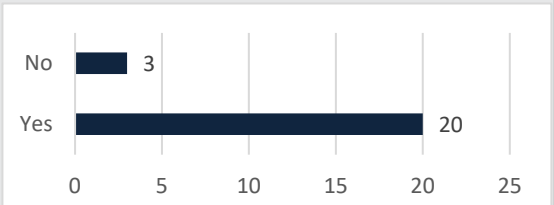
Was the course presented in a way that helped you learn?



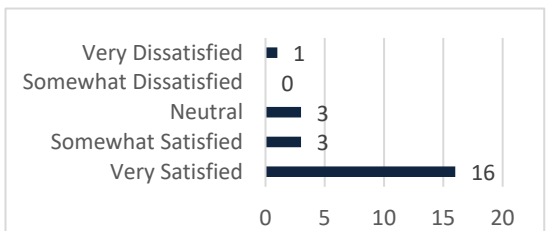
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

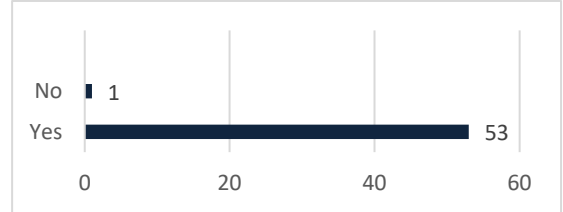


How satisfied are you with the overall course?

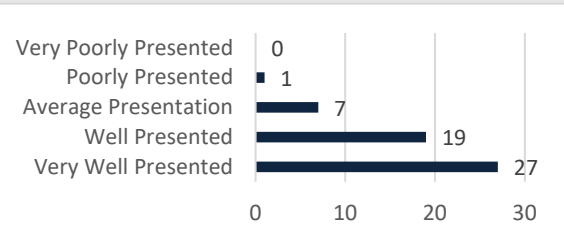


Law Clerk Training for Family Law Clerks: Advanced Session

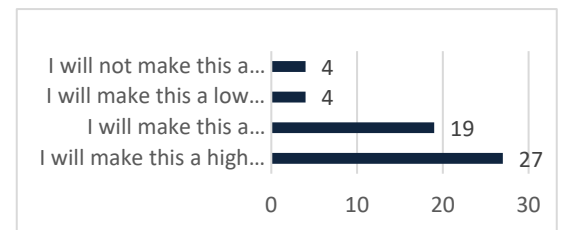
Did the course cover the information you were expecting?



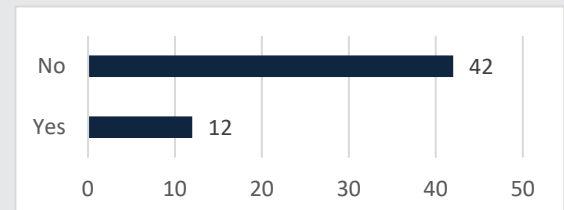
Was the course presented in a way that helped you learn?



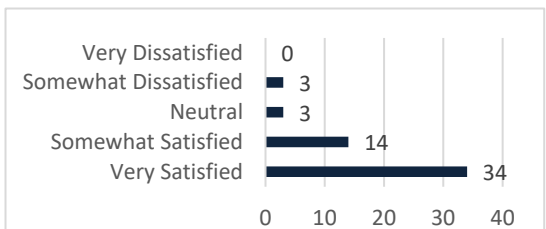
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

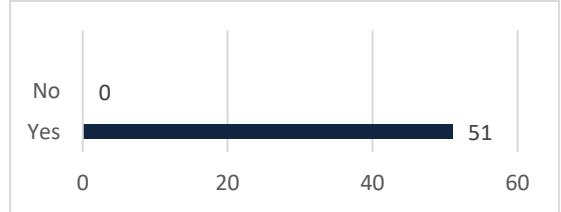


How satisfied are you with the overall course?

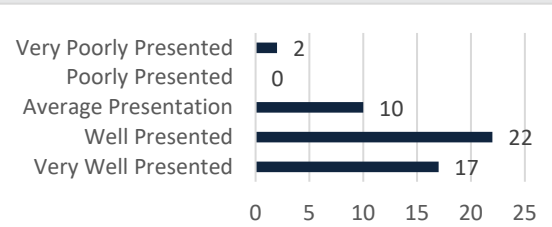


Law Clerk Training for Family Law Clerks: Beginner Session

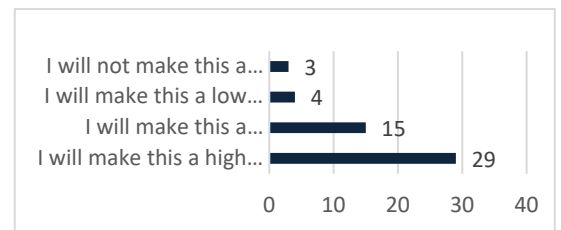
Did the course cover the information you were expecting?



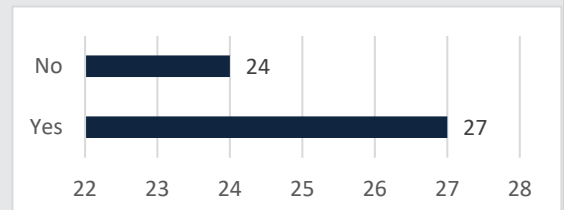
Was the course presented in a way that helped you learn?



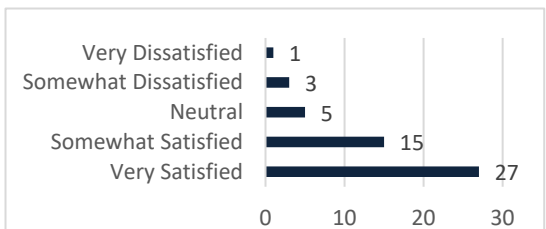
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

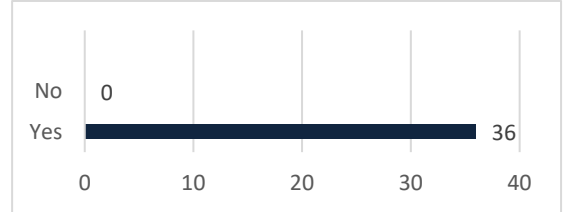


How satisfied are you with the overall course?

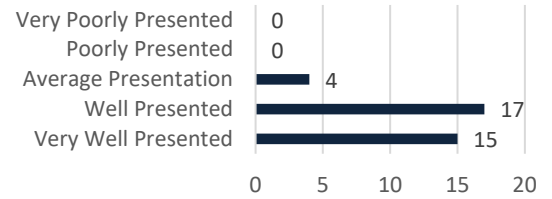


Law Clerk Training for Family Law Clerks: Intermediate Session

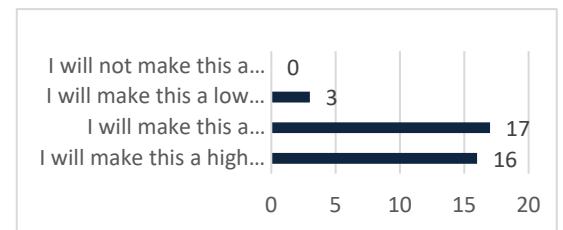
Did the course cover the information you were expecting?



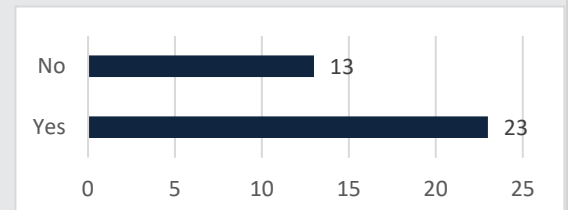
Was the course presented in a way that helped you learn?



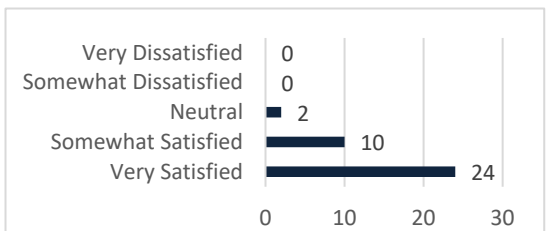
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

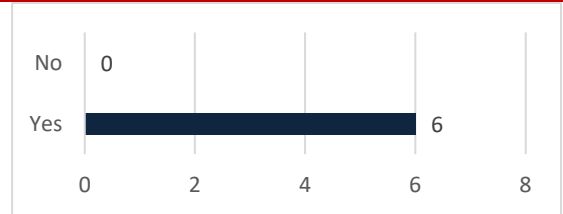


How satisfied are you with the overall course?

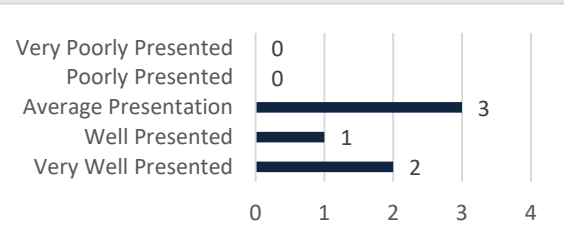


Leadership, Learning, and Change

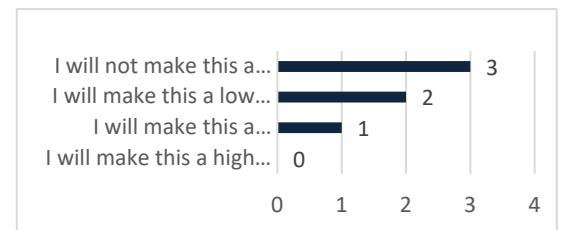
Did the course cover the information you were expecting?



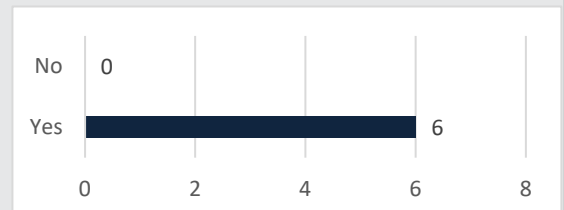
Was the course presented in a way that helped you learn?



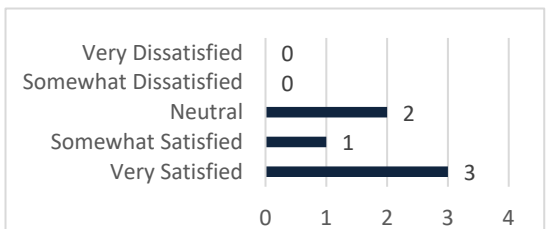
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

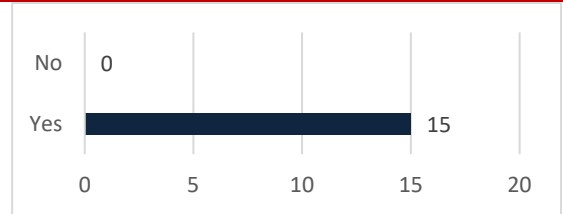


How satisfied are you with the overall course?

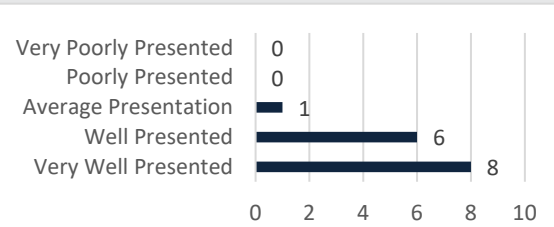


Locate for County Welfare Agency Staff

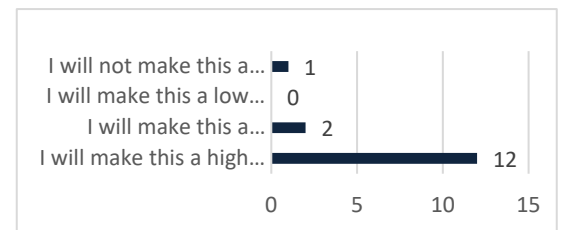
Did the course cover the information you were expecting?



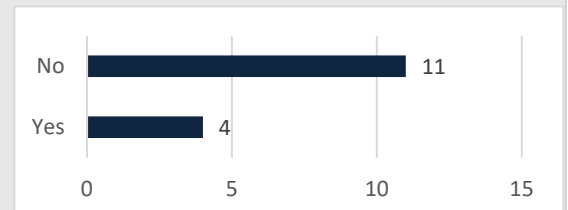
Was the course presented in a way that helped you learn?



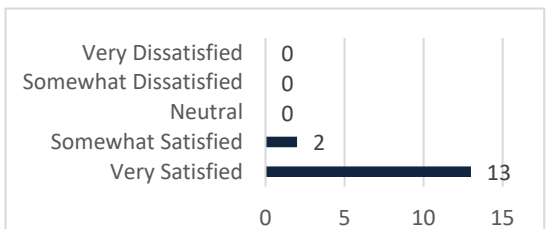
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

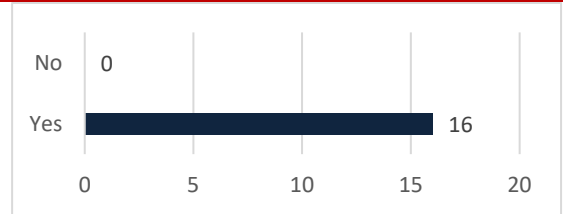


How satisfied are you with the overall course?

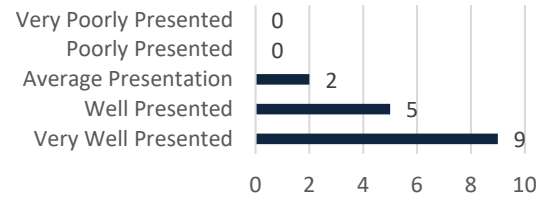


Managing Your Notifications and Tasks for CWA Staff

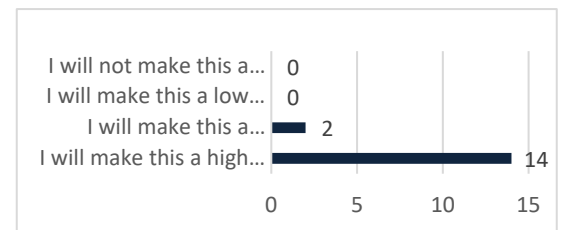
Did the course cover the information you were expecting?



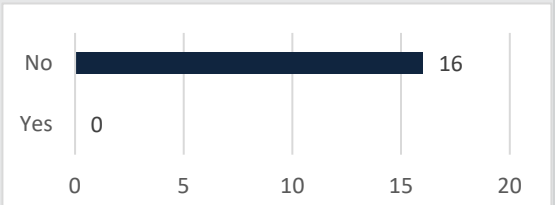
Was the course presented in a way that helped you learn?



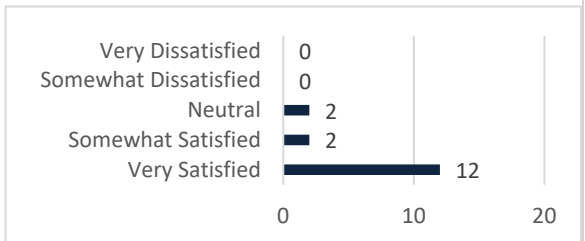
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Did you experience any problems with the technology in this training?

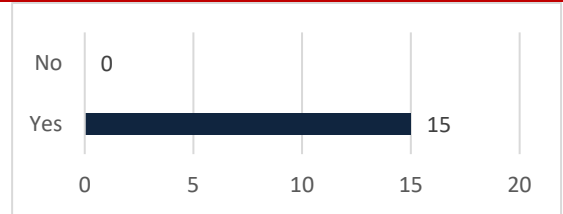


How satisfied are you with the overall course?

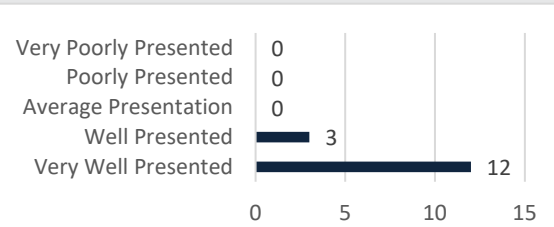


Microsoft Excel for Beginners

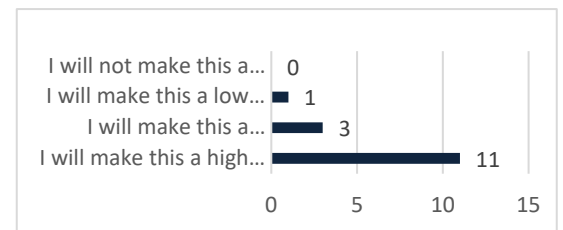
Did the course cover the information you were expecting?



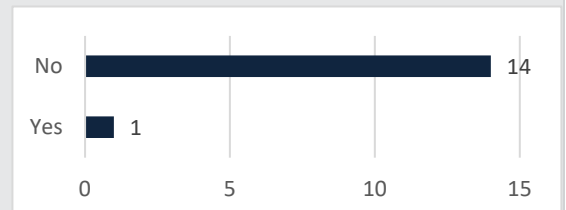
Was the course presented in a way that helped you learn?



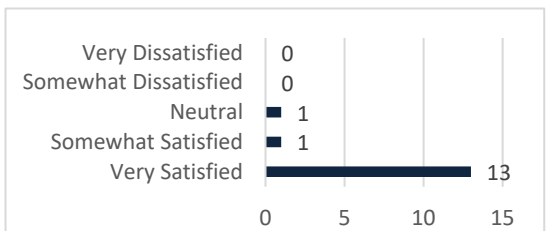
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Did you experience any problems with the technology in this training?

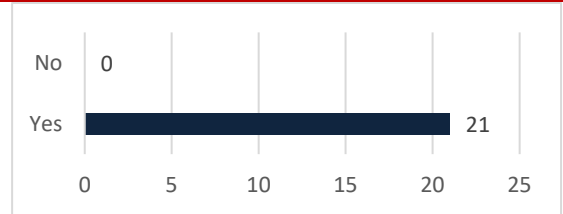


How satisfied are you with the overall course?

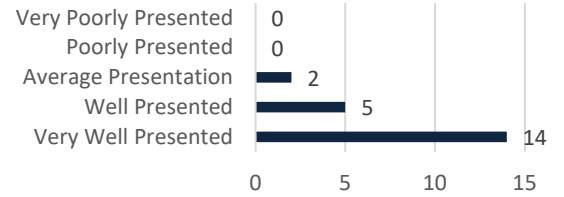


Modifications: Processing Hearing Outcomes for Family Division Staff

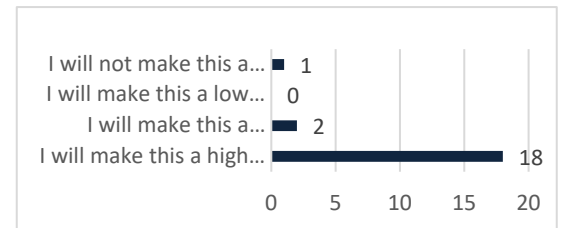
Did the course cover the information you were expecting?



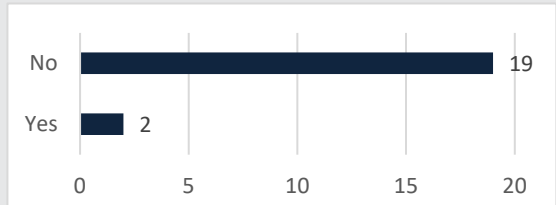
Was the course presented in a way that helped you learn?



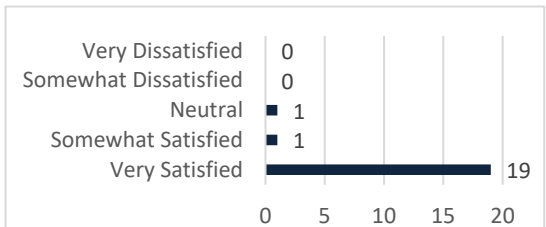
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

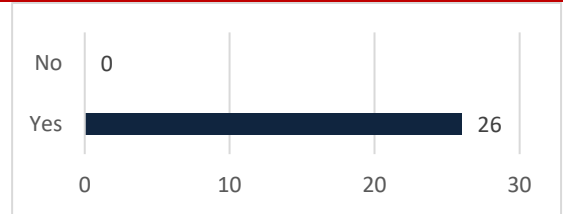


How satisfied are you with the overall course?

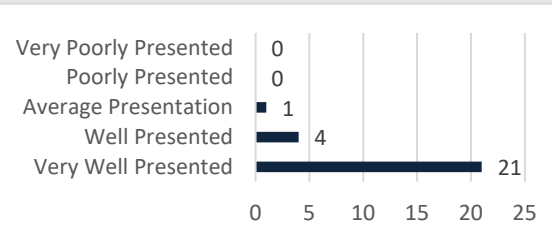


Strategies for Managing Change

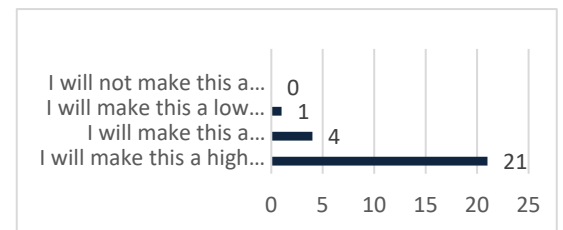
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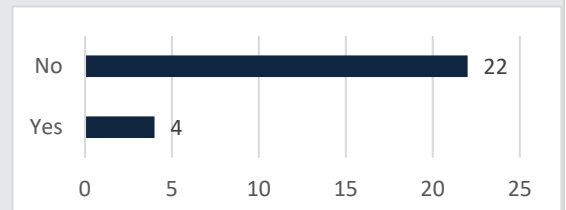
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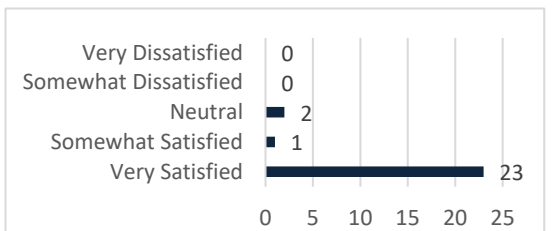
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

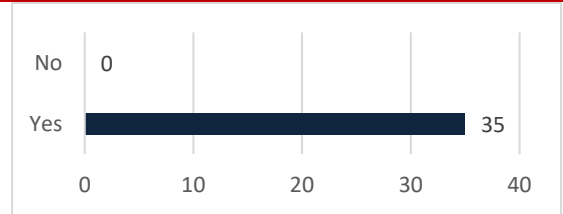


How satisfied are you with the overall course?

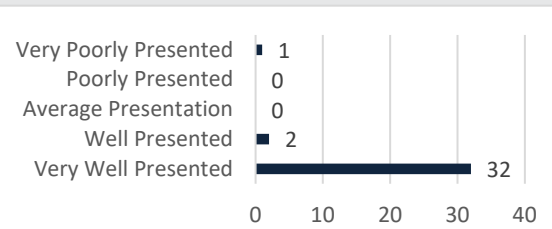


Stress Management

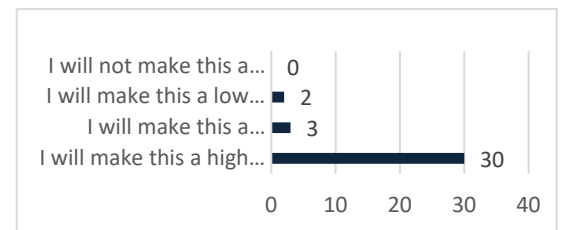
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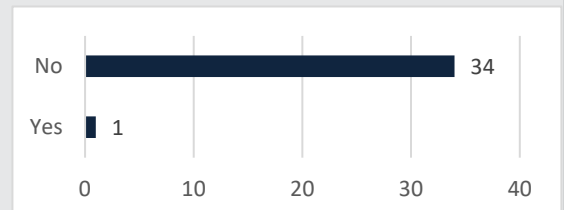
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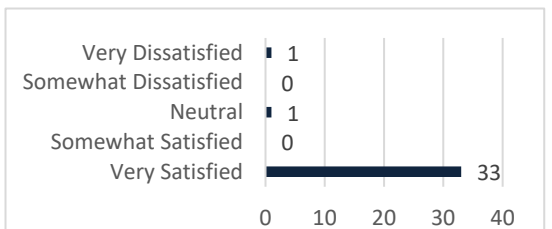
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

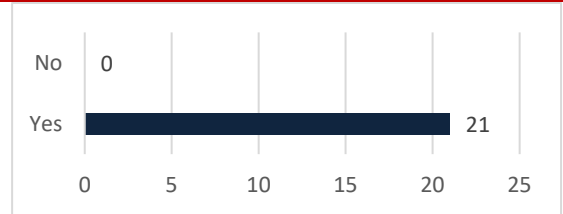


How satisfied are you with the overall course?

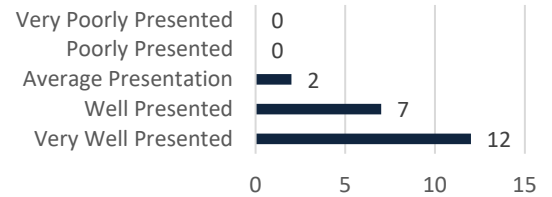


Tax Offset in Child Support

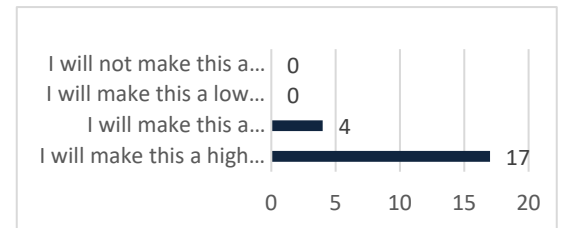
Did the course cover the information you were expecting?



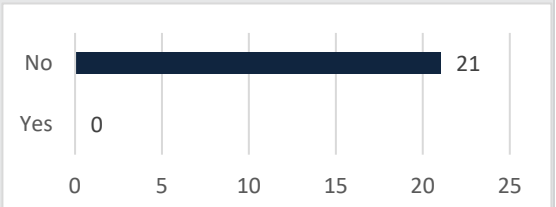
Was the course presented in a way that helped you learn?



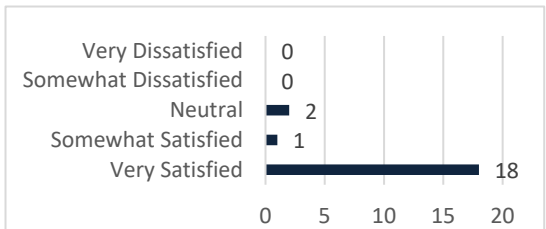
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

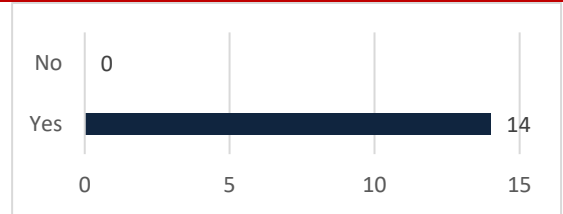


How satisfied are you with the overall course?

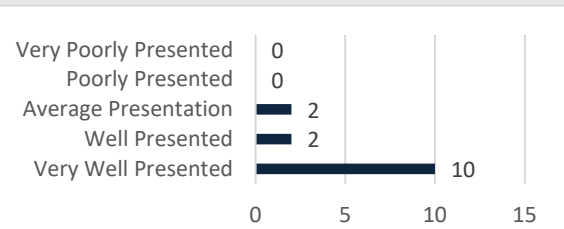


Termination 2.0 Updates

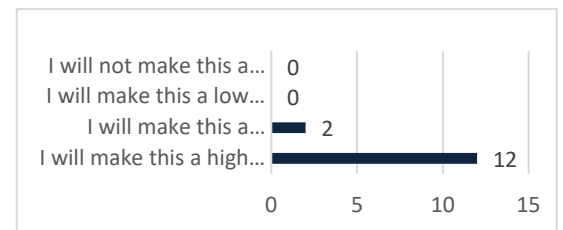
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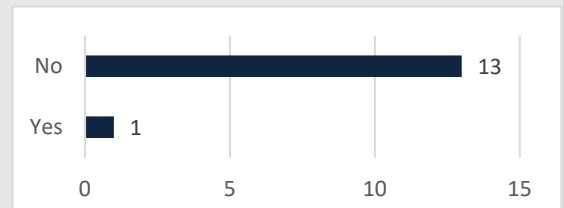
Was the course presented in a way that helped you learn?



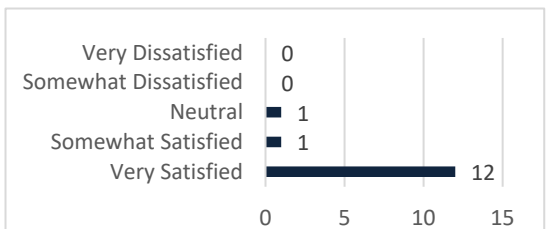
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

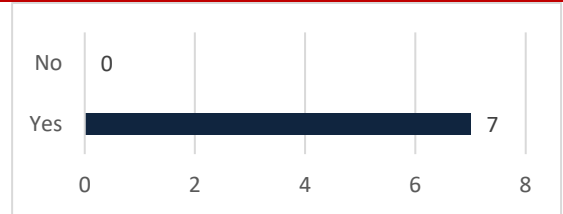


How satisfied are you with the overall course?

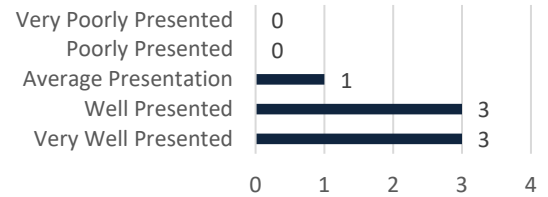


Termination Training Workshop

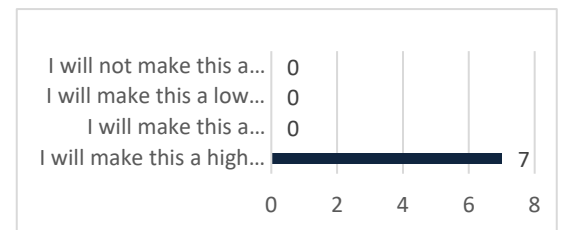
Did the course cover the information you were expecting?



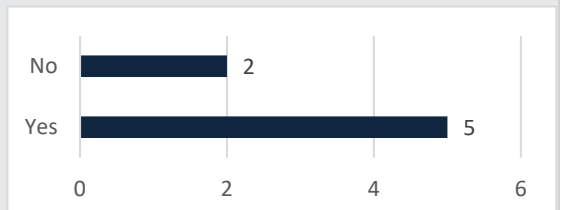
Was the course presented in a way that helped you learn?



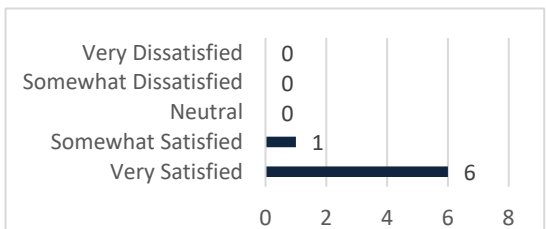
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

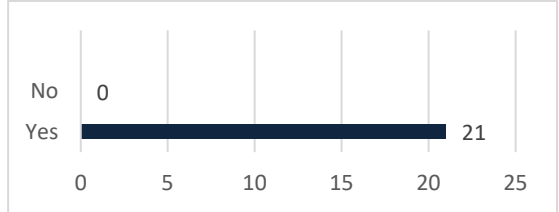


How satisfied are you with the overall course?

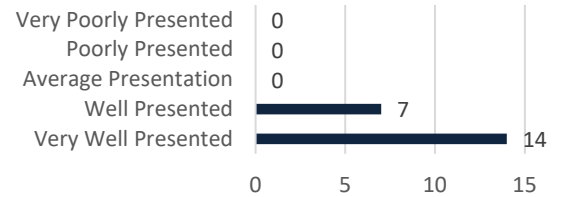


The Importance of Belonging

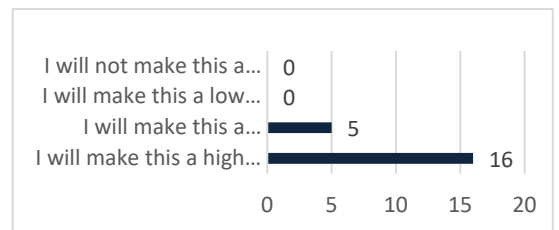
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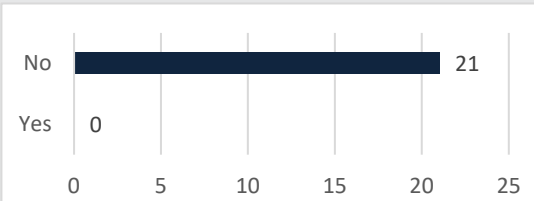
Was the course presented in a way that helped you learn?



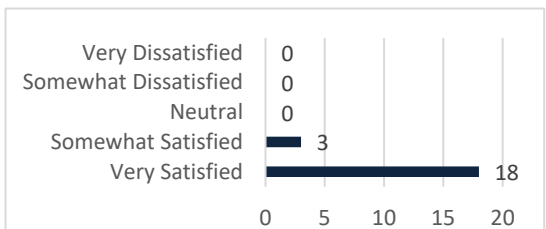
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

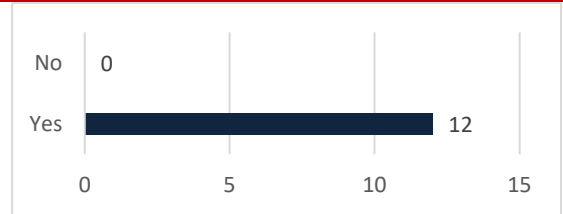


How satisfied are you with the overall course?

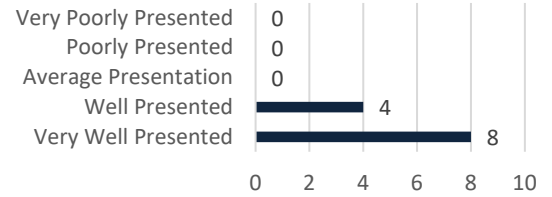


Time Management

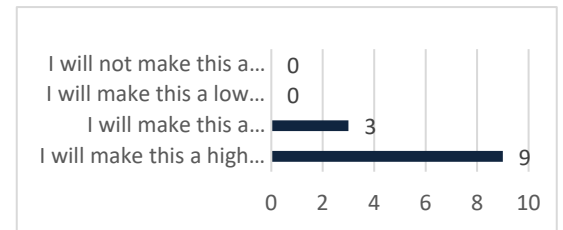
Did the course cover the information you were expecting?



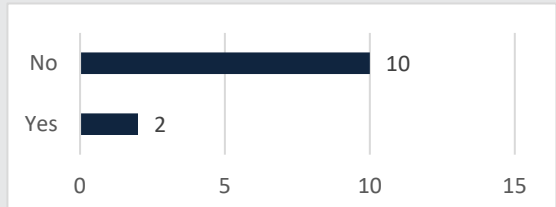
Was the course presented in a way that helped you learn?



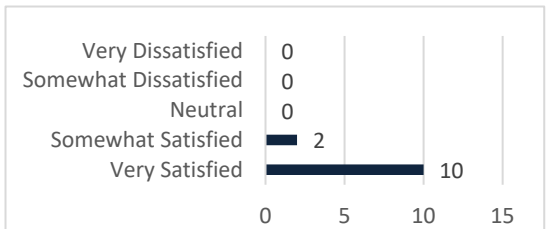
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

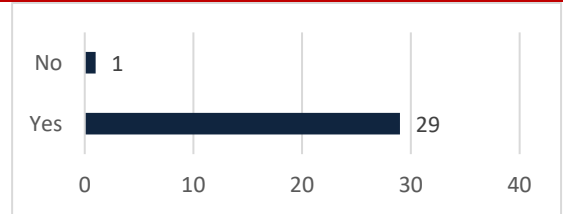


How satisfied are you with the overall course?

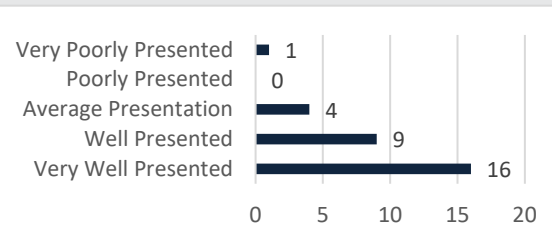


Triennial Review: Theory and Practice

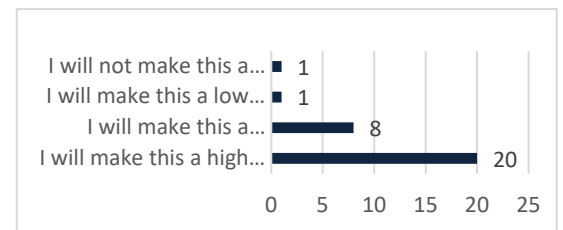
Did the course cover the information you were expecting?



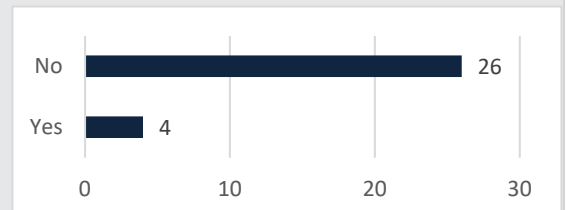
Was the course presented in a way that helped you learn?



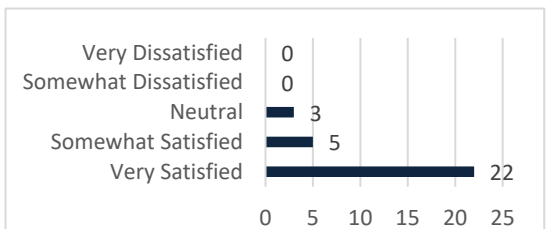
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?

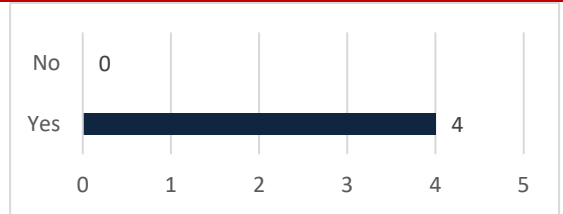


How satisfied are you with the overall course?

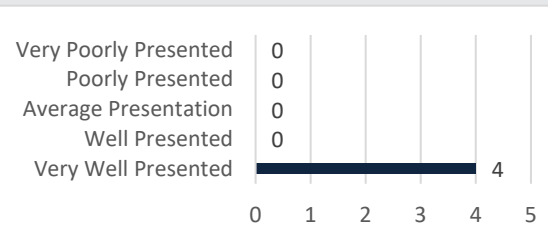


True Colors

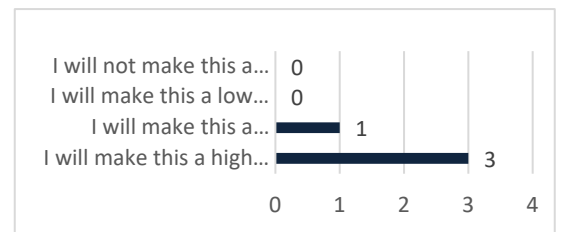
Did the course cover the information you were expecting?



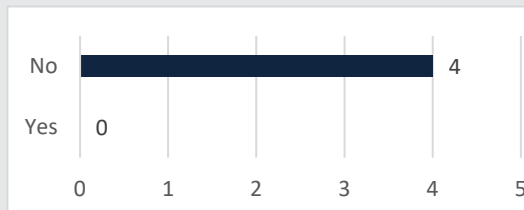
Was the course presented in a way that helped you learn?



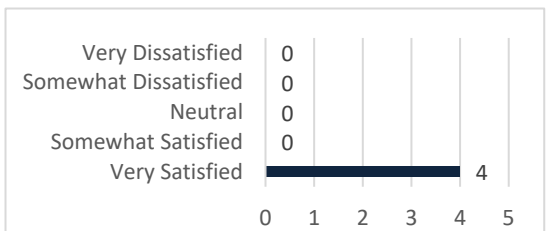
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Did you experience any problems with the technology in this training?

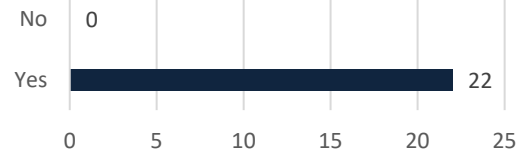


How satisfied are you with the overall course?

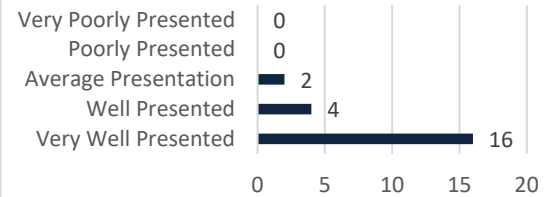


UIFSA Online Tools

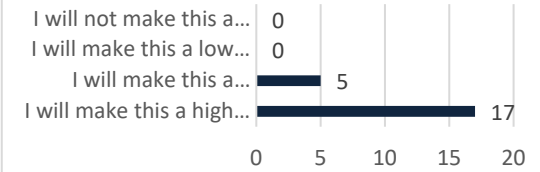
Did the course cover the information you were expecting?



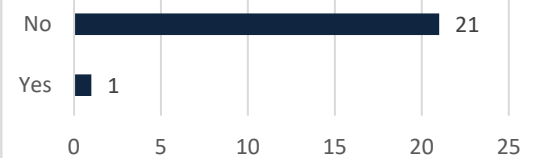
Was the course presented in a way that helped you learn?



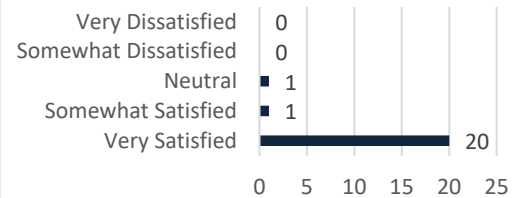
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Did you experience any problems with the technology in this training?

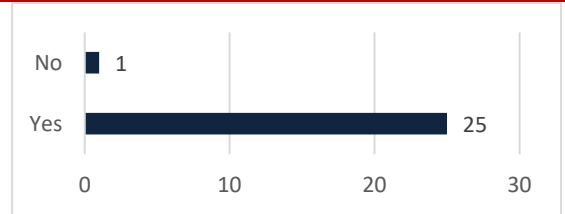


How satisfied are you with the overall course?

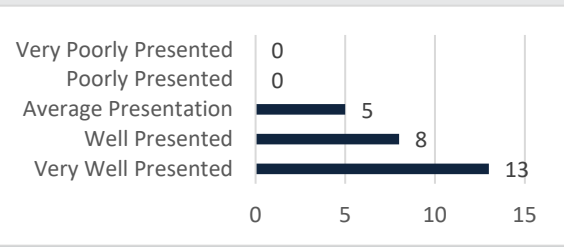


Working with Trauma: Understanding Compassion Fatigue, Burnout, and the Importance of Self-Care

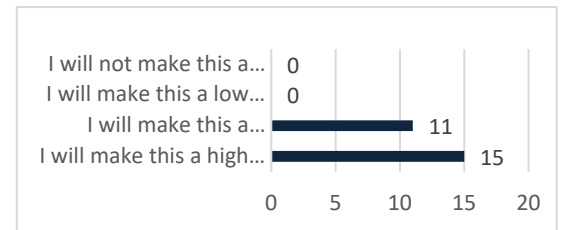
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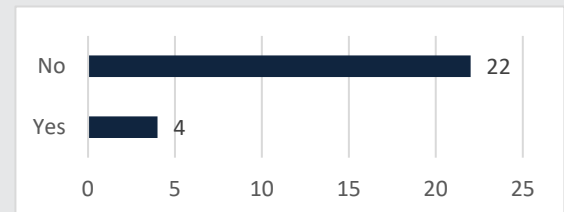
Was the course presented in a way that helped you learn?



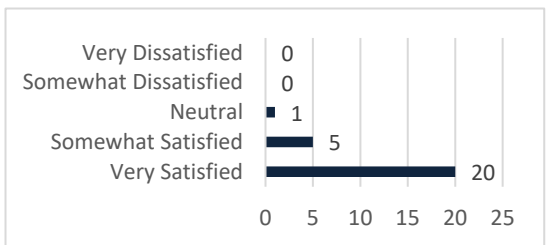
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Did you experience any problems with the technology in this training?

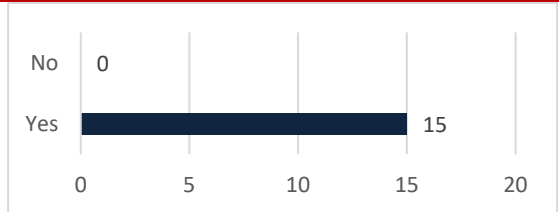


How satisfied are you with the overall course?

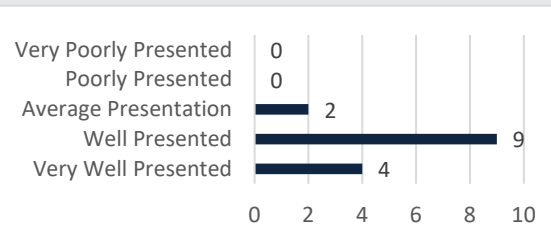


Writs of Execution Process

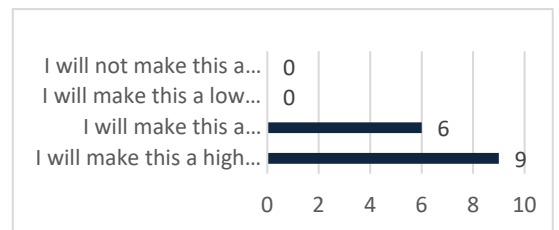
Did the course cover the information you were expecting?



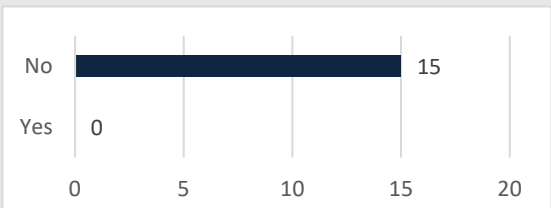
Was the course presented in a way that helped you learn?



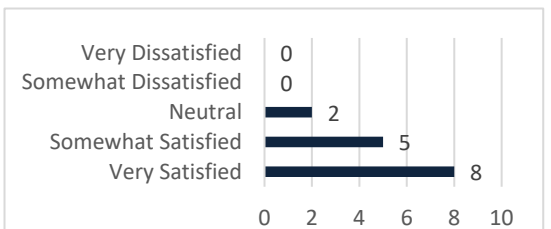
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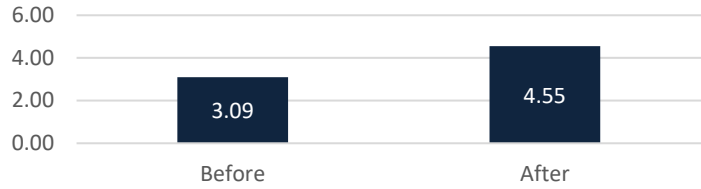
How satisfied are you with the overall course?



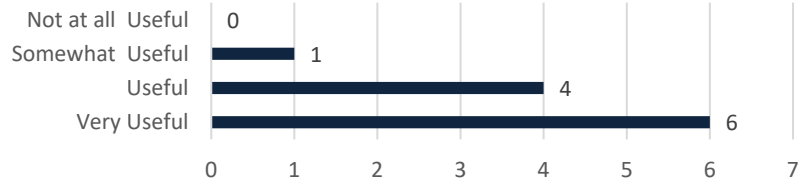
Appendix C: 60-Day Follow-Up Results for Virtual Synchronous Courses

7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff—Participant Survey

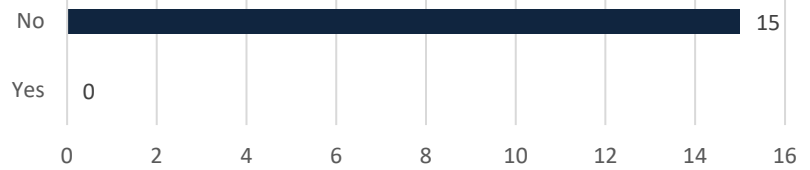
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?

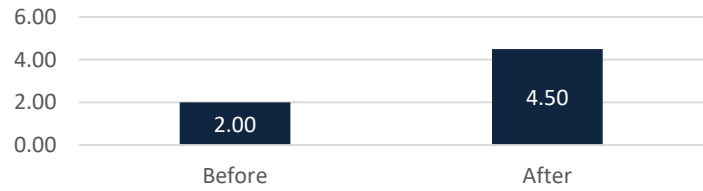


7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from 7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff into the workplace?</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Not Applicable</td><td style="text-align: right;">0</td></tr> <tr><td>None</td><td style="text-align: right;">0</td></tr> <tr><td>Low</td><td style="text-align: right;">0</td></tr> <tr><td>Moderate</td><td style="text-align: right;">4</td></tr> <tr><td>High</td><td style="text-align: right;">5</td></tr> <tr><td>Other</td><td style="text-align: right;">0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	4	High	5	Other	0
Not Applicable	0												
None	0												
Low	0												
Moderate	4												
High	5												
Other	0												
<p>Was the participant’s attendance at this training beneficial to their job responsibilities?</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">1</td></tr> <tr><td>Yes</td><td style="text-align: right;">8</td></tr> </table>	No	1	Yes	8								
No	1												
Yes	8												
<p>Have you had to provide additional coaching to the participant related to 7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff?</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">9</td></tr> <tr><td>Yes</td><td style="text-align: right;">0</td></tr> </table>	No	9	Yes	0								
No	9												
Yes	0												
<p>Does this participant need additional training?</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">9</td></tr> <tr><td>Yes</td><td style="text-align: right;">0</td></tr> </table>	No	9	Yes	0								
No	9												
Yes	0												

Administrative Enforcement Remedies—Participant Survey

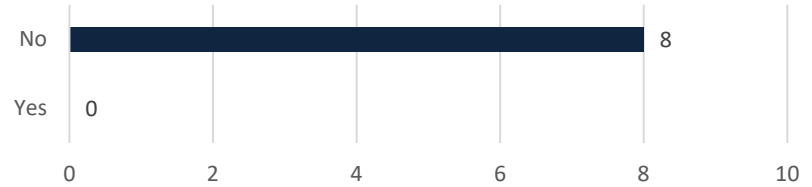
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?

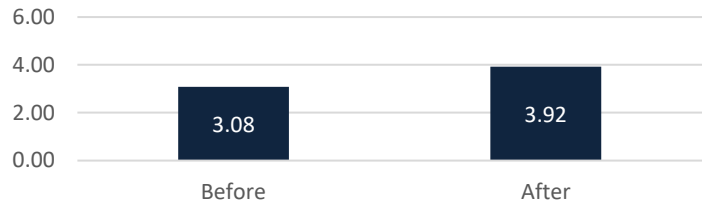


Administrative Enforcement Remedies—Supervisor Survey

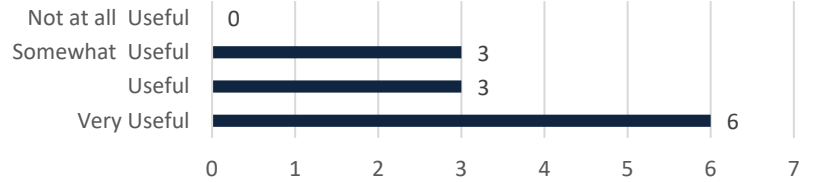
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Administrative Enforcement Remedies into the workplace?</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Not Applicable</td><td style="text-align: right;">0</td></tr> <tr><td>None</td><td style="text-align: right;">0</td></tr> <tr><td>Low</td><td style="text-align: right;">0</td></tr> <tr><td>Moderate</td><td style="text-align: right;">2</td></tr> <tr><td>High</td><td style="text-align: right;">4</td></tr> <tr><td>Other</td><td style="text-align: right;">0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	2	High	4	Other	0	÷
Not Applicable	0													
None	0													
Low	0													
Moderate	2													
High	4													
Other	0													
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">0</td></tr> <tr><td>Yes</td><td style="text-align: right;">6</td></tr> </table>	No	0	Yes	6	÷								
No	0													
Yes	6													
<p>Have you had to provide additional coaching to the participant related to Administrative Enforcement Remedies?</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">4</td></tr> <tr><td>Yes</td><td style="text-align: right;">2</td></tr> </table>	No	4	Yes	2	÷								
No	4													
Yes	2													
<p>Does this participant need additional training?</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">5</td></tr> <tr><td>Yes</td><td style="text-align: right;">1</td></tr> </table>	No	5	Yes	1	÷								
No	5													
Yes	1													

Advanced UIFSA: Problem Solving for Intergovernmental Staff—Participant Survey

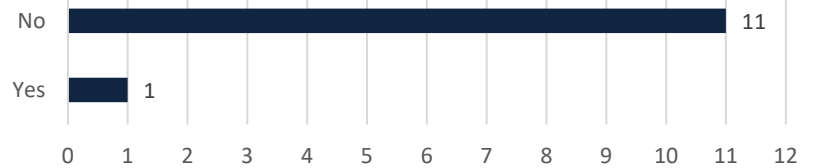
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?

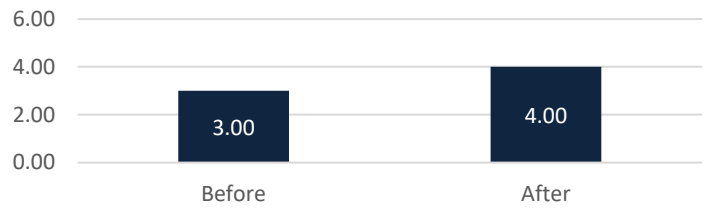


Advanced UIFSA: Problem Solving for Intergovernmental Staff—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Advanced UIFSA: Problem Solving for Intergovernmental Staff?</p>	<table style="margin-left: 20px;"> <tr><td>Not Applicable</td><td>0</td></tr> <tr><td>None</td><td>0</td></tr> <tr><td>Low</td><td>0</td></tr> <tr><td>Moderate</td><td>1</td></tr> <tr><td>High</td><td>5</td></tr> <tr><td>Other</td><td>0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	1	High	5	Other	0	÷
Not Applicable	0													
None	0													
Low	0													
Moderate	1													
High	5													
Other	0													
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table style="margin-left: 20px;"> <tr><td>No</td><td>0</td></tr> <tr><td>Yes</td><td>6</td></tr> </table>	No	0	Yes	6	÷								
No	0													
Yes	6													
<p>Have you had to provide additional coaching to the participant related to Advanced UIFSA: Problem Solving for Intergovernmental Staff?</p>	<table style="margin-left: 20px;"> <tr><td>No</td><td>4</td></tr> <tr><td>Yes</td><td>2</td></tr> </table>	No	4	Yes	2	÷								
No	4													
Yes	2													
<p>Does this participant need additional training?</p>	<table style="margin-left: 20px;"> <tr><td>No</td><td>6</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	6	Yes	0	÷								
No	6													
Yes	0													

All Staff: Introduction to NJKiDS Reporting—Participant Survey

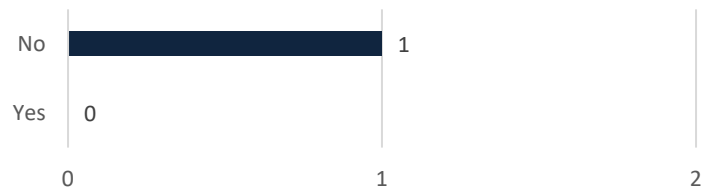
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?



All Staff: Introduction to NJKiDS Reporting—Supervisor Survey

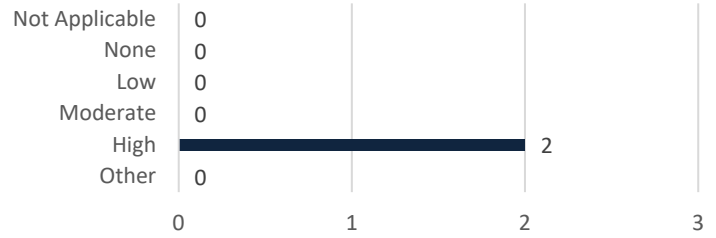
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from All Staff: Introduction to NJKiDS Reporting into the workplace?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>0</td> </tr> <tr> <td>Moderate</td> <td>2</td> </tr> <tr> <td>High</td> <td>1</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Response	Count	Not Applicable	0	None	0	Low	0	Moderate	2	High	1	Other	0
Response	Count														
Not Applicable	0														
None	0														
Low	0														
Moderate	2														
High	1														
Other	0														
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>0</td> </tr> <tr> <td>Yes</td> <td>3</td> </tr> </tbody> </table>	Response	Count	No	0	Yes	3								
Response	Count														
No	0														
Yes	3														
<p>Have you had to provide additional coaching to the participant related to All Staff: Introduction to NJKiDS Reporting?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>2</td> </tr> <tr> <td>Yes</td> <td>1</td> </tr> </tbody> </table>	Response	Count	No	2	Yes	1								
Response	Count														
No	2														
Yes	1														
<p>Does this participant need additional training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>3</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	3	Yes	0								
Response	Count														
No	3														
Yes	0														

Bankruptcy Process for PCSE Staff—Participant Survey

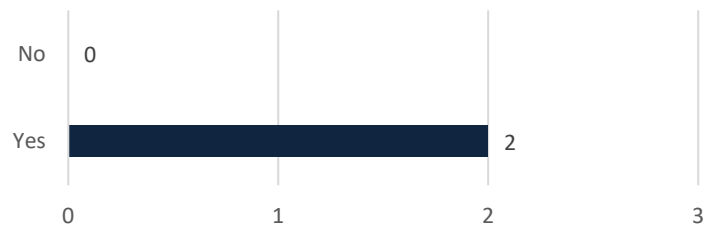
<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>1.67</td> </tr> <tr> <td>After</td> <td>4.00</td> </tr> </tbody> </table>	Time	Rating	Before	1.67	After	4.00				
Time	Rating										
Before	1.67										
After	4.00										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>1</td> </tr> <tr> <td>Useful</td> <td>1</td> </tr> <tr> <td>Very Useful</td> <td>1</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	1	Useful	1	Very Useful	1
Usefulness Level	Count										
Not at all Useful	0										
Somewhat Useful	1										
Useful	1										
Very Useful	1										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>3</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	3	Yes	0				
Response	Count										
No	3										
Yes	0										

Bankruptcy Process for PCSE Staff—Supervisor Survey

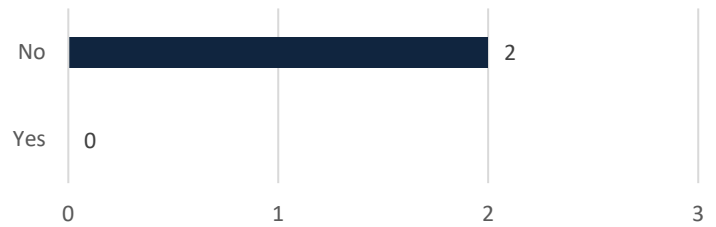
To what degree do you think the participant has been able to transfer their knowledge and skills gained from Bankruptcy Process for PCSE Staff into the workplace?



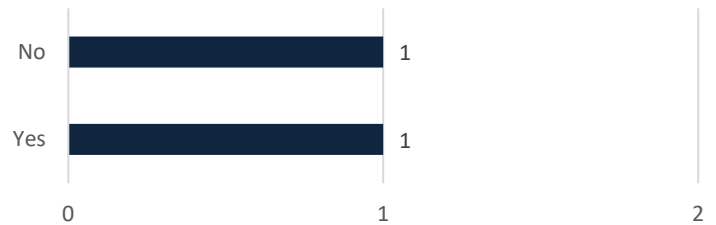
Was the participant's attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to Bankruptcy Process for PCSE Staff?



Does this participant need additional training?

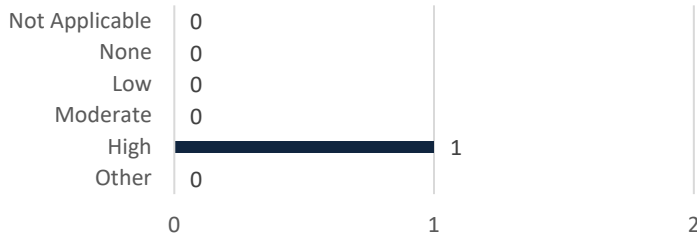


Case Closure: Theory and Practice for CWA Staff—Participant Survey

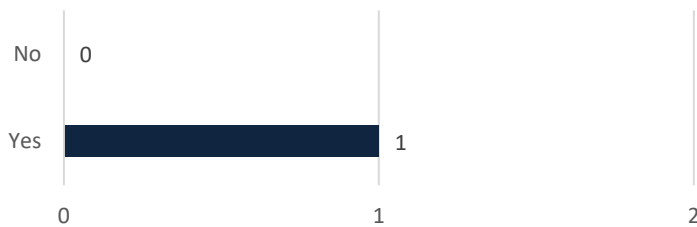
<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>2.50</td> </tr> <tr> <td>After</td> <td>4.50</td> </tr> </tbody> </table>	Time	Rating	Before	2.50	After	4.50				
Time	Rating										
Before	2.50										
After	4.50										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Usefulness</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>1</td> </tr> <tr> <td>Very Useful</td> <td>1</td> </tr> </tbody> </table>	Usefulness	Count	Not at all Useful	0	Somewhat Useful	0	Useful	1	Very Useful	1
Usefulness	Count										
Not at all Useful	0										
Somewhat Useful	0										
Useful	1										
Very Useful	1										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>2</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	2	Yes	0				
Response	Count										
No	2										
Yes	0										

Case Closure: Theory and Practice for CWA Staff—Supervisor Survey

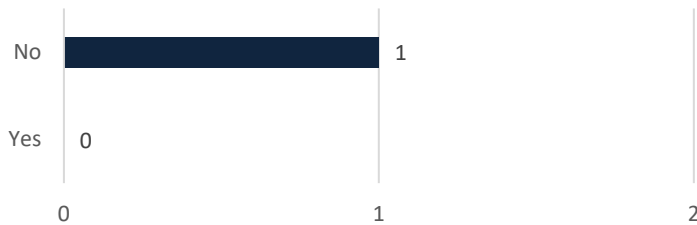
To what degree do you think the participant has been able to transfer their knowledge and skills gained from Case Closure: Theory and Practice for CWA Staff into the workplace?



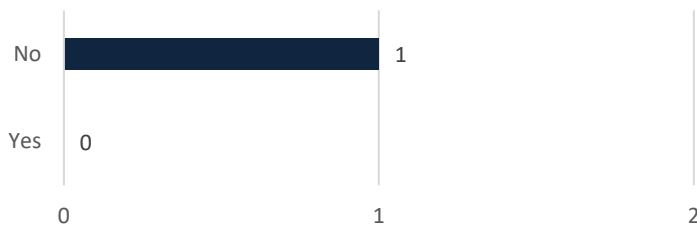
Was the participant’s attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to Case Closure: Theory and Practice for CWA Staff?



Does this participant need additional training?

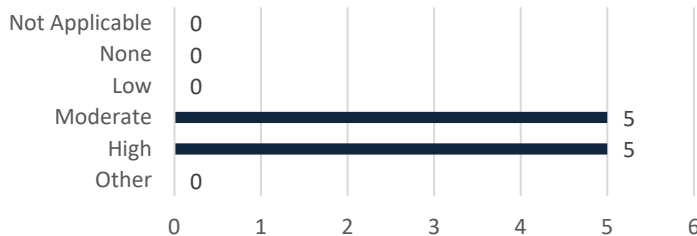


Case Closure: Theory and Practice for PCSE Staff—Participant Survey

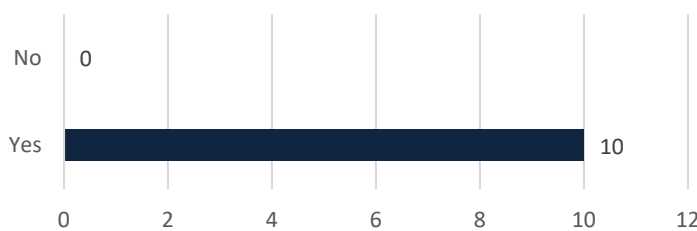
<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>1.91</td> </tr> <tr> <td>After</td> <td>4.09</td> </tr> </tbody> </table>	Time	Rating	Before	1.91	After	4.09				
Time	Rating										
Before	1.91										
After	4.09										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>1</td> </tr> <tr> <td>Useful</td> <td>5</td> </tr> <tr> <td>Very Useful</td> <td>5</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	1	Useful	5	Very Useful	5
Usefulness Level	Count										
Not at all Useful	0										
Somewhat Useful	1										
Useful	5										
Very Useful	5										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>11</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	11	Yes	0				
Response	Count										
No	11										
Yes	0										

Case Closure: Theory and Practice for PCSE Staff—Supervisor Survey

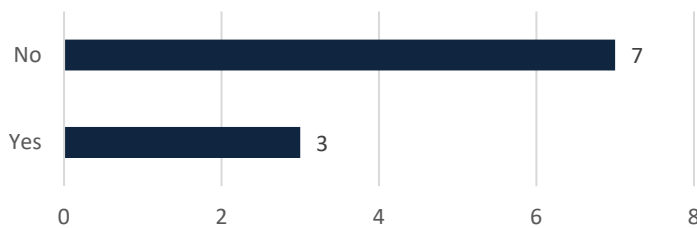
To what degree do you think the participant has been able to transfer their knowledge and skills gained from Case Closure: Theory and Practice for PCSE Staff into the workplace?



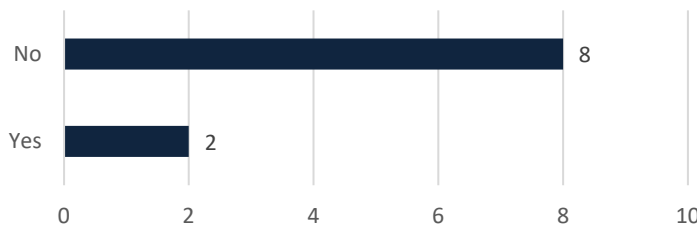
Was the participant's attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to Case Closure: Theory and Practice for PCSE Staff?



Does this participant need additional training?



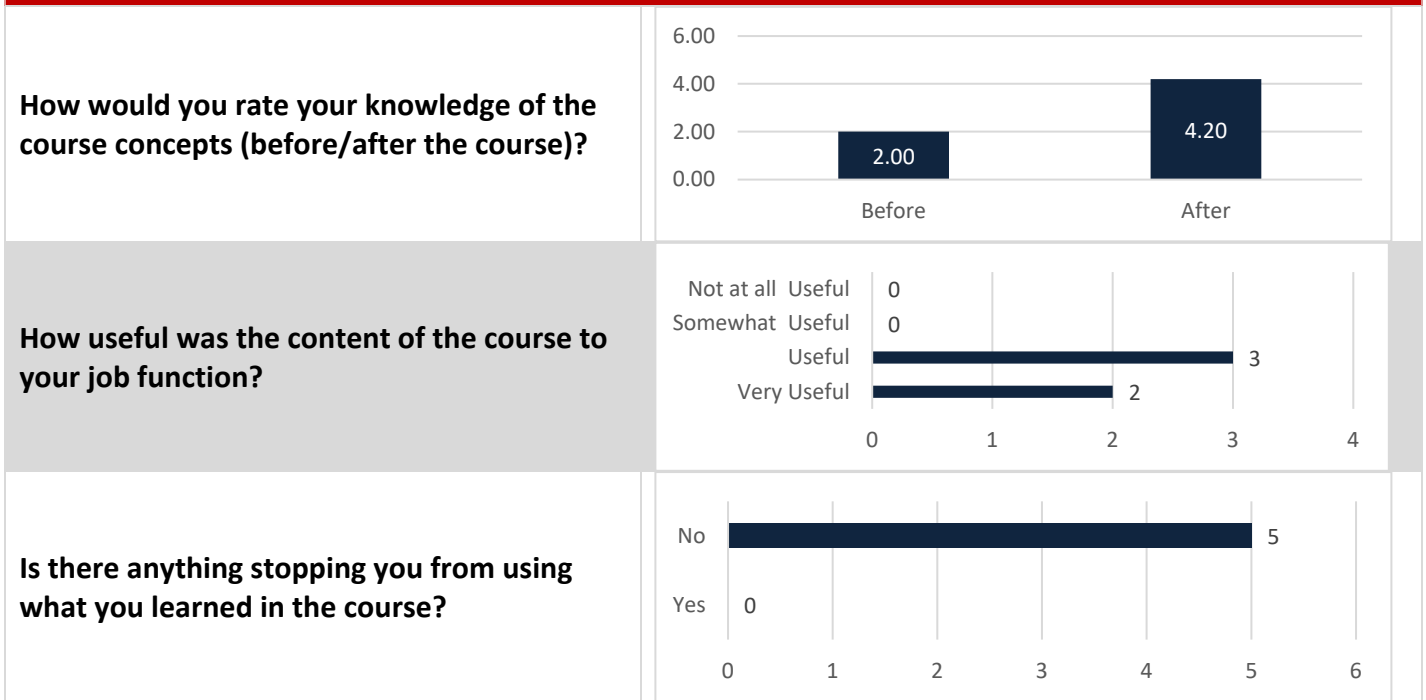
Case Create and Scheduling for Family Division Staff—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Case Create and Scheduling for Family Division Staff into the workplace?</p>	<table style="margin-left: 20px; border-collapse: collapse;"> <tr><td>Not Applicable</td><td style="text-align: right;">0</td></tr> <tr><td>None</td><td style="text-align: right;">0</td></tr> <tr><td>Low</td><td style="text-align: right;">0</td></tr> <tr><td>Moderate</td><td style="text-align: right;">2</td></tr> <tr><td>High</td><td style="text-align: right;">0</td></tr> <tr><td>Other</td><td style="text-align: right;">0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	2	High	0	Other	0
Not Applicable	0												
None	0												
Low	0												
Moderate	2												
High	0												
Other	0												
<p>Was the participant’s attendance at this training beneficial to their job responsibilities?</p>	<table style="margin-left: 20px; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">0</td></tr> <tr><td>Yes</td><td style="text-align: right;">2</td></tr> </table>	No	0	Yes	2								
No	0												
Yes	2												
<p>Have you had to provide additional coaching to the participant related to Case Create and Scheduling for Family Division Staff?</p>	<table style="margin-left: 20px; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">1</td></tr> <tr><td>Yes</td><td style="text-align: right;">1</td></tr> </table>	No	1	Yes	1								
No	1												
Yes	1												
<p>Does this participant need additional training?</p>	<table style="margin-left: 20px; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">1</td></tr> <tr><td>Yes</td><td style="text-align: right;">1</td></tr> </table>	No	1	Yes	1								
No	1												
Yes	1												

Child Support Guidelines: Theory and Practice—Supervisor Survey

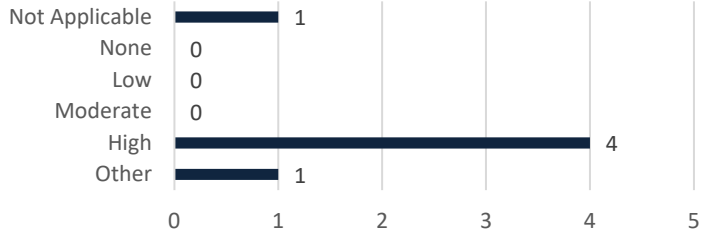
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Child Support Guidelines: Theory and Practice into the workplace?</p>	<p>A horizontal bar chart with a scale from 0 to 2. The y-axis lists categories: Not Applicable (0), None (0), Low (0), Moderate (0), High (1), and Other (0). A dark blue bar extends from 0 to 1 for the 'High' category.</p> <table border="1" style="margin-top: 5px;"> <tr><td>Not Applicable</td><td>0</td></tr> <tr><td>None</td><td>0</td></tr> <tr><td>Low</td><td>0</td></tr> <tr><td>Moderate</td><td>0</td></tr> <tr><td>High</td><td>1</td></tr> <tr><td>Other</td><td>0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	0	High	1	Other	0
Not Applicable	0												
None	0												
Low	0												
Moderate	0												
High	1												
Other	0												
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<p>A horizontal bar chart with a scale from 0 to 3. The y-axis lists categories: No (0) and Yes (2). A dark blue bar extends from 0 to 2 for the 'Yes' category.</p> <table border="1" style="margin-top: 5px;"> <tr><td>No</td><td>0</td></tr> <tr><td>Yes</td><td>2</td></tr> </table>	No	0	Yes	2								
No	0												
Yes	2												
<p>Have you had to provide additional coaching to the participant related to Child Support Guidelines: Theory and Practice?</p>	<p>A horizontal bar chart with a scale from 0 to 2. The y-axis lists categories: No (1) and Yes (0). A dark blue bar extends from 0 to 1 for the 'No' category.</p> <table border="1" style="margin-top: 5px;"> <tr><td>No</td><td>1</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	1	Yes	0								
No	1												
Yes	0												
<p>Does this participant need additional training?</p>	<p>A horizontal bar chart with a scale from 0 to 2. The y-axis lists categories: No (1) and Yes (0). A dark blue bar extends from 0 to 1 for the 'No' category.</p> <table border="1" style="margin-top: 5px;"> <tr><td>No</td><td>1</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	1	Yes	0								
No	1												
Yes	0												

Children and Families Impacted by Incarceration—Participant Survey

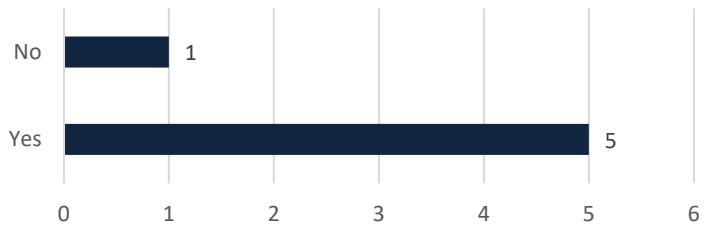


Children and Families Impacted by Incarceration—Supervisor Survey

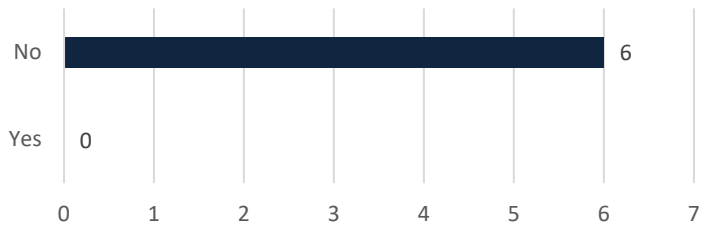
To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?



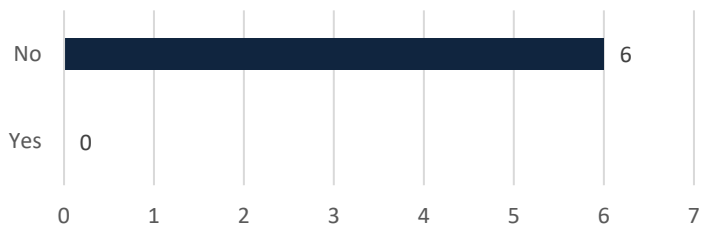
Was the participant's attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to the training?



Does this participant need additional training?



Conflict Management: Agree to Disagree—Participant Survey

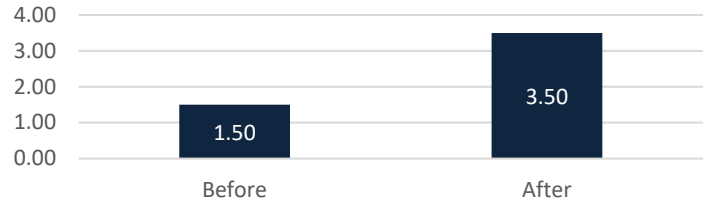
<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>3.13</td> </tr> <tr> <td>After</td> <td>4.38</td> </tr> </tbody> </table>	Time	Rating	Before	3.13	After	4.38				
Time	Rating										
Before	3.13										
After	4.38										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>1</td> </tr> <tr> <td>Useful</td> <td>3</td> </tr> <tr> <td>Very Useful</td> <td>4</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	1	Useful	3	Very Useful	4
Usefulness Level	Count										
Not at all Useful	0										
Somewhat Useful	1										
Useful	3										
Very Useful	4										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>8</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	8	Yes	0				
Response	Count										
No	8										
Yes	0										

Conflict Management: Agree to Disagree—Supervisor Survey

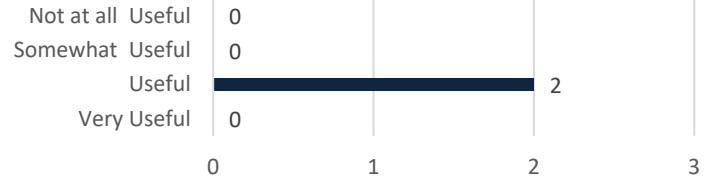
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?</p>	<p>A horizontal bar chart with a scale from 0 to 2. The categories and their counts are: Not Applicable (0), None (0), Low (0), Moderate (1), High (1), and Other (0). The bars for Moderate and High are dark blue and extend to the value 1 on the scale.</p> <table border="1" style="margin-left: 20px;"> <tr><td>Not Applicable</td><td>0</td></tr> <tr><td>None</td><td>0</td></tr> <tr><td>Low</td><td>0</td></tr> <tr><td>Moderate</td><td>1</td></tr> <tr><td>High</td><td>1</td></tr> <tr><td>Other</td><td>0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	1	High	1	Other	0
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Other	0												
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<p>A horizontal bar chart with a scale from 0 to 2. The categories are No (1) and Yes (1). Both bars are dark blue and extend to the value 1 on the scale.</p> <table border="1" style="margin-left: 20px;"> <tr><td>No</td><td>1</td></tr> <tr><td>Yes</td><td>1</td></tr> </table>	No	1	Yes	1								
No	1												
Yes	1												
<p>Have you had to provide additional coaching to the participant related to the training?</p>	<p>A horizontal bar chart with a scale from 0 to 3. The categories are No (2) and Yes (0). The bar for No is dark blue and extends to the value 2 on the scale.</p> <table border="1" style="margin-left: 20px;"> <tr><td>No</td><td>2</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	2	Yes	0								
No	2												
Yes	0												
<p>Does this participant need additional training?</p>	<p>A horizontal bar chart with a scale from 0 to 3. The categories are No (2) and Yes (0). The bar for No is dark blue and extends to the value 2 on the scale.</p> <table border="1" style="margin-left: 20px;"> <tr><td>No</td><td>2</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	2	Yes	0								
No	2												
Yes	0												

Cooperation, Good Cause, and Good Faith for CWA Staff—Participant Survey

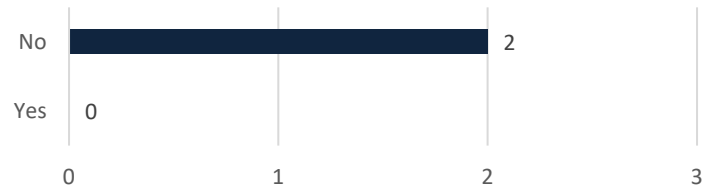
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?

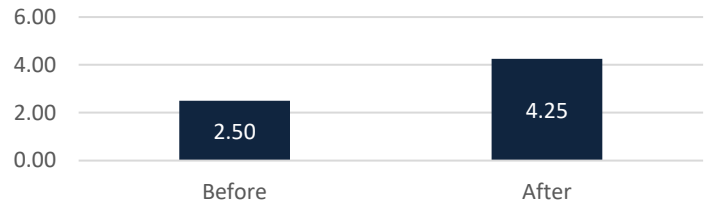


Is there anything stopping you from using what you learned in the course?

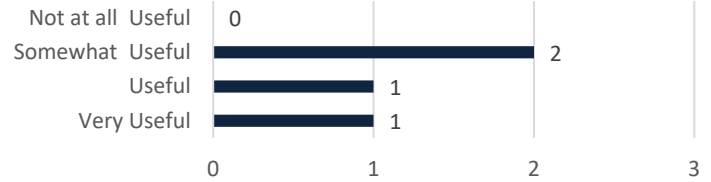


CPRO 2.0: Improvements to the Case Processor Page—Participant Survey

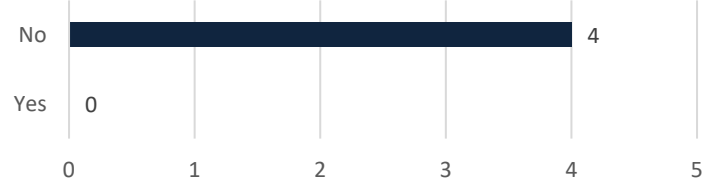
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?

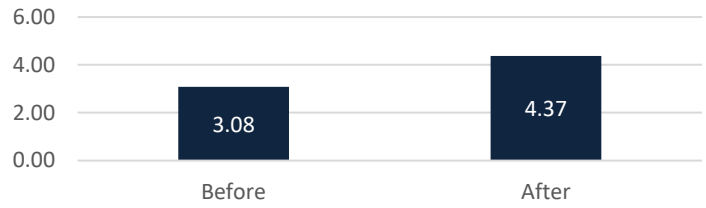


CPRO 2.0: Improvements to the Case Processor Page—Supervisor Survey

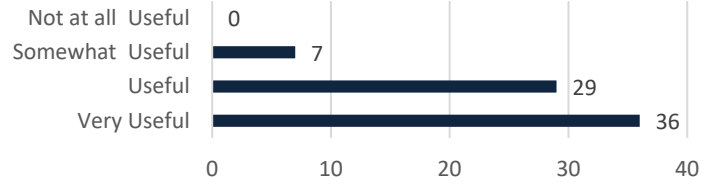
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from CPRO 2.0: Improvements to the Case Processor Page into the workplace?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Not Applicable</td><td>0</td></tr> <tr><td>None</td><td>0</td></tr> <tr><td>Low</td><td>1</td></tr> <tr><td>Moderate</td><td>1</td></tr> <tr><td>High</td><td>1</td></tr> <tr><td>Other</td><td>0</td></tr> </table>	Not Applicable	0	None	0	Low	1	Moderate	1	High	1	Other	0
Not Applicable	0												
None	0												
Low	1												
Moderate	1												
High	1												
Other	0												
<p>Was the participant’s attendance at this training beneficial to their job responsibilities?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>No</td><td>0</td></tr> <tr><td>Yes</td><td>3</td></tr> </table>	No	0	Yes	3								
No	0												
Yes	3												
<p>Have you had to provide additional coaching to the participant related to CPRO 2.0: Improvements to the Case Processor Page?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>No</td><td>3</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	3	Yes	0								
No	3												
Yes	0												
<p>Does this participant need additional training?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>No</td><td>3</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	3	Yes	0								
No	3												
Yes	0												

Data Security in Child Support—Participant Survey

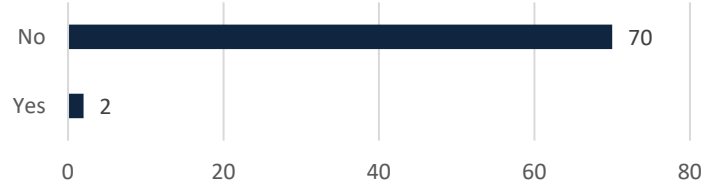
How would you rate your knowledge of the course concepts (before/after the course)?



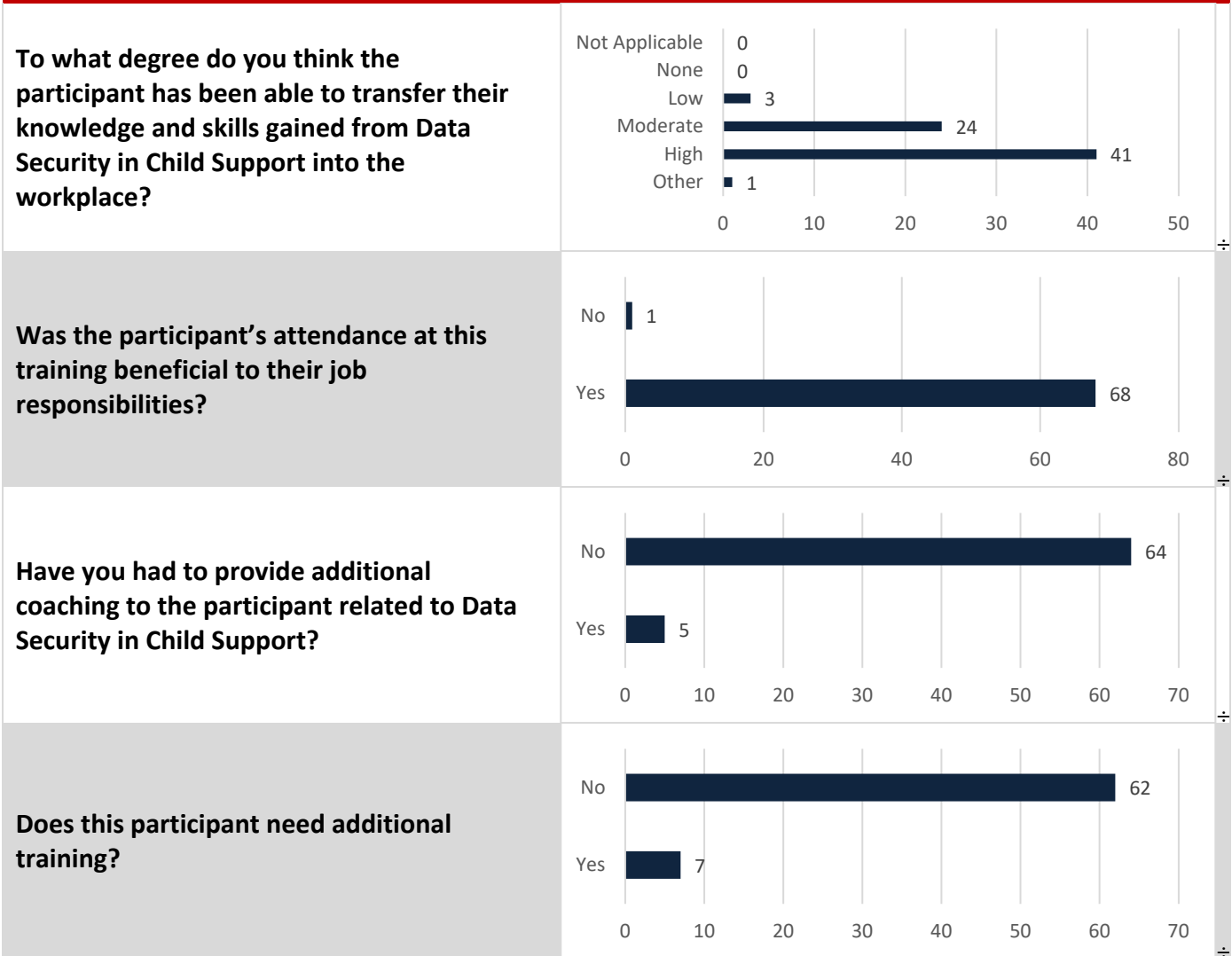
How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?

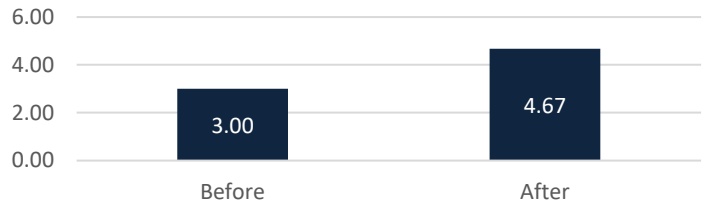


Data Security in Child Support—Supervisor Survey

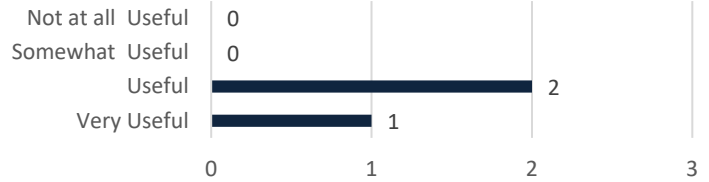


Dear Black Male...—Participant Survey

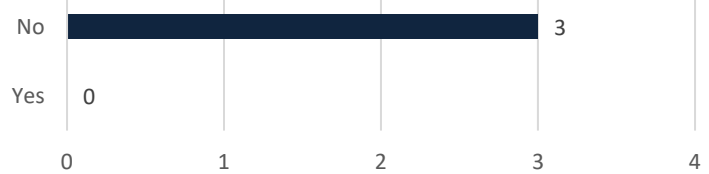
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?

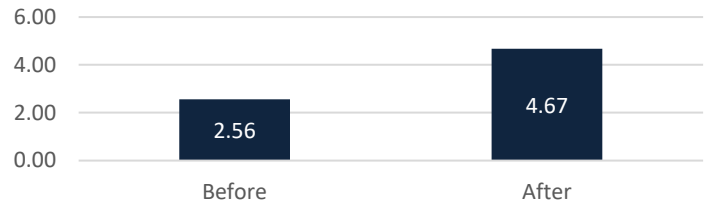


Dear Black Male...—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?</p>	<table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>0</td> </tr> <tr> <td>Moderate</td> <td>0</td> </tr> <tr> <td>High</td> <td>2</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Category	Count	Not Applicable	0	None	0	Low	0	Moderate	0	High	2	Other	0
Category	Count														
Not Applicable	0														
None	0														
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<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>0</td> </tr> <tr> <td>Yes</td> <td>2</td> </tr> </tbody> </table>	Response	Count	No	0	Yes	2								
Response	Count														
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<p>Have you had to provide additional coaching to the participant related to the training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>2</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	2	Yes	0								
Response	Count														
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<p>Does this participant need additional training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>2</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	2	Yes	0								
Response	Count														
No	2														
Yes	0														

Effective Customer Service—Participant Survey

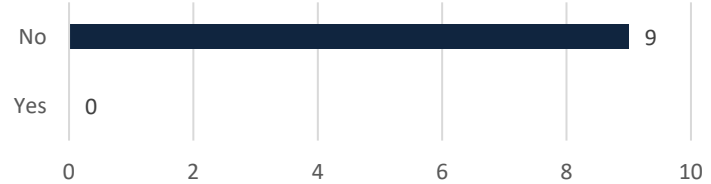
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?

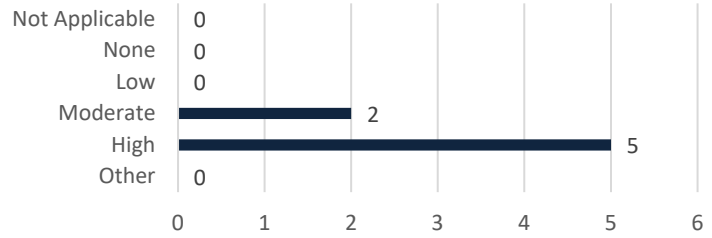


Is there anything stopping you from using what you learned in the course?

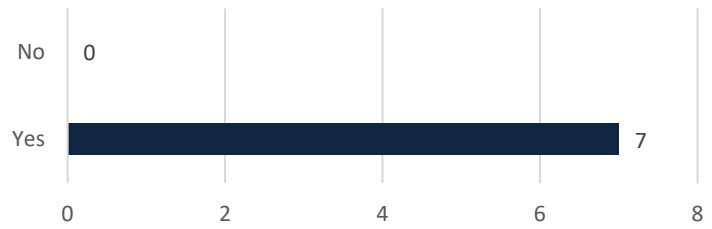


Effective Customer Service—Supervisor Survey

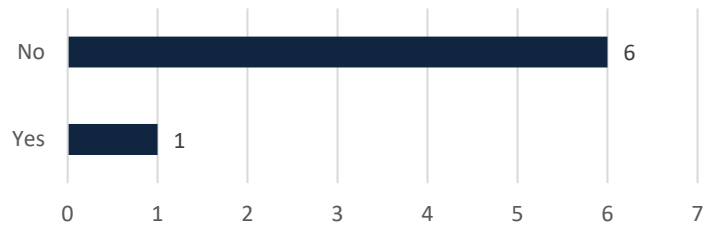
To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?



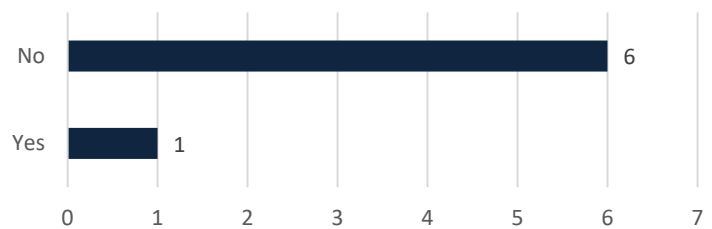
Was the participant's attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to the training?

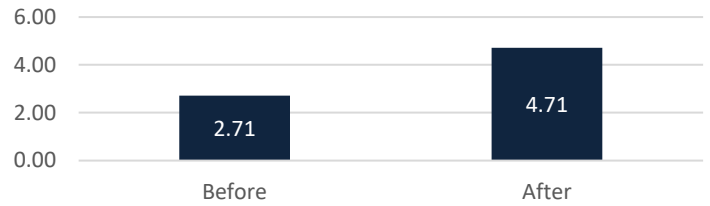


Does this participant need additional training?

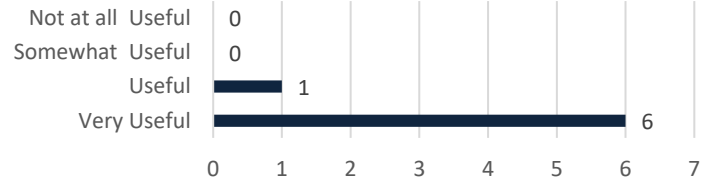


Emotional Intelligence: The Power of Emotion—Participant Survey

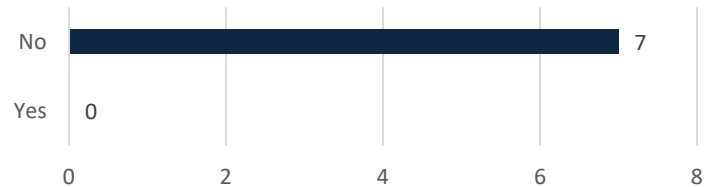
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?

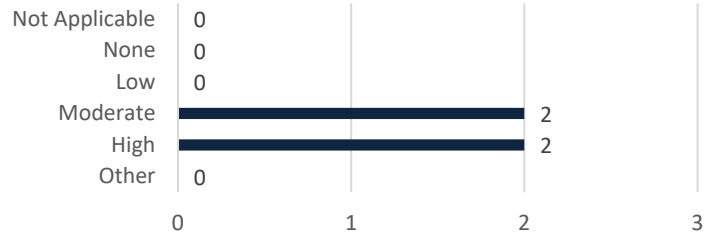


Is there anything stopping you from using what you learned in the course?

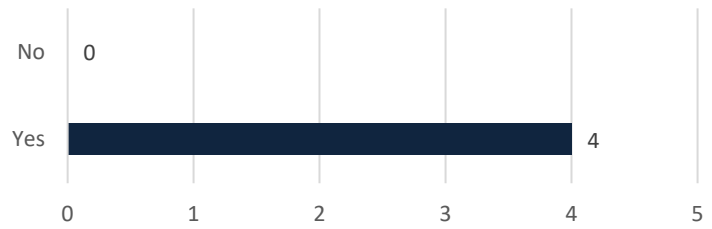


Emotional Intelligence: The Power of Emotion—Supervisor Survey

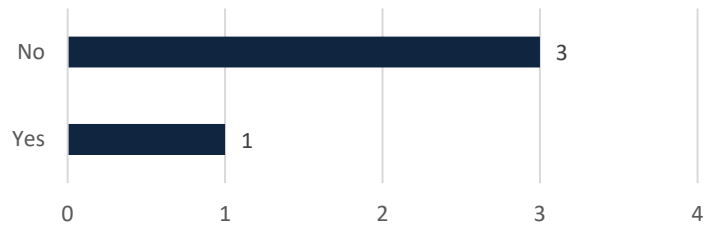
To what degree do you think the participant has been able to transfer their knowledge and skills gained from Emotional Intelligence: The Power of Emotion into the workplace?



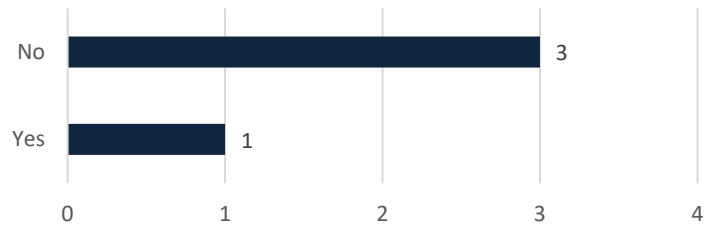
Was the participant's attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to Emotional Intelligence: The Power of Emotion?



Does this participant need additional training?



Engaging Fathers: A New Perspective—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>3.00</td> </tr> <tr> <td>After</td> <td>4.00</td> </tr> </tbody> </table>	Time	Rating	Before	3.00	After	4.00				
Time	Rating										
Before	3.00										
After	4.00										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>1</td> </tr> <tr> <td>Very Useful</td> <td>0</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	1	Very Useful	0
Usefulness Level	Count										
Not at all Useful	0										
Somewhat Useful	0										
Useful	1										
Very Useful	0										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>1</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	1	Yes	0				
Response	Count										
No	1										
Yes	0										

Engaging Fathers: A New Perspective—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">Not Applicable</td> <td style="padding: 2px 5px;">0</td> </tr> <tr> <td style="padding: 2px 5px;">None</td> <td style="padding: 2px 5px;">0</td> </tr> <tr> <td style="padding: 2px 5px;">Low</td> <td style="padding: 2px 5px;">0</td> </tr> <tr> <td style="padding: 2px 5px;">Moderate</td> <td style="padding: 2px 5px;">1</td> </tr> <tr> <td style="padding: 2px 5px;">High</td> <td style="padding: 2px 5px;">2</td> </tr> <tr> <td style="padding: 2px 5px;">Other</td> <td style="padding: 2px 5px;">0</td> </tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	1	High	2	Other	0
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No	0												
Yes	3												
<p>Have you had to provide additional coaching to the participant related to the training?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">No</td> <td style="padding: 2px 5px;">3</td> </tr> <tr> <td style="padding: 2px 5px;">Yes</td> <td style="padding: 2px 5px;">0</td> </tr> </table>	No	3	Yes	0								
No	3												
Yes	0												
<p>Does this participant need additional training?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">No</td> <td style="padding: 2px 5px;">2</td> </tr> <tr> <td style="padding: 2px 5px;">Yes</td> <td style="padding: 2px 5px;">1</td> </tr> </table>	No	2	Yes	1								
No	2												
Yes	1												

Establishment for County Welfare Agency (CWA) Staff—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>1.25</td> </tr> <tr> <td>After</td> <td>4.00</td> </tr> </tbody> </table>	Time	Rating	Before	1.25	After	4.00				
Time	Rating										
Before	1.25										
After	4.00										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>3</td> </tr> <tr> <td>Very Useful</td> <td>1</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	3	Very Useful	1
Usefulness Level	Count										
Not at all Useful	0										
Somewhat Useful	0										
Useful	3										
Very Useful	1										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>4</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	4	Yes	0				
Response	Count										
No	4										
Yes	0										

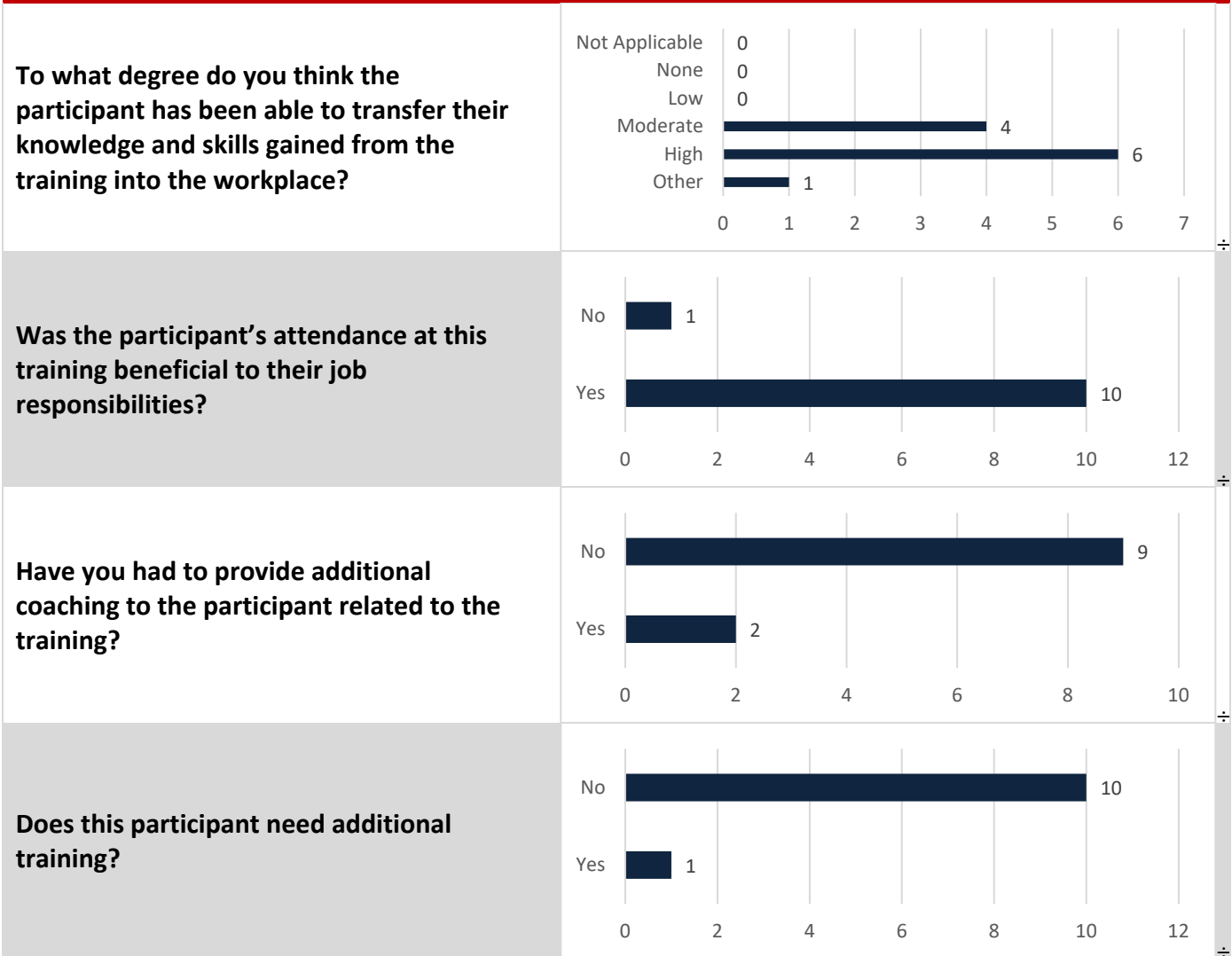
Establishment for County Welfare Agency (CWA) Staff—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Establishment for County Welfare Agency (CWA) Staff into the workplace?</p>	<table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>0</td> </tr> <tr> <td>Moderate</td> <td>0</td> </tr> <tr> <td>High</td> <td>4</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Category	Count	Not Applicable	0	None	0	Low	0	Moderate	0	High	4	Other	0
Category	Count														
Not Applicable	0														
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<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>0</td> </tr> <tr> <td>Yes</td> <td>4</td> </tr> </tbody> </table>	Response	Count	No	0	Yes	4								
Response	Count														
No	0														
Yes	4														
<p>Have you had to provide additional coaching to the participant related to Establishment for County Welfare Agency (CWA) Staff?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>3</td> </tr> <tr> <td>Yes</td> <td>1</td> </tr> </tbody> </table>	Response	Count	No	3	Yes	1								
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Response	Count														
No	4														
Yes	0														

Exploring the Child Support Portal—Participant Survey

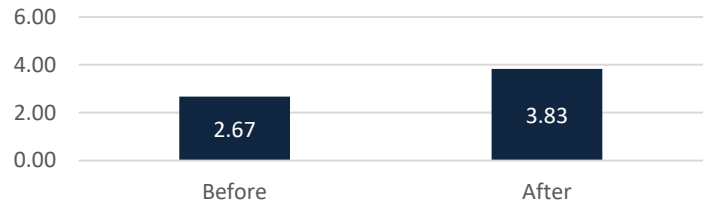
<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>2.18</td> </tr> <tr> <td>After</td> <td>4.36</td> </tr> </tbody> </table>	Time	Rating	Before	2.18	After	4.36				
Time	Rating										
Before	2.18										
After	4.36										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>5</td> </tr> <tr> <td>Very Useful</td> <td>6</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	5	Very Useful	6
Usefulness Level	Count										
Not at all Useful	0										
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Very Useful	6										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>10</td> </tr> <tr> <td>Yes</td> <td>1</td> </tr> </tbody> </table>	Response	Count	No	10	Yes	1				
Response	Count										
No	10										
Yes	1										

Exploring the Child Support Portal—Supervisor Survey

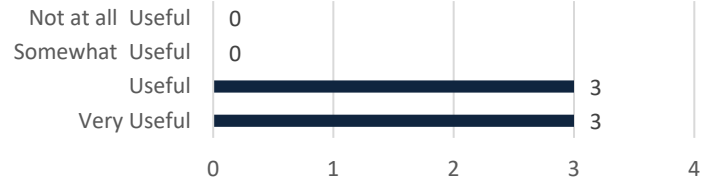


Family Workshop: Understanding Disposition, Case Closure, and Termination—Participant Survey

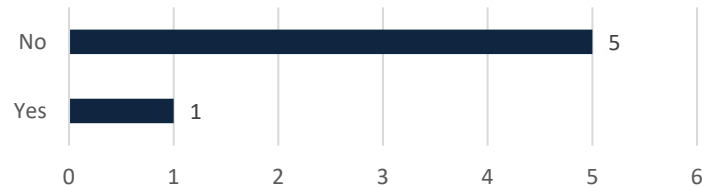
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



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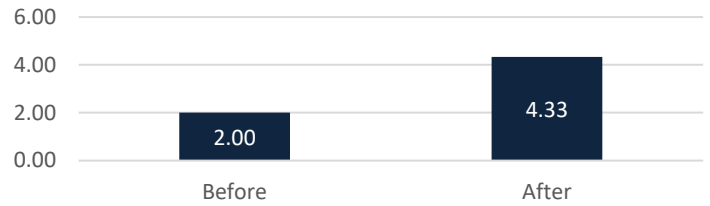


Family Workshop: Understanding Disposition, Case Closure, and Termination—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from training into the workplace?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>1</td> </tr> <tr> <td>Moderate</td> <td>3</td> </tr> <tr> <td>High</td> <td>3</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Response	Count	Not Applicable	0	None	0	Low	1	Moderate	3	High	3	Other	0
Response	Count														
Not Applicable	0														
None	0														
Low	1														
Moderate	3														
High	3														
Other	0														
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>0</td> </tr> <tr> <td>Yes</td> <td>7</td> </tr> </tbody> </table>	Response	Count	No	0	Yes	7								
Response	Count														
No	0														
Yes	7														
<p>Have you had to provide additional coaching to the participant related to the training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>5</td> </tr> <tr> <td>Yes</td> <td>2</td> </tr> </tbody> </table>	Response	Count	No	5	Yes	2								
Response	Count														
No	5														
Yes	2														
<p>Does this participant need additional training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>6</td> </tr> <tr> <td>Yes</td> <td>1</td> </tr> </tbody> </table>	Response	Count	No	6	Yes	1								
Response	Count														
No	6														
Yes	1														

Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals—Participant Survey

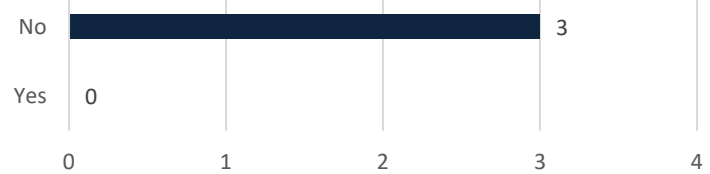
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?

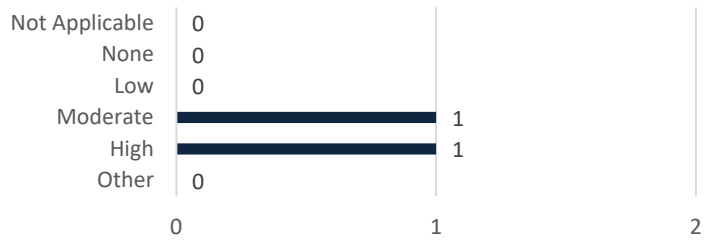


Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals—Supervisor Survey

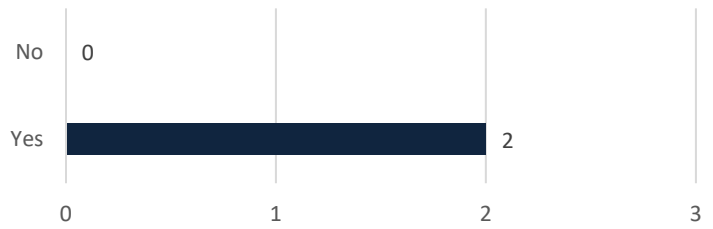
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals into the workplace?</p>	<p>A horizontal bar chart with a scale from 0 to 3. The categories and their counts are: Not Applicable (0), None (0), Low (2), Moderate (0), High (1), and Other (0).</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>2</td> </tr> <tr> <td>Moderate</td> <td>0</td> </tr> <tr> <td>High</td> <td>1</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Response	Count	Not Applicable	0	None	0	Low	2	Moderate	0	High	1	Other	0
Response	Count														
Not Applicable	0														
None	0														
Low	2														
Moderate	0														
High	1														
Other	0														
<p>Was the participant’s attendance at this training beneficial to their job responsibilities?</p>	<p>A horizontal bar chart with a scale from 0 to 3. The categories and their counts are: No (1) and Yes (2).</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>1</td> </tr> <tr> <td>Yes</td> <td>2</td> </tr> </tbody> </table>	Response	Count	No	1	Yes	2								
Response	Count														
No	1														
Yes	2														
<p>Have you had to provide additional coaching to the participant related to Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals?</p>	<p>A horizontal bar chart with a scale from 0 to 4. The categories and their counts are: No (0) and Yes (3).</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>0</td> </tr> <tr> <td>Yes</td> <td>3</td> </tr> </tbody> </table>	Response	Count	No	0	Yes	3								
Response	Count														
No	0														
Yes	3														
<p>Does this participant need additional training?</p>	<p>A horizontal bar chart with a scale from 0 to 3. The categories and their counts are: No (1) and Yes (2).</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>1</td> </tr> <tr> <td>Yes</td> <td>2</td> </tr> </tbody> </table>	Response	Count	No	1	Yes	2								
Response	Count														
No	1														
Yes	2														

.....Improving Your IV-D Performance: Guidance for Family Division Staff—Supervisor Survey

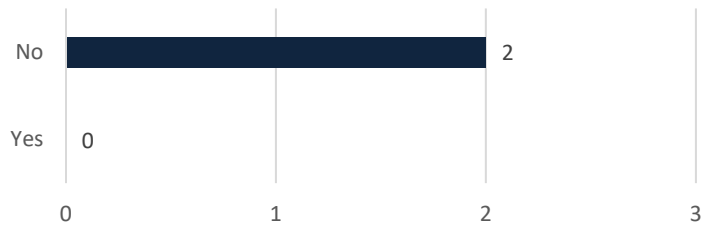
To what degree do you think the participant has been able to transfer their knowledge and skills gained from Improving Your IV-D Performance: Guidance for Family Division Staff into the workplace?



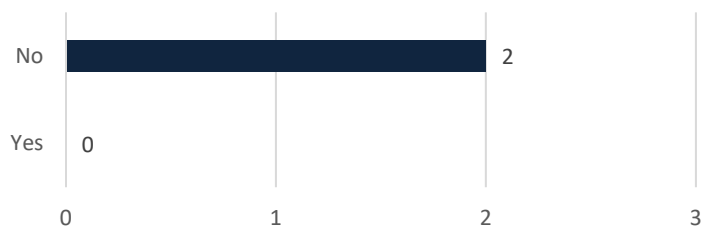
Was the participant’s attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to Improving Your IV-D Performance: Guidance for Family Division Staff?



Does this participant need additional training?

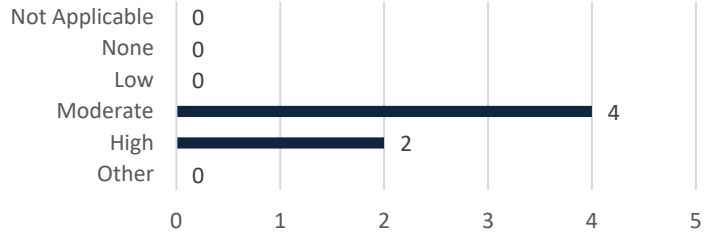


Improving Your IV-D Performance: Guidance for Probation Staff—Participant Survey

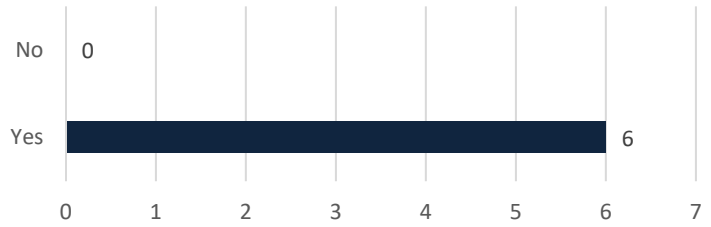
<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>2.82</td> </tr> <tr> <td>After</td> <td>4.36</td> </tr> </tbody> </table>	Time	Rating	Before	2.82	After	4.36				
Time	Rating										
Before	2.82										
After	4.36										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>3</td> </tr> <tr> <td>Very Useful</td> <td>8</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	3	Very Useful	8
Usefulness Level	Count										
Not at all Useful	0										
Somewhat Useful	0										
Useful	3										
Very Useful	8										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>11</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	11	Yes	0				
Response	Count										
No	11										
Yes	0										

Improving Your IV-D Performance: Guidance for Probation Staff—Supervisor Survey

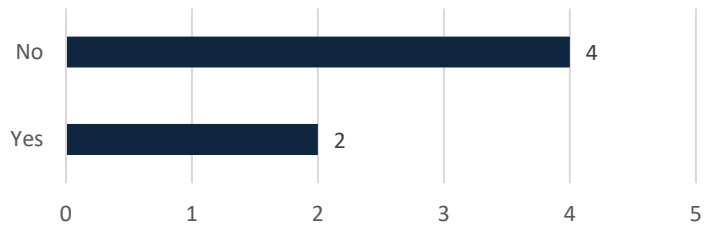
To what degree do you think the participant has been able to transfer their knowledge and skills gained from Improving Your IV-D Performance: Guidance for Probation Staff—into the workplace?



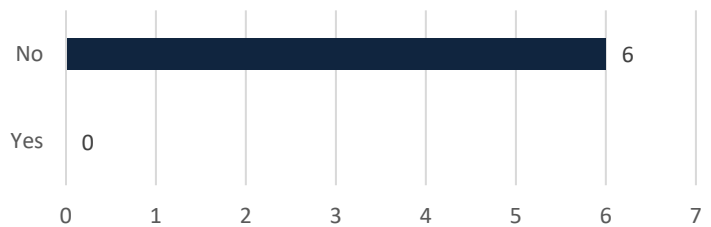
Was the participant’s attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to Improving Your IV-D Performance: Guidance for Probation Staff?



Does this participant need additional training?

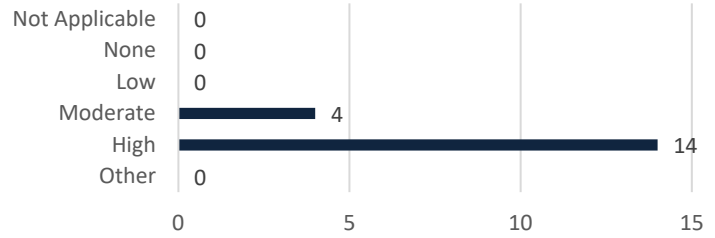


Introduction to UIFSA—Participant Survey

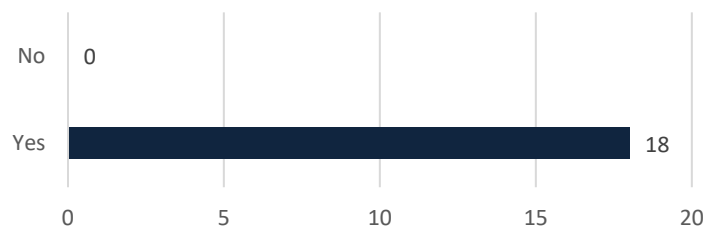
<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table style="margin: auto; border: none;"> <tr> <td style="text-align: center;">Before</td> <td style="text-align: center;">After</td> </tr> <tr> <td style="text-align: center;">2.40</td> <td style="text-align: center;">3.87</td> </tr> </table>	Before	After	2.40	3.87				
Before	After								
2.40	3.87								
<p>How useful was the content of the course to your job function?</p>	<table style="margin: auto; border: none;"> <tr> <td style="text-align: left;">Not at all Useful</td> <td style="text-align: right;">0</td> </tr> <tr> <td style="text-align: left;">Somewhat Useful</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="text-align: left;">Useful</td> <td style="text-align: right;">10</td> </tr> <tr> <td style="text-align: left;">Very Useful</td> <td style="text-align: right;">2</td> </tr> </table>	Not at all Useful	0	Somewhat Useful	3	Useful	10	Very Useful	2
Not at all Useful	0								
Somewhat Useful	3								
Useful	10								
Very Useful	2								
<p>Is there anything stopping you from using what you learned in the course?</p>	<table style="margin: auto; border: none;"> <tr> <td style="text-align: left;">No</td> <td style="text-align: right;">15</td> </tr> <tr> <td style="text-align: left;">Yes</td> <td style="text-align: right;">0</td> </tr> </table>	No	15	Yes	0				
No	15								
Yes	0								

Introduction to UIFSA—Supervisor Survey

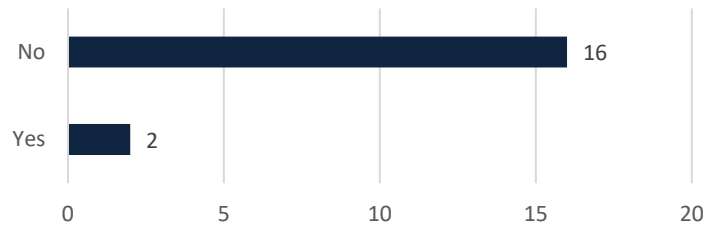
To what degree do you think the participant has been able to transfer their knowledge and skills gained from Introduction to UIFSA into the workplace?



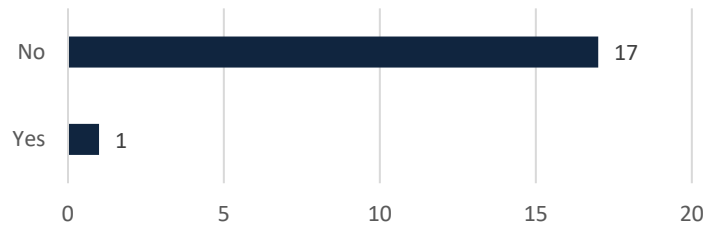
Was the participant's attendance at this training beneficial to their job responsibilities?



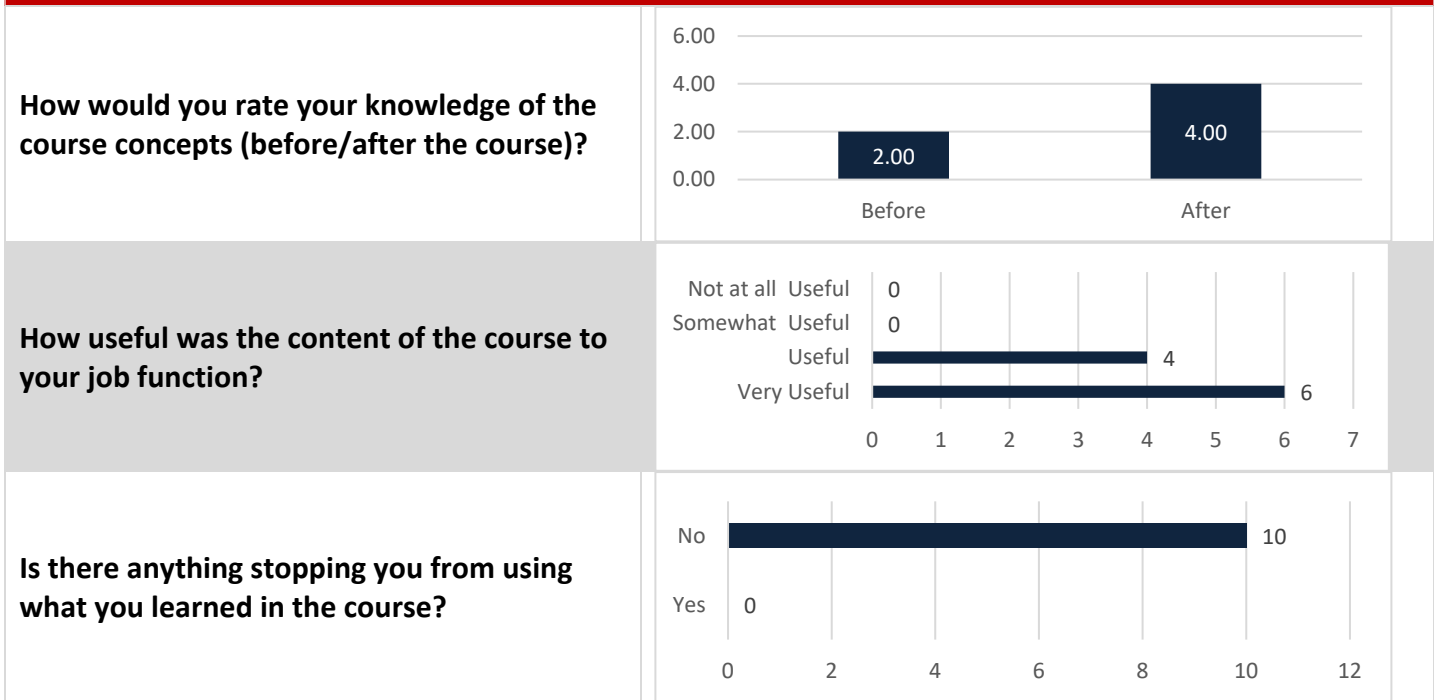
Have you had to provide additional coaching to the participant related to Introduction to UIFSA?



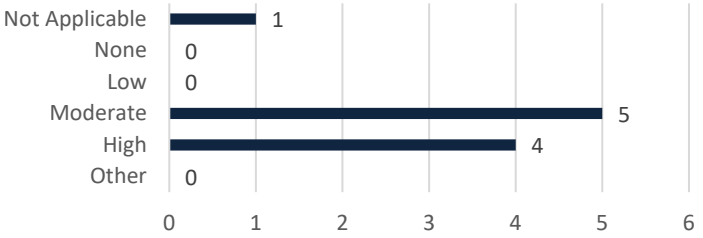
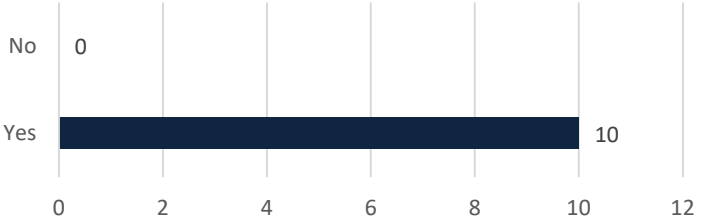
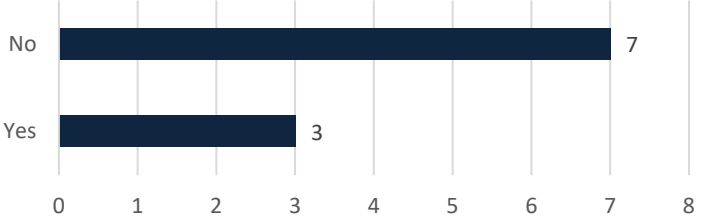
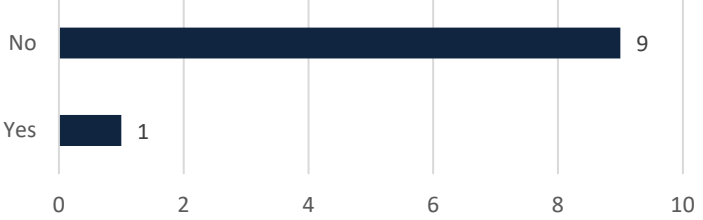
Does this participant need additional training?



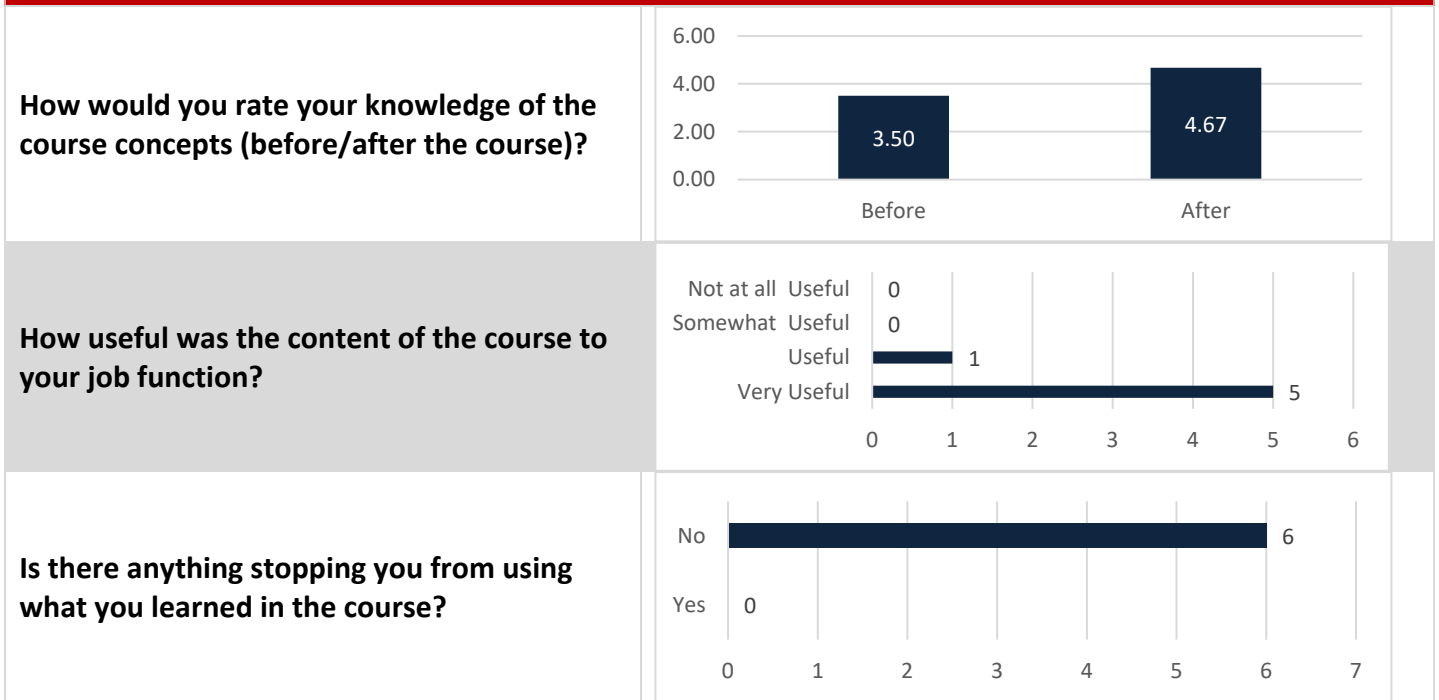
IV-D Theory for New Hires—Participant Survey



IV-D Theory for New Hires—Supervisor Survey

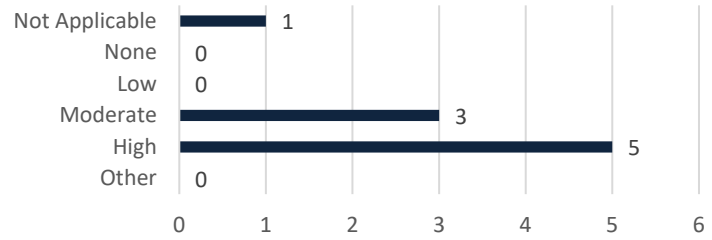
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from IV-D Theory for New Hires into the workplace?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>1</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>0</td> </tr> <tr> <td>Moderate</td> <td>5</td> </tr> <tr> <td>High</td> <td>4</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Response	Count	Not Applicable	1	None	0	Low	0	Moderate	5	High	4	Other	0
Response	Count														
Not Applicable	1														
None	0														
Low	0														
Moderate	5														
High	4														
Other	0														
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>0</td> </tr> <tr> <td>Yes</td> <td>10</td> </tr> </tbody> </table>	Response	Count	No	0	Yes	10								
Response	Count														
No	0														
Yes	10														
<p>Have you had to provide additional coaching to the participant related to IV-D Theory for New Hires?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>7</td> </tr> <tr> <td>Yes</td> <td>3</td> </tr> </tbody> </table>	Response	Count	No	7	Yes	3								
Response	Count														
No	7														
Yes	3														
<p>Does this participant need additional training?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>9</td> </tr> <tr> <td>Yes</td> <td>1</td> </tr> </tbody> </table>	Response	Count	No	9	Yes	1								
Response	Count														
No	9														
Yes	1														

IV-D Theory Refresher Course (One Day)—Participant Survey

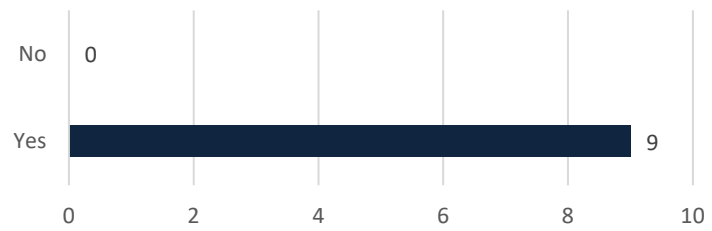


IV-D Theory Refresher Course (One Day)—Supervisor Survey

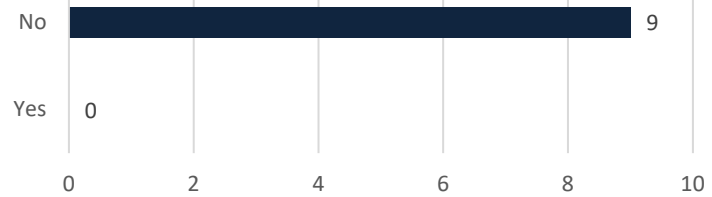
To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?



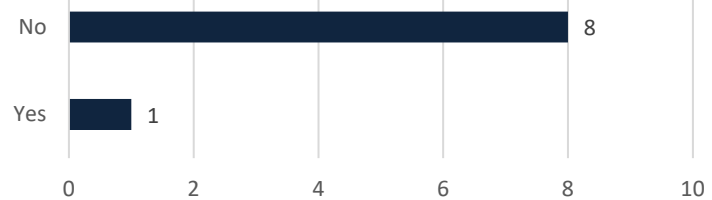
Was the participant's attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to the training?

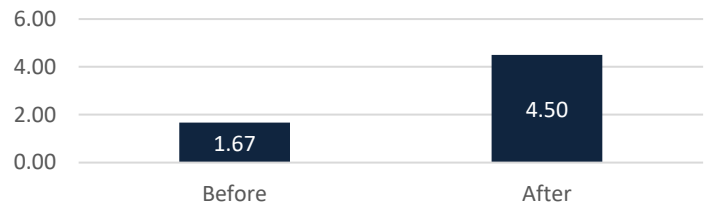


Does this participant need additional training?



Judicial Enforcement Remedies and Other Enforcement Actions—Participant Survey

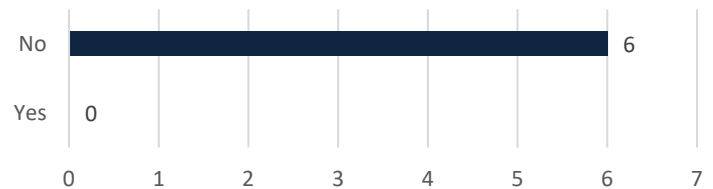
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?



Judicial Enforcement Remedies and Other Enforcement Actions—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Judicial Enforcement Remedies and Other Enforcement Actions into the workplace?</p>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>Not Applicable</td><td>0</td></tr> <tr><td>None</td><td>0</td></tr> <tr><td>Low</td><td>0</td></tr> <tr><td>Moderate</td><td>3</td></tr> <tr><td>High</td><td>0</td></tr> <tr><td>Other</td><td>0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	3	High	0	Other	0
Not Applicable	0												
None	0												
Low	0												
Moderate	3												
High	0												
Other	0												
<p>Was the participant’s attendance at this training beneficial to their job responsibilities?</p>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>No</td><td>0</td></tr> <tr><td>Yes</td><td>3</td></tr> </table>	No	0	Yes	3								
No	0												
Yes	3												
<p>Have you had to provide additional coaching to the participant related to Judicial Enforcement Remedies and Other Enforcement Actions?</p>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>No</td><td>3</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	3	Yes	0								
No	3												
Yes	0												
<p>Does this participant need additional training?</p>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>No</td><td>3</td></tr> <tr><td>Yes</td><td>0</td></tr> </table>	No	3	Yes	0								
No	3												
Yes	0												

Locate for County Welfare Agency Staff—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>3.00</td> </tr> <tr> <td>After</td> <td>4.00</td> </tr> </tbody> </table>	Time	Rating	Before	3.00	After	4.00				
Time	Rating										
Before	3.00										
After	4.00										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>2</td> </tr> <tr> <td>Very Useful</td> <td>0</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	2	Very Useful	0
Usefulness Level	Count										
Not at all Useful	0										
Somewhat Useful	0										
Useful	2										
Very Useful	0										
<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>2</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	2	Yes	0				
Response	Count										
No	2										
Yes	0										

Locate for County Welfare Agency Staff—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Locate for County Welfare Agency Staff into the workplace?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td style="padding-right: 10px;">Not Applicable</td><td style="text-align: right;">0</td></tr> <tr><td>None</td><td style="text-align: right;">0</td></tr> <tr><td>Low</td><td style="text-align: right;">0</td></tr> <tr><td>Moderate</td><td style="text-align: right;">1</td></tr> <tr><td>High</td><td style="text-align: right;">1</td></tr> <tr><td>Other</td><td style="text-align: right;">0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	1	High	1	Other	0
Not Applicable	0												
None	0												
Low	0												
Moderate	1												
High	1												
Other	0												
<p>Was the participant’s attendance at this training beneficial to their job responsibilities?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td style="padding-right: 10px;">No</td><td style="text-align: right;">0</td></tr> <tr><td>Yes</td><td style="text-align: right;">2</td></tr> </table>	No	0	Yes	2								
No	0												
Yes	2												
<p>Have you had to provide additional coaching to the participant related to Locate for County Welfare Agency Staff?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td style="padding-right: 10px;">No</td><td style="text-align: right;">2</td></tr> <tr><td>Yes</td><td style="text-align: right;">0</td></tr> </table>	No	2	Yes	0								
No	2												
Yes	0												
<p>Does this participant need additional training?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td style="padding-right: 10px;">No</td><td style="text-align: right;">2</td></tr> <tr><td>Yes</td><td style="text-align: right;">0</td></tr> </table>	No	2	Yes	0								
No	2												
Yes	0												

Managing Tasks and Notifications for CWA Staff—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>1.67</td> </tr> <tr> <td>After</td> <td>4.00</td> </tr> </tbody> </table>	Time	Rating	Before	1.67	After	4.00				
Time	Rating										
Before	1.67										
After	4.00										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>3</td> </tr> <tr> <td>Very Useful</td> <td>0</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	3	Very Useful	0
Usefulness Level	Count										
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Response	Count										
No	3										
Yes	0										

Managing Tasks and Notifications for CWA Staff—Supervisor Survey

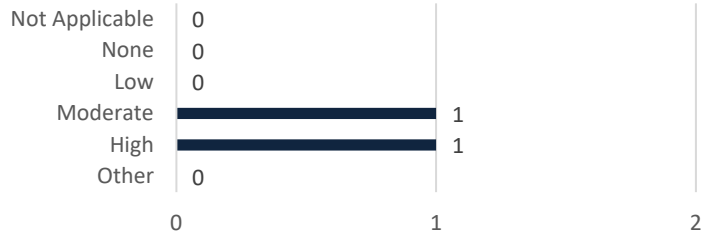
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>0</td> </tr> <tr> <td>Moderate</td> <td>2</td> </tr> <tr> <td>High</td> <td>2</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Response	Count	Not Applicable	0	None	0	Low	0	Moderate	2	High	2	Other	0
Response	Count														
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Response	Count														
No	0														
Yes	4														
<p>Have you had to provide additional coaching to the participant related to the training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>1</td> </tr> <tr> <td>Yes</td> <td>3</td> </tr> </tbody> </table>	Response	Count	No	1	Yes	3								
Response	Count														
No	1														
Yes	3														
<p>Does this participant need additional training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>2</td> </tr> <tr> <td>Yes</td> <td>2</td> </tr> </tbody> </table>	Response	Count	No	2	Yes	2								
Response	Count														
No	2														
Yes	2														

Microsoft Excel for Beginners—Participant Survey

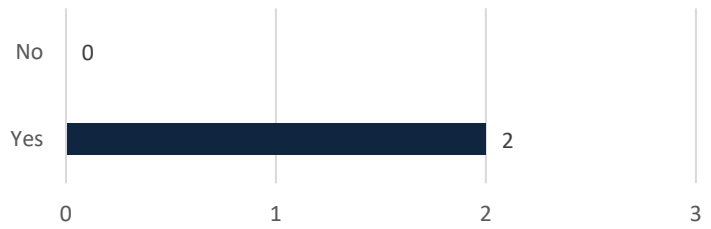
<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin: 0 auto; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>1.50</td> </tr> <tr> <td>After</td> <td>4.25</td> </tr> </tbody> </table>	Time	Rating	Before	1.50	After	4.25				
Time	Rating										
Before	1.50										
After	4.25										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin: 0 auto; border-collapse: collapse;"> <thead> <tr> <th>Usefulness</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>0</td> </tr> <tr> <td>Very Useful</td> <td>4</td> </tr> </tbody> </table>	Usefulness	Count	Not at all Useful	0	Somewhat Useful	0	Useful	0	Very Useful	4
Usefulness	Count										
Not at all Useful	0										
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Response	Count										
No	4										
Yes	0										

Microsoft Excel for Beginners—Supervisor Survey

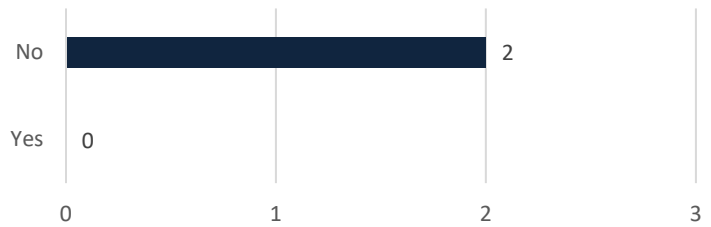
To what degree do you think the participant has been able to transfer their knowledge and skills gained from Microsoft Excel for Beginners into the workplace?



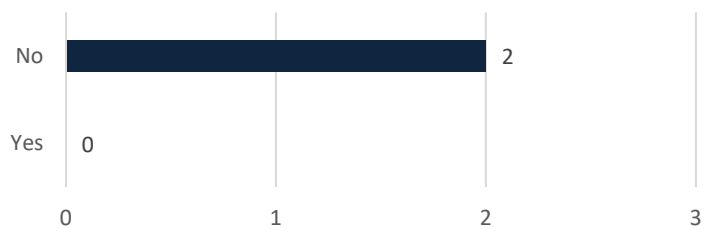
Was the participant's attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to Microsoft Excel for Beginners?



Does this participant need additional training?



Modifications: Processing Hearing Outcomes for Family Division Staff—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>2.00</td> </tr> <tr> <td>After</td> <td>4.00</td> </tr> </tbody> </table>	Time	Rating	Before	2.00	After	4.00				
Time	Rating										
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Response	Count										
No	2										
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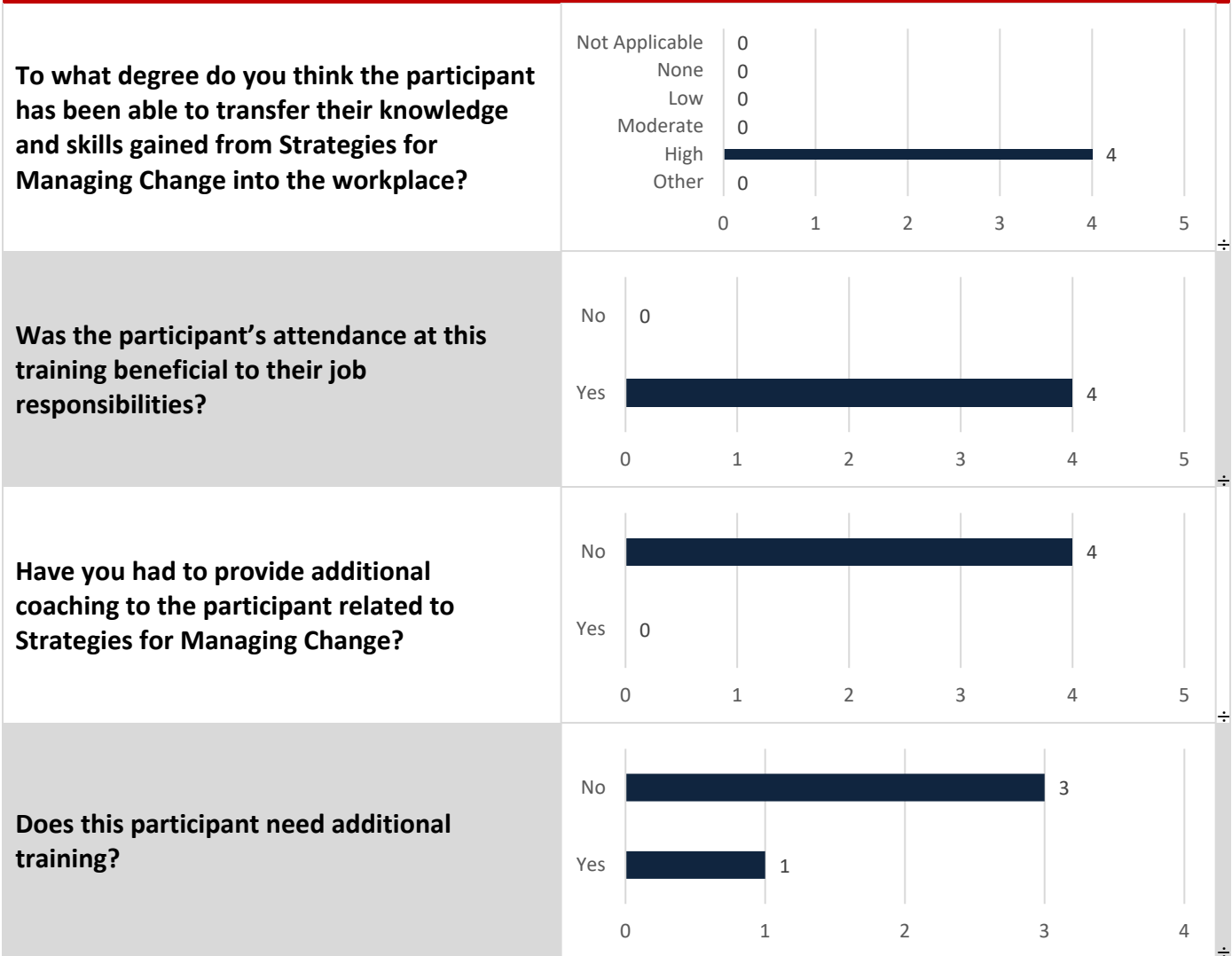
Modifications: Processing Hearing Outcomes for Family Division Staff—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td>Not Applicable</td><td style="text-align: right;">0</td></tr> <tr><td>None</td><td style="text-align: right;">0</td></tr> <tr><td>Low</td><td style="text-align: right;">0</td></tr> <tr><td>Moderate</td><td style="text-align: right;">1</td></tr> <tr><td>High</td><td style="text-align: right;">3</td></tr> <tr><td>Other</td><td style="text-align: right;">0</td></tr> </table>	Not Applicable	0	None	0	Low	0	Moderate	1	High	3	Other	0
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Yes	1												
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No	3												
Yes	1												

Strategies for Managing Change—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>2.33</td> </tr> <tr> <td>After</td> <td>3.83</td> </tr> </tbody> </table>	Time	Rating	Before	2.33	After	3.83				
Time	Rating										
Before	2.33										
After	3.83										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>5</td> </tr> <tr> <td>Very Useful</td> <td>1</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	5	Very Useful	1
Usefulness Level	Count										
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Response	Count										
No	5										
Yes	1										

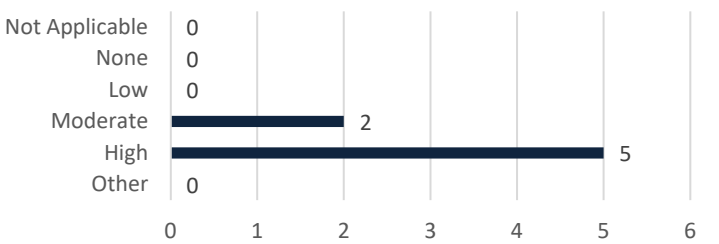
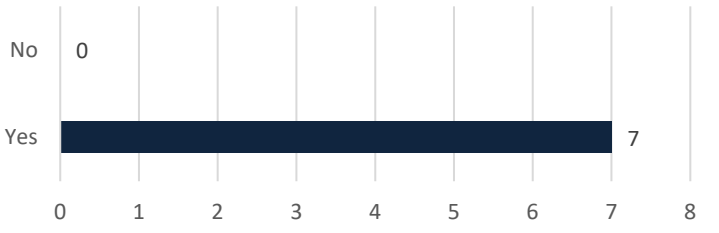
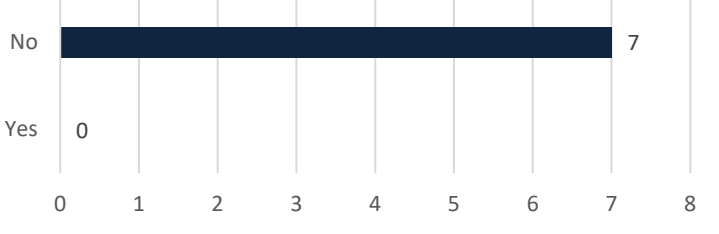
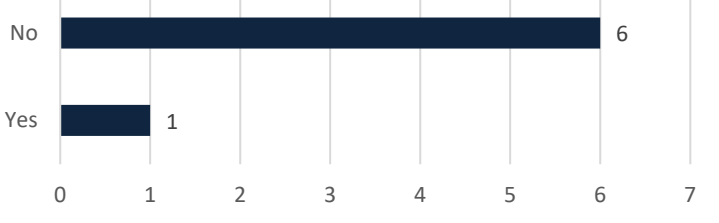
Strategies for Managing Change—Supervisor Survey



Stress Management: Rewrite Your Stress Story—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>3.14</td> </tr> <tr> <td>After</td> <td>4.57</td> </tr> </tbody> </table>	Time	Rating	Before	3.14	After	4.57				
Time	Rating										
Before	3.14										
After	4.57										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>2</td> </tr> <tr> <td>Very Useful</td> <td>5</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	2	Very Useful	5
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<p>Is there anything stopping you from using what you learned in the course?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>7</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	7	Yes	0				
Response	Count										
No	7										
Yes	0										

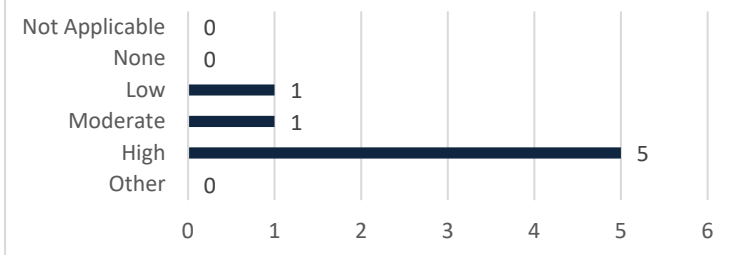
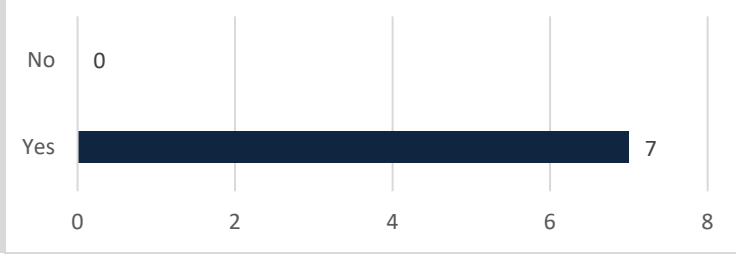
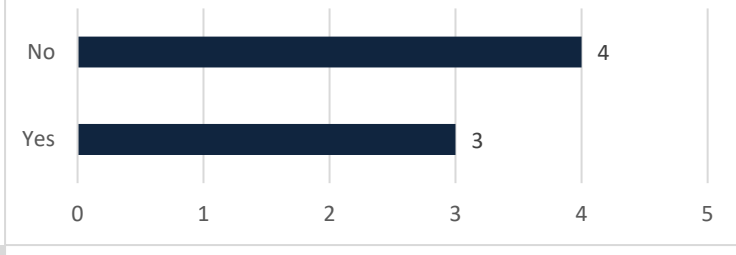
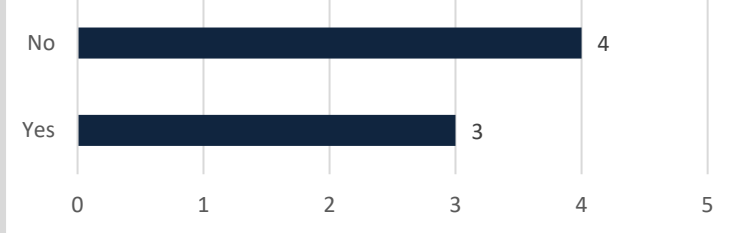
Stress Management: Rewrite Your Stress Story—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Stress Management: Rewrite Your Stress Story into the workplace?</p>	 <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>0</td> </tr> <tr> <td>Moderate</td> <td>2</td> </tr> <tr> <td>High</td> <td>5</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Category	Count	Not Applicable	0	None	0	Low	0	Moderate	2	High	5	Other	0
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Response	Count														
No	0														
Yes	7														
<p>Have you had to provide additional coaching to the participant related to Stress Management: Rewrite Your Stress Story?</p>	 <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>7</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	7	Yes	0								
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Yes	0														
<p>Does this participant need additional training?</p>	 <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>6</td> </tr> <tr> <td>Yes</td> <td>1</td> </tr> </tbody> </table>	Response	Count	No	6	Yes	1								
Response	Count														
No	6														
Yes	1														

Tax Offset in Child Support—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>1.50</td> </tr> <tr> <td>After</td> <td>3.86</td> </tr> </tbody> </table>	Time	Rating	Before	1.50	After	3.86				
Time	Rating										
Before	1.50										
After	3.86										
<p>How useful was the content of the course to your job function?</p>	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Usefulness Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>0</td> </tr> <tr> <td>Useful</td> <td>2</td> </tr> <tr> <td>Very Useful</td> <td>5</td> </tr> </tbody> </table>	Usefulness Level	Count	Not at all Useful	0	Somewhat Useful	0	Useful	2	Very Useful	5
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Response	Count										
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Yes	0										

Tax Offset in Child Support—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Tax Offset in Child Support into the workplace?</p>	 <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Not Applicable</td><td>0</td></tr> <tr><td>None</td><td>0</td></tr> <tr><td>Low</td><td>1</td></tr> <tr><td>Moderate</td><td>1</td></tr> <tr><td>High</td><td>5</td></tr> <tr><td>Other</td><td>0</td></tr> </table>	Not Applicable	0	None	0	Low	1	Moderate	1	High	5	Other	0
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No	0												
Yes	7												
<p>Have you had to provide additional coaching to the participant related to Tax Offset in Child Support?</p>	 <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>No</td><td>4</td></tr> <tr><td>Yes</td><td>3</td></tr> </table>	No	4	Yes	3								
No	4												
Yes	3												
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No	4												
Yes	3												

Termination Training Workshop—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>3.00</td> </tr> <tr> <td>After</td> <td>4.00</td> </tr> </tbody> </table>	Time	Rating	Before	3.00	After	4.00				
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Yes	0										

Termination Training Workshop—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Termination Training Workshop into the workplace?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td>Not Applicable</td><td style="text-align: right;">0</td></tr> <tr><td>None</td><td style="text-align: right;">0</td></tr> <tr><td>Low</td><td style="text-align: right;">1</td></tr> <tr><td>Moderate</td><td style="text-align: right;">1</td></tr> <tr><td>High</td><td style="text-align: right;">2</td></tr> <tr><td>Other</td><td style="text-align: right;">0</td></tr> </table>	Not Applicable	0	None	0	Low	1	Moderate	1	High	2	Other	0
Not Applicable	0												
None	0												
Low	1												
Moderate	1												
High	2												
Other	0												
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">0</td></tr> <tr><td>Yes</td><td style="text-align: right;">4</td></tr> </table>	No	0	Yes	4								
No	0												
Yes	4												
<p>Have you had to provide additional coaching to the participant related to Termination Training Workshop?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">3</td></tr> <tr><td>Yes</td><td style="text-align: right;">1</td></tr> </table>	No	3	Yes	1								
No	3												
Yes	1												
<p>Does this participant need additional training?</p>	<table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr><td>No</td><td style="text-align: right;">3</td></tr> <tr><td>Yes</td><td style="text-align: right;">1</td></tr> </table>	No	3	Yes	1								
No	3												
Yes	1												

Triennial Review: Theory and Practice—Participant Survey

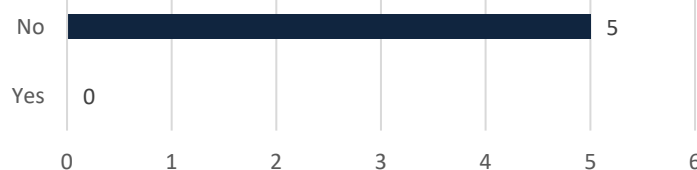
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?

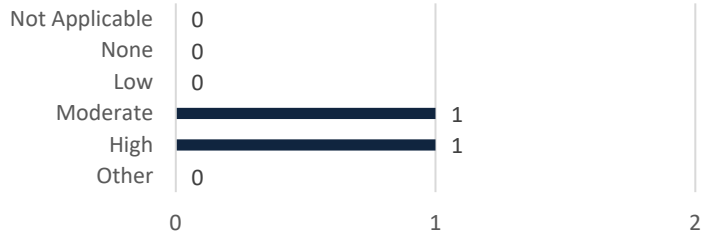


Triennial Review: Theory and Practice—Supervisor Survey

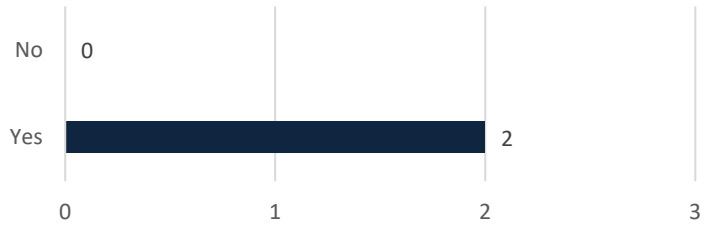
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from Triennial Review: Theory and Practice into the workplace?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>0</td> </tr> <tr> <td>Moderate</td> <td>2</td> </tr> <tr> <td>High</td> <td>1</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Response	Count	Not Applicable	0	None	0	Low	0	Moderate	2	High	1	Other	0
Response	Count														
Not Applicable	0														
None	0														
Low	0														
Moderate	2														
High	1														
Other	0														
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>0</td> </tr> <tr> <td>Yes</td> <td>3</td> </tr> </tbody> </table>	Response	Count	No	0	Yes	3								
Response	Count														
No	0														
Yes	3														
<p>Have you had to provide additional coaching to the participant related to Triennial Review: Theory and Practice?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>3</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	3	Yes	0								
Response	Count														
No	3														
Yes	0														
<p>Does this participant need additional training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>3</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	3	Yes	0								
Response	Count														
No	3														
Yes	0														

True Colors—Supervisor Survey

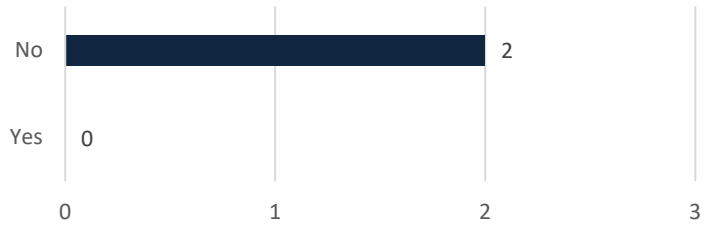
To what degree do you think the participant has been able to transfer their knowledge and skills gained from True Colors into the workplace?



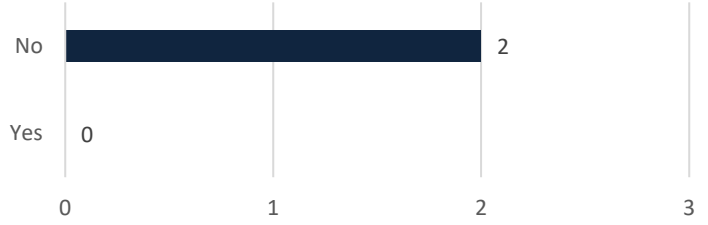
Was the participant's attendance at this training beneficial to their job responsibilities?



Have you had to provide additional coaching to the participant related to True Colors?

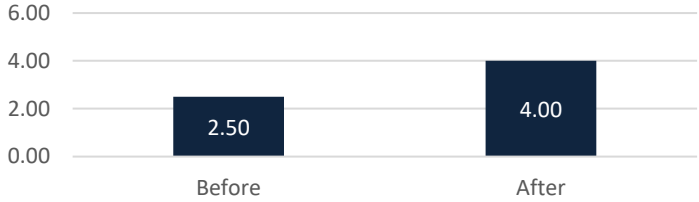


Does this participant need additional training?

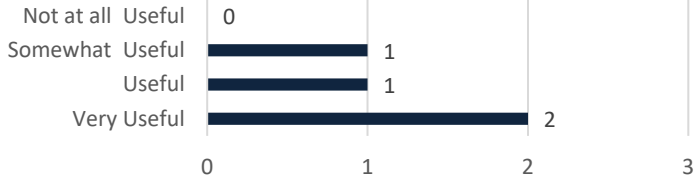


UIFSA Online Tools—Participant Survey

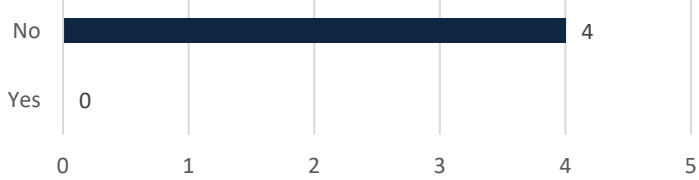
How would you rate your knowledge of the course concepts (before/after the course)?



How useful was the content of the course to your job function?



Is there anything stopping you from using what you learned in the course?



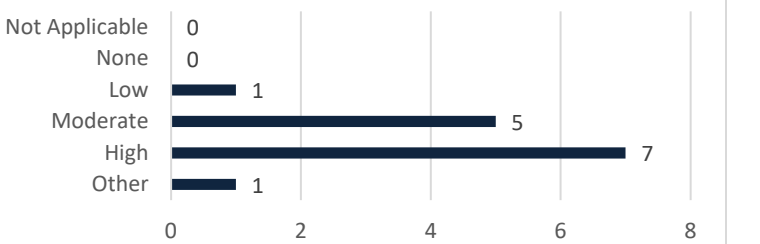
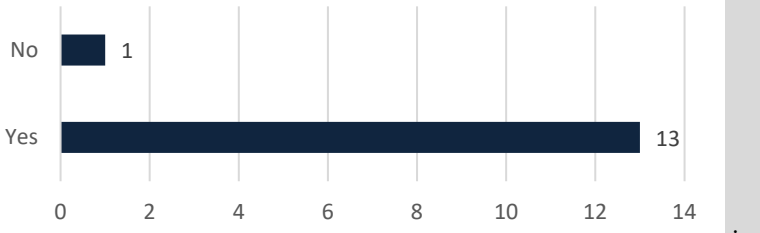
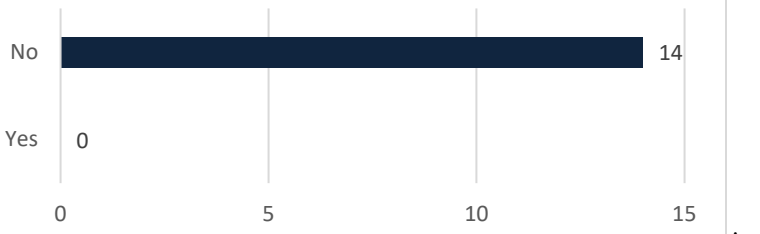
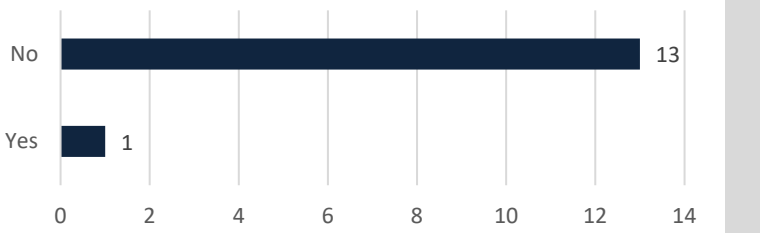
UIFSA Online Tools—Supervisor Survey

<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from UIFSA Online Tools into the workplace?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>0</td> </tr> <tr> <td>Moderate</td> <td>0</td> </tr> <tr> <td>High</td> <td>5</td> </tr> <tr> <td>Other</td> <td>0</td> </tr> </tbody> </table>	Response	Count	Not Applicable	0	None	0	Low	0	Moderate	0	High	5	Other	0
Response	Count														
Not Applicable	0														
None	0														
Low	0														
Moderate	0														
High	5														
Other	0														
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>0</td> </tr> <tr> <td>Yes</td> <td>5</td> </tr> </tbody> </table>	Response	Count	No	0	Yes	5								
Response	Count														
No	0														
Yes	5														
<p>Have you had to provide additional coaching to the participant related to UIFSA Online Tools?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>5</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	5	Yes	0								
Response	Count														
No	5														
Yes	0														
<p>Does this participant need additional training?</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>5</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	5	Yes	0								
Response	Count														
No	5														
Yes	0														

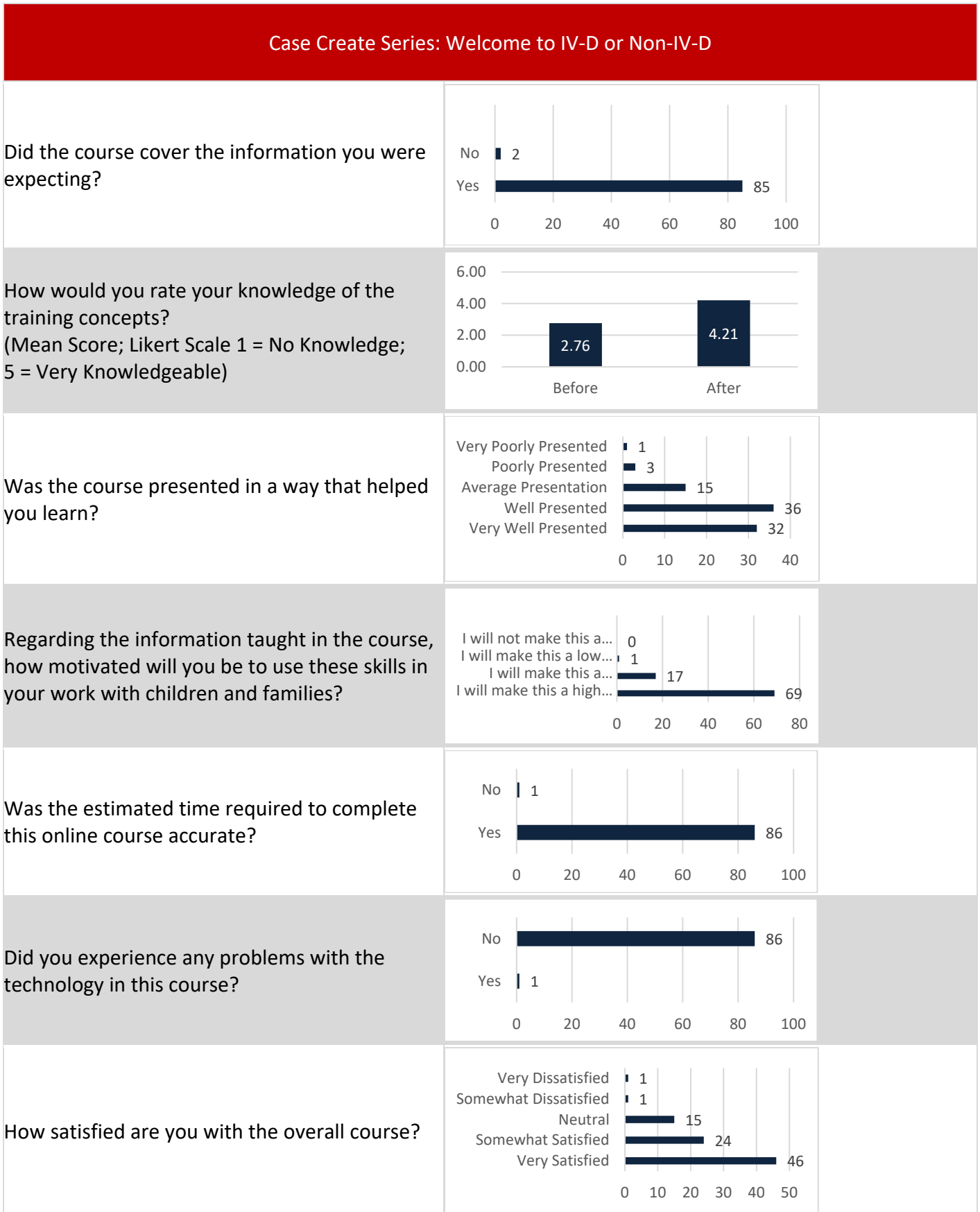
Working with Trauma: Understanding Compassion Fatigue, Burnout, and the Importance of Self-Care—Participant Survey

<p>How would you rate your knowledge of the course concepts (before/after the course)?</p>	<p>A bar chart with a vertical axis from 0.00 to 6.00 in increments of 2.00. Two dark blue bars represent the data: 'Before' with a value of 2.67 and 'After' with a value of 4.27.</p> <table border="1"> <thead> <tr> <th>Time</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Before</td> <td>2.67</td> </tr> <tr> <td>After</td> <td>4.27</td> </tr> </tbody> </table>	Time	Rating	Before	2.67	After	4.27				
Time	Rating										
Before	2.67										
After	4.27										
<p>How useful was the content of the course to your job function?</p>	<p>A horizontal bar chart with a vertical axis listing utility levels and a horizontal axis from 0 to 8 in increments of 2. Four dark blue bars represent the data: 'Not at all Useful' (0), 'Somewhat Useful' (3), 'Useful' (5), and 'Very Useful' (7).</p> <table border="1"> <thead> <tr> <th>Utility Level</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not at all Useful</td> <td>0</td> </tr> <tr> <td>Somewhat Useful</td> <td>3</td> </tr> <tr> <td>Useful</td> <td>5</td> </tr> <tr> <td>Very Useful</td> <td>7</td> </tr> </tbody> </table>	Utility Level	Count	Not at all Useful	0	Somewhat Useful	3	Useful	5	Very Useful	7
Utility Level	Count										
Not at all Useful	0										
Somewhat Useful	3										
Useful	5										
Very Useful	7										
<p>Is there anything stopping you from using what you learned in the course?</p>	<p>A horizontal bar chart with a vertical axis listing 'Yes' and 'No' and a horizontal axis from 0 to 14 in increments of 2. Two dark blue bars represent the data: 'Yes' (2) and 'No' (13).</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>2</td> </tr> <tr> <td>No</td> <td>13</td> </tr> </tbody> </table>	Response	Count	Yes	2	No	13				
Response	Count										
Yes	2										
No	13										

**Working with Trauma: Understanding Compassion Fatigue, Burnout, and the Importance of Self-Care
—Supervisor Survey—**

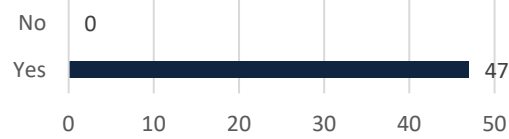
<p>To what degree do you think the participant has been able to transfer their knowledge and skills gained from the training into the workplace?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Not Applicable</td> <td>0</td> </tr> <tr> <td>None</td> <td>0</td> </tr> <tr> <td>Low</td> <td>1</td> </tr> <tr> <td>Moderate</td> <td>5</td> </tr> <tr> <td>High</td> <td>7</td> </tr> <tr> <td>Other</td> <td>1</td> </tr> </tbody> </table>	Response	Count	Not Applicable	0	None	0	Low	1	Moderate	5	High	7	Other	1
Response	Count														
Not Applicable	0														
None	0														
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Other	1														
<p>Was the participant's attendance at this training beneficial to their job responsibilities?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>1</td> </tr> <tr> <td>Yes</td> <td>13</td> </tr> </tbody> </table>	Response	Count	No	1	Yes	13								
Response	Count														
No	1														
Yes	13														
<p>Have you had to provide additional coaching to the participant related to the training?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>14</td> </tr> <tr> <td>Yes</td> <td>0</td> </tr> </tbody> </table>	Response	Count	No	14	Yes	0								
Response	Count														
No	14														
Yes	0														
<p>Does this participant need additional training?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>13</td> </tr> <tr> <td>Yes</td> <td>1</td> </tr> </tbody> </table>	Response	Count	No	13	Yes	1								
Response	Count														
No	13														
Yes	1														

Appendix D: Virtual Asynchronous Courses Satisfaction Survey Results

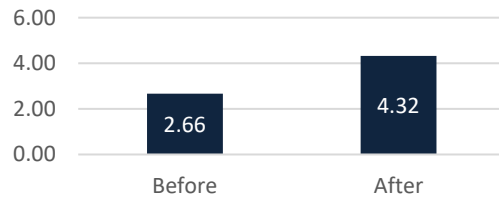


Child Support Overview

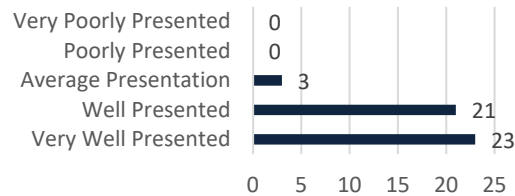
Did the course cover the information you were expecting?



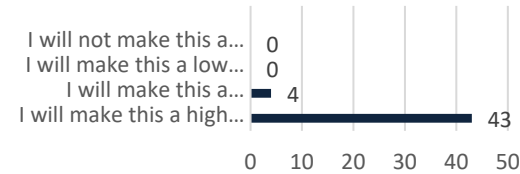
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



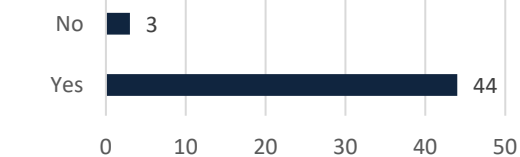
Was the course presented in a way that helped you learn?



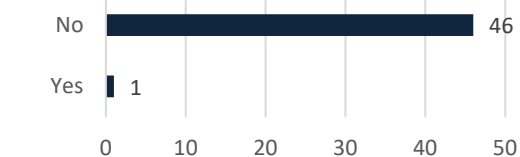
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



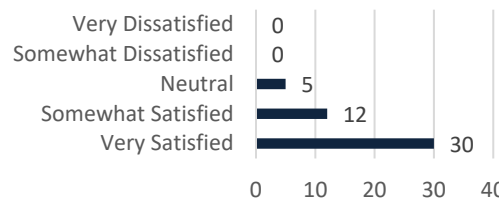
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

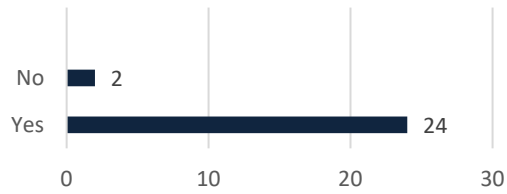


How satisfied are you with the overall course?

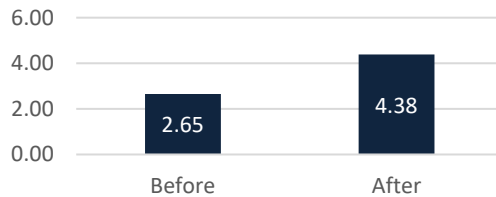


Compliance Schedule WBT

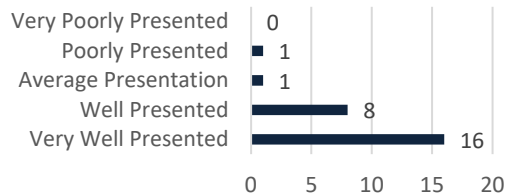
Did the course cover the information you were expecting?



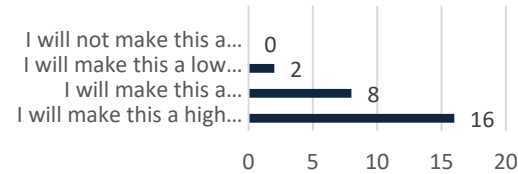
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



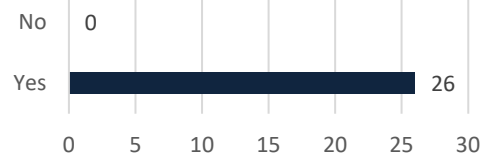
Was the course presented in a way that helped you learn?



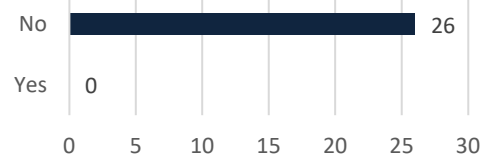
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

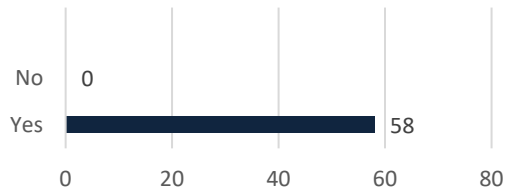


How satisfied are you with the overall course?

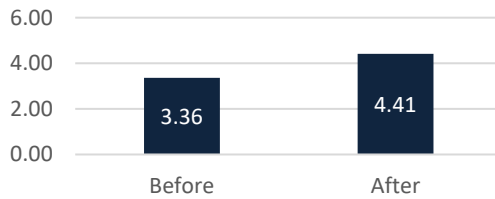


Creating a Financial Note in NJKiDS

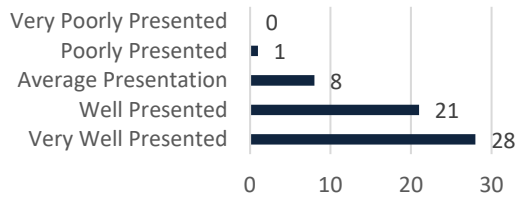
Did the course cover the information you were expecting?



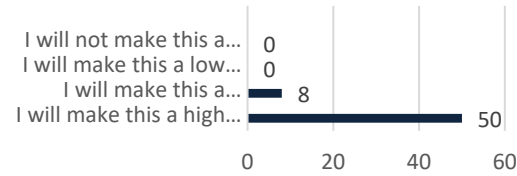
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



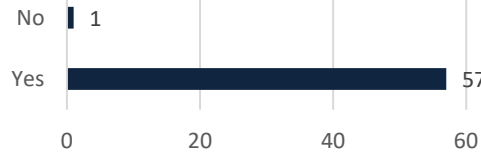
Was the course presented in a way that helped you learn?



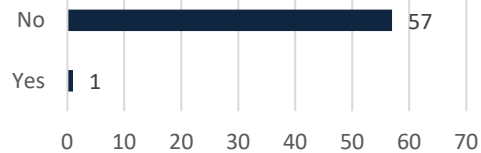
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



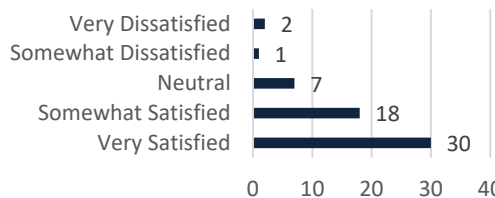
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

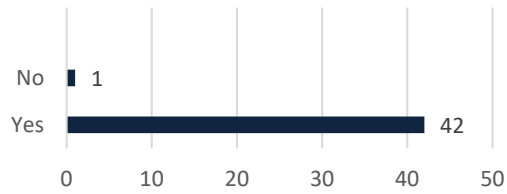


How satisfied are you with the overall course?

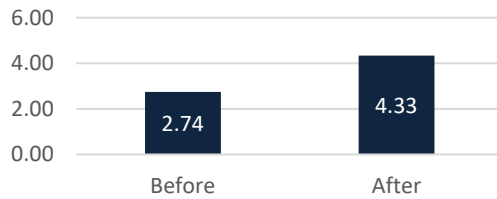


CS702 Order Part One

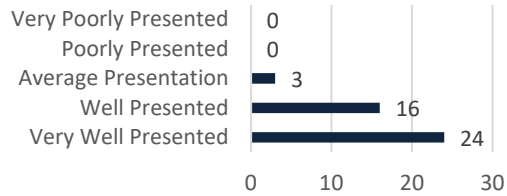
Did the course cover the information you were expecting?



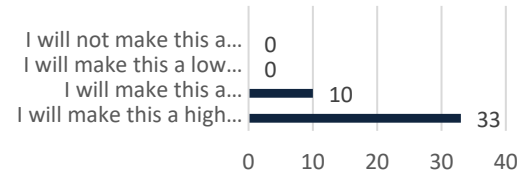
How would you rate your knowledge of the training concepts?
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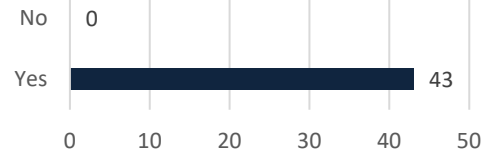
Was the course presented in a way that helped you learn?



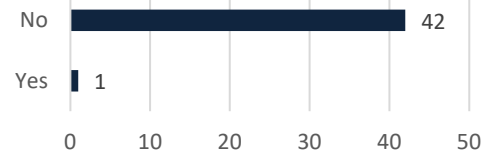
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



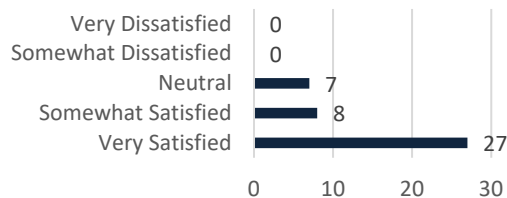
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

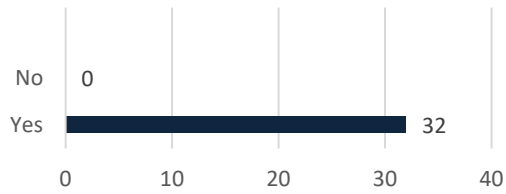


How satisfied are you with the overall course?

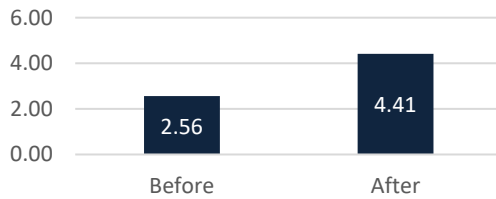


CS702 Order Part Two

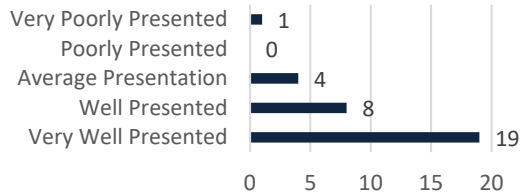
Did the course cover the information you were expecting?



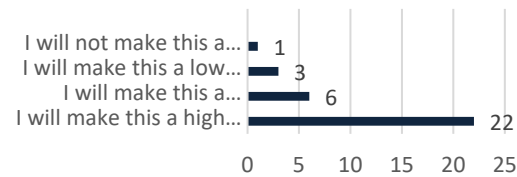
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



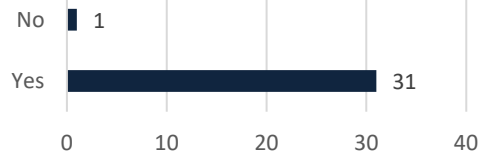
Was the course presented in a way that helped you learn?



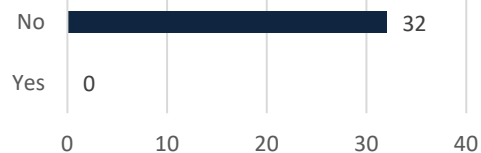
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



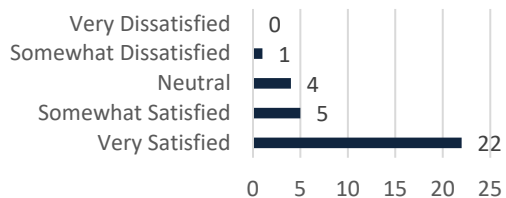
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

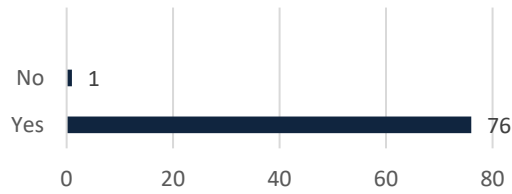


How satisfied are you with the overall course?

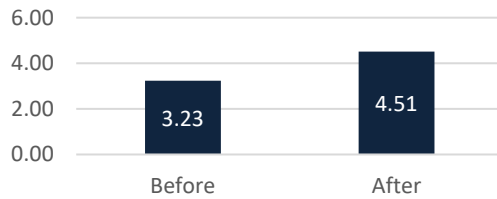


Data Security for Judiciary Portal Users

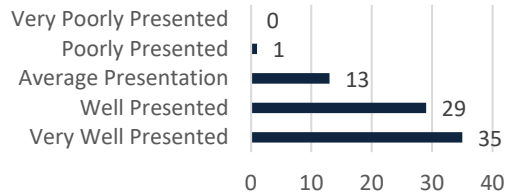
Did the course cover the information you were expecting?



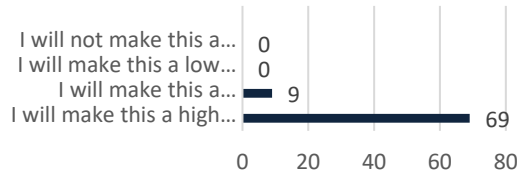
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



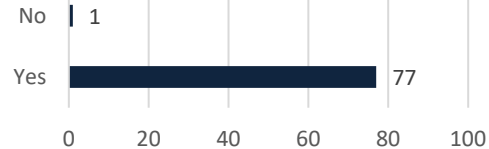
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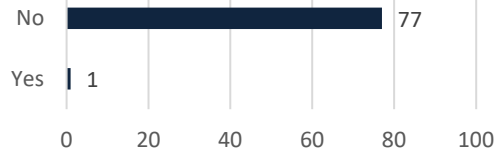
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



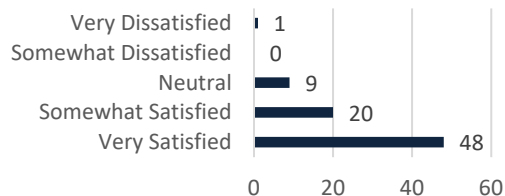
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

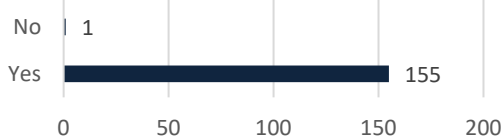


How satisfied are you with the overall course?

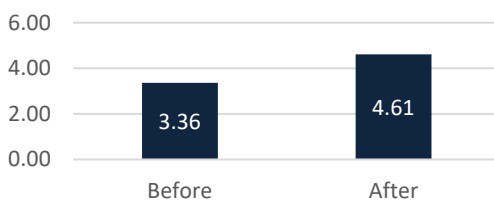


Data Security for Web-Portal Staff

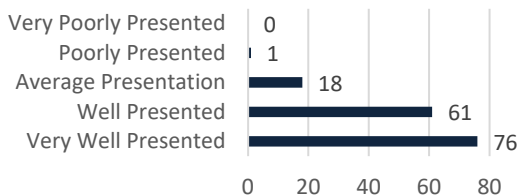
Did the course cover the information you were expecting?



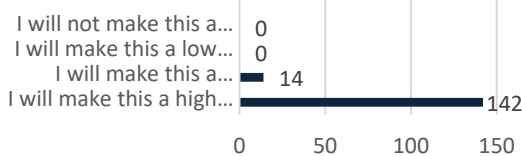
How would you rate your knowledge of the training concepts?
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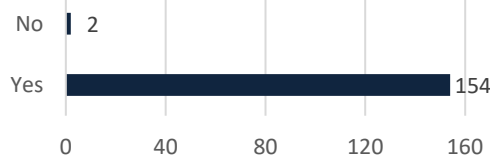
Was the course presented in a way that helped you learn?



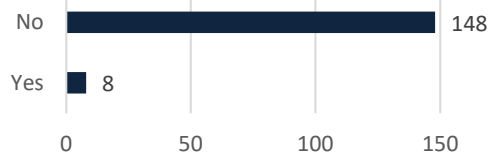
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



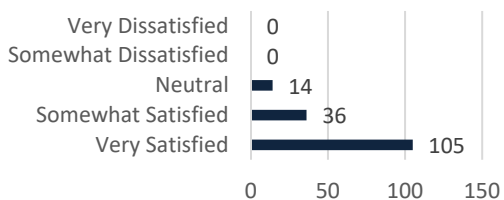
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

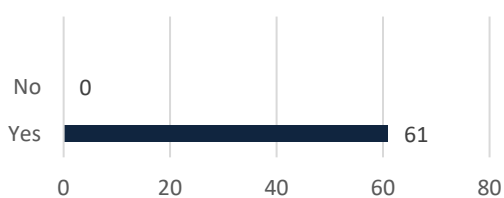


How satisfied are you with the overall course?

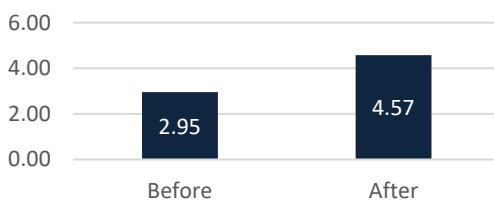


Data Security for IT Staff

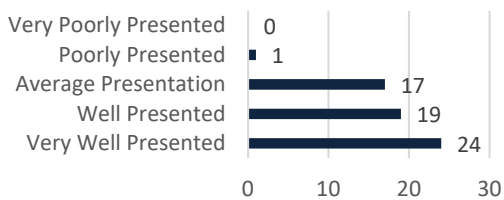
Did the course cover the information you were expecting?



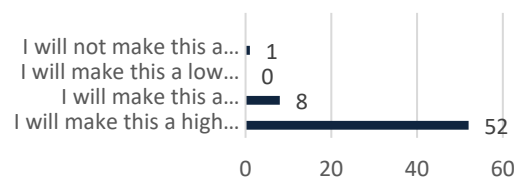
How would you rate your knowledge of the training concepts?
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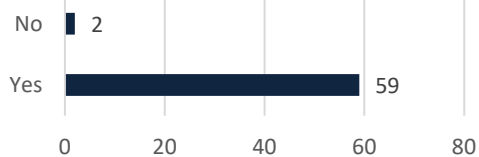
Was the course presented in a way that helped you learn?



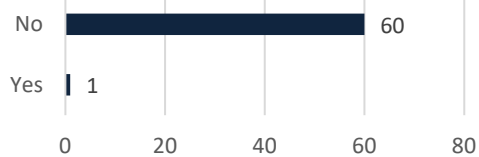
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



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Did you experience any problems with the technology in this course?

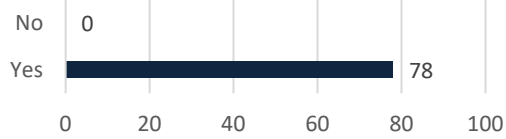


How satisfied are you with the overall course?

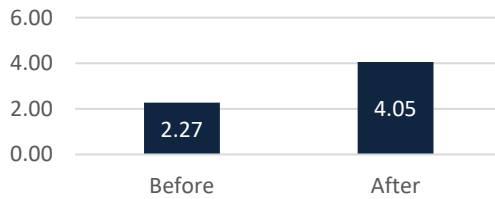


Electronic Document Exchange

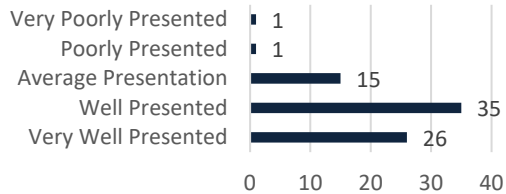
Did the course cover the information you were expecting?



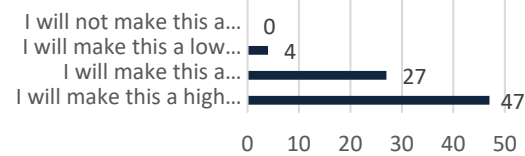
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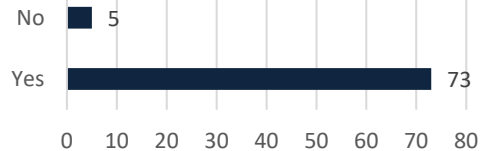
Was the course presented in a way that helped you learn?



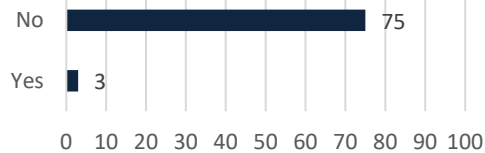
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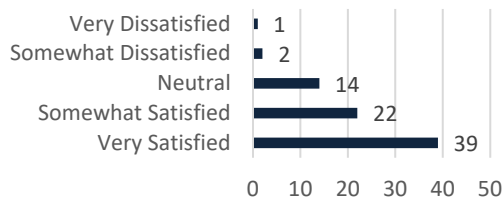
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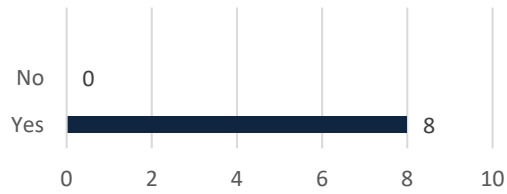


How satisfied are you with the overall course?

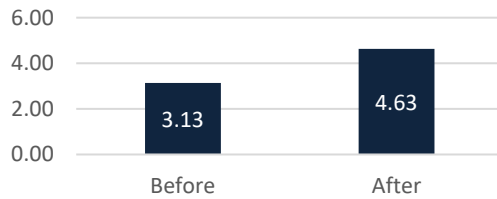


Fathers Are Important

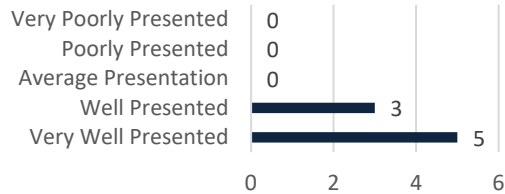
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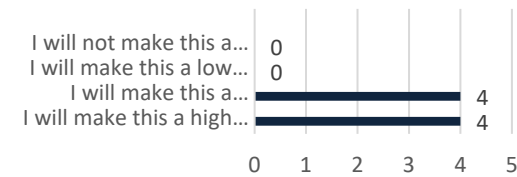
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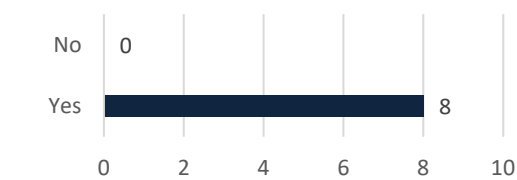
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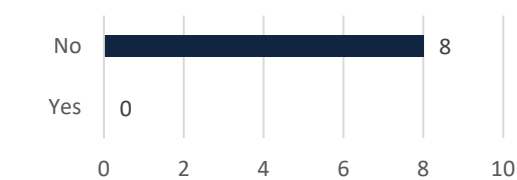
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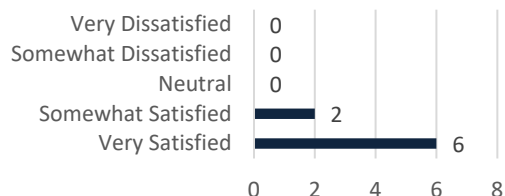
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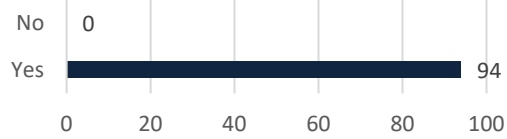


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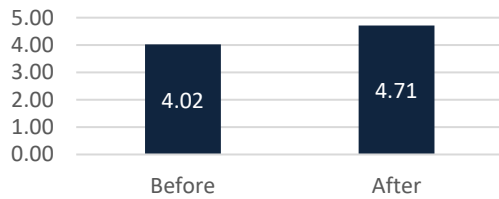


Handling Challenging Customers

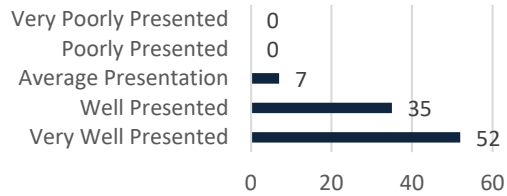
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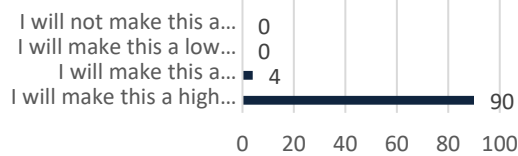
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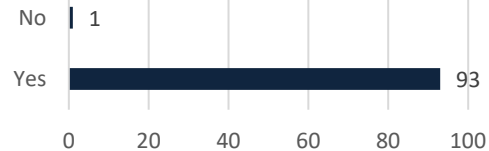
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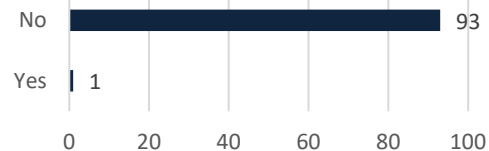
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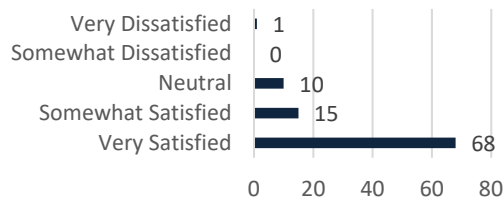
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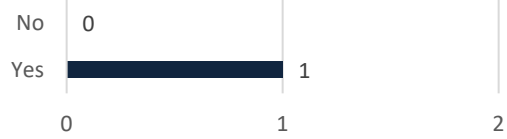


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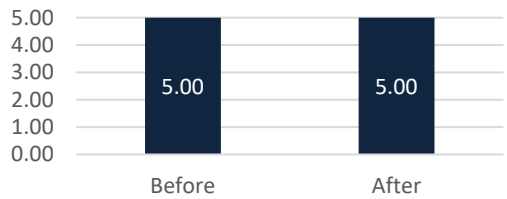


International Child Support

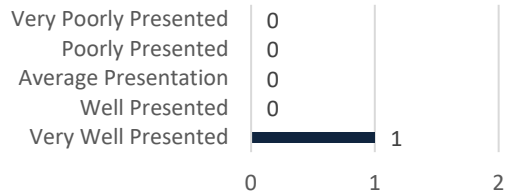
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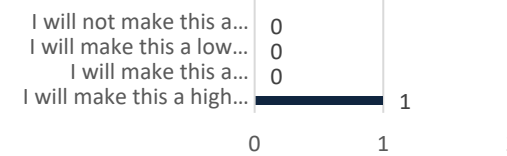
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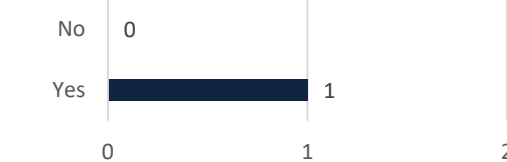
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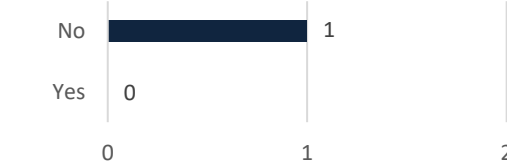
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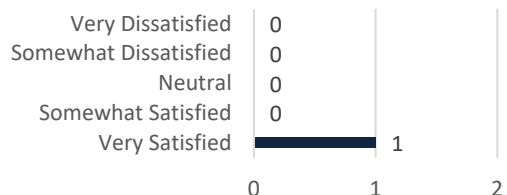
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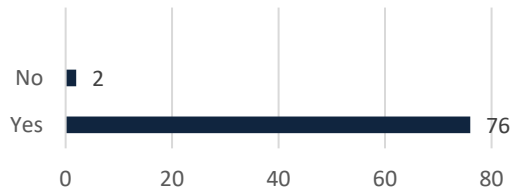


How satisfied are you with the overall course?

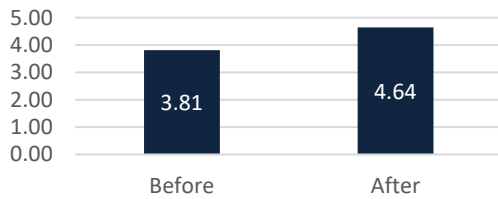


Interview Skills

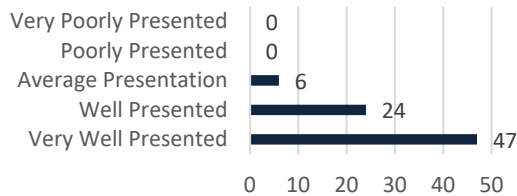
Did the course cover the information you were expecting?



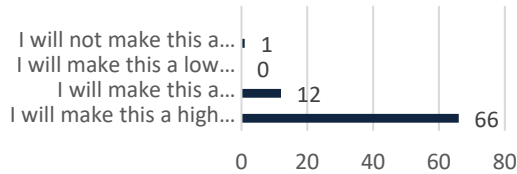
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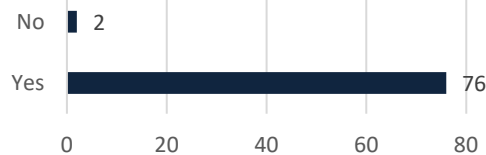
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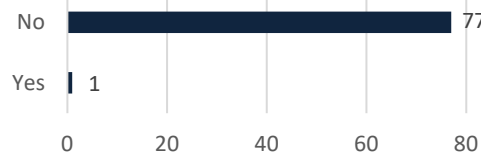
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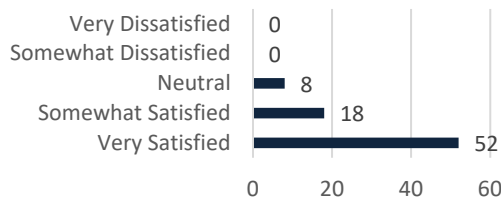
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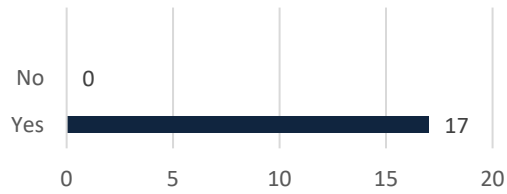


How satisfied are you with the overall course?

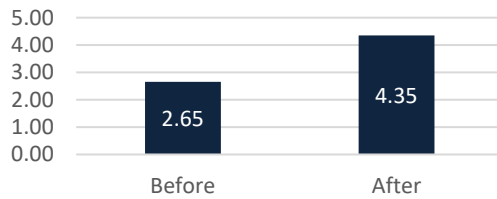


Intro to Imaging Termination Documents

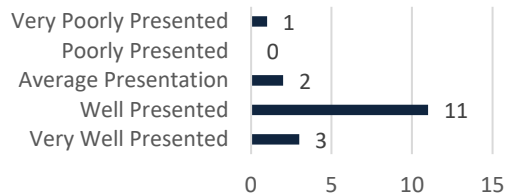
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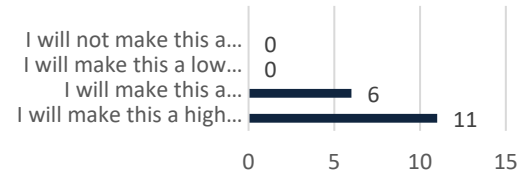
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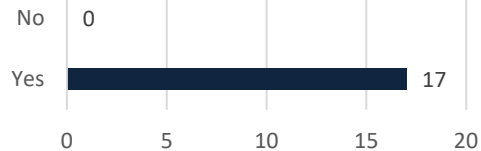
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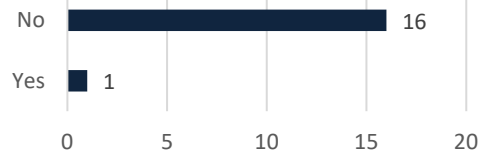
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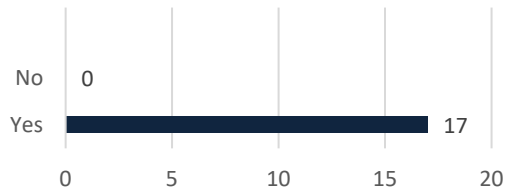


How satisfied are you with the overall course?

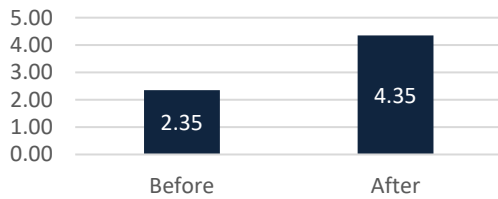


Introduction to Electronic Content Management

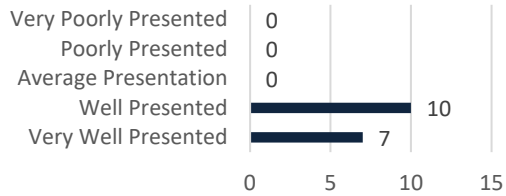
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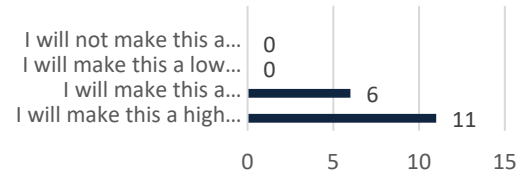
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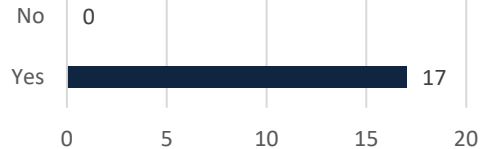
Was the course presented in a way that helped you learn?



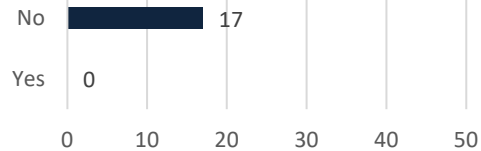
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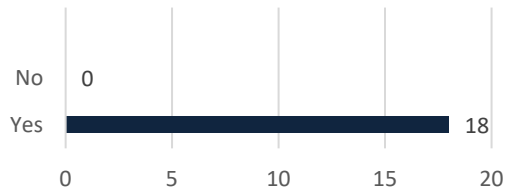


How satisfied are you with the overall course?

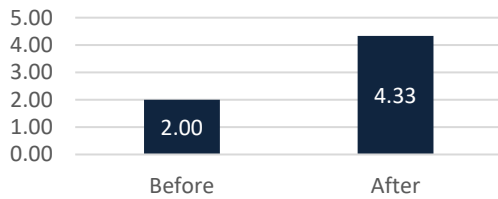


Module 1: Introduction

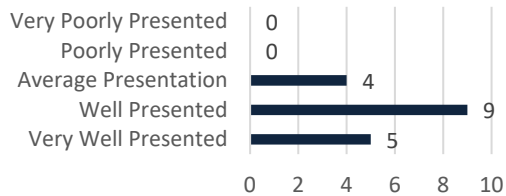
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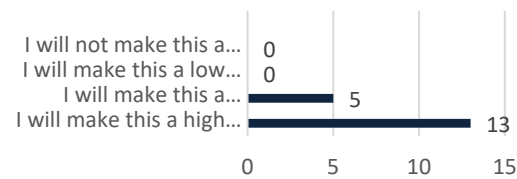
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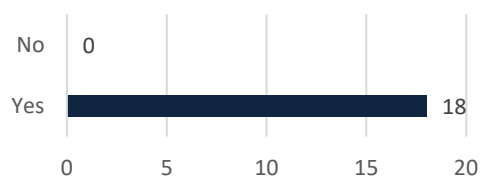
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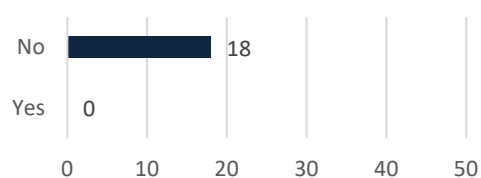
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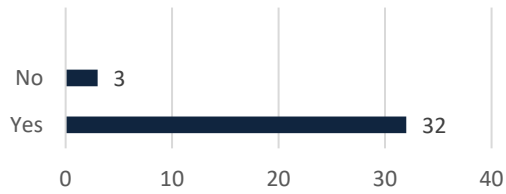


How satisfied are you with the overall course?

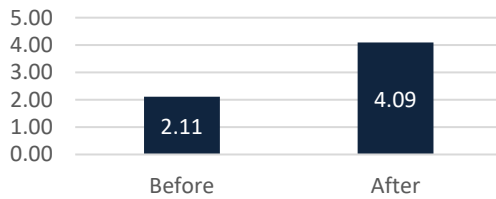


Module 2: Paternity Establishment

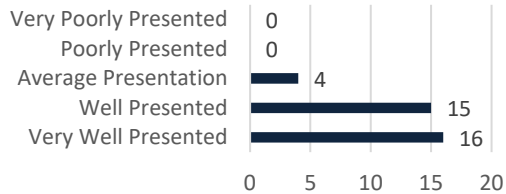
Did the course cover the information you were expecting?



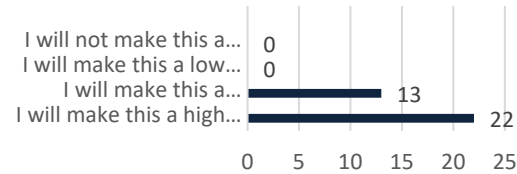
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



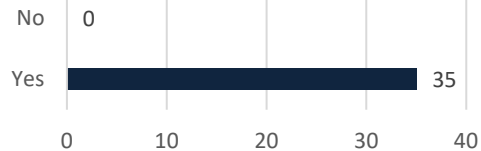
Was the course presented in a way that helped you learn?



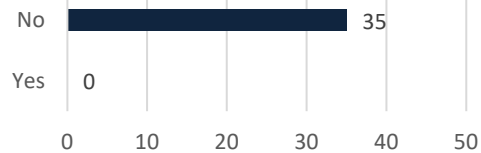
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



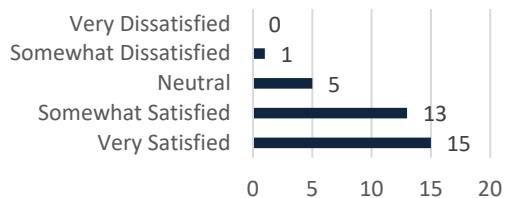
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

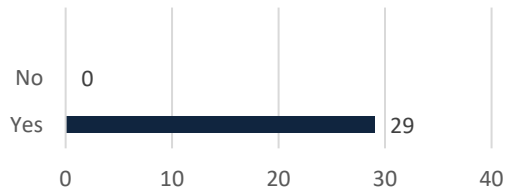


How satisfied are you with the overall course?

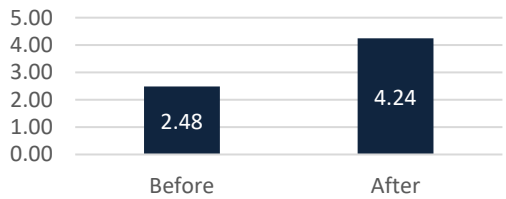


Module 3: Child Support Order Establishment

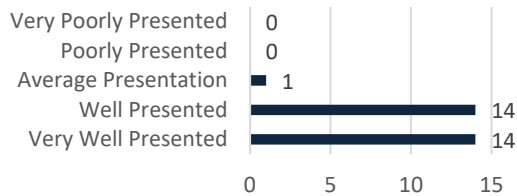
Did the course cover the information you were expecting?



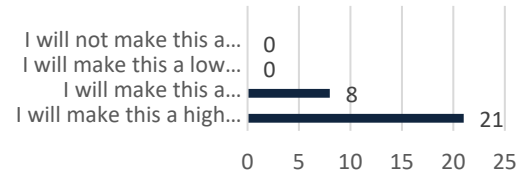
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



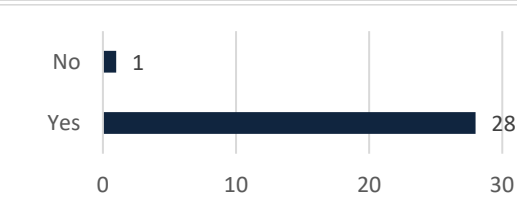
Was the course presented in a way that helped you learn?



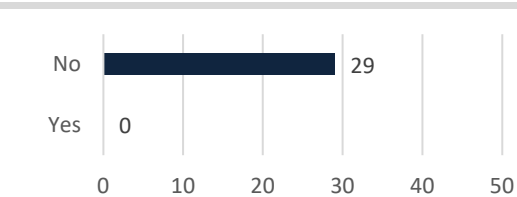
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



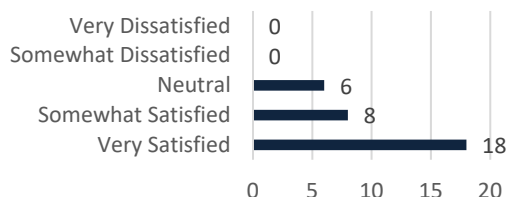
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

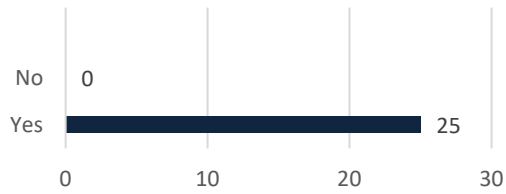


How satisfied are you with the overall course?

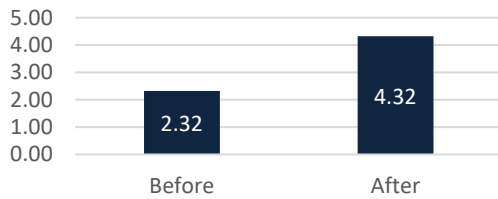


Module 4: Collections

Did the course cover the information you were expecting?



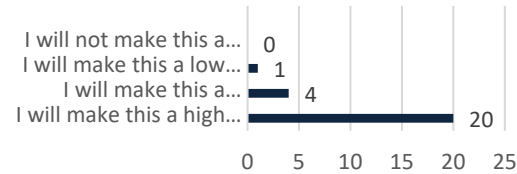
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



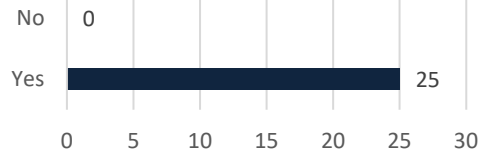
Was the course presented in a way that helped you learn?



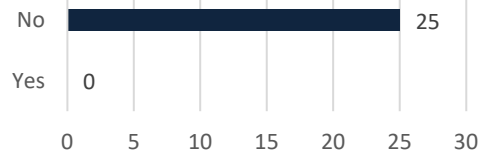
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



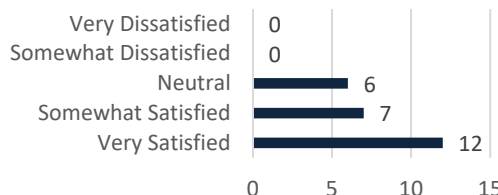
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

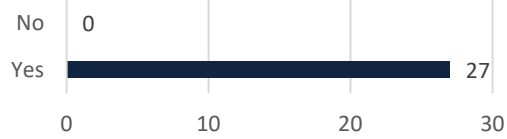


How satisfied are you with the overall course?

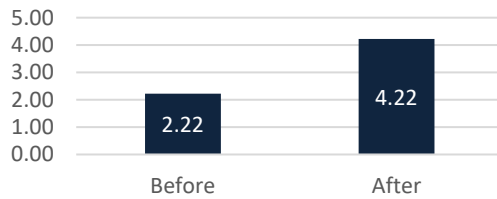


Module 5: Cost-Effectiveness

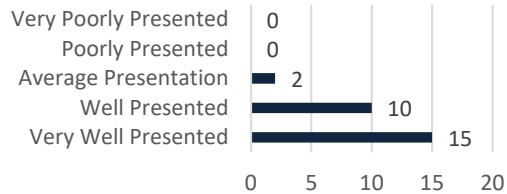
Did the course cover the information you were expecting?



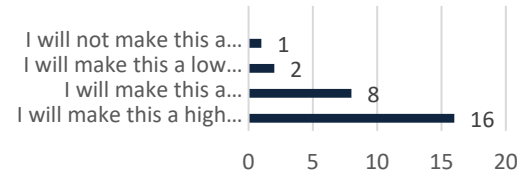
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



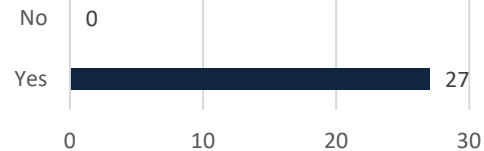
Was the course presented in a way that helped you learn?



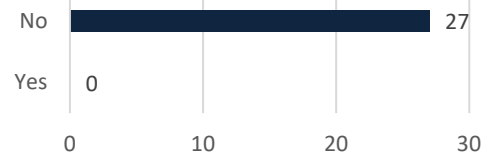
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



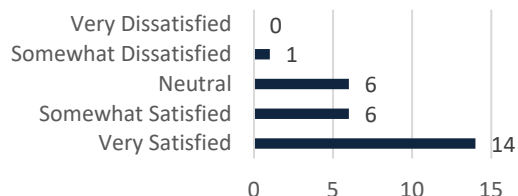
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

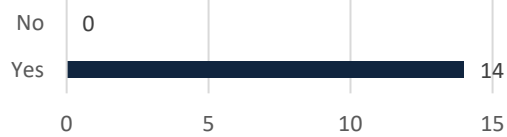


How satisfied are you with the overall course?

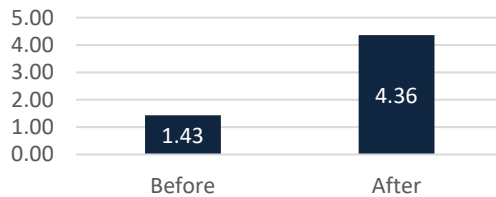


National Medical Support Notice

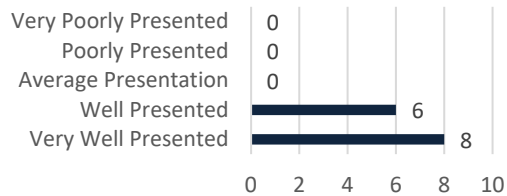
Did the course cover the information you were expecting?



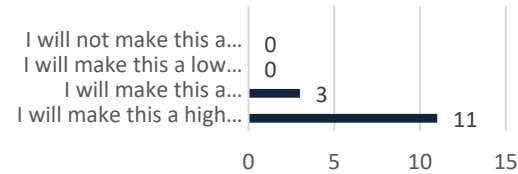
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



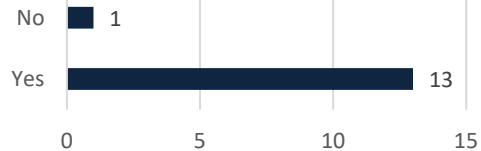
Was the course presented in a way that helped you learn?



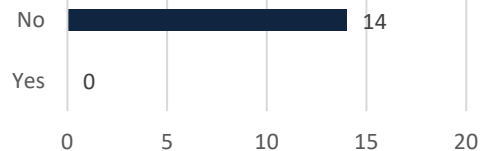
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



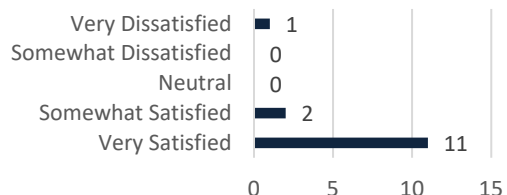
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

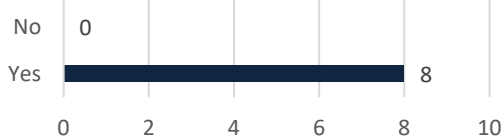


How satisfied are you with the overall course?

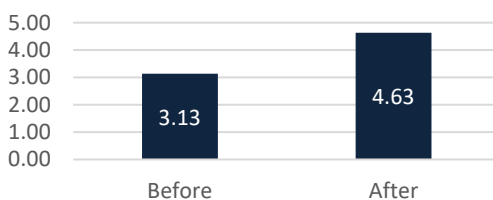


Navigating the WebEx Meeting Room: A Guide for Participants

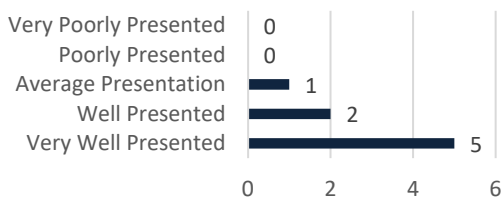
Did the course cover the information you were expecting?



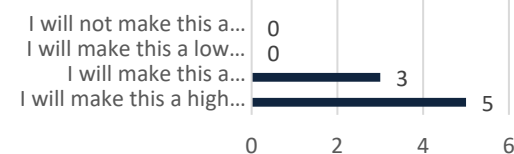
How would you rate your knowledge of the training concepts?
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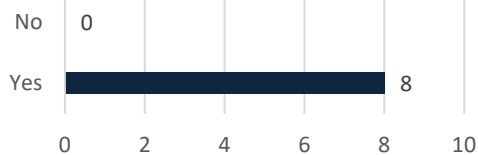
Was the course presented in a way that helped you learn?



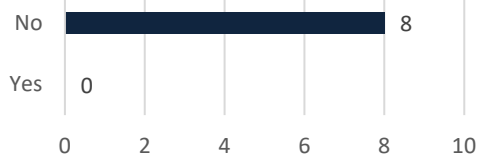
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

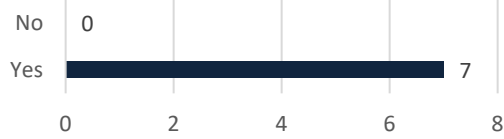


How satisfied are you with the overall course?

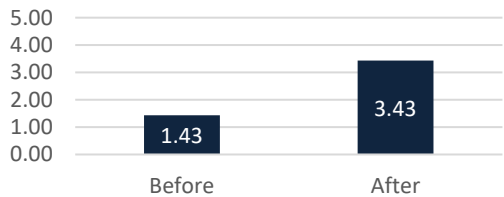


Payment Forwarding

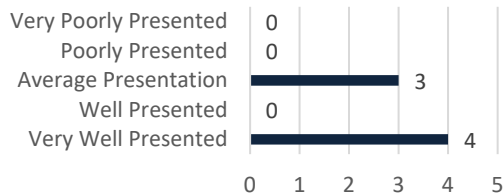
Did the course cover the information you were expecting?



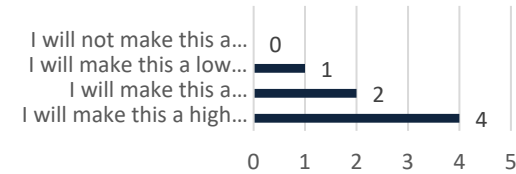
How would you rate your knowledge of the training concepts?
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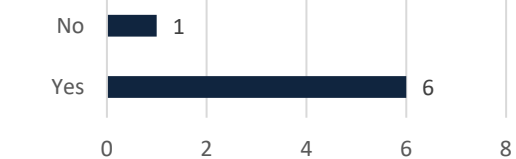
Was the course presented in a way that helped you learn?



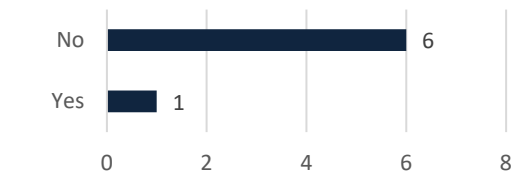
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

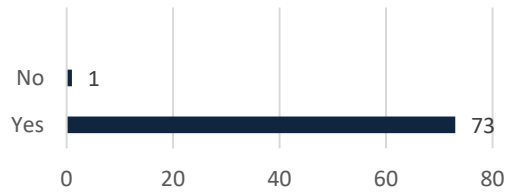


How satisfied are you with the overall course?

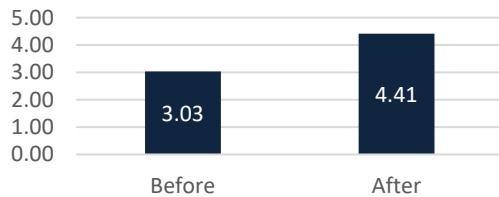


Processing a IV-D Application

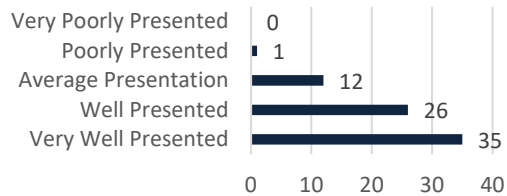
Did the course cover the information you were expecting?



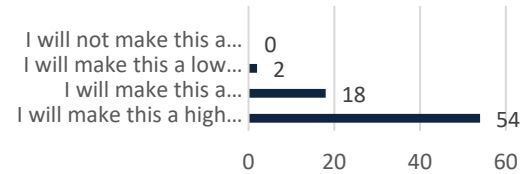
How would you rate your knowledge of the training concepts?
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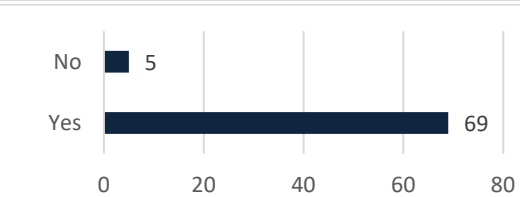
Was the course presented in a way that helped you learn?



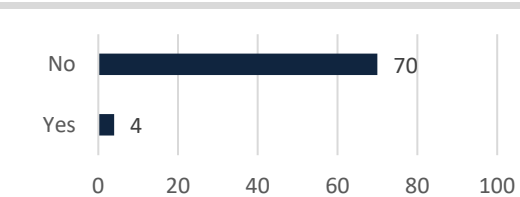
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



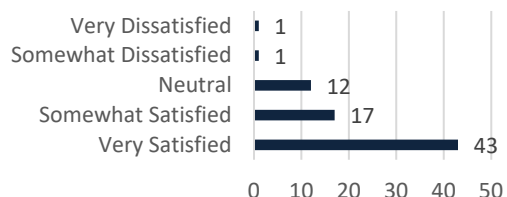
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

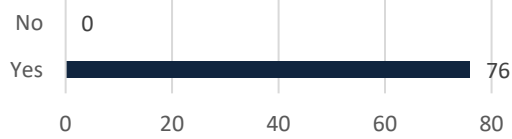


How satisfied are you with the overall course?

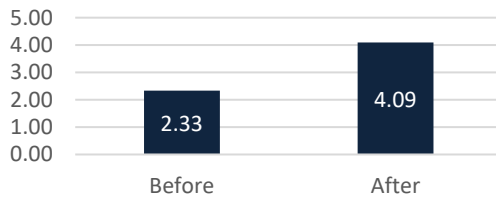


Reopening a Closed Case in NJKiDS

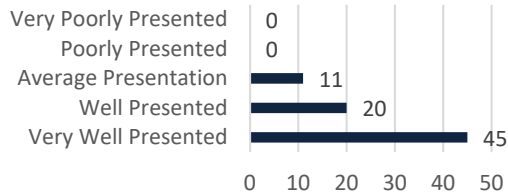
Did the course cover the information you were expecting?



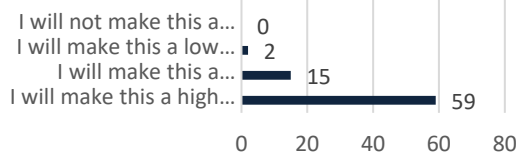
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



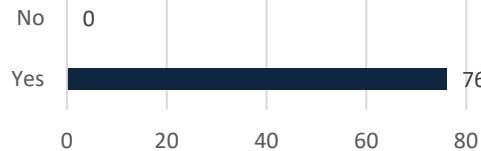
Was the course presented in a way that helped you learn?



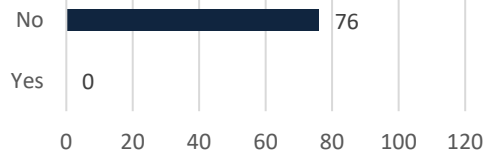
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



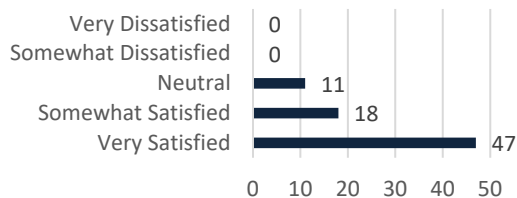
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

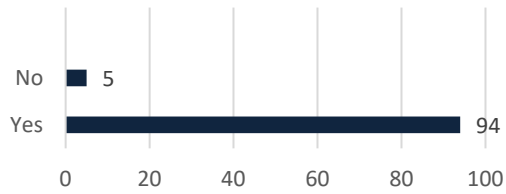


How satisfied are you with the overall course?

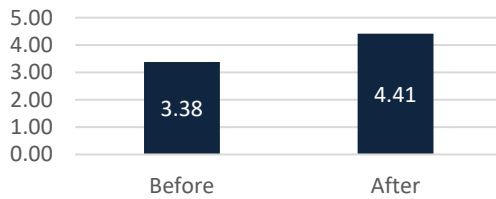


Searching for Pre-Existing Cases

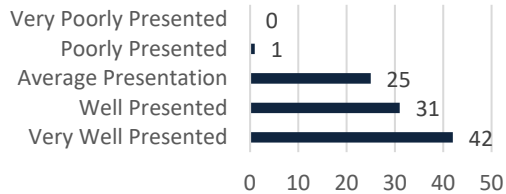
Did the course cover the information you were expecting?



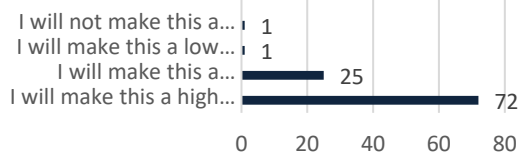
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



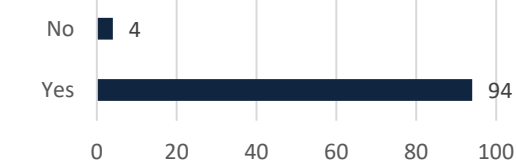
Was the course presented in a way that helped you learn?



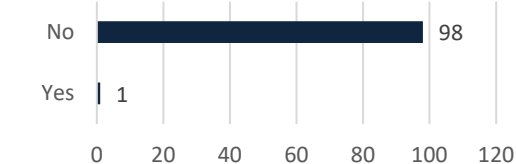
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



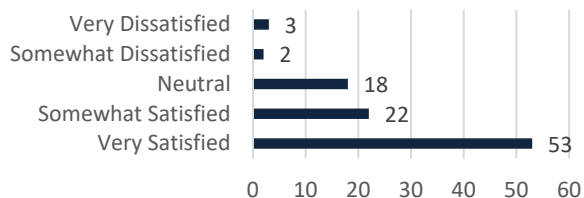
Was the estimated time required to complete this online course accurate?



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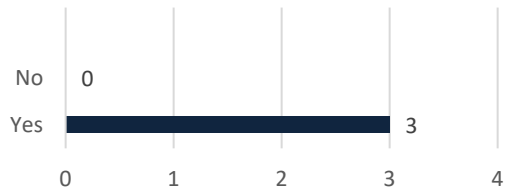


How satisfied are you with the overall course?

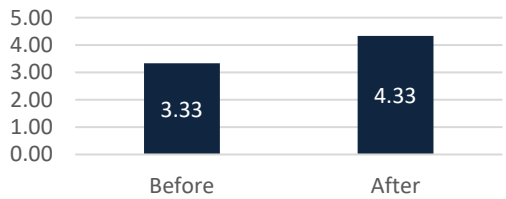


Technical Assistance Session: Bench Warrant

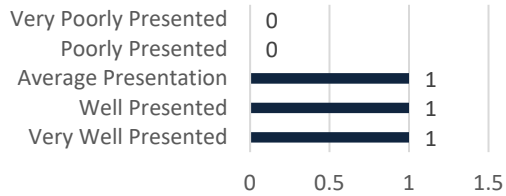
Did the course cover the information you were expecting?



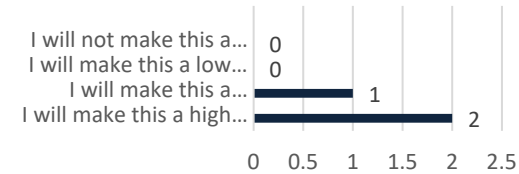
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



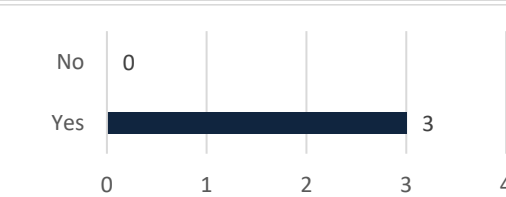
Was the course presented in a way that helped you learn?



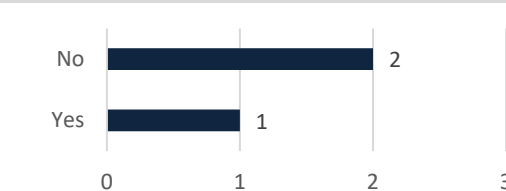
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



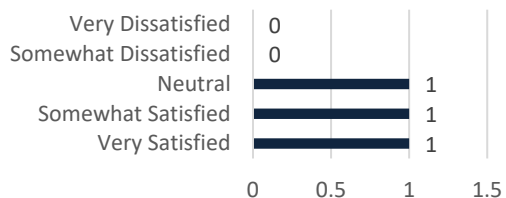
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

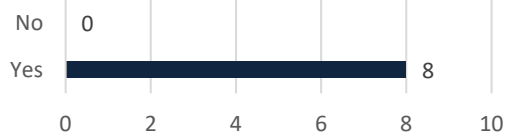


How satisfied are you with the overall course?

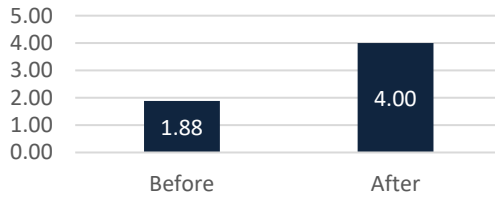


Technical Assistance Session: Case Closure

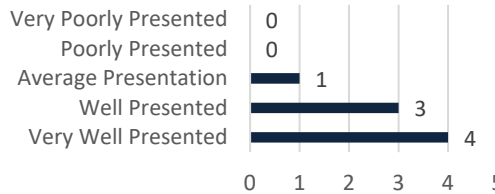
Did the course cover the information you were expecting?



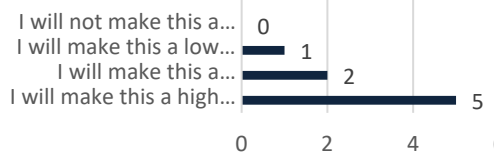
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



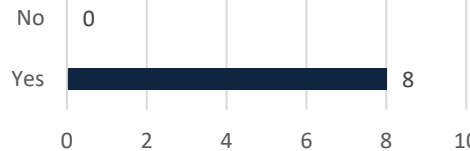
Was the course presented in a way that helped you learn?



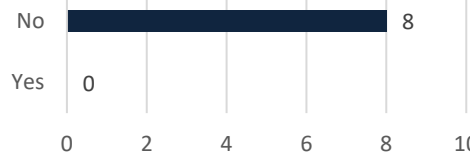
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

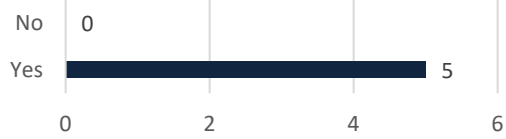


How satisfied are you with the overall course?

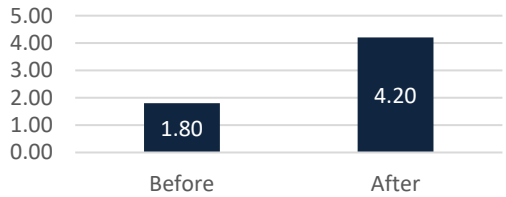


Technical Assistance Session: Exploring the Child Support Portal

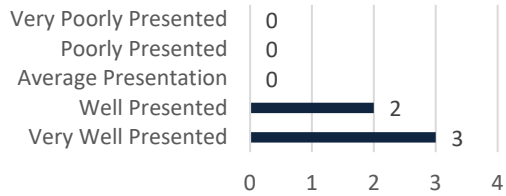
Did the course cover the information you were expecting?



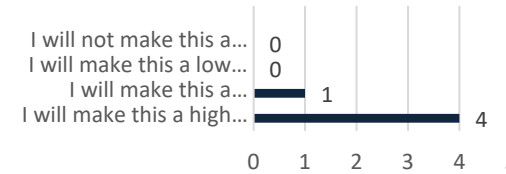
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



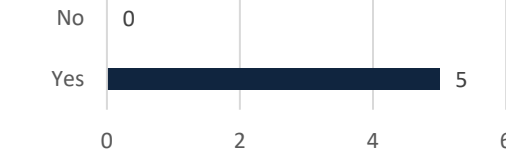
Was the course presented in a way that helped you learn?



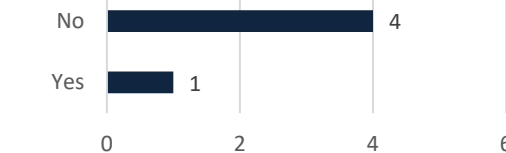
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



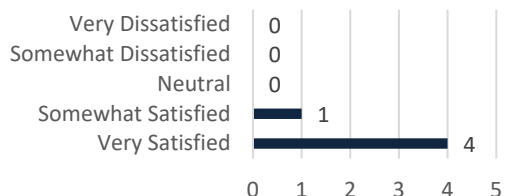
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

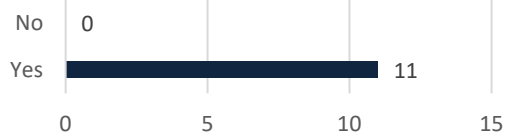


How satisfied are you with the overall course?

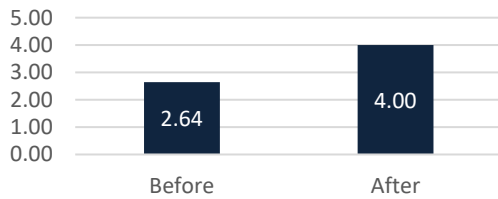


Technical Assistance Session: IV-D Application Coding

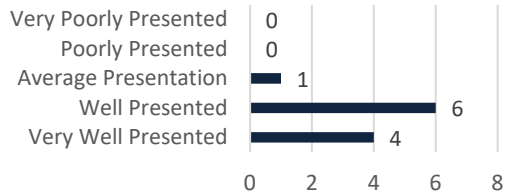
Did the course cover the information you were expecting?



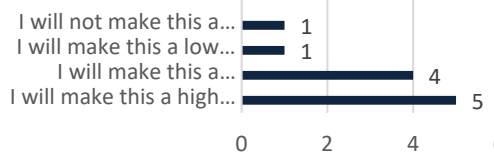
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



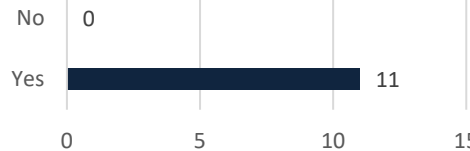
Was the course presented in a way that helped you learn?



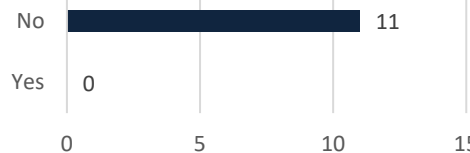
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

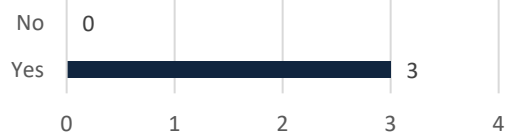


How satisfied are you with the overall course?

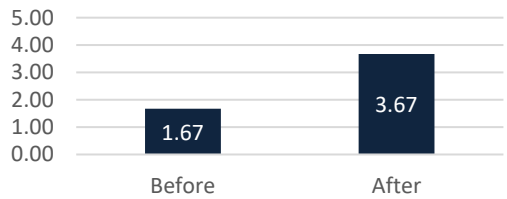


Technical Assistance Session: QUICK

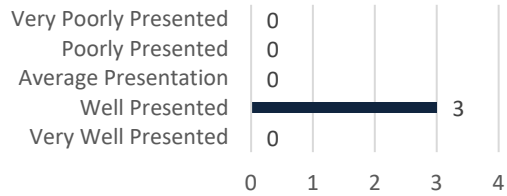
Did the course cover the information you were expecting?



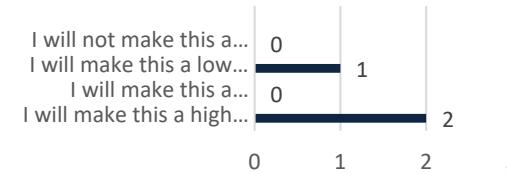
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



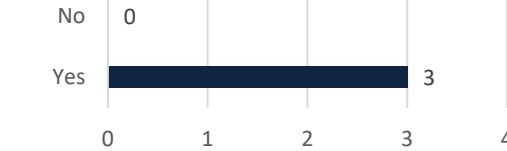
Was the course presented in a way that helped you learn?



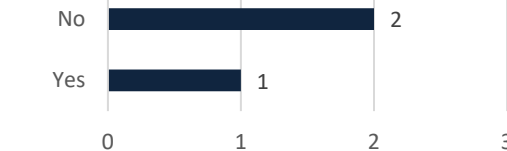
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



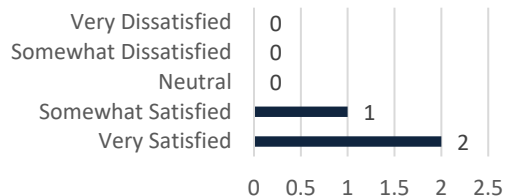
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

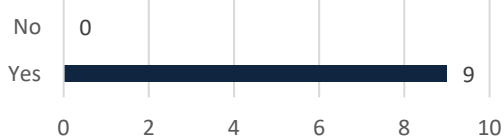


How satisfied are you with the overall course?

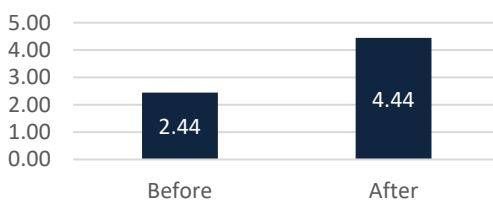


Technical Assistance Session: Tackling Duplicate DCNs

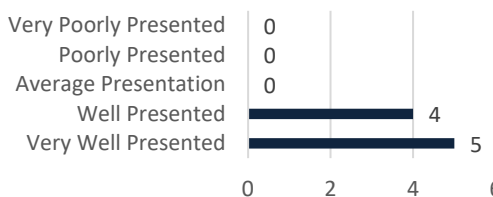
Did the course cover the information you were expecting?



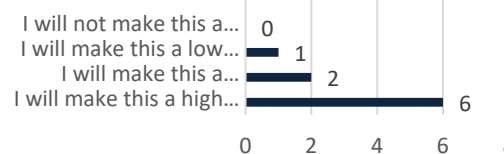
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



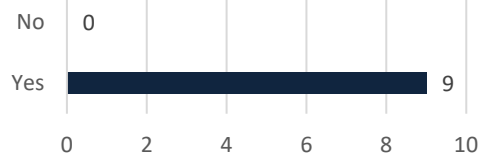
Was the course presented in a way that helped you learn?



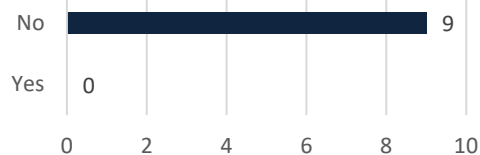
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



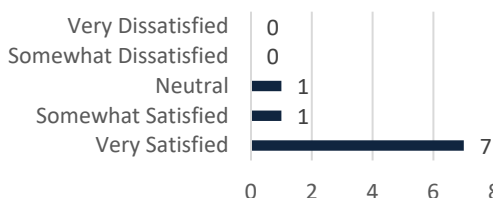
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

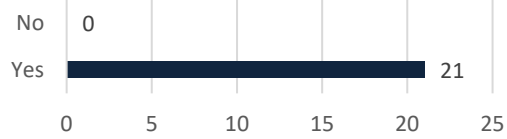


How satisfied are you with the overall course?

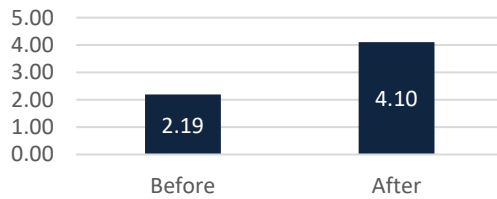


Termination Notices

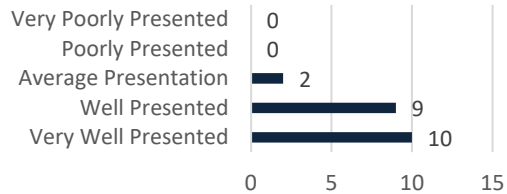
Did the course cover the information you were expecting?



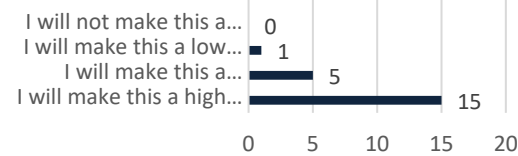
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



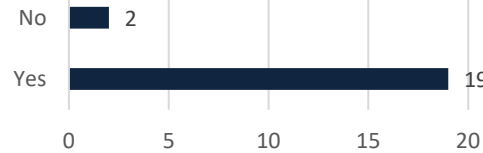
Was the course presented in a way that helped you learn?



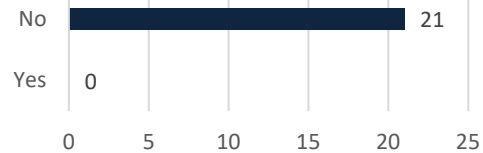
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



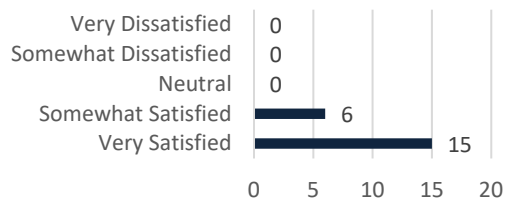
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

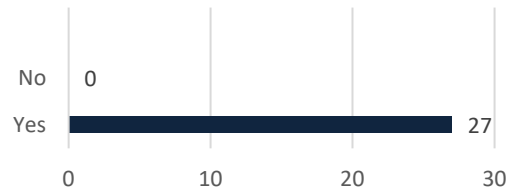


How satisfied are you with the overall course?

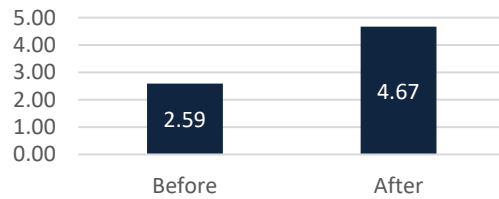


Termination of Child Support Obligation

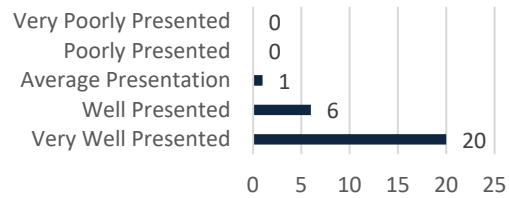
Did the course cover the information you were expecting?



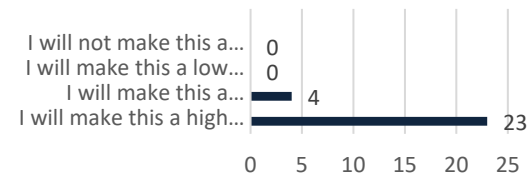
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



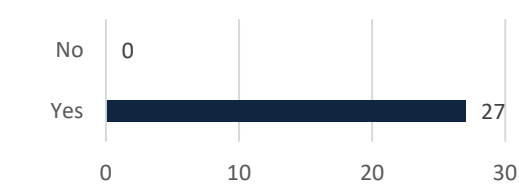
Was the course presented in a way that helped you learn?



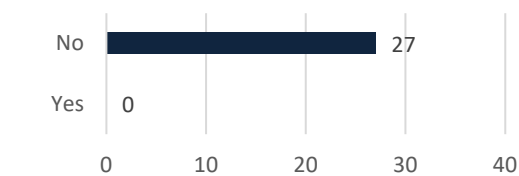
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



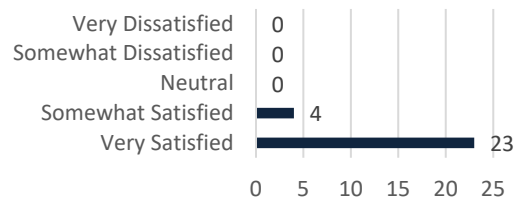
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

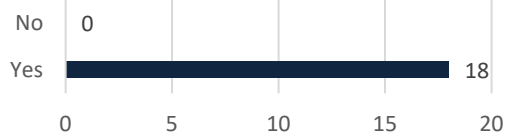


How satisfied are you with the overall course?

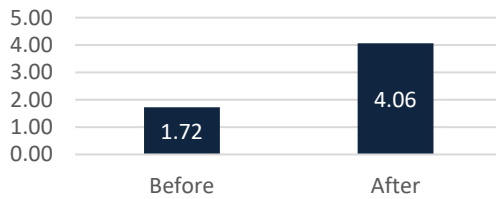


Track My Cases Dashboard

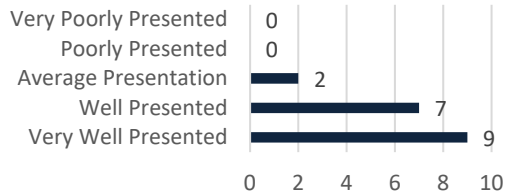
Did the course cover the information you were expecting?



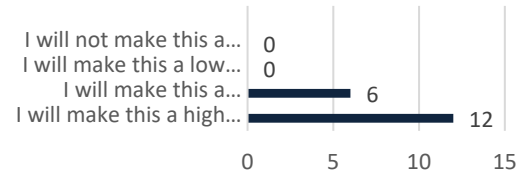
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



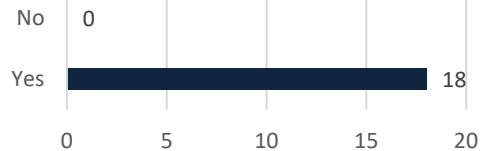
Was the course presented in a way that helped you learn?



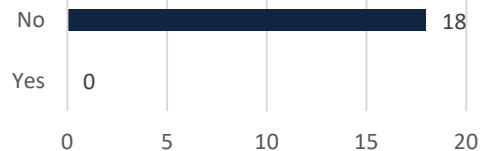
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

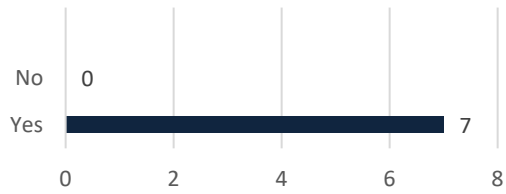


How satisfied are you with the overall course?

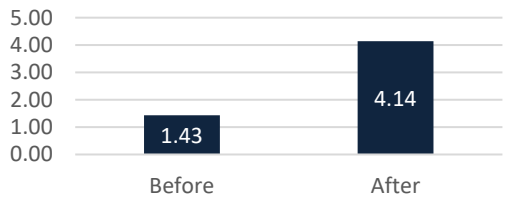


Track My Cases Refresher

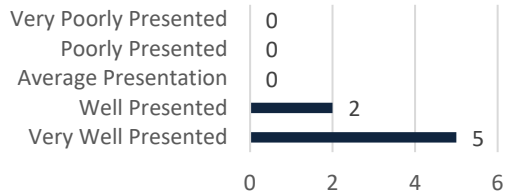
Did the course cover the information you were expecting?



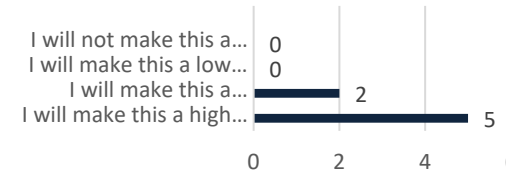
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



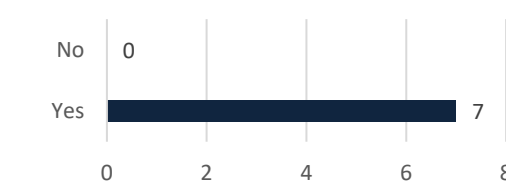
Was the course presented in a way that helped you learn?



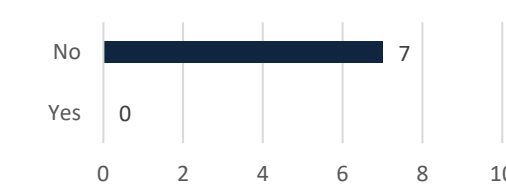
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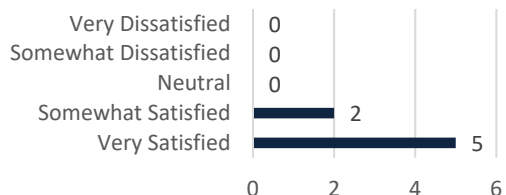
Was the estimated time required to complete this online course accurate?



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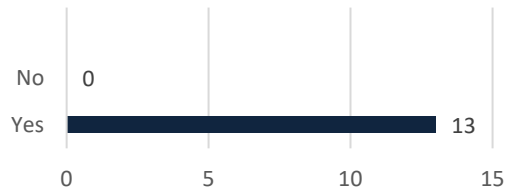


How satisfied are you with the overall course?

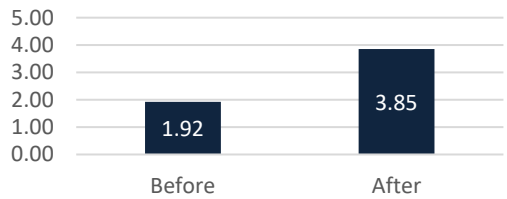


USSO Updates

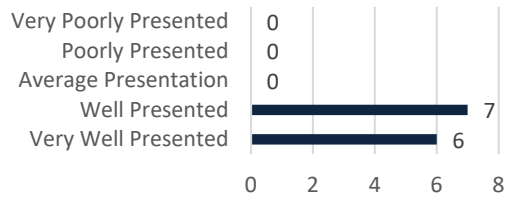
Did the course cover the information you were expecting?



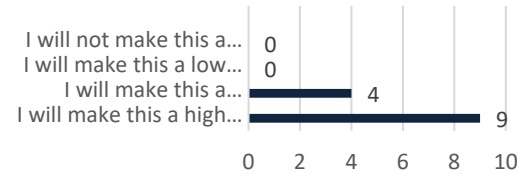
How would you rate your knowledge of the training concepts?
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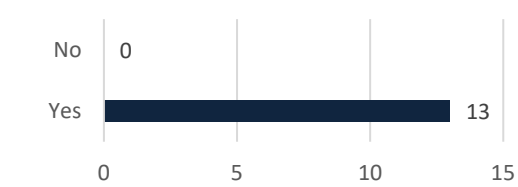
Was the course presented in a way that helped you learn?



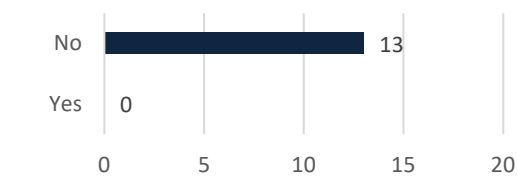
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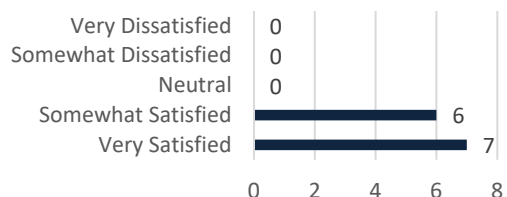
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Did you experience any problems with the technology in this course?

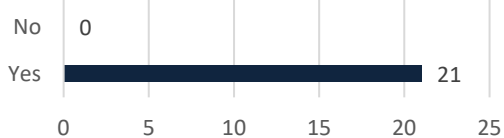


How satisfied are you with the overall course?

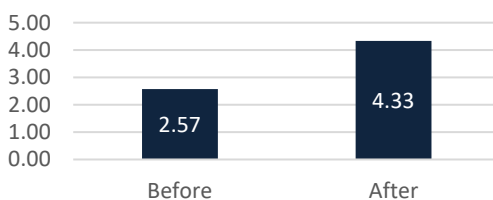


Viewing Electronic Documents

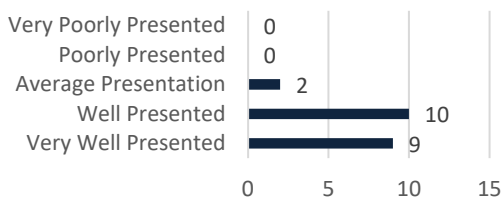
Did the course cover the information you were expecting?



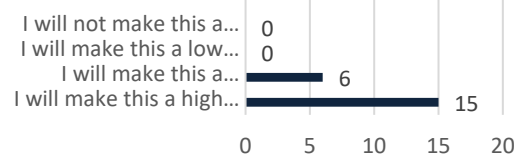
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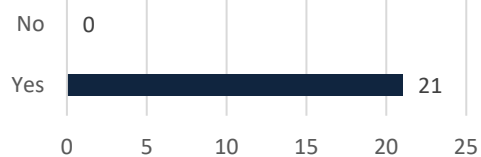
Was the course presented in a way that helped you learn?



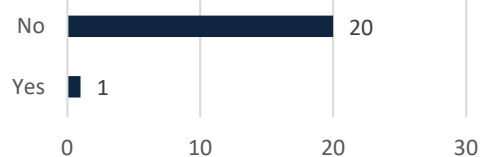
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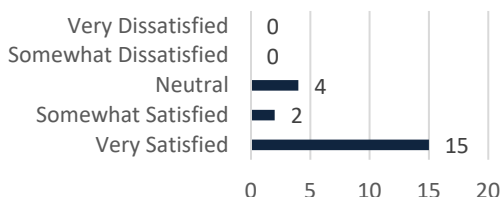
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Did you experience any problems with the technology in this course?

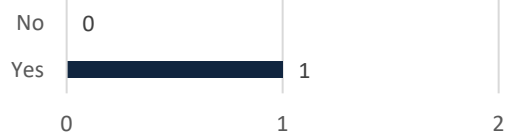


How satisfied are you with the overall course?

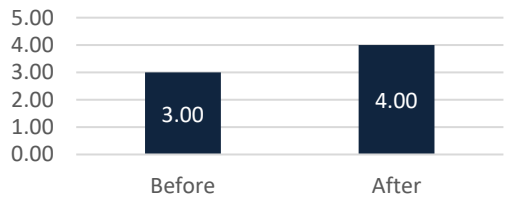


When a IV-D Referral Is Required

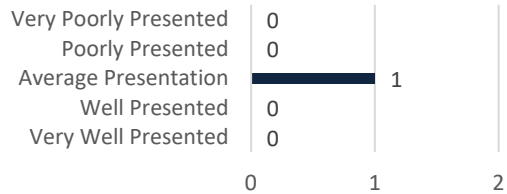
Did the course cover the information you were expecting?



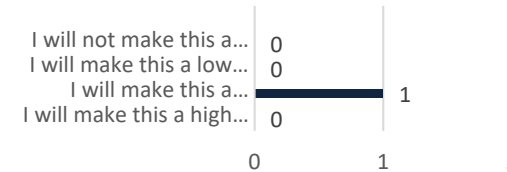
How would you rate your knowledge of the training concepts?
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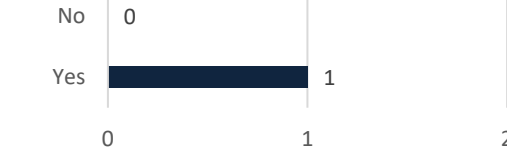
Was the course presented in a way that helped you learn?



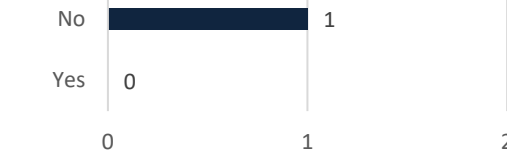
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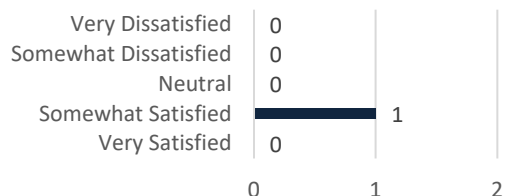
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?

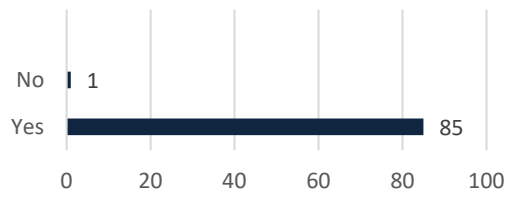


How satisfied are you with the overall course?

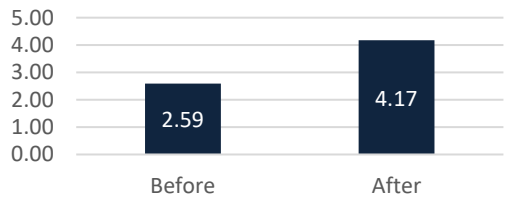


Why Is Case Closure Important?

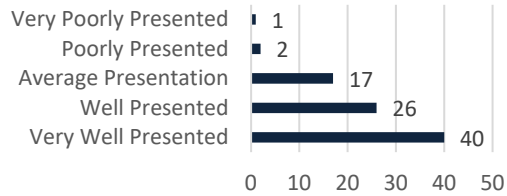
Did the course cover the information you were expecting?



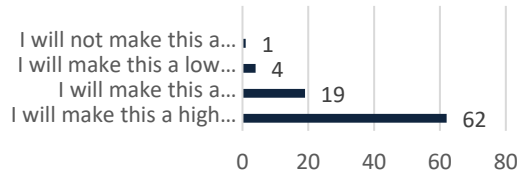
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



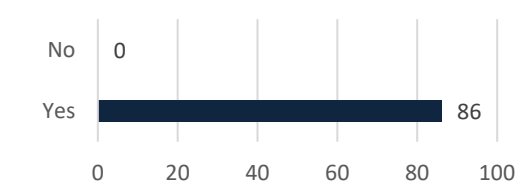
Was the course presented in a way that helped you learn?



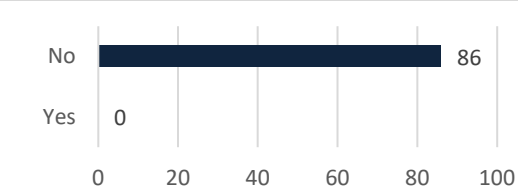
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



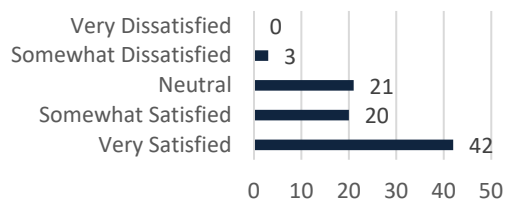
Was the estimated time required to complete this online course accurate?



Did you experience any problems with the technology in this course?



How satisfied are you with the overall course?

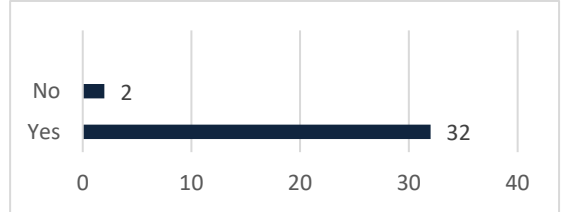


Appendix E: Satisfaction Survey Results for Technical Assistance Virtual Synchronous Courses

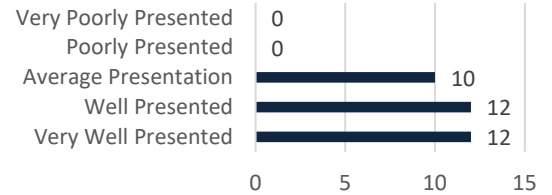
Technical Assistance: Electronic Document Exchange (EDE)											
<p>Did the course cover the information you were expecting?</p>	<table border="1"> <tr> <td>No</td> <td>7</td> </tr> <tr> <td>Yes</td> <td>59</td> </tr> </table>	No	7	Yes	59						
No	7										
Yes	59										
<p>Was the course presented in a way that helped you learn?</p>	<table border="1"> <tr> <td>Very Poorly Presented</td> <td>1</td> </tr> <tr> <td>Poorly Presented</td> <td>3</td> </tr> <tr> <td>Average Presentation</td> <td>17</td> </tr> <tr> <td>Well Presented</td> <td>33</td> </tr> <tr> <td>Very Well Presented</td> <td>12</td> </tr> </table>	Very Poorly Presented	1	Poorly Presented	3	Average Presentation	17	Well Presented	33	Very Well Presented	12
Very Poorly Presented	1										
Poorly Presented	3										
Average Presentation	17										
Well Presented	33										
Very Well Presented	12										
<p>Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?</p>	<table border="1"> <tr> <td>I will not make this a...</td> <td>2</td> </tr> <tr> <td>I will make this a low...</td> <td>3</td> </tr> <tr> <td>I will make this a...</td> <td>24</td> </tr> <tr> <td>I will make this a high...</td> <td>37</td> </tr> </table>	I will not make this a...	2	I will make this a low...	3	I will make this a...	24	I will make this a high...	37		
I will not make this a...	2										
I will make this a low...	3										
I will make this a...	24										
I will make this a high...	37										
<p>Did you experience any problems with the technology in this training?</p>	<table border="1"> <tr> <td>No</td> <td>62</td> </tr> <tr> <td>Yes</td> <td>4</td> </tr> </table>	No	62	Yes	4						
No	62										
Yes	4										
<p>How satisfied are you with the overall course?</p>	<table border="1"> <tr> <td>Very Dissatisfied</td> <td>2</td> </tr> <tr> <td>Somewhat Dissatisfied</td> <td>2</td> </tr> <tr> <td>Neutral</td> <td>13</td> </tr> <tr> <td>Somewhat Satisfied</td> <td>16</td> </tr> <tr> <td>Very Satisfied</td> <td>32</td> </tr> </table>	Very Dissatisfied	2	Somewhat Dissatisfied	2	Neutral	13	Somewhat Satisfied	16	Very Satisfied	32
Very Dissatisfied	2										
Somewhat Dissatisfied	2										
Neutral	13										
Somewhat Satisfied	16										
Very Satisfied	32										

Technical Assistance: Financial Notes

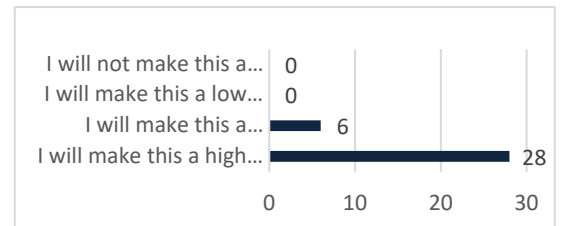
Did the course cover the information you were expecting?



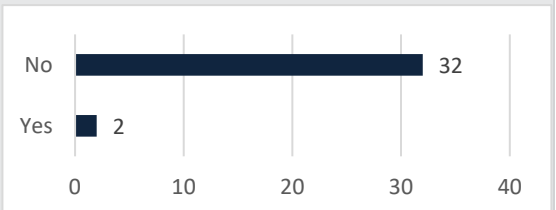
Was the course presented in a way that helped you learn?



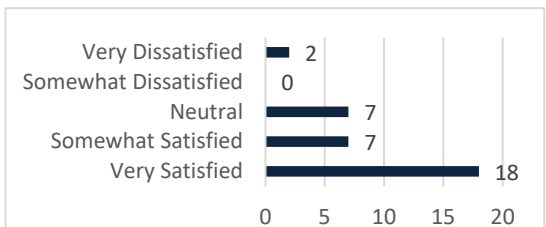
Regarding the information taught in the course, how motivated will you be to use these skills in your work with children and families?



Did you experience any problems with the technology in this training?



How satisfied are you with the overall course?



The Institute for Families, Rutgers University School of Social Work

Our mission is to support and strengthen families and communities by increasing the capacity of human service professionals and organizations. We support and strengthen child welfare and other human service professionals and organizations to meet best practice standards and effectively and creatively respond to the ever-changing needs of vulnerable children, youth, families, and communities. We develop and disseminate knowledge and information throughout New Jersey and beyond, leading to a greater understanding of a range of social issues and implementation of capacity-building strategies and systems improvements to better address them.

The New Jersey Child Support Institute

The New Jersey Child Support Institute (NJCSI) provides comprehensive training for professionals who work in New Jersey's Child Support Program to ensure that children and their families obtain the financial and medical security they deserve. NJCSI is a collaborative partnership of the New Jersey Department of Human Services, Division of Family Development, Office of Child Support Services (OCSS); the Judiciary; the County Welfare Agencies (CWA); and the Institute for Families at the School of Social Work, Rutgers, The State University of New Jersey.

Prepared by the Institute for Families, Special Recognition to:

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