

FULL YEAR REPORT FY25

NEW JERSEY CHILD SUPPORT INSTITUTE



NJCSI

New Jersey Child Support Institute



RUTGERS UNIVERSITY
Institute for Families
School of Social Work

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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 Social Service Agencies (CSSA); 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 CSSA, Probation Child Support Enforcement Units, and Family Divisions. NJCSI's mission is to provide coordinated and comprehensive training to professionals working in the 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.

NJCSI courses are delivered synchronously (virtual and in-person) and asynchronously. 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 learning paths are courses designed for each agency involved in the child support process: County Social Service Agency (CSSA), Family Divisions, Finance Divisions, and Probation Child Support Enforcement (PCSE) Units. The courses in each learning path include required courses 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 various special topics in child support and family/child wellness or to enhance their skills in communication, conflict management, and cultural competence. These include diversity, equity, inclusion, and belonging courses. Specialized courses are designed to provide in-depth opportunities to master professional development skills. Specialized courses and awareness months offer comprehensive opportunities to enhance and master professional development skills.

NJCSI's asynchronous web-based training programs provide self-paced learning opportunities in a wide variety of topics. The Learning Management System (LMS) includes a training media section that houses web-based trainings, recorded Technical Assistance sessions, and Watch Videos that demonstrate step-by-step processes in the state-automated system. 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 FY25 Year End Report presents an overview of training services provided between July 2024 and June 2025. This information is used to track contract goals and inform future training initiatives.

FY25 FULL YEAR REPORT HIGHLIGHTS

NEW JERSEY CHILD SUPPORT INSTITUTE

DELIVERED:

**PARTICIPANTS:****4,076**

Virtual Synchronous Training

9,753

Virtual Asynchronous Training

782

In-Person Training

COURSE TITLES:**86** Virtual Synchronous Training**85** Virtual Asynchronous Training**16** In-person Synchronous Training**COURSES:****560** Virtual Synchronous Training**93** In-person Synchronous Training**SESSIONS:****711** Virtual Synchronous Training**110** In-person Synchronous Training**51** Participants Within **One** Statewide Technical Assistance Session**213** Participants Within **Ten** Community Education Sessions

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.

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

Virtual synchronous courses are online instructor-led courses.

Virtual asynchronous courses are self-paced web-based courses.



DEVELOPED:

12 Conference sessions out of **44** developed and facilitated**14** Trainings for Child Support Awareness Month**8** New Resource Guides**4** Trainings for Domestic Violence Awareness Month

REDESIGN:

5 Data Security WBTs**3** Law Clerk Trainings

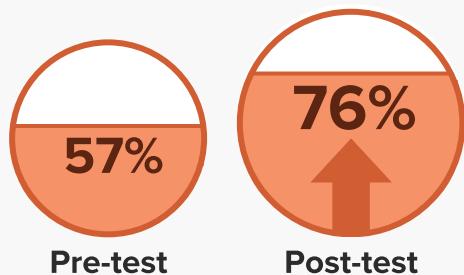
PRESENTED:

10 Community Education Presentations

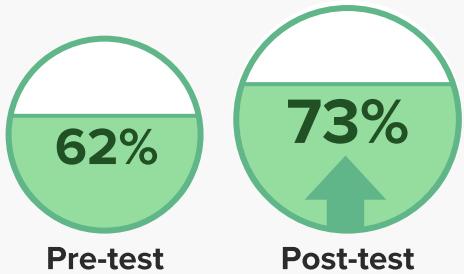


AVERAGE KNOWLEDGE GAIN:

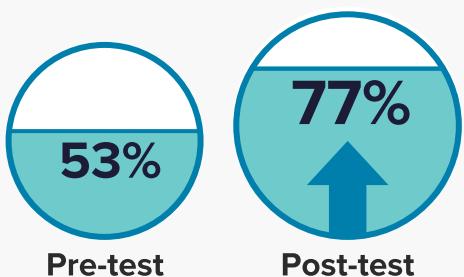
VIRTUAL SYNCHRONOUS



VIRTUAL ASYNCHRONOUS



IN-PERSON SYNCHRONOUS



SATISFACTION SURVEY RESULTS:

The course improved my overall knowledge and skills:



4.72 out of 5

Overall Course Satisfaction:



4.72 out of 5

The course improved my overall knowledge and skills:



4.36 out of 5

Overall Course Satisfaction:



4.27 out of 5

The course improved my overall knowledge and skills:



4.65 out of 5

Overall Course Satisfaction:



4.58 out of 5



60-DAY FOLLOW-UP SURVEY RESULTS

SUPERVISOR FEEDBACK:

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 course?



PARTICIPANT FEEDBACK:

Have you used what you learned in the course on the job?



New Jersey Child Support Institute: Progress and Activities

The following tables offer details on the activities and progress of contract deliverables and outputs as activities were completed:

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	Forecasted training according to project deliverables. Collaborated with OCSS on course scheduling to align training with workforce mandates. Actively participated on individual agency training committees to assess workforce needs. Calendared targeted sessions for local offices following OCSS leadership approval. Course evaluations are reviewed monthly to determine training needs and shared with OCSS for approval to begin development.
Schedule & Create Training Calendar	Scheduled training by coordinating resources (e.g., full-time trainers, per diem trainers, moderators) and identifying a facilitator, moderators, and site support for each class. Confirmed scheduled training calendar dates with our state partners. Assigned a site support staff member to coordinate and manage all logistics. For virtual trainings with more than fifteen participants, assigned a host to moderate each session facilitated by a trainer. An exception applies when the session is led by an outside facilitator providing a special training for NJCSI. The moderator is responsible for documenting attendance, responding to chat, and supporting the trainer as needed.
Promote Training	Posted all training details to the NJCSI LMS website three months in advance. Information includes training dates and training-specific details. Marketing flyers are created for classes in Constant Contact to promote attendance for current and new classes. Flyers are distributed weekly through Constant Contact to the child support professionals. The NJCSI LMS banner is used to promote new course offerings. NJCSI Trailers promoted classes at the beginning of each virtual training while participants are in the waiting room. NJCSI trainers promoted classes during trainings to increase awareness about upcoming trainings. NJCSI offerings were promoted at the annual NJ Child Support Training Event.
Prepare Training Material	The Learning Development, Training, Content Supervisors, and Operations teams collaborated in Microsoft Teams to review content and ensure materials are complete. Then all finalized materials were uploaded to the Learning Management System document library and made available to all trainers to download and prepare to facilitate training. Attendance sheets are available to download from the LMS. Participant materials are linked to the Document Library and disseminated through the welcome email. All training materials are also linked to each professional's LMS profile for future reference along with the ability to take notes while attending in-person class.

GOAL: Deliver professional development to support the knowledge and skills of the New Jersey Child Support workforce through required and elective virtual synchronous trainings.	
ACTIVITY	PROCESS
Prepare Training Material	Finalized materials are uploaded to the document library and made available to all trainers to download in preparation for training. Attendance sheet is made 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.
Class Closing and Participant Certificate	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.
Surveys	Pre- and post-assessments are created specifically for each child support class. Participants complete the pre-assessment before the training begins and the post-assessment when the training ends. Course satisfaction surveys are created for all trainings and are completed by participants at the end of the training. Qualtrics links are used for virtual trainings. Participants complete evaluations for in-person trainings through the NJCSI LMS. Participants and their supervisors receive a 60-day evaluation after attending training.

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

ACTIVITY	PROCESS
Initiate Recruitment Process	<ul style="list-style-type: none"> Recruited and on-boarded five new instructors to build capacity for the NJCSI Training Program to increase the full-time and consultant training pool Shared and connected with existing networks Shared per diem flyer on LMS and through state partners
Screen Applications	<ul style="list-style-type: none"> Reviewed resumes Tracked applicants and assess qualifications
Conduct Phone Screen	<ul style="list-style-type: none"> Assessed knowledge of, and experience with, applicant Listened for understanding of adult learning theories Confirmed availability and flexibility (time/location) Appraised proficiency with virtual platforms and tools
Conduct Interviews	<ul style="list-style-type: none"> Interviewed virtual via initial internal panel of three program staff and one state partner team member is invited for child support per diem trainers if they would like to attend. Observed 10-minute training demonstration Reviewed terms of employment, flexibility, and commitment Interviewed with final committee as needed
Host New Trainer Orientation	<ul style="list-style-type: none"> Begins with online "pre-boarding" orientation Gathered as a cohort in-person or virtually Introduced procedures and New Instructor Orientation Checklist Observed course and assess confidence in the content before moving to solo facilitation
Facilitate Train-the-Trainer Process	<ul style="list-style-type: none"> Conducted formal train-the-trainer (TTT) for course assignments Trainer attends the training as a participant Trainer observes a seasoned instructor of training Trainer co-facilitates training, then meets to assess trainer's comfort with content Solo facilitation of training
Support Initial Course Assignment	<ul style="list-style-type: none"> Trainer facilitates course independently Program staff remain available for questions and support during training CQI Supervisor reviews course evaluation feedback CQI Supervisor meets with trainer after course to share evaluation feedback, provide coaching, and address any concerns
Provide Continuous Quality Improvement and Trainer Feedback	<ul style="list-style-type: none"> Created a network of trainers with similar content knowledge for group coaching Conducted on-site or virtual observations for focused coaching Hosted professional development sessions Communicated regularly regarding program updates through the NJCSI Teams Channel and email Reviewed post-training feedback reports received from instructors to document any challenges shared and follow-up on opportunities for coaching and support to strengthen training
Moderator Support	<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 2024–June 2025

ACTIVITY	PROCESS
Learning and Development	<p>Apply the ADDIE model to create and implement learning content: A-Analysis, D-Design, D-Develop, I-Implement, E-Evaluate</p> <p>Periodically reviewed completed curriculum and updates it as necessary based on policy and system changes.</p> <p>Create, update, and apply graphic design principles to documents such as reference guides, flyers, forms, and infographics.</p>
Conference Sessions for the New Jersey Child Support Conference (2025)	<p>Supported the New Jersey Child Support Council by completing the development of twelve 75-minute, in-person 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"> • Brainstorming for Solutions: Elevating Diligent Efforts and Service of Process (CSSA Session) • Child Support Judgments: Clearing the Fog • Creating Caring Connections Through Customer Service • First Do No Harm: Ensuring Economic Support and Safety for Survivors of Domestic Violence and Human Trafficking • Identifying and Responding to Human Trafficking • Intergovernmental Session: Let's Talk About It! Advanced Intergovernmental Topics • NJKiDS Data Integrity: Avoiding the Ripple Effect of Improper Case Coding • NJKiDS Financial Forensics: Solving the Case (Finance Session) • The Status Review Chain: A Community Discussion (Probation Session) • Understanding and Supporting LGBTQIA+ Children: Insights for Families and Professionals • Uniting Forces: Navigating the Lifecycle of a Child Support Case • Unlocking the Mystery: Termination, Paternity, and New NJKiDS Necessities (Family Session)
Facilitate Child Support Guidelines for Family Law Clerks (series) (2025 version)	<p>Facilitated the Child Support Guidelines for Family Law Clerks curriculum to the mid-term law clerks in March 2025. Initiated 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. Training materials include classroom slides, an Instructor Guide, a Participant Guide and other resources covering Child Support Guidelines, NJKiDS, a glossary, and hands-on practice activities. Training is delivered as a three-part, in-person series:</p> <ul style="list-style-type: none"> • Beginners (September 2025) • Intermediate (September 2025) • Advanced (October 2025) <p>Maintained the NJCSI Law Clerk Resource Materials, a portal that houses resources to support Law Clerks in their day-to-day processes. Includes instruction on the use of NJKiDS and Child Support Guidelines. This page also provides pre-training materials for the Law Clerk Training Series.</p>

Court Presentations	<p>Continued the development of a revamp of a 6-hour classroom course to (2) 3-hour virtual training sessions. Training materials include the development of classroom slides, Instructor Guide, Participant Guide, simulations, and the ELR Court Proceedings and Status Review hearings activity. A pilot was completed for this training series. Also, completed the development of a 30-minute, self-paced web-based training called Court Preparation, which serves as a prerequisite to the Court Presentations course.</p>
Core Financial Concepts Training Series (formerly Basic Financial Concepts Training Series)	<p>Continued the development of a series of (3) 2.5-hour sessions. Training materials include classroom slides, Instructor Guide, Participant Guide, and animated videos:</p> <ul style="list-style-type: none"> • (Session 1) Core Financial Concepts: Terms and NJKiDS Pages • (Session 2) Core Financial Concepts: Distribution and Disbursement • (Session 3) Core Financial Concepts: Introduction to Financial Notes <p>A pilot was completed for this training series. In the pilot, it was determined that there would be one introductory WBT (prerequisite) that would cover terminology and NJKiDS pages, and (2) instructor-led sessions.</p>
Data Security (Annual Update)	<p>Completed the update of the course to align with the 2025 Data Security Policy. Worked with SMEs to confirm accuracy of materials.</p>
Exploring the OCSS Child Support Portal	<p>Continued the re-design of the existing 2-part, virtual course. Recreated the (7) simulation activities, transferred slides into the new template and refreshed the look, updated the Instructor Guide and participant materials.</p>
Path Through Family: Tools for Success	<p>Completed the development of a 2-hour, virtual course based on an in-person conference session.</p>
Lifecycle of Holds	<p>Completed the development of a 2-hour virtual course based on an in-person conference session.</p>
Beyond the Numbers: Navigating Child Support Financials	<p>Completed the development of a 2-hour virtual course based on an in-person conference session.</p>
Introduction to Child Support (formerly known as IV-D Theory for New Hires)	<p>Continued development on the redesign/revamp of the existing IV-D Theory for New Hires course:</p> <ul style="list-style-type: none"> • Redesign/Revamp includes the transfer of content into the new slides template and the inclusion of more engaging images • Created the Participant Portal to house the (9) participant guides, built the Participant Guides in Articulate Rise • Incorporated feedback from various reviewers and verified information that appeared outdated or incorrect • Updated or created an instructor guide (IG) for each module; crosschecked all the references in the IG and updated them to match the navigation in the Rise PGs • Creating the Learning Activity Page, organized by session • Updated the Child Support Glossary – added an interactive Table of Contents; incorporated/wrote new definitions as needed • Improved the consistency across the (9) modules originally created by various designers <p>The updated course is scheduled to launch in September 2025.</p>

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"> • Beginner Child Support Guidelines • True Colors • Family Lab: Processing Cases from Creation to Closure • Tax Offset in Child Support • Termination Training Workshop • Writs of Execution • Conflict Management: Agree to Disagree • Engaging Fathers: A New Perspective • Intergovernmental Lab for PCSE Staff • Improving Your IV-D Performance: Guidance for Family • Effective Customer Service • Professional Development Series for Managers and Supervisors
Supplier Facilitation	<ul style="list-style-type: none"> • Thomson-Reuters CLEAR Training • Connections Matter
Community Education and Outreach: An Introduction to the New Jersey Child Support Process (Video)	<p>Continued the development of a 10-minute Child Support customer-directed, animated video on the Child Support process. Incorporated several rounds of stakeholder feedback into the video.</p>
Community Education and Outreach: New Jersey Office of Child Support Services: Our Partnership with Employers (Instructor-led presentation)	<p>Continue to inquire during monthly Community Education and Outreach meetings when this class can be completed.</p>
Community Education and Outreach: New Jersey Office of Child Support Services: Our Partnership with Employers (Video)	<p>Completed the development of a video based on the 8-slide presentation. Continue to inquire during monthly Community Education and Outreach meetings when this class can be completed.</p>
Community Education and Outreach: New Jersey Office of Child Support Services: Child Support Overview (CSO) Presentation for Customers (Instructor-led presentation)	<p>Redesigned the slides for 3 versions of this presentation: A) CSO For Customers/Agency Partners; B) CSO for Young Parents/Agency Partners; C) CSO for Fathers (Halliwell)/Agency Partners:</p> <ul style="list-style-type: none"> • 2/4/25 In-Person CSO The Father Center • 3/3/25 In-Person CSO The Father Center (Burlington) • 4/14/25 Virtual CSO Child Care Resources Monmouth County • 4/29/25 Virtual CSO Responsible Parenting Program • 4/29/25 Virtual Office of Family Support Services at DCF for Family Success Centers <p>Continued distribution of the training evaluation with non-vendors of DHS who attend the training.</p>
Child Support Awareness Month Programming (2025)	<ul style="list-style-type: none"> • Completed a recorded interview with Pat Risch that will be played in the Zoom waiting room prior to the start of classes throughout the month of August. • Researched session ideas and contacted presenters • Created a proposal for DHS that outlined the marketing, classes, and schedule that would be used for Child Support Awareness month in August. <ul style="list-style-type: none"> o Desk Yoga and Brain Break

	<ul style="list-style-type: none"> o Draw It Out, Tune In: Using Music and Art to Support Emotional Wellness and Brain Balance o Butterflies to Bravery: Evolving Beyond Public Speaking o Wellness Tips to Create a Positive Working Culture o NJ Child Support Hub Podcast Club <p>Training materials include classroom slides, Instructor Guide, and participant materials.</p>
Processing a Change of Venue for Family (Transfer In) - NJCSI Watch Video	Completed the development of an NJCSI Watch video that demonstrates the Change of Venue (Transfer In) procedures for Family Division staff. A job aid accompanied the video.
Processing a Change of Venue for Family (Transfer Out) - NJCSI Watch Video	Completed the development of an NJCSI Watch video that demonstrates the Change of Venue (Transfer Out) procedures for Family Division staff. A job aid accompanied the video.
Behavior Intervention in Child Support (BICS) Administrative Enforcement Remedies Video Library	Initiated the development of a series of videos for the BICS Library that are geared towards child support customers. The following videos were in early development during this timeframe: <ul style="list-style-type: none"> o State Tax Offset o Federal Tax Offset
Genetic Testing Procedures in NJKiDS WBT (asynchronous)	Completed the development of the multi-module web-based training.
Data Security WBTs (asynchronous)	Updated all five WBTs in preparation for the release of the 2025 Data Security Manual: <ul style="list-style-type: none"> o Data Security for Child Support Staff o Data Security for Child Support Judiciary Staff o Data Security for Web Portal Users o Data Security for Judiciary Web Portal Users o Data Security for IT Staff
Advanced Instruction on the Compliance Schedule WBT (asynchronous)	Completed the development of the web-based training.
Introduction to Core Financial Concepts WBT (asynchronous)	Completed the development of a web-based training designed to provide introductory instruction on financial concepts for all child support staff. This WBT serves as a prerequisite for the synchronous training series, Core Financial Concepts.
Court Preparation WBT (asynchronous)	Completed the development of a web-based training designed to provide introductory instruction on how Probation staff should prepare for court sessions. The WBT also provides guidance and tips on public speaking skills. This WBT serves as a prerequisite for the synchronous course, Court Presentations.
DFD New Employee Orientation	Completed the update of the DFD New Employee Orientation presentation.
Resource Guides and NJKiDS Forms	<p>Completed the redesign and development of DFD and agency-specific resource guides:</p> <ul style="list-style-type: none"> o CSSA Supervisors Guide o NJKiDS Roles Guide for Family Division o NJKiDS Pages for Family Division Staff o Understanding CSSA NJKiDS Pages: Guidance for Family Division Staff <p>Completed updates and revisions requested by DFD:</p> <ul style="list-style-type: none"> o NJKiDS Help Desk Ticket Request Form o Title IV-D Request Form o Contracts and Training Unit Manual

	<ul style="list-style-type: none"> o Title IV-D Locate (CLEAR) Request Form
CSSA Motion to Intervene Resource Guide	<p>Attend meetings with the CSSA Training Committee meetings to determine the content for this guide.</p> <p>Initiated the development of a procedural guide to document the Motion to Intervene Process used by the County Social Service Agencies.</p>
Technical Assistance (TA) Sessions	<p>TA sessions are a collaborative effort with subject matter experts to discuss system updates, policy changes, and trending topics in child support. The sessions are recorded and edited to eliminate long pauses, unnecessary sounds, etc.</p> <p>Kick-off and working meetings were held beginning in April 2025 for the following session:</p> <ul style="list-style-type: none"> • NJKiDS Data Integrity: Avoiding Improper Case Coding

New Cancellation Policy:

Due to scheduling constraints that allow Child Support professionals to attend in-person classes and virtual sessions only on their designated remote workdays, NJCSI has revised its cancellation policy to better accommodate their availability.

To support completion of Learning Paths and ensure continued access to professional development opportunities, we are actively rotating class locations and offering sessions across different days and months. These adjustments are designed to provide greater flexibility, enabling Child Support professionals to complete required training and participate in additional courses that enhance their knowledge and support their ongoing development.

In October, NJCSI along with DFD's approval to support learner progress and program completion, implemented an updated cancellation policy for virtual synchronous sessions. Cancellations will be limited to ensure greater consistency and reliability in course delivery. This change comes in response to the impact of repeated session cancellations, which have prevented many participants from completing their Learning Paths launched on the LMS in October. Our goal by minimizing disruptions to the training schedule, this policy aims to foster a more predictable and effective learning environment.

Marketing Efforts:

Marketing efforts are delivered through multiple channels to maximize visibility and engagement. These include:

- Email Campaigns via Constant Contact: Regular communications are sent to promote upcoming classes, announcements, and special initiatives.
- Scrolling Banner Advertisements: Key messages and class offerings are displayed prominently on scrolling banners to capture attention and drive interest.
- Marketing Videos in Virtual Session Waiting Rooms: Engaging video content is shared with participants while they wait for virtual sessions to begin, reinforcing key messages and promoting additional learning opportunities.

These coordinated efforts ensure that important information reaches participants effectively across multiple touchpoints.

Summary of Training Activities

FY25: July 2024 to June 2025

Virtual Synchronous (Online Instructor-Led Class)	# of Unique Course Titles Delivered	86
	# of Courses Delivered	560
	# of Sessions	711
	# of Participants Completing Courses (duplicated*)	4,076
In-Person Synchronous (Instructor-Led Class)	# of Unique Course Titles Delivered	16
	# of Courses Delivered	93
	# of Sessions	110
	# of Participants Completing Courses (duplicated*)	782
Virtual Asynchronous (Self-Paced Web-Based Course)	# of Unique Course Titles Delivered	85
	# of Participants Completing Courses (duplicated*)	9,753
Technical Assistance Session	# of Unique Technical Assistance Title	1
	# of Sessions Delivered	1
	# of Participants Completing TA (duplicated*)	51
Virtual and In-Person Synchronous Community Education Sessions	# of Child Support Overview Title	1
	# of Sessions Delivered	10
	# of Participants Completing Sessions (duplicated*)	213

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

Highlights: July 2024 to June 2025

Virtual Synchronous

- o *IV-D Theory for New Hires*
 - o Overall Satisfaction Rating = 4.69 out of 5.00
 - o 5 Days/3.25 Hours Each Day
 - o Conducted 10 Times with Total of 154 Participants: Average Class Size = 15.4 Participants
- o *IV-D Theory Refresher Course (One Day)*
 - o Overall Satisfaction Rating = 4.63 out of 5.00
 - o 1 Day/3.25 Hours
 - o Conducted 9 Times with Total of 53 Participants: Average Class Size = 5.9 Participants
- o *Data Security in Child Support*
 - o Overall Satisfaction Rating = 4.64 out of 5.00
 - o 1 Day/3.25 Hours
 - o Conducted 61 Times with Total of 858 Participants: Average Class Size = 14.1 Participants

In-Person Synchronous

- o *Law Clerk Training - Beginner*
 - o Overall Satisfaction Rating = 4.13 out of 5.00
 - o 1 Day/6 Hours
 - o Conducted 3 Times with Total of 134 Participants: Average Class Size = 44.7 Participants
- o *Law Clerk Training - Intermediate*
 - o Overall Satisfaction Rating = 4.33 out of 5.00
 - o 1 Day/6 Hours
 - o Conducted 3 Times with Total of 136 Participants: Average Class Size = 45.3 Participants
- o *Law Clerk Training - Advanced*
 - o Overall Satisfaction Rating = 4.25 out of 5.00
 - o 1 Day/6 Hours
 - o Conducted 3 Times with Total of 135 Participants: Average Class Size = 45 Participants

Virtual Asynchronous (Self-Paced Web-Based Course)

- o Access Points = 14,938
- o Completions = 9,753
- o Completion Rate = 65%
- o Training Title/Video with Most Completions
 - Safeguards Security Awareness Training for Child Support (Video) with Total of 1,834 Completions

Technical Assistance Session

- o 1-Hour Session Conducted 1 Time with a Total of 51 Participants
- o Overall Satisfaction Rating Across All Sessions = 4.55 out of 5.00

Virtual and In-Person Synchronous Community Education Sessions

- o 1-Hour Session Conducted 10 Times with a Total of 213 Participants

Courses Conducted and Attendance

Virtual and In-Person Synchronous Courses

During FY25, NJCSI conducted 560 virtual synchronous courses with 711 training sessions and 4,076 total participants. Additionally, there were 93 in-person courses with 110 training sessions and 782 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 may be 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 FY25 are counted in each course they attended; thus, the grand total includes duplicated participants.

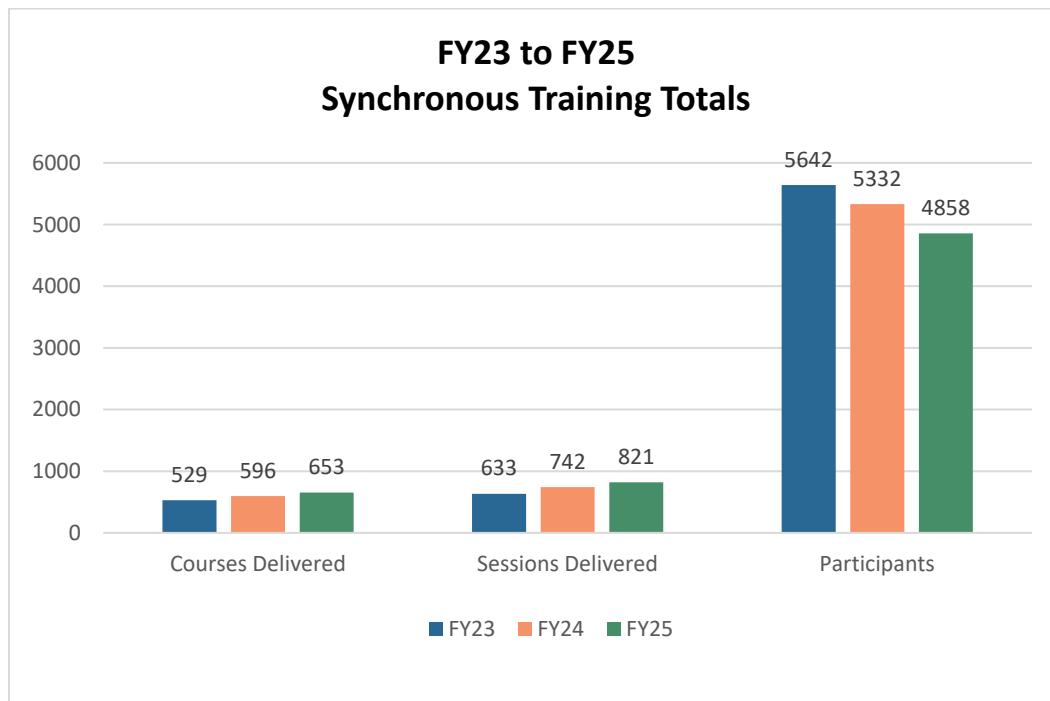
The table below displays the total number of courses, training sessions, and participants by month. The highest number of virtual and in-person synchronous courses (72) occurred in August. August is Child Support Awareness Month and additional courses are conducted to celebrate Child Support Professionals. The fewest number of virtual and in-person synchronous courses (38) occurred in November and December.

FY25: July 2024–June 2025
Synchronous Trainings by Month

MONTH	COURSES		TRAINING SESSIONS		TOTAL PARTICIPANTS	
	Virtual	In-Person	Virtual	In-Person	Virtual	In-Person
July 2024	39	3	53	3	233	6
August 2024	69	3	72	3	451	12
September 2024	37	8	50	8	228	290
October 2024	45	10	51	19	269	152
November 2024	33	5	45	12	180	18
December 2024	28	10	40	10	166	53
January 2025	43	8	59	8	204	35
February 2025	44	7	56	7	397	24
March 2025	54	11	69	11	550	58
April 2025	64	7	80	7	636	36
May 2025	54	14	71	15	409	49
June 2025	50	7	65	7	353	49
Total	560	93	711	110	4076	782

The bar chart below presents the total number of synchronous courses, sessions, and participants in NJCSI programming for the FY23, FY24, and FY25. To increase enrollment in FY25, NJCSI has been taking the following steps:

- Rotating the days of the week classes are offered to meet the needs of the child support professionals.
- Adjusted the cancellation policy for virtual synchronous sessions by holding classes with low enrollment. Recognizing that continuing to cancel classes did not allow attendees to complete their Learning Paths that went live on the LMS in October.
- Increased marketing by sending weekly flyers on low-enrollment course offerings.
- Created videos to increase awareness of, or promote, new classes and current sessions. Beginning in FY25, videos are displayed in the virtual session waiting room for attendees to view while they are waiting for the session to begin.
- Reaching out directly to the county office to encourage course enrollment.



The table below presents all synchronous courses (virtual and in-person), the number of training sessions, and total participants by course title for this reporting period.

Synchronous Course Titles	Course Length	# of Courses	# of Sessions	# of Participants
7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff	3 hours	10	20	91
Administrative Enforcement Remedies	3 hours	11	11	81
Advanced Child Support Guidelines*	6 hours	9	9	26
Advanced UIFSA: Problem Solving for Intergovernmental Staff	3 hours	10	20	48
All Staff: Introduction to NJKiDS Reporting	3 hours	11	11	116
Automatic Negative Thoughts (ANTS), Learning How to Kill the 9 Types	1.5 hours	2	2	34
Bankruptcy Process for PCSE Staff	3 hours	9	9	41
Beginner Child Support Guidelines*	6 hours	12	12	59
Beyond the Numbers	2 hours	1	1	17
Building Psychologically Safe Teams	1.5 hours	8	8	38
Calming the Critic: Cultivating Self-Compassion and Optimism for Health and Well-being	1.5 hours	9	9	41
Case Closure for CSSA Staff	3 hours	8	16	38
Case Closure: Theory and Practice for PCSE Staff	3 hours	7	7	74
Case Create and Scheduling for Family Division Staff	2.25 hours	12	12	114
Case Initiation for CSSA Staff	2.5 hours	9	18	30
Ch-Ch-Changes: Case Closure and Income Withholding for PCSE Staff	1.75 hours	7	7	38
Child Support Heroes: Working Toward Successful Outcomes	2 hours	11	11	53
CLEAR Training	1.5 hours	8	8	124
Coaching for Success	3 hours	7	14	11
Communication for Connection	1.5 hours	5	5	15

Synchronous Course Titles	Course Length	# of Courses	# of Sessions	# of Participants
Compassion Fatigue and Burnout Prevention: Creating a Self-Care Plan	2.5 hours	6	6	26
Conflict Management: Agree to Disagree	3 hours	7	7	30
Connections Matter	2 hours	6	8	31
Cooperation, Good Cause, and Good Faith for CSSA Staff	2.75 hours	9	9	30
Court Presentations	3 hours	2	4	8
Creative Bots and Ethical Knots: Generative AI	1 hour	3	3	24
Cultural Humility, the Key to Diversity, Equity, and Inclusion	1.5 hours	2	2	8
Data Security in Child Support	3.25 hours	61	61	858
Disability: The Basics and Beyond	1 hour	1	1	2
Discovering the "I" in Team: Effective Peer Collaboration in the Workplace	1.5 hours	10	10	63
Domestic Violence: Overview Training	2 hours	3	3	28
Effective Customer Service	3 hours	11	21	172
Embracing Differences: Why Diversity Matters	3 hours	1	1	2
Emotional Intelligence: The Power of Emotion	2.5 hours	3	3	22
Engaging Fathers - A New Perspective	3 hours	2	4	12
Essentials of Business Communication	3 hours	9	18	68
Exploring Six Pillars of a Healthy Lifestyle	1 hour	4	4	7
Facilitate, Delegate, and Celebrate Productive Meetings*	6 hours	8	8	45
Facilitation Skills: Creating Effective, Engaging, and Enjoyable Meetings	3 hours	2	2	17
Family Lab: Processing Cases from Creation to Closure*	6 hours	9	9	36
Family Workshop: Understanding Disposition, Case Closure, and Termination	2.75 hours	12	12	107
Finance Workshop: Federal Tax Offset, Arrears,	3 hours	7	7	24

Synchronous Course Titles	Course Length	# of Courses	# of Sessions	# of Participants
and Receipt Reversals				
Generational Bridges: Fostering Age Diversity at Work	3 hours	1	1	2
Hidden Messages in Our Words	1.5 hours	2	2	6
Identifying and Responding to Human Trafficking	1.5 hours	3	3	42
Improving Your IV-D Performance: Guidance for Family Division Staff	3 hours	8	8	59
Improving Your IV-D Performance: Guidance for Probation Division Staff	3 hours	8	16	69
Intergovernmental Lab for CSSA*	6 hours	2	2	3
Intergovernmental Lab for Family*	6 hours	3	6	7
Intergovernmental Lab for PCSE*	6 hours	3	3	4
Intermediate Child Support Guidelines	6 hours	10	10	46
Intersectionality Lens and Bias in Domestic Violence Work	1.5 hours	2	2	20
Introduction to the LGBTQIAA+ Spectrum	2 hours	1	1	1
Introduction to UIFSA	3 hours	12	24	131
IV-D Theory for New Hires	3.25 hours	10	50	154
IV-D Theory Refresher Course (One Day)	3.25 hours	9	9	53
Judicial Enforcement Remedies and Other Enforcement Actions	3 hours	10	10	80
Law Clerk Training for Family Law Clerks: Beginner Session*	6 hours	3	3	134
Law Clerk Training for Family Law Clerks: Intermediate Session*	6 hours	3	3	136
Law Clerk Training for Family Law Clerks: Advanced Session*	6 hours	3	3	135
Leadership, Learning, and Change	3 hours	3	3	9

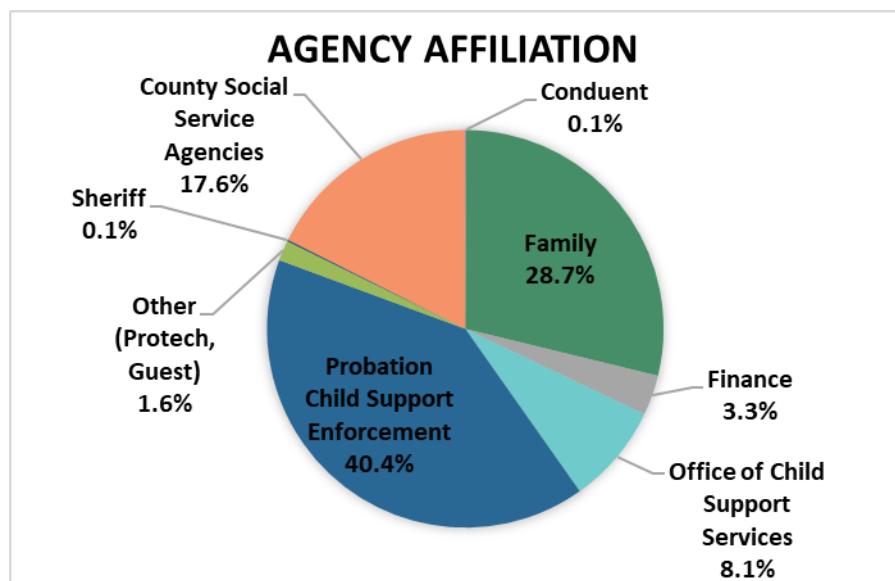
Synchronous Course Titles	Course Length	# of Courses	# of Sessions	# of Participants
Leading With Authenticity	2 hours	2	2	4
LGBTQ+ Family Matters: Custody, Parentage and Adoption in Child Support	1.5 hours	6	6	34
Life Cycle of Holds	2 hours	2	2	40
Locate for CSSA Staff	2.5 hours	8	16	27
Managing Tasks and Notifications for CSSA Staff	3 hours	9	9	34
Managing Your Inbox with Microsoft Outlook	3 hours	7	7	18
Microsoft Excel for Beginners	3.5 hours	3	6	8
Microsoft Word for Beginners	3 hours	2	4	7
Mindfulness, Self-Care, and Creativity for Child Support Professionals	1.5 hours	1	1	9
Modifications: Processing Hearing Outcomes for Family Division Staff	2.25 hours	12	12	81
NJKiDS Lab: BI Portal Map Analysis*	6 hours	9	9	34
Paternity and Support Order Establishment for CSSA Staff	3 hours	7	7	28
Path Through Family: Tools for Success	2 hours	4	4	37
Professional Development Series for Managers and Supervisors	3 hours	2	16	25
Social Emotional Learning (SEL) and Self-Care for CS Workers	2 hours	4	4	10
Strategies for Managing Change	3 hours	6	6	15
Stress Management: Rewrite Your Stress Story	3 hours	6	6	14
Supporting Child Support Customers and Employers with Neurodiversity	1.5 hours	2	2	7
Supporting Families Through Difficult Transitions	1.5 hours	9	9	33
Tax Offset in Child Support	3 hours	8	8	29
Termination 2.0 Updates	1.5 hours	6	6	27

Synchronous Course Titles	Course Length	# of Courses	# of Sessions	# of Participants
Termination Training Workshop	3 hours	9	18	45
The Audacity to Care: Advocating for Yourself Unapologetically	2 hours	4	4	38
The Healing Power of Forgiveness	3 hours	4	4	38
The Impact of Domestic Violence on Children and Youth	1.5 hours	3	3	28
The Lifecycle of a CS Case: Navigating Agency Roles and the Impact to Families	1.5 hours	7	7	53
The Power of Allies for an Inclusive Culture	3 hours	1	1	5
Time Management	3 hours	9	9	49
Triennial Review*	3 hours	11	11	50
True Colors*	6 hours	2	2	9
True Colors	3 hours	7	7	23
UIFSA Online Tools	2.5 hours	10	10	42
Understanding Domestic Violence: Barriers Experiential Exercise	1.5 hours	2	2	10
Unpacking and Interrupting Implicit Bias and Microaggressions	2.5 hours	5	5	31
Waiting for the Mud to Settle: Mindfulness as a Coping Strategy During Chaotic Times	3 hours	4	4	8
Working with Trauma: Understanding Compassion Fatigue, Burnout and the Importance of Self-Care	3 hours	2	2	9
Workplace Professionalism: Tips to Enhance Your Professional Image and Etiquette	2 hours	8	8	45
Writs of Execution Process	3 hours	8	8	37
Your Path and Purpose to Self-Discovery	1.5 hours	2	2	17
Total	-	653	821	4,858

* In-Person Instructor-Led Courses

Virtual Synchronous Courses: Training Participants

Agency Affiliation: Of the 4,076 total virtual participants, the largest percentage of trainees identified their current agency affiliation as Probation Child Support Enforcement Unit (40.4%). The pie chart shows the proportion of all participants by agency affiliation.



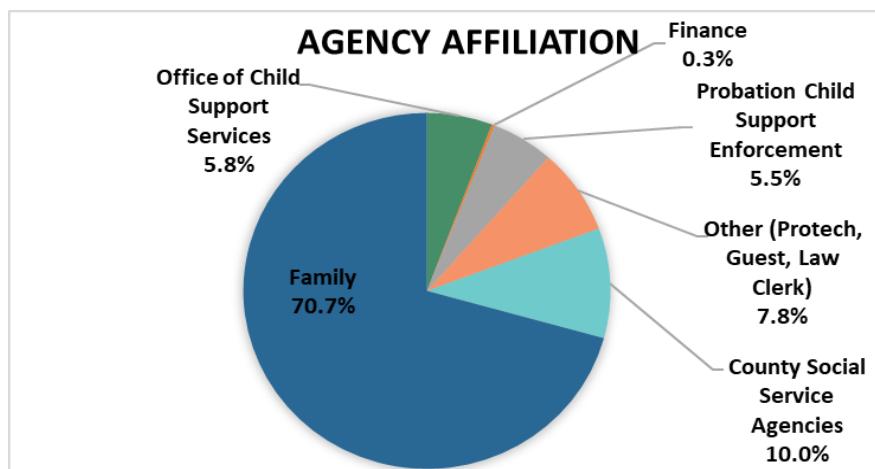
Note: Percentages may not add up to 100% due to rounding

County or State Agency Affiliation: County/State agency affiliations for these 4,076 participants are listed in the table below.

County/State Agency Affiliation	# of Participants	County/State Agency Affiliation	# of Participants
Camden	390	Morris	101
Essex	338	Bergen	82
Passaic	337	Gloucester	82
Div of Fam Dev	332	Cape May	68
Union	298	Sussex	63
Mercer	284	Somerset	53
Ocean	276	Salem	47
Hudson	249	Vendors	46
Middlesex	224	Warren	43
Atlantic	176	Hunterdon	38
Administrative Office of the Courts	153	Guests	16
Burlington	134	Protech	5
Monmouth	123	Rutgers	3
Cumberland	115		

In-Person Synchronous Courses: Training Participants

Agency Affiliation: Of the 782 in-person participants, the largest percentage of trainees identified their current agency affiliation as Family Division (70.7%). The pie chart shows the proportion of all participants by agency affiliation.



Note: Percentages may not add up to 100% due to rounding

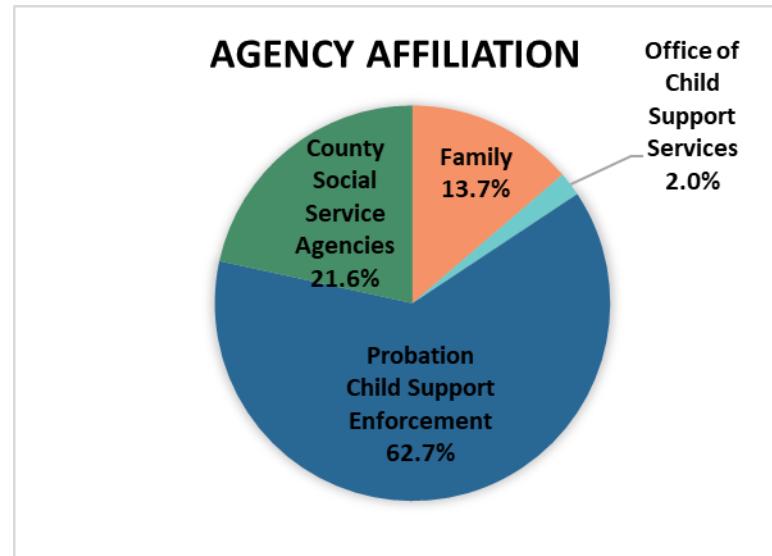
County or State Agency Affiliation: County/State agency affiliations for these 782 participants are listed in the table below.

County/State Agency Affiliation	# of Participants	County/State Agency Affiliation	# of Participants
Essex	93	Law Clerk	26
Ocean	58	Morris	25
Hudson	58	Somerset	24
Middlesex	55	Rutgers	19
Mercer	49	Guests	15
Division of Family Development	45	Cumberland	13
Monmouth	37	Cape May	10
Bergen	37	Warren	8
Camden	34	Salem	7
Burlington	34	Administrative Office of the Courts	6
Gloucester	34	Hunterdon	5
Union	32	Sussex	3
Passaic	27	Vendors	1
Atlantic	27		

Technical Assistance Session

During FY25, one technical assistance session was delivered with a total of 51 participants. This virtual, in-depth, 1-hour conversation is for Child Support Professionals working in the Intergovernmental Central Registry (ICR), Family Division, County Social Service Agencies (CSSA), and Probation Division. A panel of subject matter experts (SMEs) reviewed the CSENet Timers and Expedited Process.

Agency Affiliation: During FY25, one technical assistance session was conducted. Of the 51 total participants, the largest percentage of trainees (62.7%) identified their current agency affiliation as Probation Child Support Enforcement Unit. 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 51 participants are listed below.

County/State Agency Affiliation	Participants	County/State Agency Affiliation	Participants
Camden	11	Gloucester	1
Essex	8	Monmouth	1
Middlesex	6	Morris	1
Mercer	5	Ocean	1
Bergen	4	Passaic	1
AOC	2	Salem	1
Cape May	2	Somerset	1
Warren	2	Sussex	1
Burlington	1	Union	1
DFD	1		

Community Education Sessions

During FY25, 10 community education sessions were delivered to 213 participants. These 1-hour sessions provide an overview of the child support program and answers questions about child support services and processes to community partner agency staff and clients.

Topics Addressed:

- What is child support?
- Role of the New Jersey Child Support Program
- Child support agencies and their functions
- Who can apply for child support and how?
- How is a child support amount determined?
- Child support orders
- Arrears
- Why is my money different?
- How is a child support order enforced?
- Modifications of support order
- Alternatives to court
- Interstate and international cases
- When do child support payments end?
- Customer resource

Date	Training Location, Agency, County	Content	Participants
8/14/2024	Virtual: Southern New Jersey Perinatal Cooperative	Child Support Overview for Customers	20
9/17/2024	Virtual: Partnership for Maternal & Child Health's Community Alignment Specialists	Child Support Overview for Customers	28
9/17/2024	In-Person: Paternity Opportunity Program at the Northern roundtable at St. Clare's in Denville, NJ	Child Support Overview for Fathers	30
11/5/2024	Virtual: Displaced Homemakers	Child Support Overview for Customers	6
11/7/2024	In-Person - Fatherhood Conference (New Brunswick)	Child Support Overview for Fathers	37

Date	Training Location, Agency, County	Content	Participants
2/4/2025	In-Person - Father Center (Trenton)	Child Support Overview for Fathers	5
3/3/2025	In-Person - Father Center (Burlington)	Child Support Overview for Fathers	4
4/14/2025	Virtual - Child Care Resources Monmouth County	Child Support Overview for Customers	6
4/29/2025	Virtual - Responsible Parenting Program	Child Support Overview for Customers	14
4/29/2025	Virtual - Office of Family Support Services at DCF for Family Success Centers	Child Support Overview for Customers (Abbreviated)	59

Virtual Asynchronous

During FY25, 85 virtual asynchronous training course titles were completed. Across all titles, there were 14,938 asynchronous web-based course access points by unique participants. Of these, 9,753 participants completed the training. The overall average completion rate was 65% across all course titles. Completion rates depend on a variety of factors, including the participants' ability to find the time to complete trainings in their busy work schedules. For context, large-scale research on asynchronous online learning shows that typical completion rates are often low; an analysis of 221 online courses found a median completion rate of 12.6%¹. Most NJCSI virtual asynchronous 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.

1. Jordan, K. (2015). Massive open online course completion rates revisited: Assessment, length and attrition. International Review of Research in Open and Distributed Learning, 16(3), 341–358.

Course Title	Access Points	Completions	Completion Rate
A Quick Guide on Compliance Schedule	38	21	55%
A Quick Guide on the Child Support Portal	87	45	52%
A Quick Guide to Tax Offset and Rejected Records	33	26	79%
Advanced Instruction on Compliance Schedule	99	41	41%
Case Processor (CPRO) 2.0—What's New?	80	45	56%
Child Support Overview	538	231	43%
Creating a Financial Note in NJKiDS	92	63	68%
CS702 Order Part One—Overview of the Enforcement of Litigants Rights Hearing	104	60	58%
CS702 Order Part Two—Completing the CS702 Order	80	54	68%
Data Security WBT + Confidentiality Agreement for Child Support Staff	290	156	54%
Data Security WBT + Confidentiality Agreement for Judiciary Child	39	0	0%

Course Title	Access Points	Completions	Completion Rate
Support Staff			
Data Security WBT + Confidentiality Agreement for Portal Users	705	532	75%
Data Security WBT and Acknowledgment for IT Staff	128	75	59%
Data Security WBT for Child Support Staff	1202	789	66%
Data Security WBT for IT Staff	100	69	69%
Data Security WBT for Judiciary Child Support Staff	2499	1634	65%
Data Security WBT for Judiciary Portal Users	79	51	65%
Data Security WBT for Judiciary Portal Users + Judiciary Confidentiality Agreement	265	175	66%
Electronic Document Exchange	114	64	56%
Episode 1: How to Link a New USSO**	144	95	66%
Episode 2: How to Link an Existing USSO**	101	79	78%
Episode 3: How to Unlink a USSO**	94	68	72%
Episode 4: How to Link a New Guideline Calculation**	77	59	77%
Episode 5: How to Link an Existing Guideline Calculation**	59	52	88%
Episode 6: How to Link an NPRO Document**	70	57	81%
Episode 7: How to Unlink an NPRO Document**	61	51	84%
Episode 8: The New Display of CPRO 2.0**	64	53	83%
Fathers Are Important: A Webinar	22	7	32%
Financial Adjustments	59	29	49%
Genetic Testing Procedures in NJKiDS	170	60	35%
Handling Challenging Customers	105	73	70%
Imaging Documents for ECM on MFP*	46	29	63%
International Child Support	60	16	27%
Interview Skills	87	64	74%
Intro to Imaging Termination Documents*	33	27	82%

Course Title	Access Points	Completions	Completion Rate
Introduction to Electronic Content Management	57	36	63%
National Medical Support Notice (NMSN)	43	29	67%
Navigating the LMS	106	5	5%
Navigating the WebEx Meeting Room: A Guide for Participants	25	20	80%
NJKiDS Basic Navigation for New Users	443	213	48%
NJKiDS Functionality	101	43	43%
Payment Forwarding	93	20	22%
Payment Log (PLOG)	29	16	55%
Performance Measures Series	48	44	92%
Performance Measures Series Module 1: Introduction	334	171	51%
Performance Measures Series Module 2: Paternity Establishment	86	63	73%
Performance Measures Series Module 3: Child Support Order Establishment	78	59	76%
Performance Measures Series Module 4: Collections	67	51	76%
Performance Measures Series Module 5: Cost-Effectiveness	64	52	81%
Processing a Change of Venue (Transfer In)**	1	1	100%
Processing a Change of Venue (Transfer Out)**	1	1	100%
Processing a IV-D Application	100	83	83%
Reopening a Closed Case in NJKiDS	103	65	63%
Safeguards Security Awareness Training + Acknowledgement for IT Staff*	102	84	82%
Safeguards Security Awareness Training + Confidentiality Agreement*	868	712	82%
Safeguards Security Awareness Training + Judiciary Confidentiality Agreement*	2305	1834	80%
Safeguards Security Awareness Training for Child Support*	526	392	75%

Course Title	Access Points	Completions	Completion Rate
Searching for Pre-Existing Cases	120	86	72%
Technical Assistance Session: Batch Errors (BSTL) Pages in NJKiDS*	73	29	40%
Technical Assistance Session: Bench Warrant*	17	4	24%
Technical Assistance Session: Case Closure*	27	7	26%
Technical Assistance Session: CSENet Timers*	36	18	50%
Technical Assistance Session: Exploring the Child Support Portal (CSP)*	29	10	34%
Technical Assistance Session: Financial Holds*	31	20	65%
Technical Assistance Session: Financial Notes*	64	24	38%
Technical Assistance Session: Financial Reverse Repost Refund Recoup*	47	22	47%
Technical Assistance Session: IV-D Application Coding*	26	8	31%
Technical Assistance Session: IV-D Web Application Part 1*	26	6	23%
Technical Assistance Session: IV-D Web Application Part 2*	20	5	25%
Technical Assistance Session: Judgments 101 (Basics)*	72	26	36%
Technical Assistance Session: Judgments 201 (Advanced)*	61	26	43%
Technical Assistance Session: QUICK*	19	8	42%
Technical Assistance Session: Tackling Duplicate DCNs*	12	5	42%
Termination Notices	53	38	72%
Termination of Child Support Obligation	70	42	60%
The New Display of CPRO 2.0	1	0	0%
Track My Cases Dashboard WBT	87	42	48%
Track My Cases Refresher	46	16	35%
USSO Updates	58	37	64%
Viewing Electronic Documents	62	38	61%
Welcome to IV-D or Non-IV-D!	127	80	63%

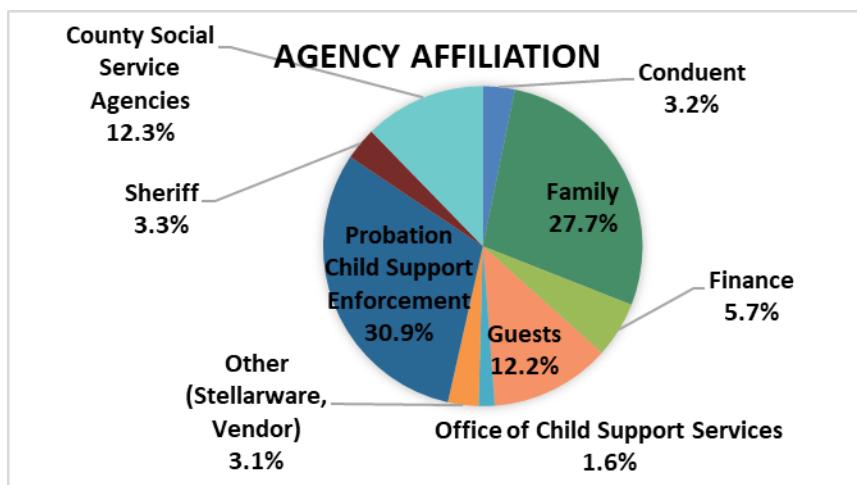
Course Title	Access Points	Completions	Completion Rate
When a IV-D Referral is Required	43	32	74%
Why is Case Closure Important?	146	102	70%
Your Quick Guide to Title IV-D Coding	72	38	53%
Your Quick Guide to UIFSA Online Tools	89	43	48%
Total	14,938	9,753	65%

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

** NJCSI Watch Videos are a series of instructional “How To” videos, each dedicated to a specific child support process. These videos offer step-by-step guidance on completing specific processes within the NJKiDS system, ensuring users can efficiently and accurately navigate case procedures.

Virtual Asynchronous: Training Participants

Agency Affiliation: Of the 9,753 total participants, the largest percentage of trainees (30.9%) identified their current agency affiliation as Family Division. The pie chart shows the proportion of virtual asynchronous trainees by agency affiliation.



County or State Agency Affiliation:

County/State agency affiliations for these 9,753 participants are listed below.

County/State Agency Affiliation	Participants	County/State Agency Affiliation	Participants
Guests	1176	Cumberland	234
Essex	855	Gloucester	211
Camden	727	Morris	183
Ocean	627	Somerset	180
Vendors	612	Administrative Office of the Courts	168
Hudson	607	Division of Family Development	158
Union	570	Salem	120
Passaic	512	Sussex	109
Mercer	477	Cape May	101
Burlington	429	Warren	94
Atlantic	423	Hunterdon	93
Middlesex	417	Rutgers	13
Bergen	368	Protech	2
Monmouth	286	SNAP QC	1
Salem	35	Cumberland	234

Training Evaluation Overview

Evaluation Instrument	Time of Completion	Respondent
Virtual and In-Person 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 only 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/post-tests are multiple-choice tests based on the learning objectives. Pre/post-tests are administered for all Child Support Classes. They are created by the Rutgers' learning and development team, evaluation team, instructors, and/or content experts. Each course has a unique test, and these tests were developed in alignment with course objectives. Participants are asked to complete a multiple-choice test prior to participating in a training (pre-test). After a training is completed, the same multiple-choice test is re-administered (post-test). The tests are taken within the Qualtrics survey system and scored automatically. 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.

Pre/post learning objectives assessments are self-assessment tools completed by the participant, and are only administered 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 reported 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 focuses on soft skills (e.g., True Colors, Time Management, Child Support Awareness courses facilitated by outside vendors)
- Virtual synchronous courses with limited time (less than 30 minutes)

Pre/Post-test 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 assessments that are fair and 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 revisions for tests in 14 courses during FY25. Pre/post-tests 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. During FY25, the committee completed 14 revisions for the courses listed below.

FY25: Pre/Posttest Revisions Completed

7 Habits Managing Tasks and Notification (Web-Based Delivery)

Beyond the Numbers (Web-Based Delivery)

Case Closure: Theory and Practice for CSSA Staff (Web-Based Delivery)

Case Create and Scheduling for Family (Web-Based Delivery)

Data Security in Child Support (Web-Based Delivery)

Introduction to UIFSA (Web-Based Delivery)

IV-D Theory for New Hires – Day 4 (Web-Based Delivery)

IV-D Theory for New Hires – Day 5 (Web-Based Delivery)

IV-D Theory Refresher (Web-Based Delivery)

Life Cycle of Holds (Web-Based Delivery)

Modifications: Processing Hearing Outcomes for Family Division Staff (Web-Based Delivery)

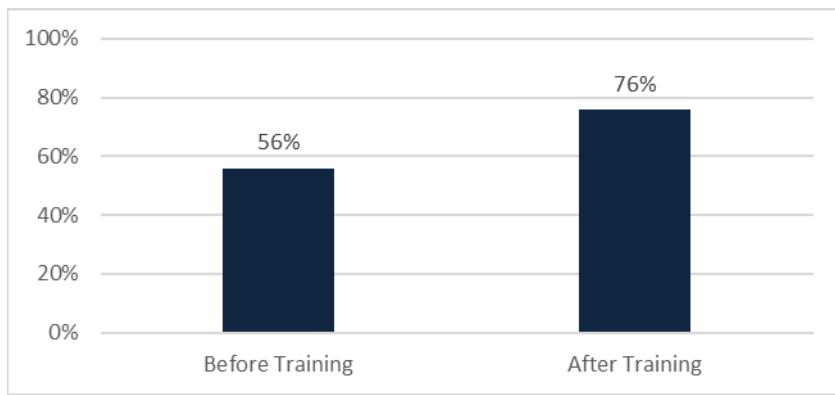
Path Through Family: Tools for Success (Web-Based Delivery)

UIFSA Online Tools (Web-Based Delivery)

Writs of Execution Process (Web-Based Delivery)

Average results from Pre/Posttests: Virtual Synchronous Courses

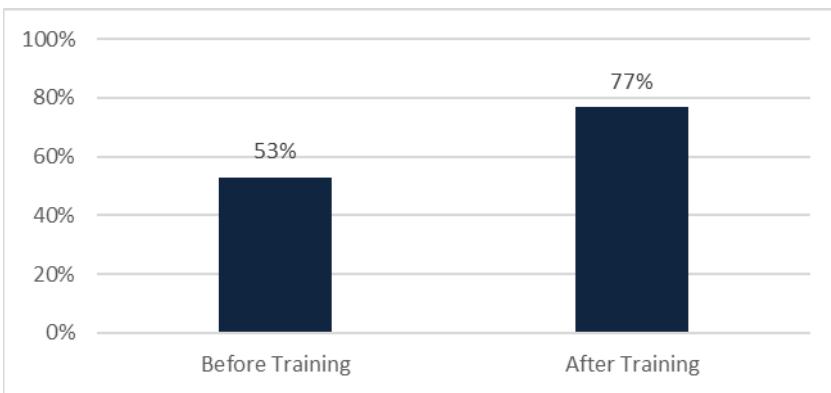
During FY25, pre/post-tests were administered for 35 virtual synchronous instructor-led course titles. The overall average pretest score was 56% and posttest score was 76%, indicating knowledge gain with an average +20 percentage point increase.



20 Percentage-Point Increase

Average results from Pre/Posttests: In-Person Synchronous Courses

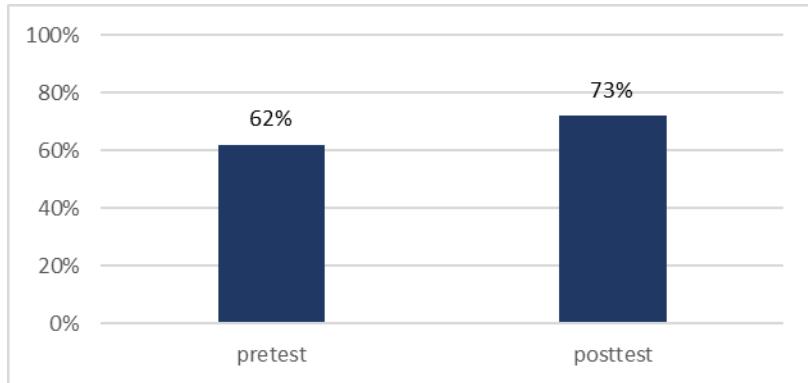
During FY25, pre/post-tests were administered for 7 in-person instructor-led course titles. The overall average pretest score was 53% and post-test score was 77%, indicating knowledge gain with an average +24 percentage point increase.



24 Percentage-Point Increase

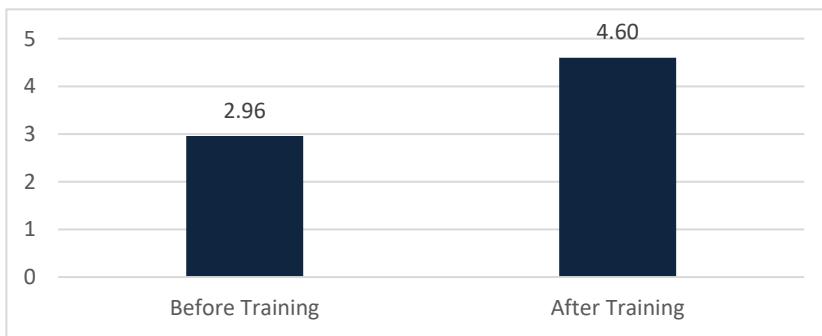
Average results from Pre/Posttests: Virtual Asynchronous Courses

During FY25, pre/post-tests were administered for three asynchronous web-based course titles. The overall average pretest score was 62% and posttest score was 73%, indicating knowledge gain with an average 11 percentage point increase.



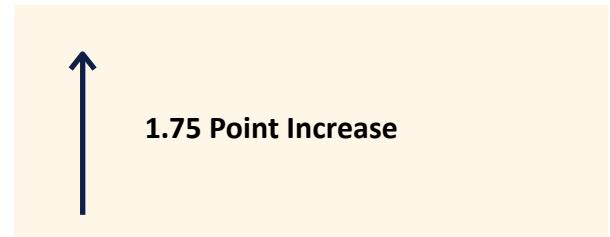
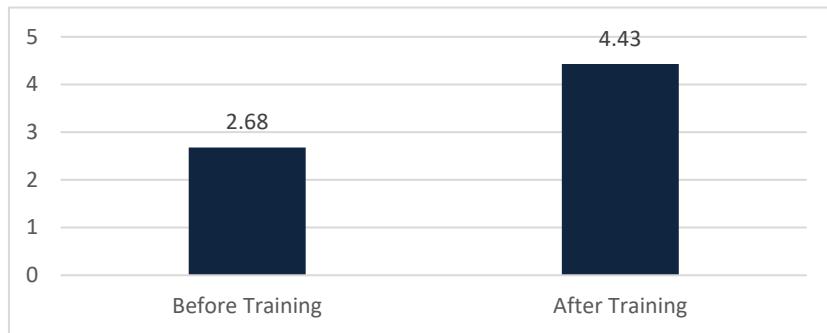
Average results from Pre/Post Learning Objectives Assessments: Virtual Synchronous Courses

During FY25, there were 36 unique virtual synchronous instructor-led course titles where pre/post learning objectives assessments were administered. Respondents rated their overall knowledge of the concepts before the training (average rating was 2.96 out of 5) and after the training (average rating was 4.60 out of 5). Responses indicate that due to the training, respondents gained knowledge (average 1.64 point increase).



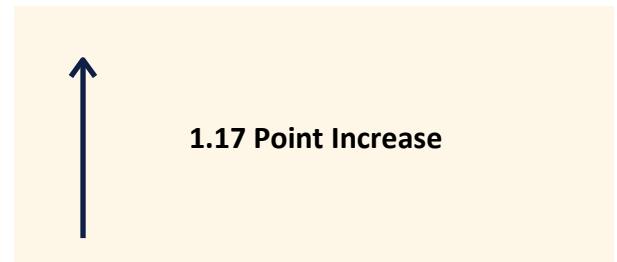
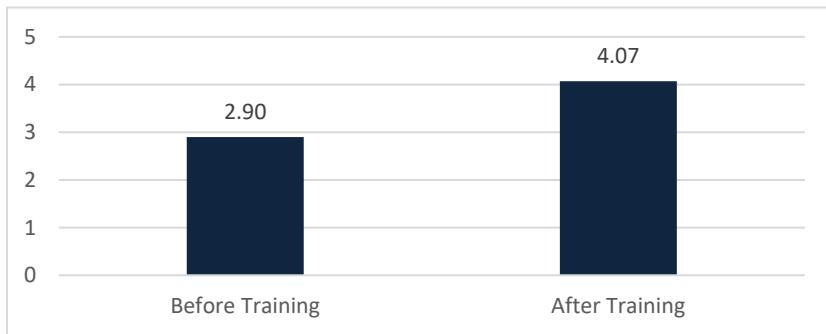
Results from Pre/Post Learning Objectives Assessments: In-Person Synchronous Courses

During FY25, there were 15 in-person instructor-led course titles where pre/post learning objectives assessments were administered. Respondents rated their overall knowledge of the concepts before the training (average rating was 2.68 out of 5) and after the training (average rating was 4.43 out of 5). Responses indicate that due to the training, respondents gained knowledge (average 1.75 point increase).



Average Knowledge Gain (Satisfaction Survey): Virtual Asynchronous Courses

During FY25, there were 57 virtual asynchronous courses where pre/post learning objective assessments were administered. Respondents rated their overall knowledge of the concepts before the training (mean rating was 2.90 out of 5) and after the training (mean rating was 4.07 out of 5). Responses indicate that due to the training, respondents gained knowledge on average (1.17 point increase).



Average Knowledge Gain (Satisfaction Survey): Technical Assistance Sessions

Respondents rated their overall knowledge of the concepts before the session (mean rating was 3.10 out of 5) and after the session (mean rating was 4.18 out of 5). Responses indicate that due to their completion of the technical assistance session, participants gained knowledge on average (1.08 point increase).



Pre/post-test and pre/post learning objectives assessment results are reported for all course titles in Appendix A. Results include the average scores before and after the training (pre/post); the points or 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 pre-test 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 issues.

Training Evaluation: Satisfaction and Follow-Up Surveys

Satisfaction Survey

Participants of virtual and in-person synchronous trainings are asked to complete a satisfaction survey immediately after completing a synchronous training course.

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

- Course presentation
- Transfer of learning
- Overall course satisfaction

The following pages present the survey results using aggregate data across the FY25 synchronous training. Individual class results are detailed in Appendix B.

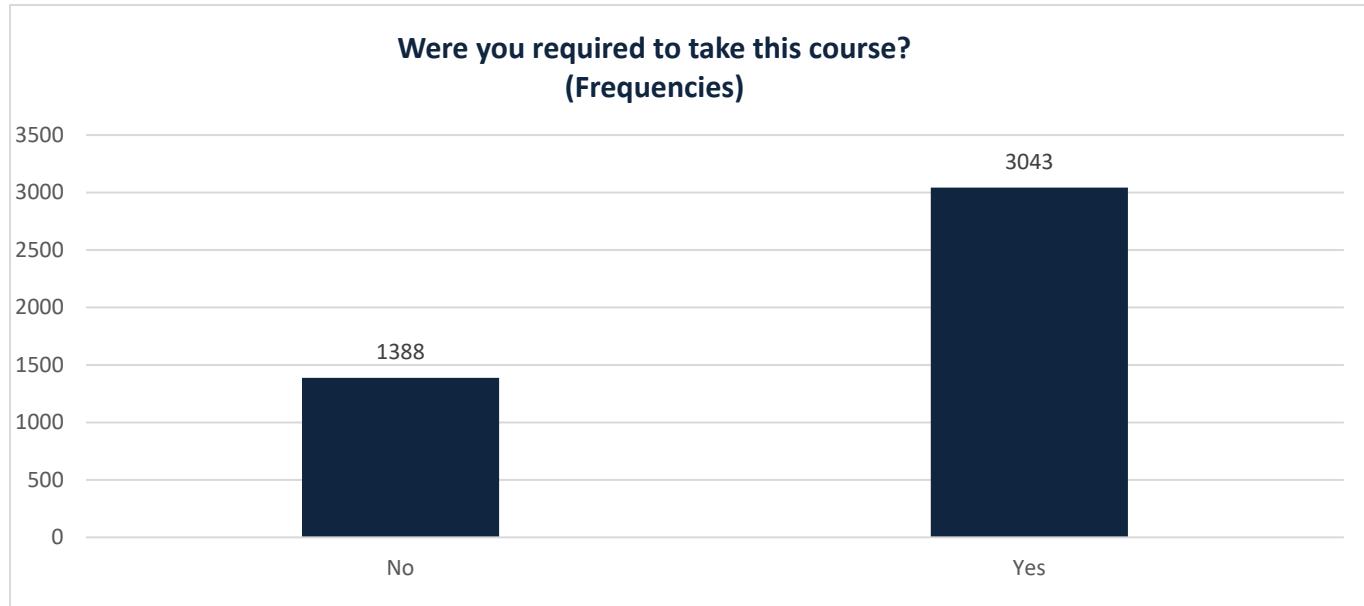
Virtual Synchronous Courses

Of the 4,076 participants who completed virtual synchronous trainings, 4,431 satisfaction surveys were completed. There are more surveys than participants. There are two reasons that may account for this which include: 1) For IV-D Theory (5-day class), participants have the opportunity to complete a survey at the end of each day, and 2) Due to technical difficulties, participants may complete more than one survey. The majority of participants indicated a positive level of satisfaction on all items. Results are summarized below for all virtual synchronous trainings. Individual course results are detailed in Appendix B.

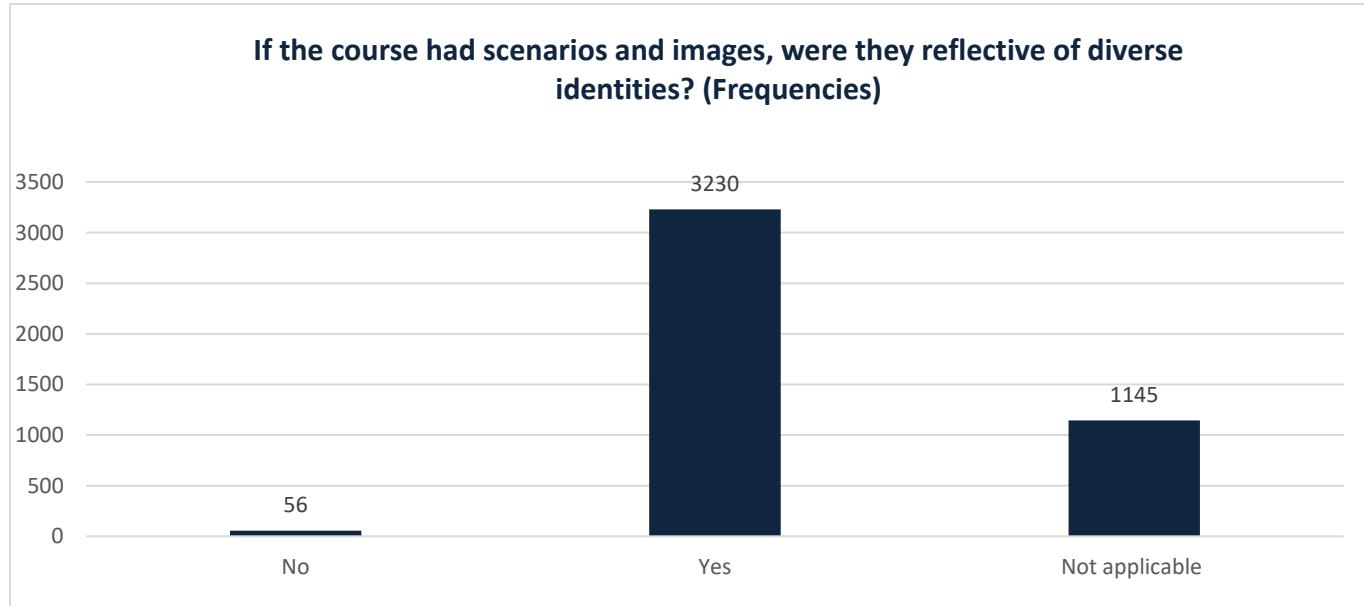
Please select the option that best describes your agreement with the following items	
Item	Mean
The course was well-paced.	4.71 out of 5
The length of the course was appropriate.	4.65 out of 5
My supervisor was supportive of me completing this course.	4.73 out of 5
I had the necessary equipment and workspace to fully participate in the course.	4.77 out of 5
The visuals and handouts were engaging.	4.70 out of 5
Overall, the course was effective at improving my knowledge and skills.	4.72 out of 5
I am satisfied with the overall course.	4.72 out of 5

Notes: n = 4,431, Likert Scale: 1 = Strongly disagree to 5 = Strongly agree

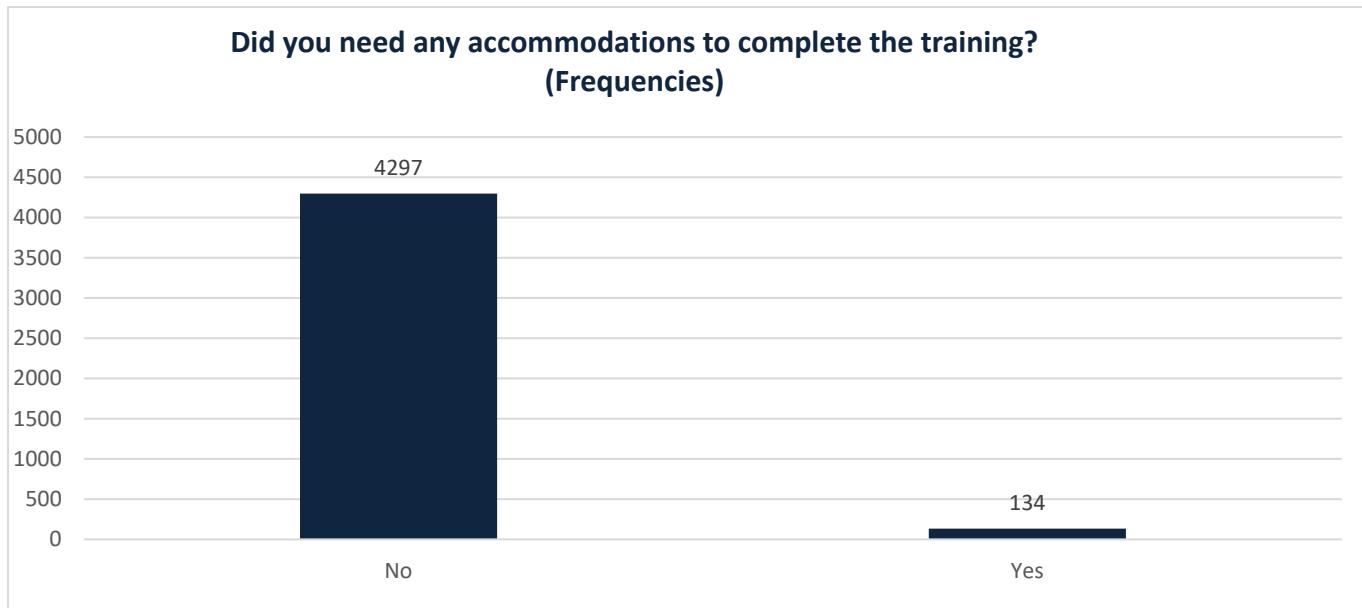
The majority of participants reported they were required to take the training.



The majority of participants reported that scenarios and images were reflective of diverse identities related to the course.

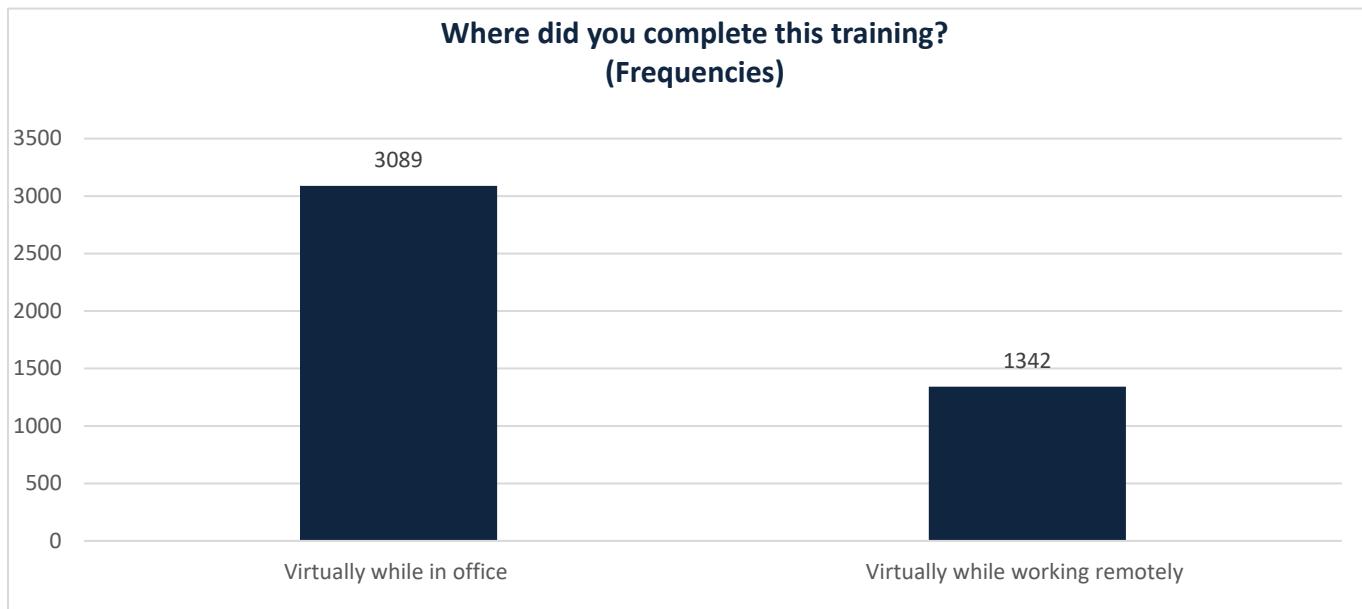


The majority of participants reported they did not need any accommodations to complete the training.

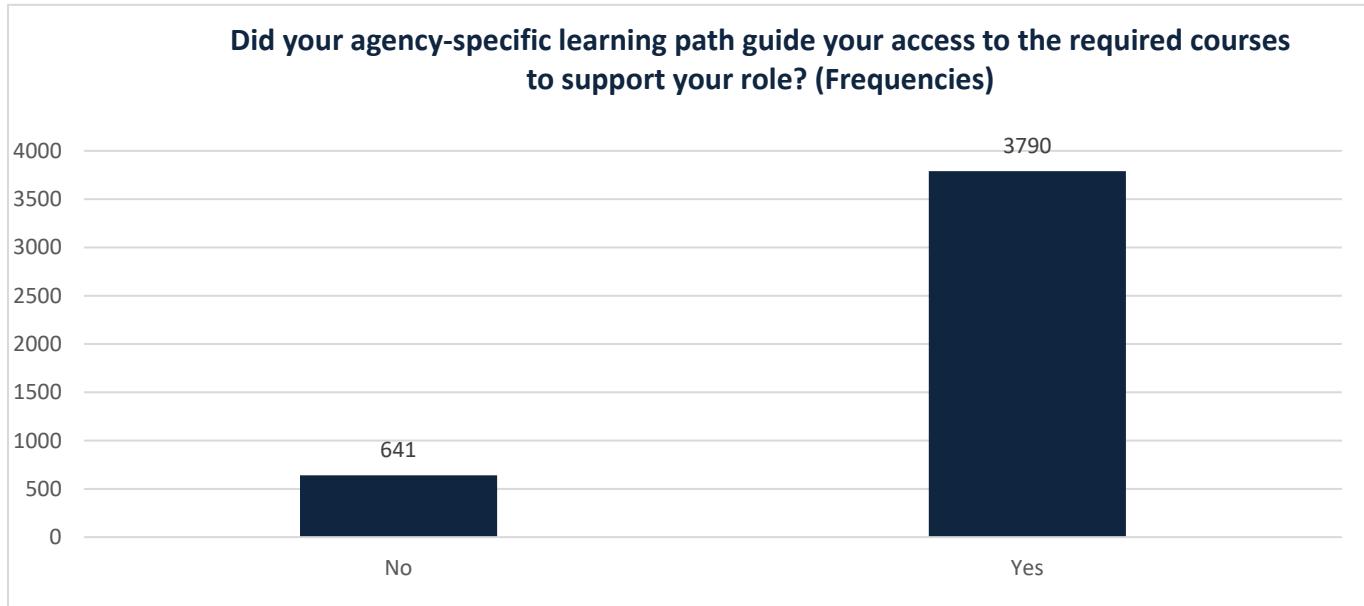


Note: In the past, our training program has provided accessibility accommodations such as transcripts for required videos, sign language interpreters during sessions, and reserved seating for participants using wheelchairs or with limited vision or hearing. We remain committed to offering these types of accommodations in the future whenever needed.

Most participants reported they completed the virtual training in the office.



Most participants reported their agency-specific learning path guided their access to the required courses to support their role.



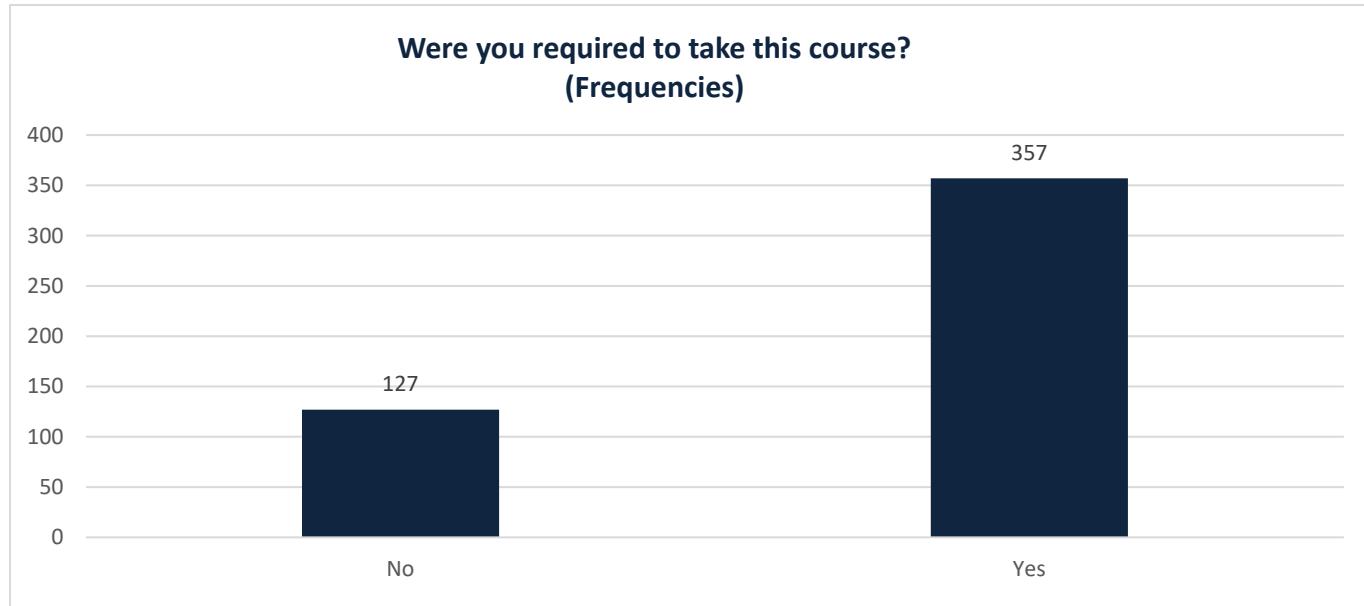
In-Person Synchronous Courses

Of the 782 in-person training participants, 484 satisfaction surveys were completed. The majority of participants indicated a positive level of satisfaction. Results are summarized below for all in-person synchronous trainings. Individual course results are detailed in Appendix B.

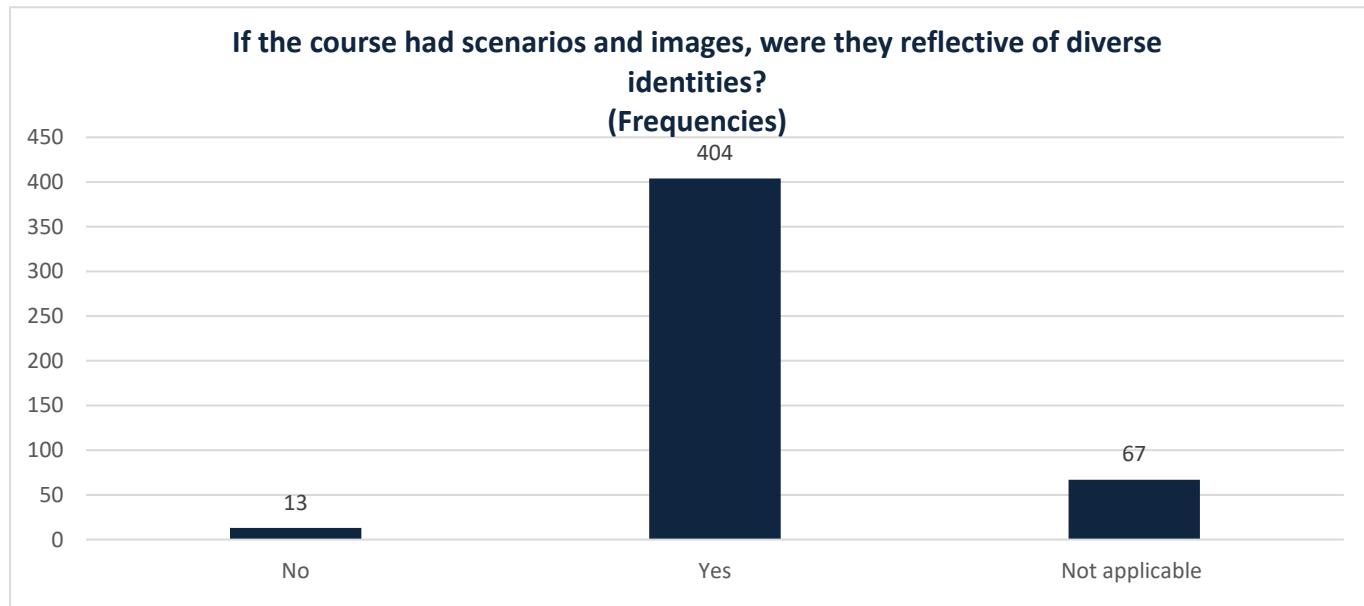
Please select the option that best describes your agreement with the following items	
Item	Mean
The course was well-paced.	4.44 out of 5
The length of the course was appropriate.	4.33 out of 5
My supervisor was supportive of me completing this course.	4.71 out of 5
I had the necessary equipment and workspace to fully participate in the course.	4.71 out of 5
The visuals and handouts were engaging.	4.57 out of 5
Overall, the course was effective at improving my knowledge and skills.	4.65 out of 5
I am satisfied with the overall course.	4.58 out of 5

Notes: n = 484, Likert Scale: 1 = Strongly disagree to 5 = Strongly agree

The majority of participants reported they were required to take the training.



The majority of participants reported the course's scenarios and images were reflective of diverse identities.



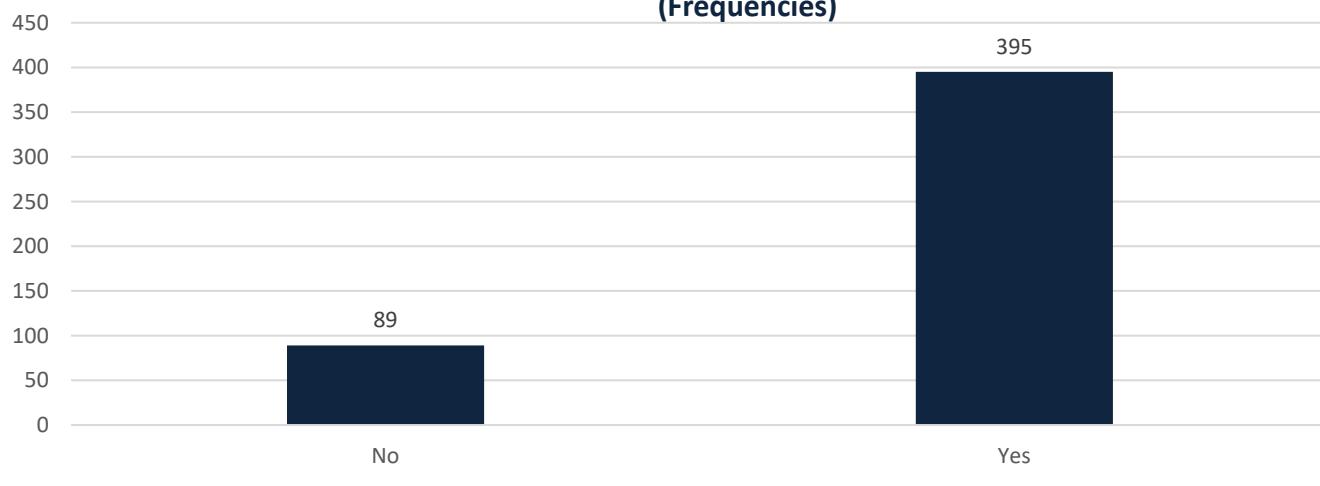
Most participants reported they did not need any accommodations to complete the training.

**Did you need any accommodations to complete the training?
(Frequencies)**



Most participants reported that their agency-specific learning path (available in the Learning Management System) guided their access to the required courses to support their role.

**Did your agency-specific learning path guide your access to the required courses to support your role?
(Frequencies)**



60-Day Follow-Up Email Survey for Participants and Supervisors: Synchronous Trainings

All participants in synchronous instructor-led courses (both virtual and in-person), along with their supervisors, receive a survey 60 days after course completion. Participants and their supervisors have 2 months to complete and return the survey.

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

- Knowledge of the course concepts
- Whether 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:

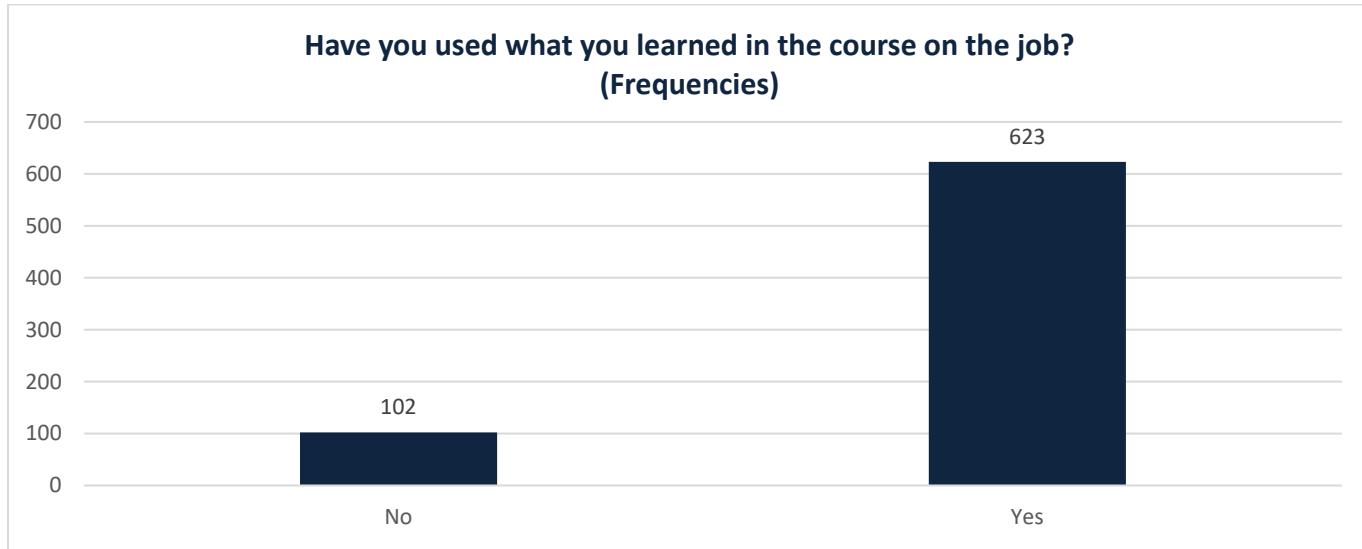
- Employees' primary job functions
- Employees' ability to transfer knowledge and skills gained from course to workplace
- Whether employees' attendance at training was beneficial to their job responsibilities
- If additional coaching was required for the employee
- If additional training is needed by 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 synchronous course titles. Individual course results are detailed in Appendix C. Findings are used to monitor training quality, assess transfer of learning, and inform future initiatives.

Data received on or before August 15, 2025, were included in this report, which was before the 60-day follow-up for June trainings concluded. Therefore, the entirety of the June trainings' 60-day follow-up data was not available to be included in this report. The follow-up response rate for participants was 16% and for supervisors was 29%. These rates reflect the proportion of individuals who provide responses during the follow-up phase of the survey.

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

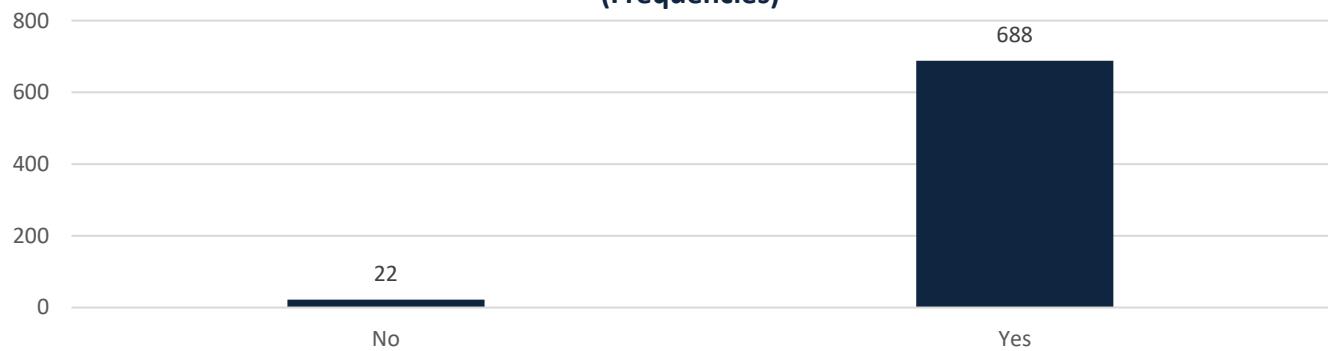
A total of 725 follow-up surveys were received from participants. The majority reported having used what they learned in the course on the job. Individual course results are detailed in Appendix C.



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

The following figures present results from the FY25 virtual synchronous trainings. A total of 717 surveys were received. 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. Almost all supervisors (97%) reported that they felt the participant's attendance at the training was beneficial to their job responsibilities. Individual course results are detailed in Appendix C.

Was The Participant's Attendance At This Training Beneficial To Their Job Responsibilities? (Frequencies)



Note: Seven supervisors did not respond to this question.

The majority of supervisors reported they did not have to provide additional coaching to the participant related to the course.

Have You Had To Provide Additional Coaching To The Participant Related To The Course? (Frequencies)



Technical Assistance Session

Satisfaction Survey

All 51 participants of the technical assistance session were asked to complete a satisfaction survey immediately following the completion of the session. A total of 44 participants completed a satisfaction survey (response rate = 86%). The majority of participants indicated a positive level of satisfaction with all items. Results are presented below across all trainings. Detailed results in Appendix E.

Please select the option that best describes your agreement with the following items

Item	Mean
The session was well-paced.	4.36 out of 5
The length of the session was appropriate.	4.45 out of 5
My supervisor was supportive of me completing this session.	4.73 out of 5
I had the necessary equipment and workspace to fully participate in the session.	4.89 out of 5
The visuals and handouts were engaging.	4.50 out of 5
Overall, the session was effective at improving my knowledge and skills.	4.48 out of 5
I am satisfied with the overall session.	4.55 out of 5

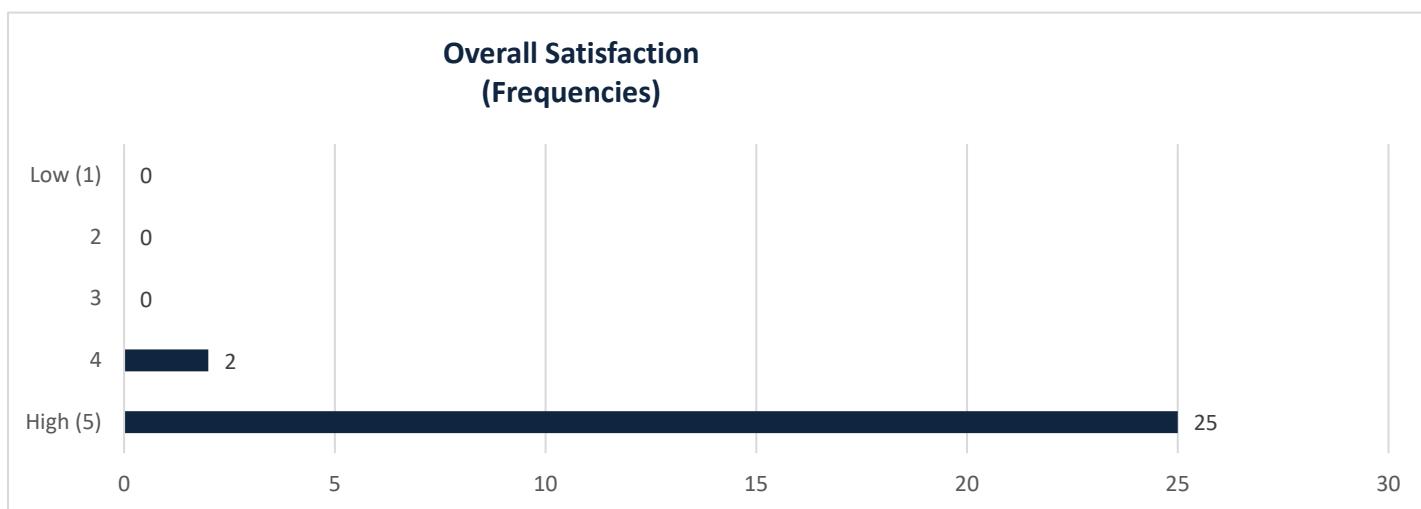
Notes: n = 44, Likert Scale: 1 = Strongly disagree to 5 = Strongly agree

Connections Matter

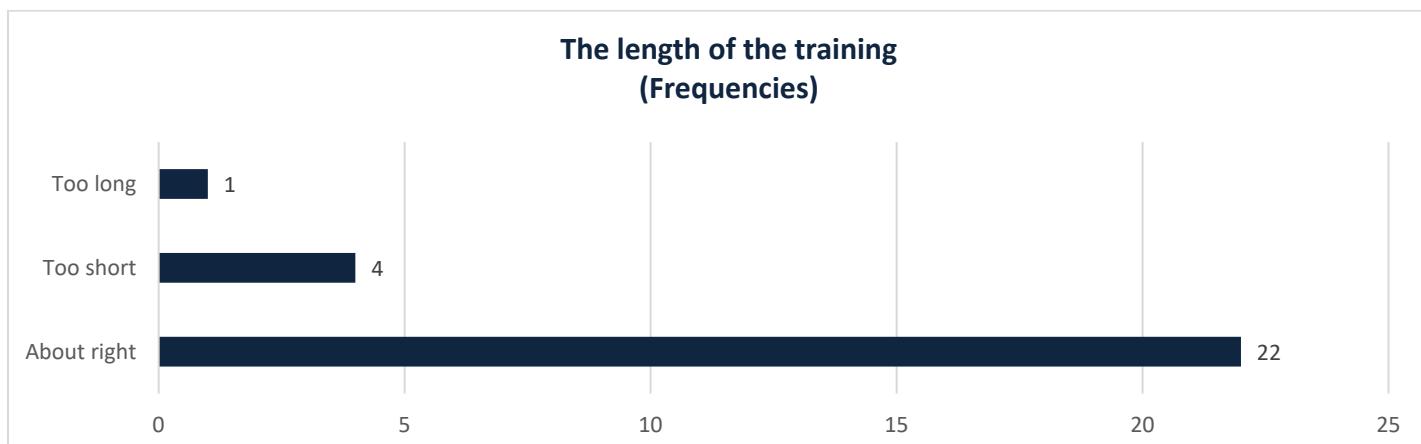
Connections Matter is a healing-centered curriculum that teaches adults how to use the power of connections to help develop healthy brains and supportive relationships, prevent and heal from Adverse Childhood Experiences (ACEs), and strengthen communities. Participants learn:

- How ACEs adversely affect development and brain outcomes
- How caring connections, including Positive Childhood Experiences (PCEs), serve as a primary buffer against the negative effects of trauma
- How to build more resilient, compassionate, and healing-centered communities

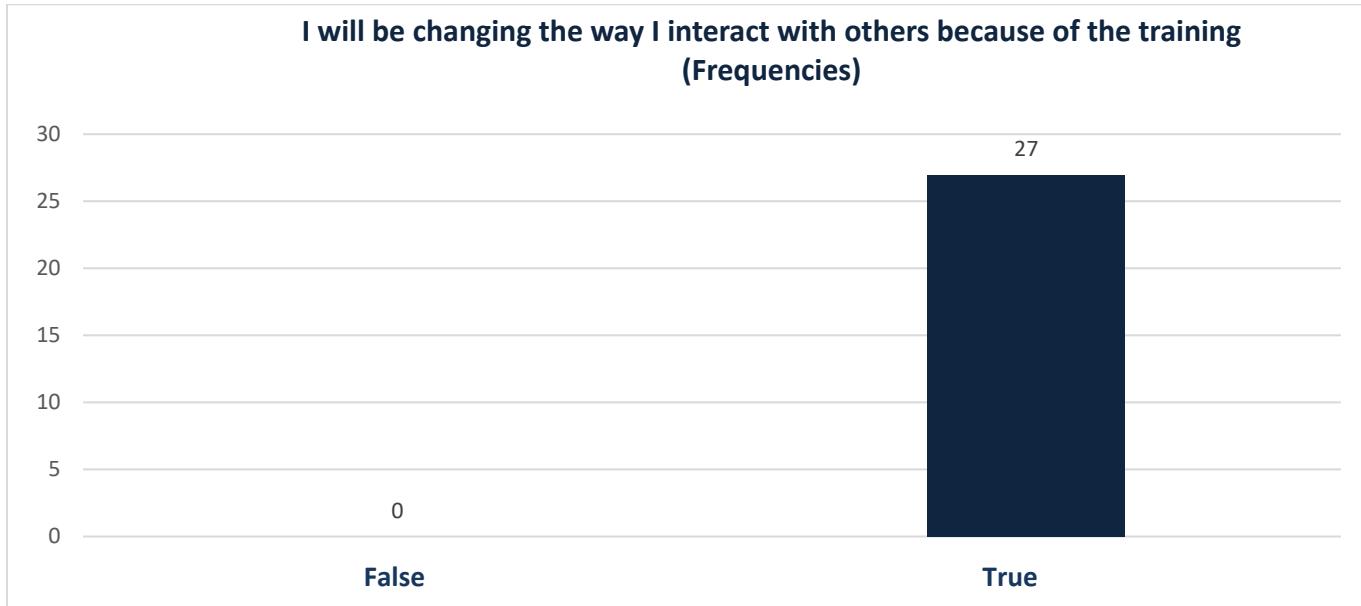
During this reporting period, there were a total of 31 participants. All were asked to complete a satisfaction survey immediately following the completion of the training. The satisfaction survey was created by *Connections Matter* curriculum developers. A total of 27 participants completed a satisfaction survey (response rate = 87%). All participants indicated a positive level of satisfaction with the overall training (frequencies presented below; mean = 4.93 out of 5.00).



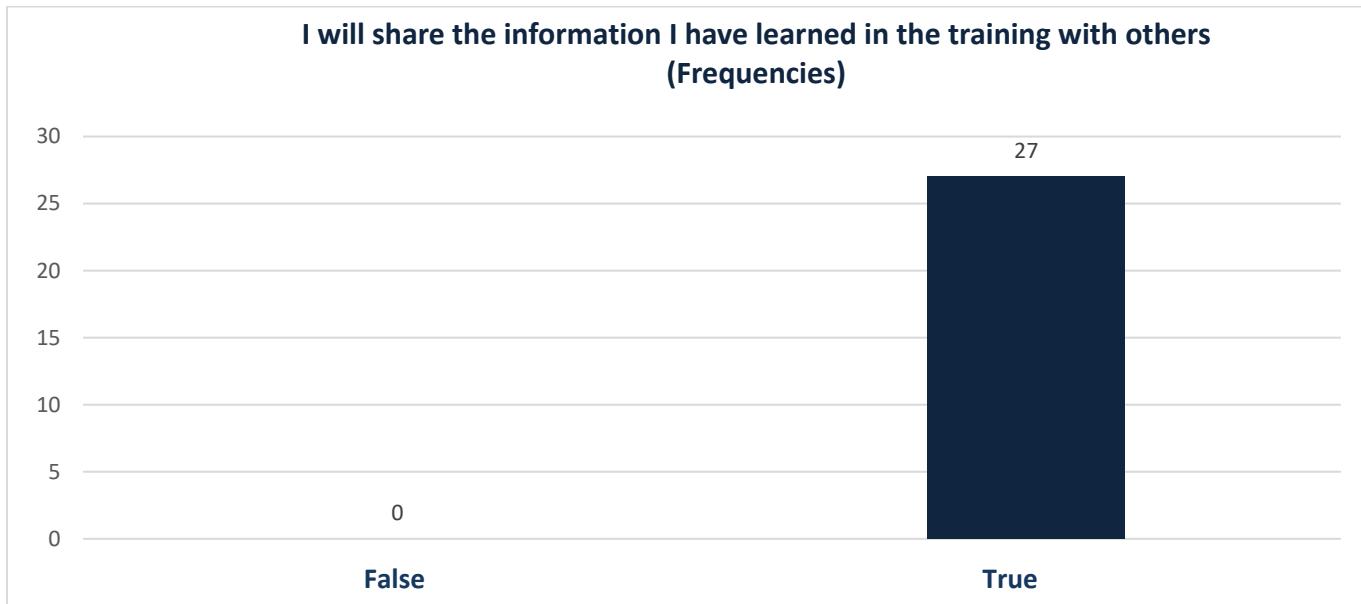
The majority of participants felt that the training duration was about right.



All participants indicated that they will be changing the way they interact with others because of this training.



All participants indicated that they will share the information they have learned in this training with others.



Virtual Asynchronous Courses

Satisfaction Survey

A total of 9,239 participants completed an asynchronous web-based training course. Participants were asked to complete a satisfaction survey immediately after finishing the course. A total of 2,250 satisfaction surveys were submitted, representing a 67% response rate. Two factors contributed to this rate:

1. Training videos limited to *Confidentiality Agreement* course did not require a survey.
2. Satisfaction surveys were not provided for the new Data Security WBTs due to a current LMS limitation.

At present, the system does not permit multiple assessments to be administered after a WBT, so only the pre/post-test was included. Efforts are in progress to address this limitation so satisfaction surveys can be added to WBT's in the future.

Most respondents reported a positive level of satisfaction across all items. Overall results are summarized below, and individual course results are provided in Appendix D.

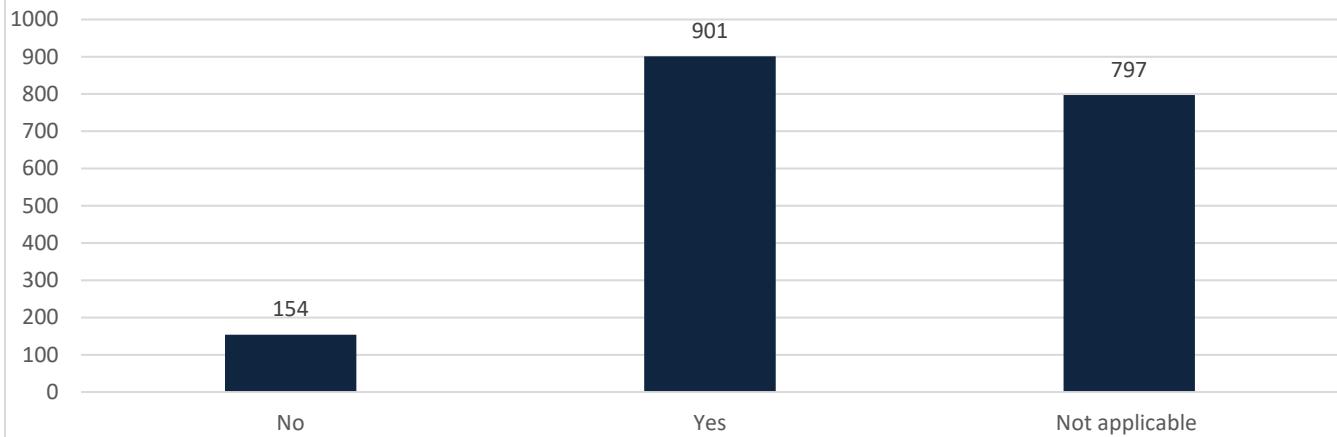
Please select the option that best describes your agreement with the following items

Item	Mean
The course content was applicable to my role.	4.00 out of 5
The course information was easy to understand.	4.00 out of 5
My supervisor was supportive of me completing this course.	4.07 out of 5
I had the necessary equipment and workspace to fully participate in the course.	4.53 out of 5
The course was engaging.	4.24 out of 5
The length of the course was appropriate.	4.39 out of 5
Overall, the course was effective at improving my knowledge and skills.	4.36 out of 5
I am satisfied with the overall course.	4.27 out of 5

Notes: n = 2,250, Likert Scale: 1 = Strongly disagree to 5 = Strongly agree

Most participants reported scenarios and images reflected diverse identities.

If the course had scenarios and images, were they reflective of diverse identities?



Note: 398 participants did not respond to this question.

Most participants reported they did not need any accommodations to complete the training.

Did you need any accommodations to complete the training?



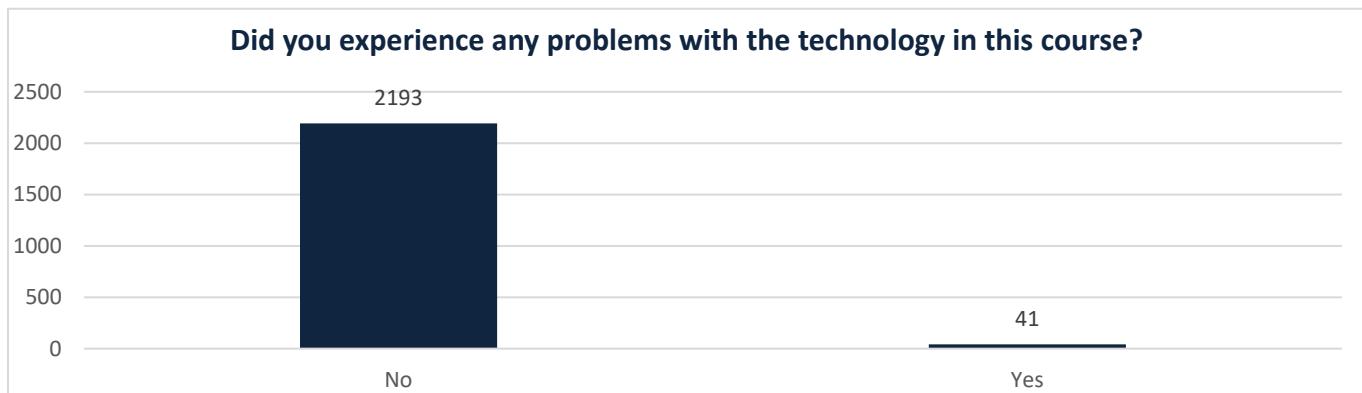
Note: 396 participants did not respond to this question.

Most participants reported that they completed the training in the office.



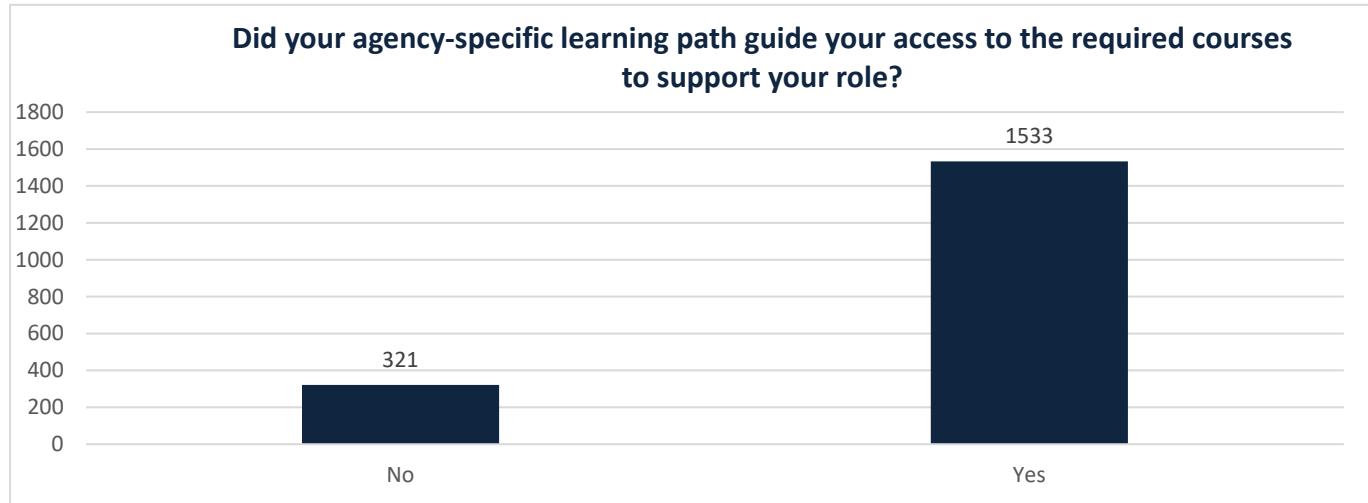
Note: 396 participants did not respond to this question.

The majority of participants reported they did not experience any problems with the technology.



Note: 16 participants did not respond to this question.

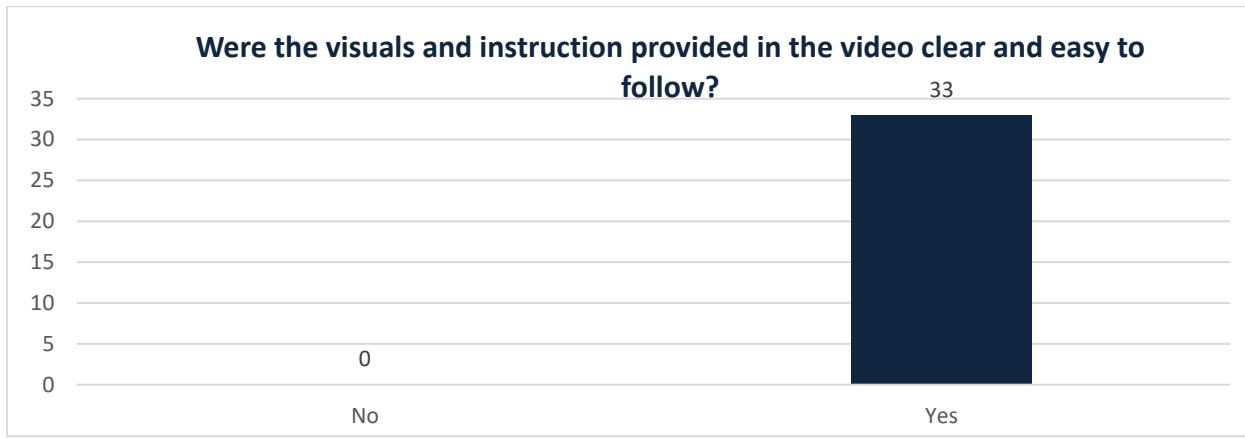
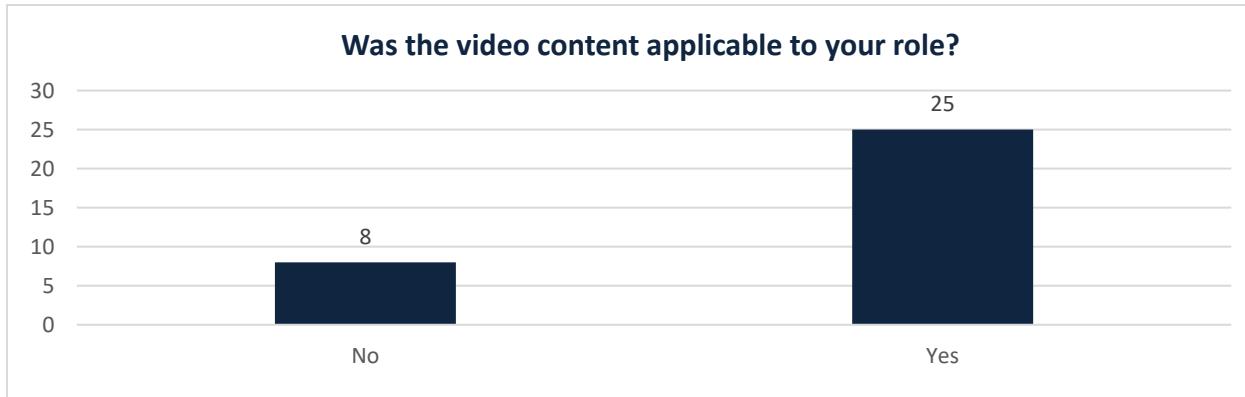
The majority of participants reported that their agency-specific learning path guided their access to the required course to support their role.



Note: 396 participants did not respond to this question.

Satisfaction Survey (Watch Video trainings)

A total of 514 participants completed an asynchronous Watch Video training course. Participants were asked to complete a satisfaction survey immediately after finishing the course. Only 33 Watch Video satisfaction surveys were received during this reporting period due to an incorrect survey link on the LMS, which has since been corrected. This error was discovered in March of 2025 and resolved in April. Overall results are summarized below, with individual course results provided in Appendix D.



Participant Feedback and NJCSI Implementation

Effective training leads to a stronger, more skilled workforce that applies best practices with children and families, resulting in better outcomes. IFF performs ongoing reviews of satisfaction surveys and pre/posttests to ensure high-quality trainings are provided to meet the needs of the wide range of professionals working in New Jersey's Child Support Program.

Recommendations Based on Satisfaction Survey Responses:

A review of participant feedback for this reporting period indicated positive experiences with training in all formats. Feedback about the instructors included that they were knowledgeable, supportive, and used interactive tools to engage trainees in a helpful way. Participants were also asked for suggestions to help optimize the learning experience. This feedback was synthesized into the following recommendations:

- 1. Maintain strong instructor presence:** Keep the teaching style and engagement methods that earned high praise, but supplement with additional case studies, practice exercises, or Q&A time to help increase practice and deepen knowledge and skills.
- 2. Offer opportunities for meeting supportive peers:** Consider adding optional in-person or hybrid follow-up workshops to one or two courses per trainee type, to encourage staff networking and collaboration.
- 3. Enhance technical support:** To address any technology challenges that arise, provide a quick troubleshooting guide and a staff member dedicated to assisting with tech during each session.

NJCSI Actions in Response to Participant Feedback

In response to the recommendations above, NJCSI has already implemented the following measures:

- We continue using highly rated instructional approaches while intentionally integrating additional case studies, hands-on practice exercises, and structured Q&A time to deepen learning and support skill application.
- We are adding optional in-person and synchronous follow-up workshops to selected courses to promote peer networking, shared problem-solving, and cross-office collaboration.
- Enhancing technical support: A troubleshooting guide is included in all Welcome Emails to help participants prepare for each session. Participants may also email the njcsi-virtualtrainingsupport@ssw.rutgers.edu account before or during training; this inbox is staffed throughout all sessions to provide real-time technical assistance and minimize disruptions. This information is also included in all course flyers.

Courses Recommended for Ongoing Monitoring and Potential Revision:

The NJCSI evaluation team and the review committee regularly work to develop tests for new courses, and to identify existing course tests in need of revision. Tests may require revision due to updates to the curriculum, based on test score results, or other feedback. For example, courses may be reviewed based on low post-test scores or based on comments from learners or instructors about any assessment items that appear difficult or unclear.

During FY25, IFF revised tests for 14 courses that had been selected based on pre- and post-test reviews conducted in the previous fiscal year. Based on FY25 test results, the IFF evaluation team identified a new set of 14 courses as candidates for revision, using the criteria of overall knowledge gain being less than a 20-point increase and at least 100 test takers. These courses, listed below, will continue to be monitored before implementing revisions in FY26.

- Advanced UIFSA: Problem Solving for Intergovernmental Staff
- Beginner Child Support Guidelines
- Case Closure: Theory and Practice for CSSA Staff
- Case Create and Scheduling for Family Division Staff
- Case Initiation for CSSA Staff
- Cooperation, Good Faith, and Good Cause
- Data Security in Child Support
- Improving Your IV-D Performance: Guidance for Family Staff
- Improving Your IV-D Performance: Guidance for Probation Staff
- Intergovernmental Lab for PCSE
- Locate for CSSA Staff
- Modification: Processing Hearing Outcomes for Family Division Staff
- Termination Training Workshop
- Writs of Execution Process

Appendix A: Knowledge Gain Results

Virtual and In-Person Synchronous Courses Pre/Post-test Scores			
Course Title	FY25 (July 2024 - June 2025)		
	Before Training	After Training	Difference
7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff	52% (n=99)	73% (n=87)	+21
Administrative Enforcement Remedies	53% (n=82)	74% (n=78)	+21
Advanced Child Support Guidelines*	58% (n=26)	86% (n=25)	+28
Advanced UIFSA: Problem Solving for Intergovernmental Staff	51% (n=47)	64% (n=51)	+13
Bankruptcy Process for PCSE Staff	45% (n=42)	81% (n=40)	+36
Beginner Child Support Guidelines*	59% (n=60)	76% (n=58)	+17
Beyond the Numbers	61% (n=19)	76% (n=16)	+15
Case Closure: Theory and Practice for CSSA Staff	55% (n=38)	72% (n=38)	+17
Case Closure: Theory and Practice for PCSE Staff	55% (n=76)	78% (n=71)	+23
Case Create and Scheduling for Family Division Staff	60% (n=113)	75% (n=103)	+15
Case Initiation for CSSA Staff	66% (n=32)	74% (n=30)	+8
Ch-Ch-Changes: Case Closure and Income Withholding for PCSE Staff	50% (n=40)	80% (n=34)	+30
Cooperation, Good Faith, and Good Cause	56% (n=30)	69% (n=31)	+13
Court Presentations	70% (n=20)	70% (n=1)	+0
Data Security in Child Support	68% (n=836)	83% (n=809)	+15

Virtual and In-Person Synchronous Courses Pre/Post-test Scores			
Course Title	FY25 (July 2024 - June 2025)		
	Before Training	After Training	Difference
Family Workshop: Understanding Disposition, Case Closure, and Termination	58% (n=106)	80% (n=103)	+22
Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals	50% (n=27)	73% (n=25)	+23
Improving Your IV-D Performance: Guidance for Family Division Staff	46% (n=55)	57% (n=57)	+11
Improving Your IV-D Performance: Guidance for Probation Staff	60% (n=74)	72% (n=64)	+12
Intergovernmental Lab for CSSA*	47% (n=3)	70% (n=3)	+23
Intergovernmental Lab for Family*	56% (n=8)	80% (n=7)	+24
Intergovernmental Lab for PCSE*	46% (n=4)	63% (n=4)	+17
Intermediate Child Support Guidelines*	67% (n=46)	89% (n=46)	+22
Introduction to UIFSA	58% (n=135)	84% (n=138)	+26
IV-D Theory for New Hires—Day 1	61% (n=158)	81% (n=139)	+20
IV-D Theory for New Hires—Day 2	67% (n=155)	87% (n=150)	+20
IV-D Theory for New Hires —Day 3	54% (n=155)	74% (n=142)	+20
IV-D Theory for New Hires—Day 4	62% (n=155)	88% (n=140)	+26
IV-D Theory for New Hires—Day 5	50% (n=150)	73% (n=146)	+23
IV-D Theory Refresher Course (One Day)	61% (n=53)	82% (n=52)	+21
Judicial Enforcement Remedies and Other Enforcement Actions	55% (n=81)	77% (n=75)	+22

Virtual and In-Person Synchronous Courses Pre/Post-test Scores			
Course Title	FY25 (July 2024 - June 2025)		
	Before Training	After Training	Difference
Life Cycle of Holds	53% (n=41)	78% (n=36)	+25
Locate for CSSA Staff	50% (n=29)	68% (n=28)	+18
Managing Tasks and Notifications for CSSA Staff	50% (n=35)	78% (n=33)	+28
Modifications: Processing Hearing Outcomes for Family Division Staff	52% (n=80)	71% (n=74)	+19
Paternity and Support Order Establishment for CSSA Staff	55% (n=31)	80% (n=28)	+25
Path Through Family: Tools for Success	79% (n=34)	91% (n=35)	+12
Tax Offset in Child Support	36% (n=30)	59% (n=27)	+23
Termination Training Workshop	50% (n=52)	72% (n=48)	+22
Triennial Review*	36% (n=30)	72% (n=25)	+36
UIFSA Online Tools	58% (n=174)	82% (n=181)	+24
Writs of Execution Process	50% (n=41)	66% (n=38)	+16

* In-Person Instructor-Led

Virtual Asynchronous Courses Pre/Post-test Scores

Course Title	FY25 (July 2024 - June 2025)		
	Before Training	After Training	Difference
Data Security WBT for Child Support Staff	68% (n=1123)	82% (n=705)	+14
Data Security WBT for Judiciary Child Support Staff	68% (n=2026)	82% (n=1381)	+14
Payment Forwarding	49% (n=133)	55% (n=20)	+6

Virtual and In-Person Synchronous Courses Pre/Post Learning Objectives Assessment Scores

Course Title	FY25 (July 2024 - June 2025)		
	Before Training	After Training	Difference
All Staff: Introduction to NJKiDS Reporting	1.70 (n=115)	3.94 (n=115)	+2.24
Building Psychologically Safe Teams	2.77 (n=10)	4.63 (n=10)	+1.86
Calming the Critic: Cultivating Self-Compassion and Optimism for Health and Well-being	2.75 (n=8)	4.80 (n=8)	+2.05
Child Support Heroes: Working Toward Successful Outcomes	3.37 (n=36)	4.68 (n=36)	+1.31
Clear Training	2.50 (n=105)	4.28 (n=105)	+1.78
Coaching for Success	2.62 (n=13)	4.71 (n=13)	+2.09
Conflict Management: Agree to Disagree	2.78 (n=31)	4.52 (n=31)	+1.74
Connections Matter	3.33 (n=27)	4.62 (n=27)	+1.29
Cultural Humility, the Key to Diversity, Equity, and Inclusion	3.15 (n=8)	4.73 (n=8)	+1.58

Virtual and In-Person Synchronous Courses Pre/Post Learning Objectives Assessment Scores

Course Title	FY25 (July 2024 - June 2025)		
	Before Training	After Training	Difference
Discovering the "I" in Team: Effective Peer Collaboration in the Workplace	3.43 (n=31)	4.81 (n=31)	+1.38
Domestic Violence: Overview Training	3.08 (n=12)	4.54 (n=12)	+1.46
Effective Customer Service	3.41 (n=138)	4.76 (n=138)	+1.35
Engaging Fathers - A New Perspective	3.11 (n=11)	4.57 (n=11)	+1.46
Emotional Intelligence: The Power of Emotion	3.41 (n=21)	4.75 (n=21)	+1.34
Essentials of Business Communication	3.03 (n=7)	4.62 (n=7)	+1.59
Exploring Six Pillars of a Healthy Lifestyle	3.29 (n=66)	4.86 (n=66)	+1.57
Facilitate, Delegate, and Celebrate Productive Meetings*	3.20 (n=28)	4.65 (n=28)	+1.45
Facilitation Skills: Creating Effective, Engaging, and Enjoyable Meetings	2.62 (n=9)	4.73 (n=9)	+2.11
Family Lab: Processing Cases from Creation to Closure*	3.08 (n=33)	4.45 (n=33)	+1.37
Identifying and Responding to Human Trafficking	2.90 (n=34)	4.51 (n=34)	+1.61
Law Clerk Training for Family Law Clerks: Advanced Session*	2.96 (n=48)	4.19 (n=48)	+1.23
Law Clerk Training for Family Law Clerks: Beginner Session*	2.18 (n=85)	4.02 (n=85)	+1.84
Law Clerk Training for Family Law Clerks Intermediate Session*	2.80 (n=81)	4.20 (n=81)	+1.40
Leadership, Learning, and Change	2.51 (n=9)	4.53 (n=9)	+2.02
Leading With Authenticity	2.88	4.71	+1.83

Virtual and In-Person Synchronous Courses Pre/Post Learning Objectives Assessment Scores

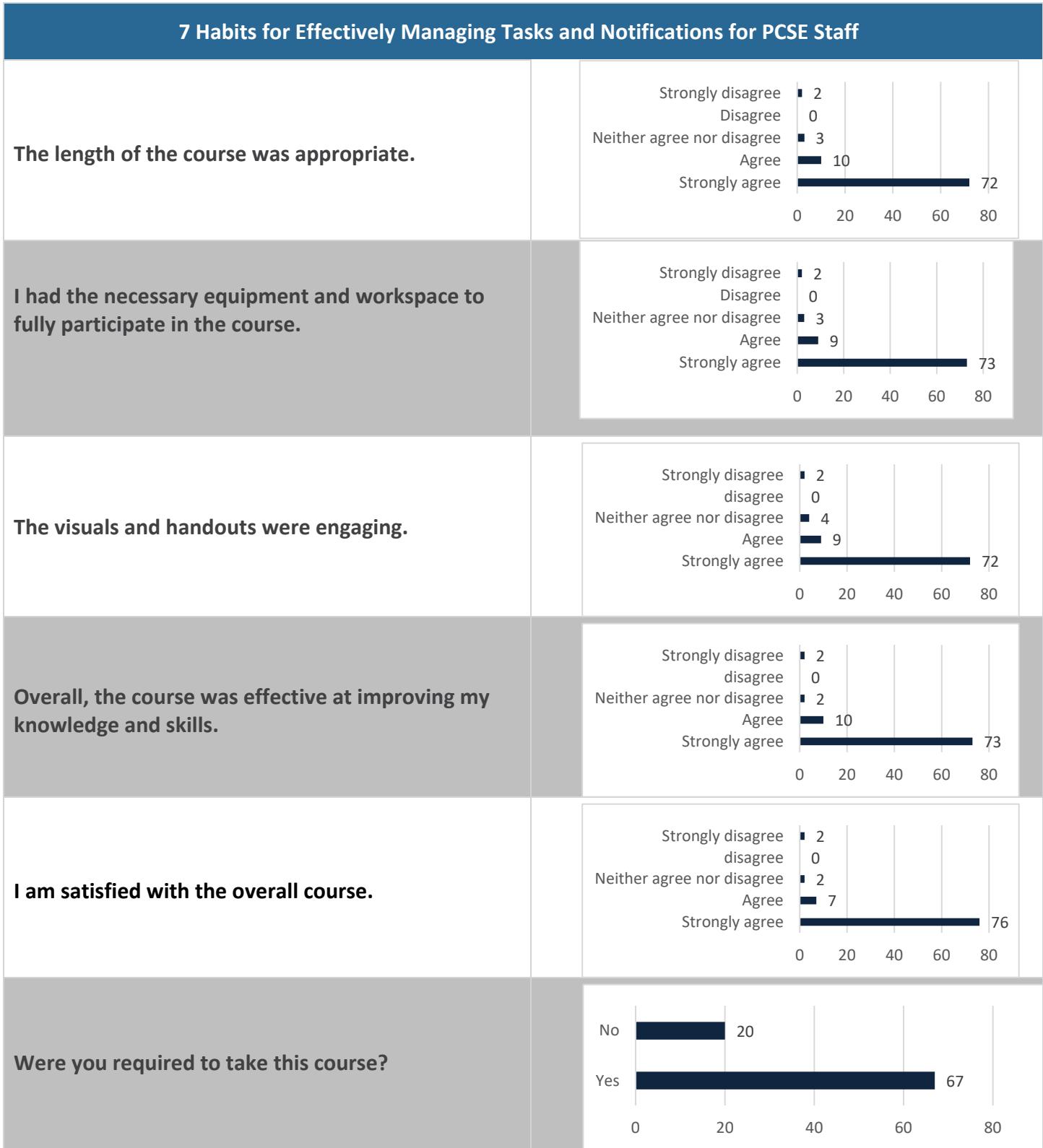
Course Title	FY25 (July 2024 - June 2025)		
	Before Training (n=6)	After Training (n=6)	Difference
LGBTQ+ Family Matters: Custody, Parentage and Adoption in Child Support	2.18 (n=10)	4.35 (n=10)	+2.17
Managing Your Inbox with Microsoft Outlook	2.71 (n=16)	4.58 (n=16)	+1.87
Microsoft Excel for Beginners	2.30 (n=8)	4.35 (n=8)	+2.05
Microsoft Word for Beginners	3.10 (n=8)	3.98 (n=8)	+.88
NJKiDS Lab: BI Portal Map Analysis*	2.67 (n=28)	4.29 (n=28)	+1.62
Professional Development Series for Managers and Supervisors – Day 1*	2.51 (n=24)	4.40 (n=24)	+1.89
Professional Development Series for Managers and Supervisors – Day 2*	2.52 (n=22)	4.35 (n=22)	+1.83
Professional Development Series for Managers and Supervisors – Day 3*	2.53 (n=26)	4.56 (n=26)	+2.03
Professional Development Series for Managers and Supervisors – Day 4*	2.65 (n=22)	4.64 (n=22)	+1.99
Professional Development Series for Managers and Supervisors – Day 5*	2.59 (n=23)	4.46 (n=23)	+1.87
Professional Development Series for Managers and Supervisors – Day 6*	2.10 (n=24)	4.45 (n=24)	+2.35
Professional Development Series for Managers and Supervisors – Day 7*	2.23 (n=23)	4.38 (n=23)	+2.15
Professional Development Series for Managers and Supervisors – Day 8*	2.86 (n=21)	4.63 (n=21)	+1.77
Strategies for Managing Change	2.96 (n=15)	4.80 (n=15)	+1.84
Stress Management: Rewrite Your Stress	2.95 (n=12)	4.75 (n=12)	+1.80

Virtual and In-Person Synchronous Courses Pre/Post Learning Objectives Assessment Scores

Course Title	FY25 (July 2024 - June 2025)		
	Before Training	After Training	Difference
Supporting Families through Difficult Transitions	2.93 (n=11)	4.70 (n=11)	+1.77
Termination 2.0 Updates	2.76 (n=26)	4.55 (n=26)	+1.79
The Impact of Domestic Violence on Children and Youth	3.06 (n=4)	4.44 (n=4)	+1.38
The Lifecycle of a Child Support Case: Navigating Agency Roles and the Impact to Families	3.09 (n=27)	4.57 (n=27)	+1.48
Time Management	3.13 (n=43)	4.67 (n=43)	+1.54
True Colors	3.44 (n=8)	4.69 (n=8)	+1.25
True Colors*	3.34 (n=20)	4.79 (n=20)	+1.45
Understanding Domestic Violence: Barriers Experiential Exercise	4.00 (n=3)	5.00 (n=3)	+1.00
Waiting for the Mud to Settle: Mindfulness as a Coping Strategy During Chaotic Times	2.10 (n=10)	4.60 (n=10)	+2.50
Working with Trauma: Understanding Compassion Fatigue, Burnout and the Importance of Self-Care	2.73 (n=3)	4.33 (n=3)	+1.60
Workplace Professionalism: Tips to Enhance Your Professional Image and Etiquette	4.26 (n=34)	4.91 (n=34)	+0.65

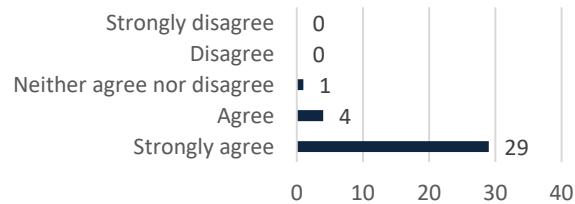
*In-Person Instructor-Led

Appendix B: Satisfaction Survey Results for Virtual and In-Person Synchronous Courses

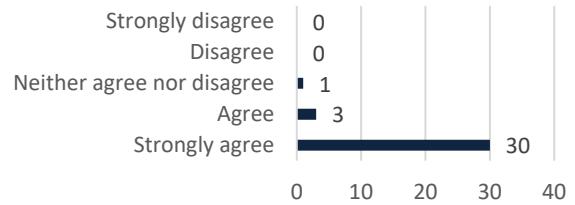


ANTs (Automatic Negative Thoughts): Learning How to Kill the ANTs 9 Types of ANT Species

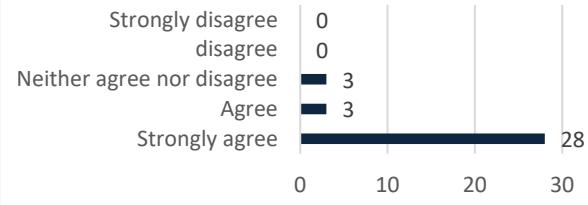
The length of the course was appropriate.



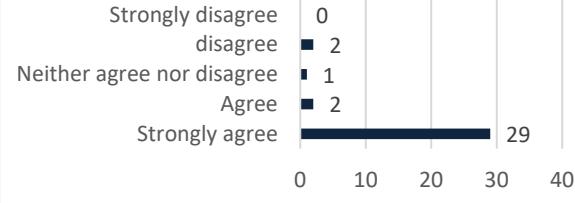
I had the necessary equipment and workspace to fully participate in the course.



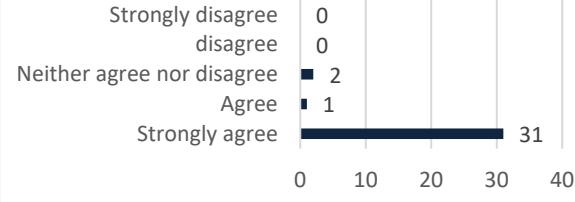
The visuals and handouts were engaging.



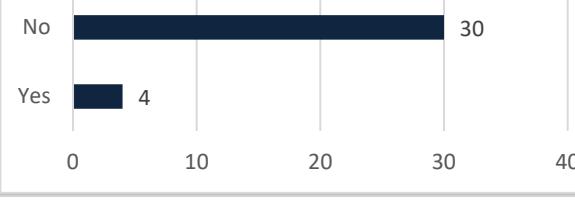
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.

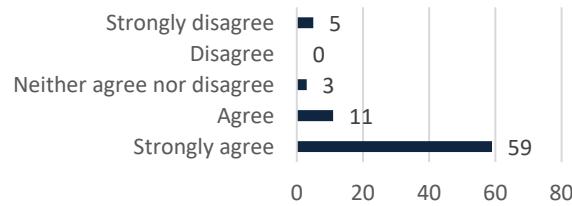


Were you required to take this course?

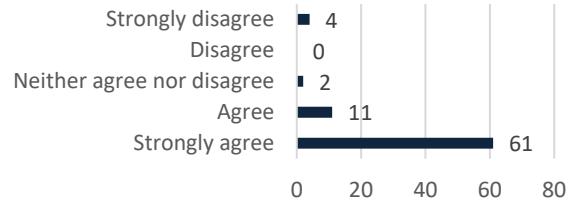


Administrative Enforcement Remedies

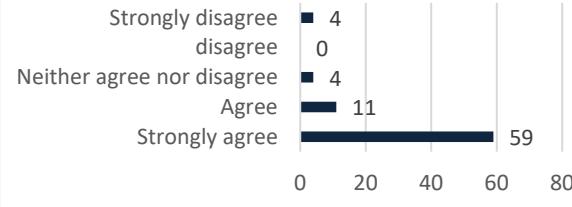
The length of the course was appropriate.



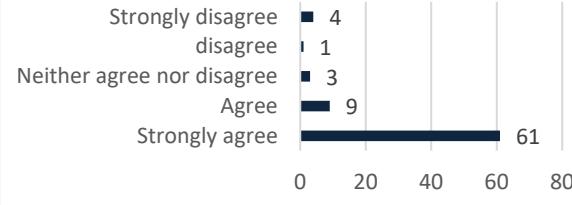
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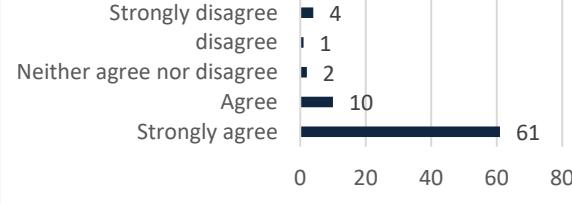
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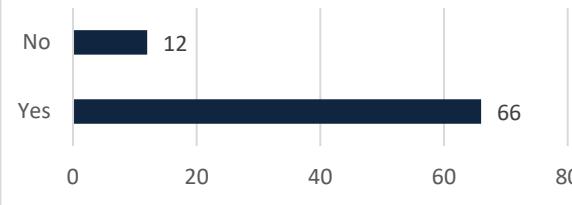
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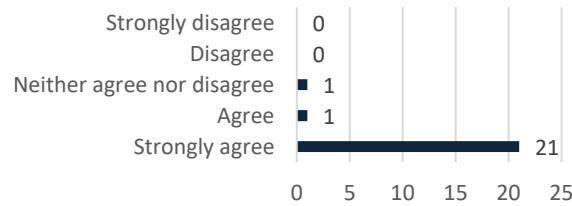


Were you required to take this course?

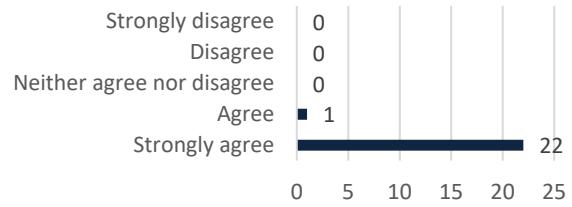


Advanced Child Support Guidelines*

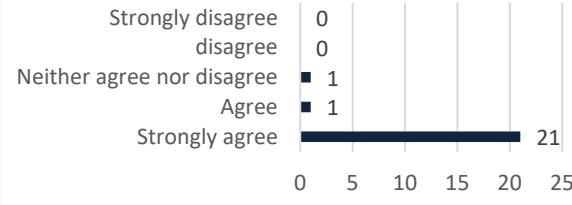
The length of the course was appropriate.



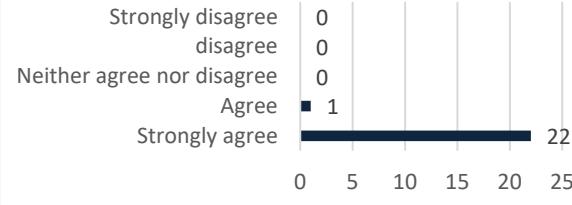
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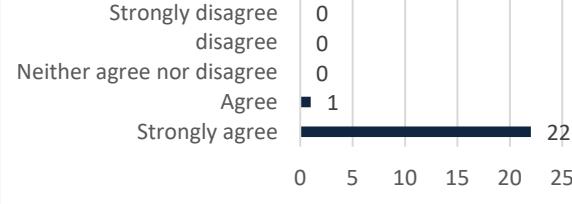
The visuals and handouts were engaging.



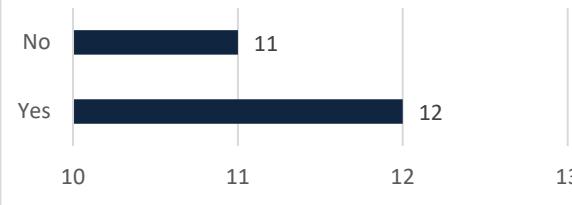
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I am satisfied with the overall course.

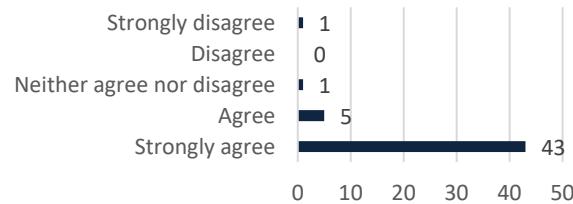


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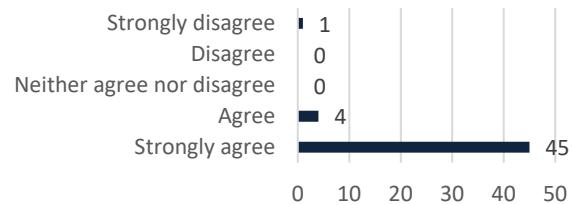


Advanced UIFSA: Problem Solving for Intergovernmental Staff

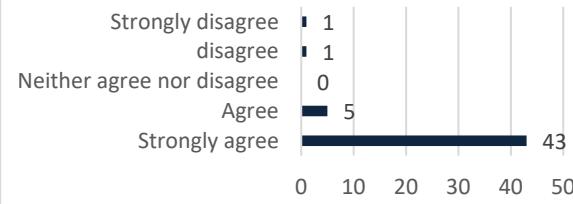
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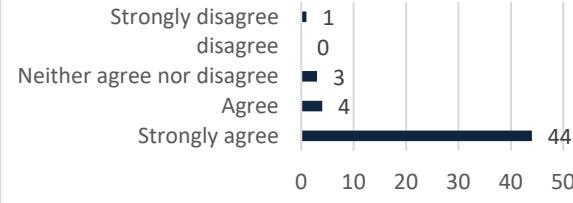
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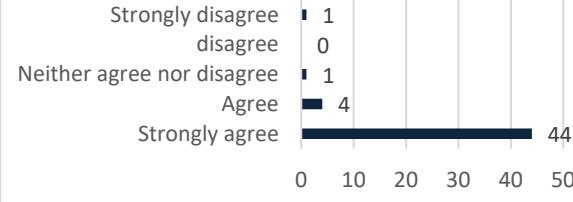
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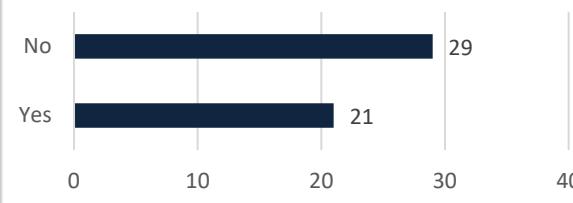
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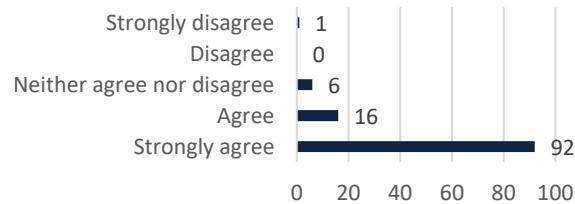


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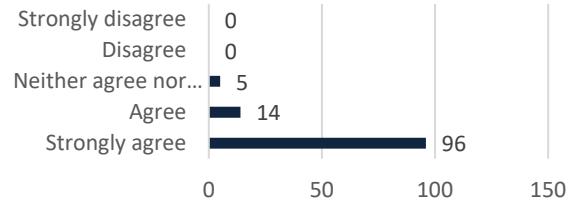


All Staff: Introduction to NJKiDS Reporting

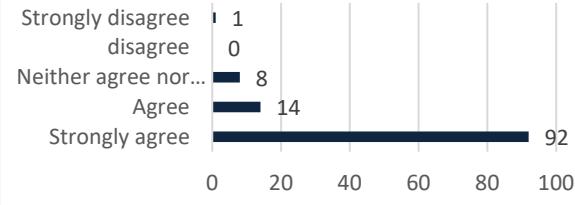
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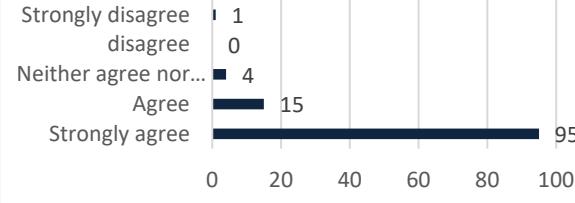
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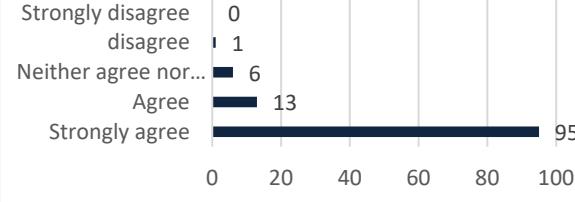
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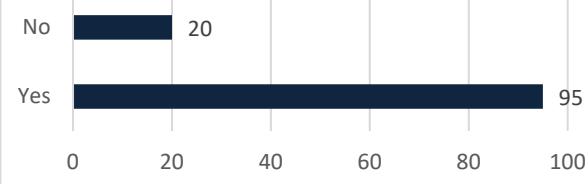
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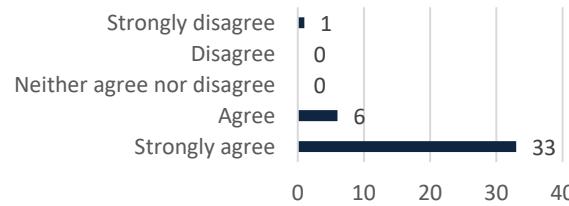


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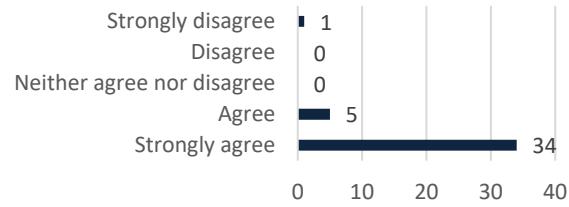


Bankruptcy Process for PCSE Staff

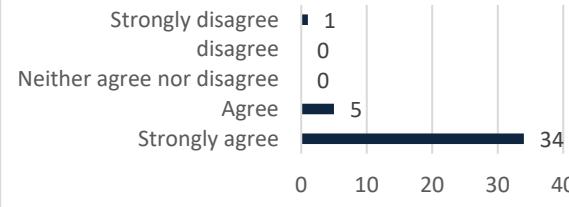
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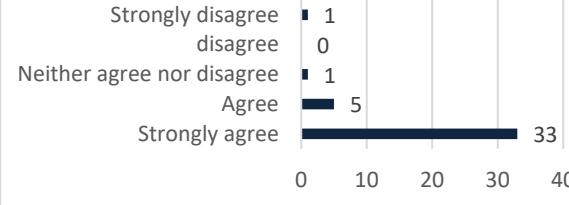
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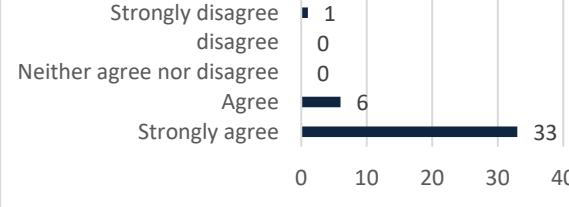
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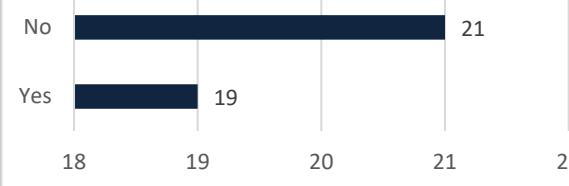
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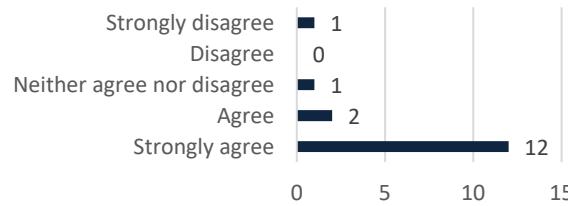


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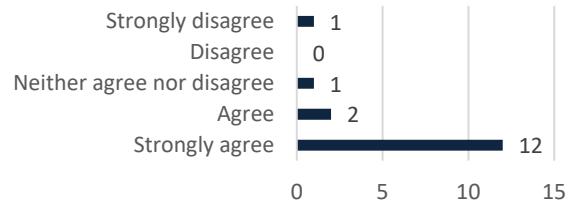


Beyond the Numbers

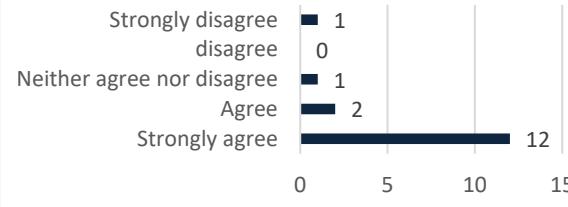
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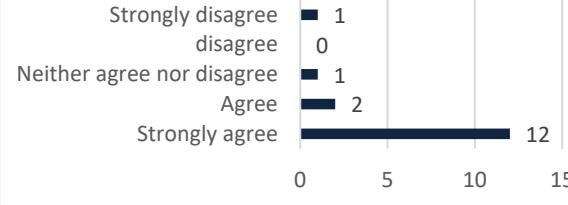
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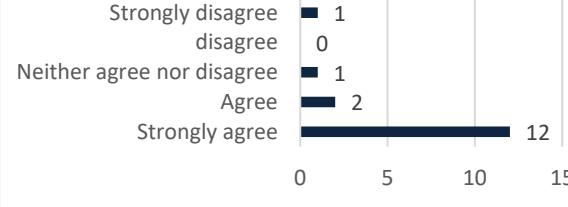
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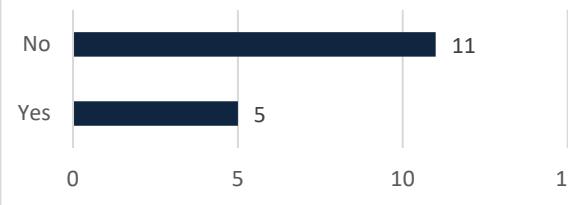
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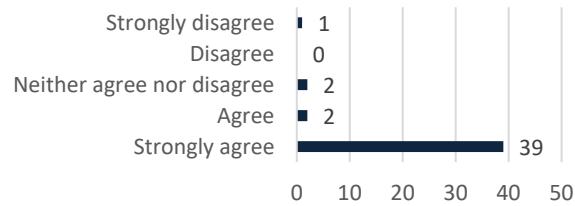


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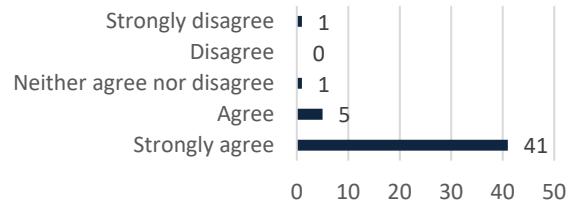


Beginner Child Support Guidelines (Child Support Guidelines: Theory and Practice)*

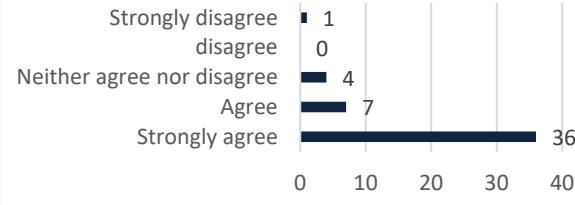
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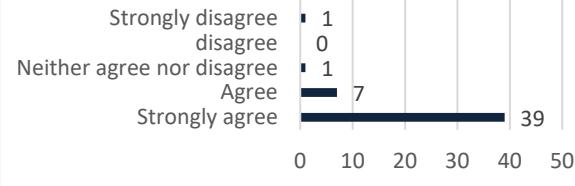
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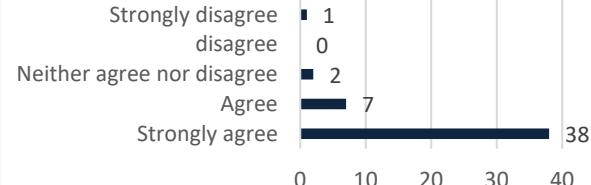
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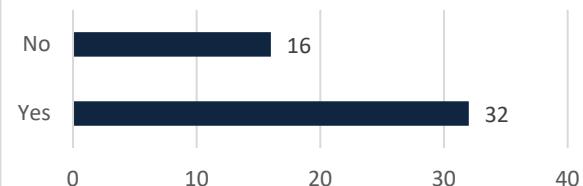
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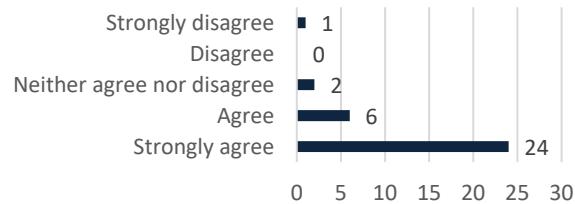


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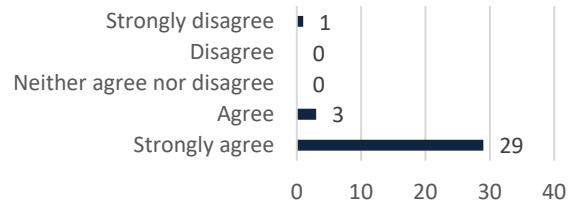


Building Psychologically Safe Teams

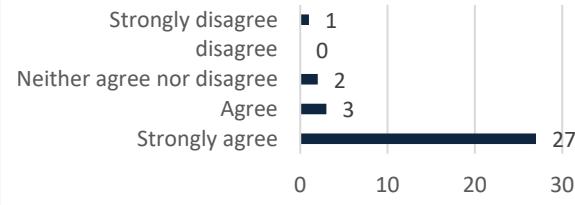
The length of the course was appropriate.



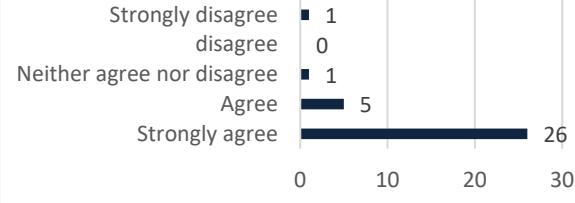
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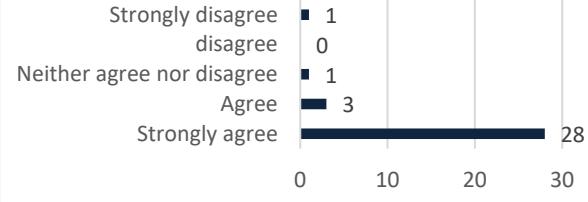
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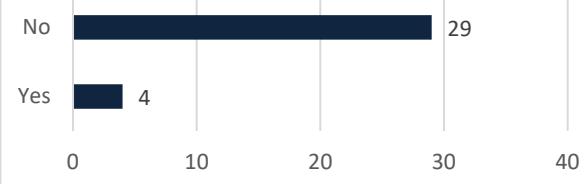
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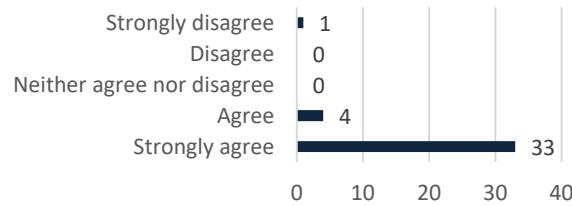


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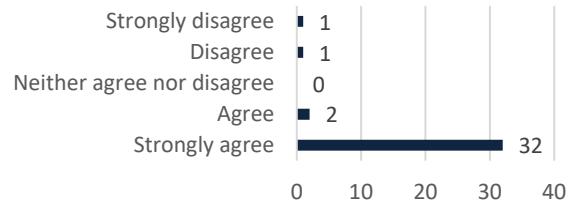


Calming the Critic: Cultivating Self-Compassion and Optimism for Health and Well-Being

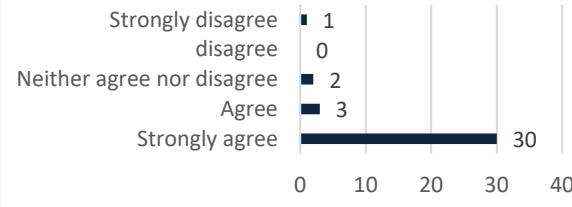
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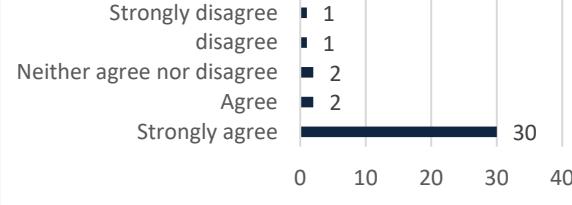
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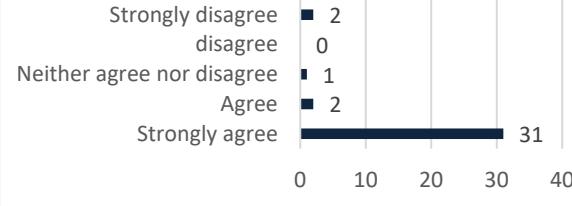
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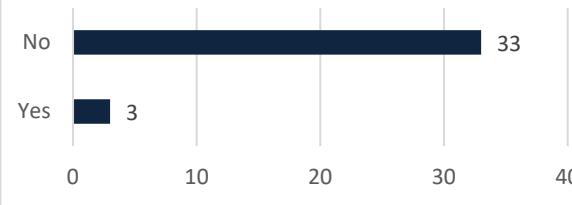
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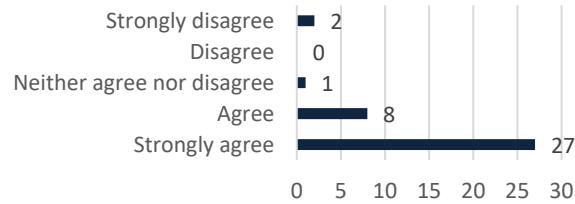


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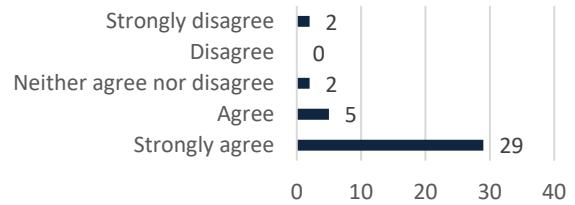


Case Closure: Theory and Practice for CSSA Staff

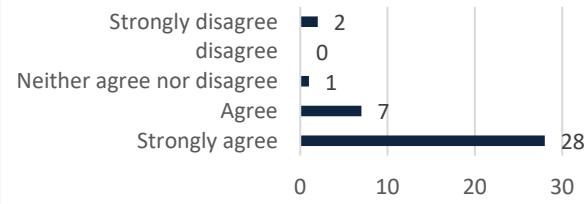
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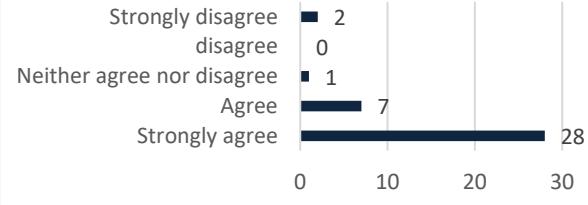
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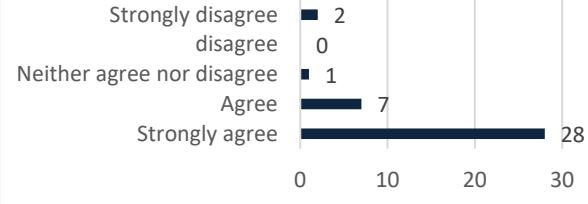
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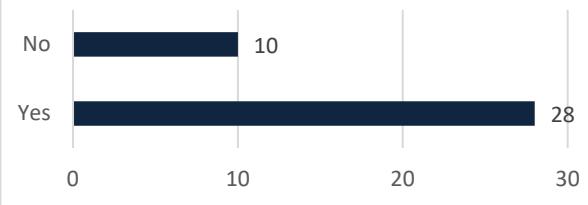
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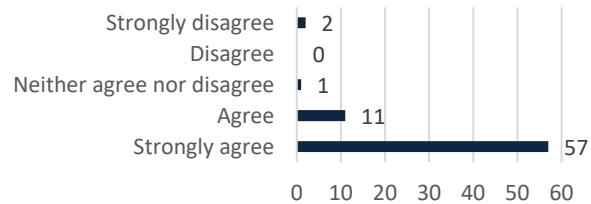


Were you required to take this course?

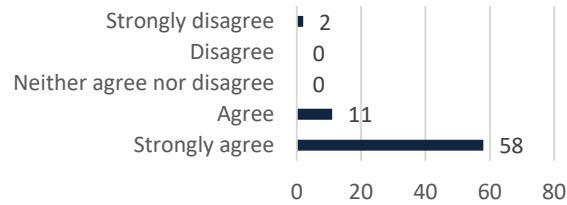


Case Closure: Theory and Practice for PCSE Staff

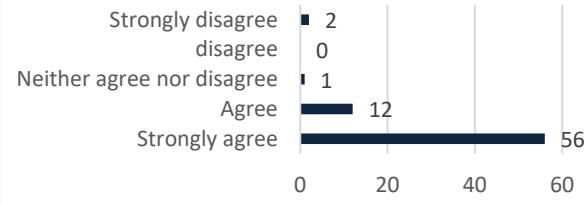
The length of the course was appropriate.



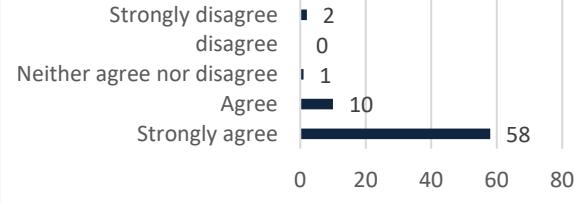
I had the necessary equipment and workspace to fully participate in the course.



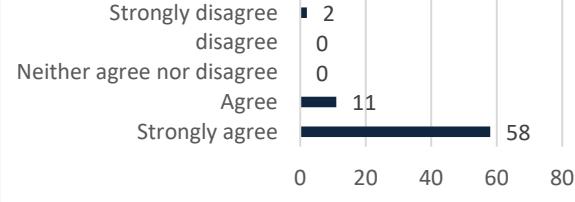
The visuals and handouts were engaging.



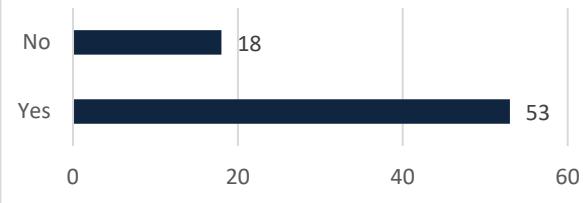
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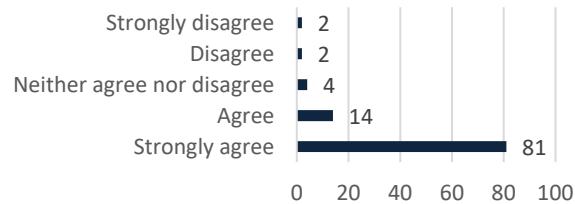


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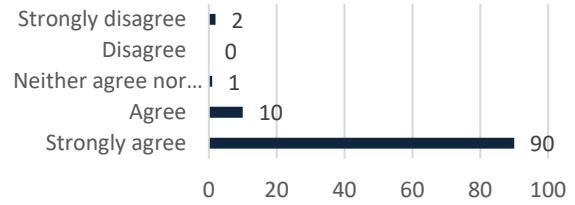


Case Create and Scheduling For Family Division Staff

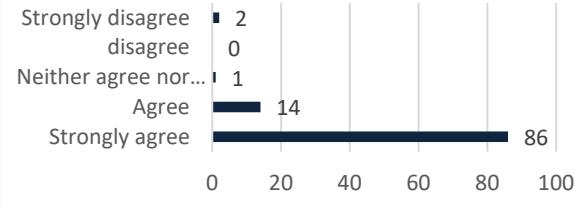
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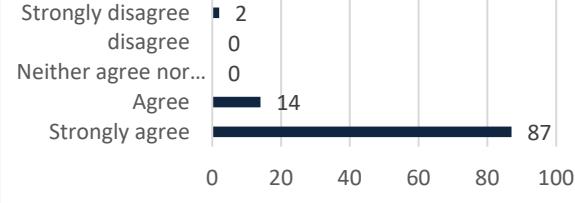
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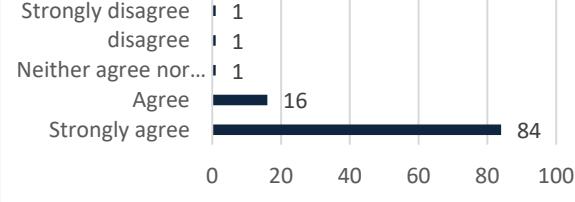
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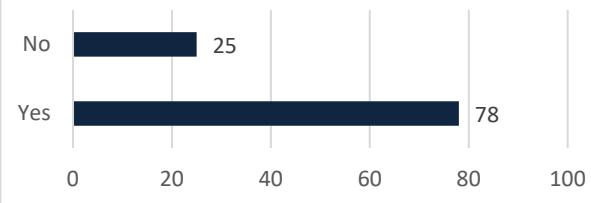
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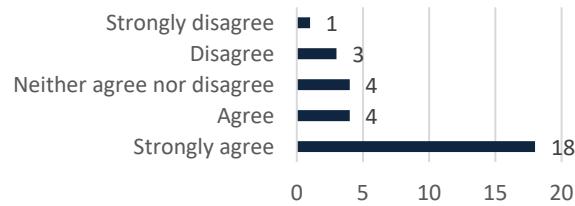


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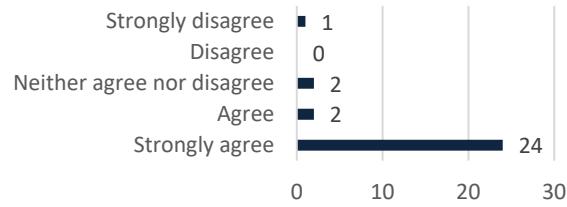


Case Initiation for CSSA Staff

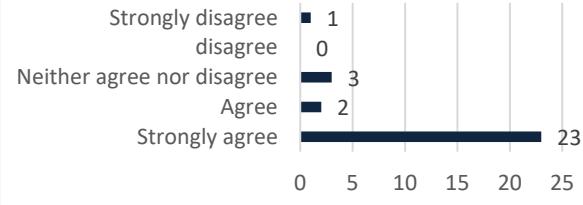
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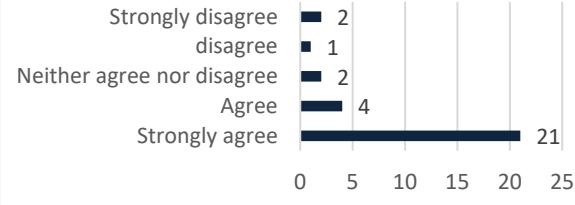
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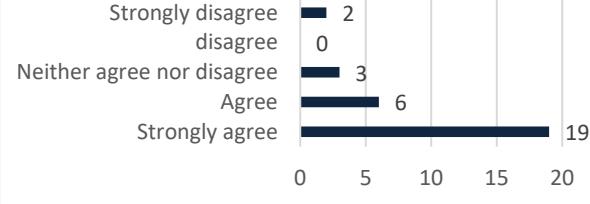
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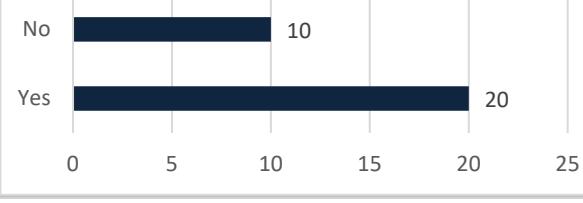
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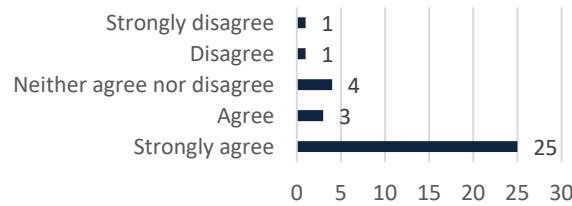


Were you required to take this course?

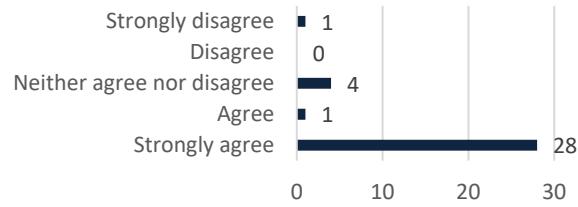


Ch-Ch-Changes: Case Closure and Income Withholding for PCSE Staff

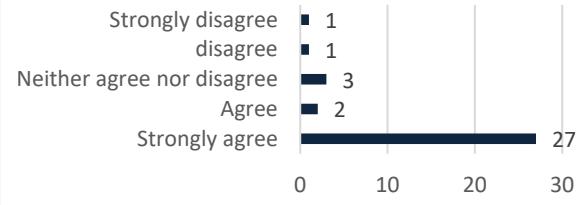
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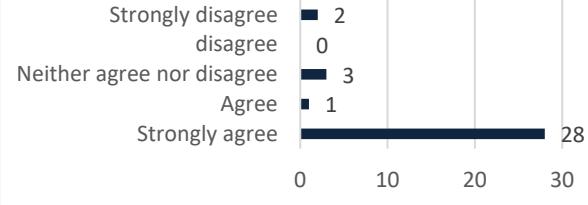
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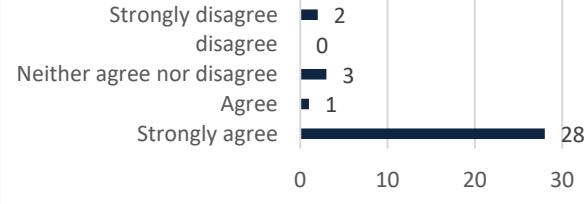
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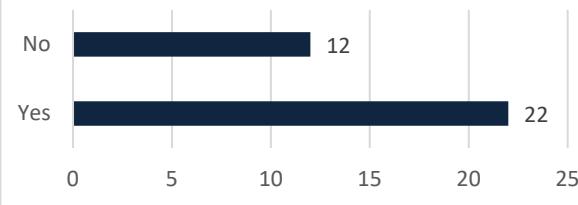
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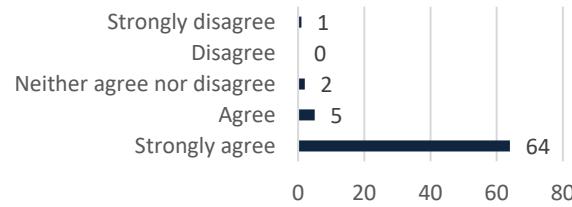


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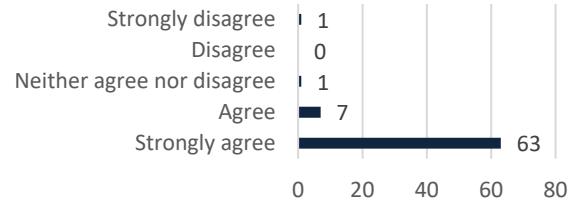


Child Support Heroes: Working Toward Successful Outcomes

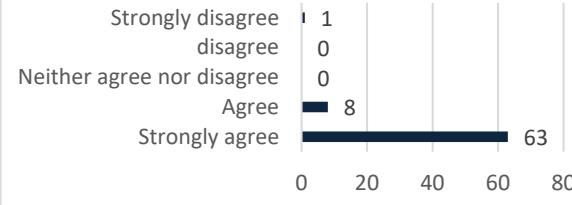
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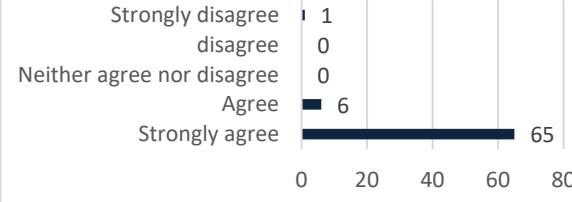
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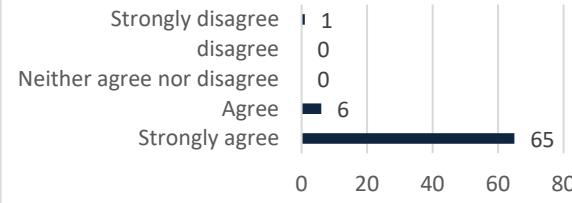
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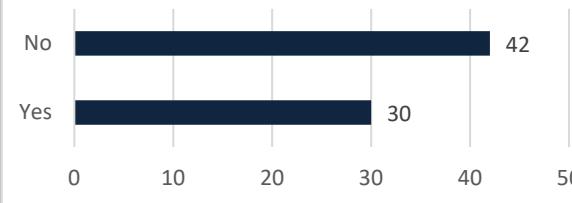
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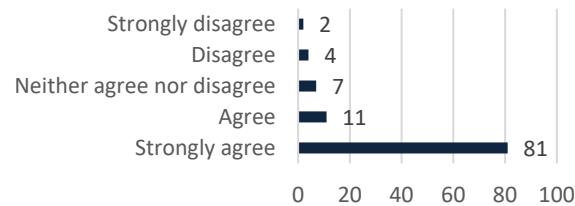


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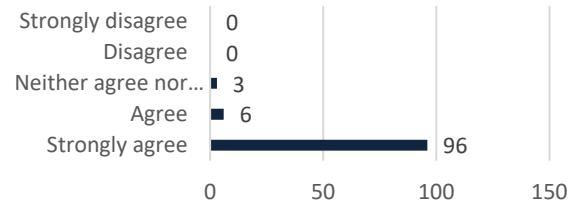


Clear Training

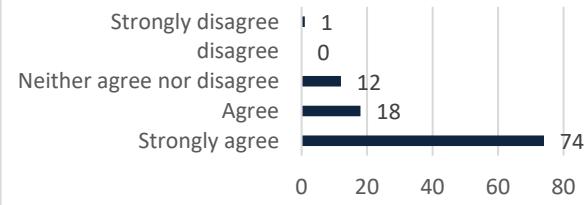
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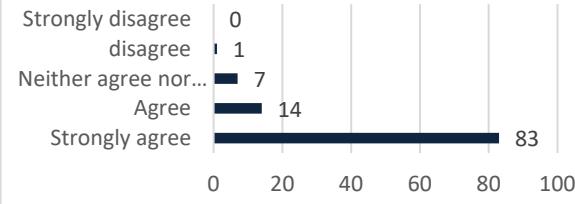
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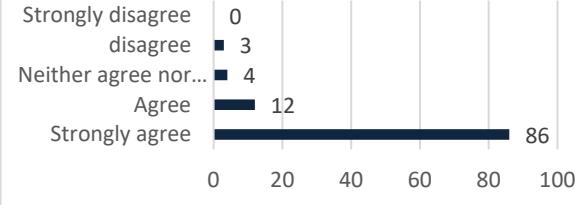
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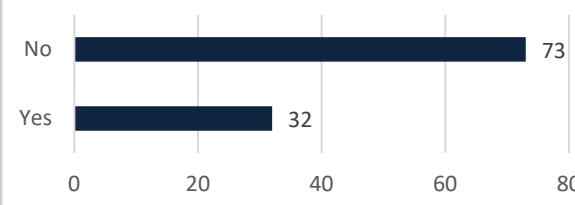
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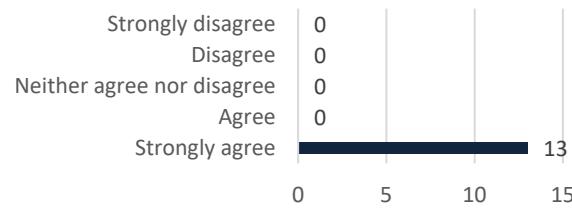


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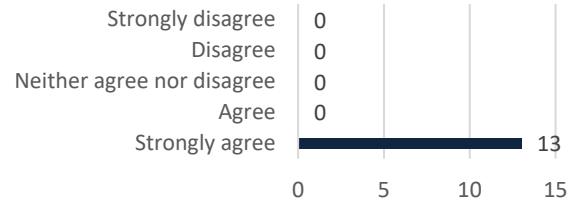


Coaching for Success

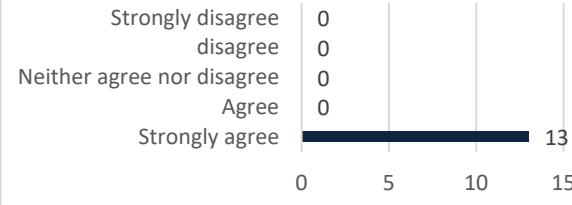
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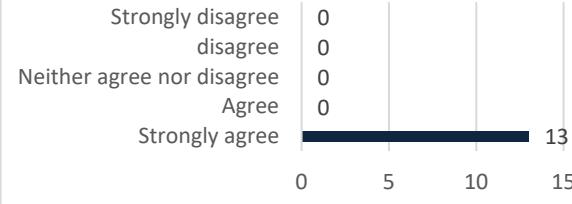
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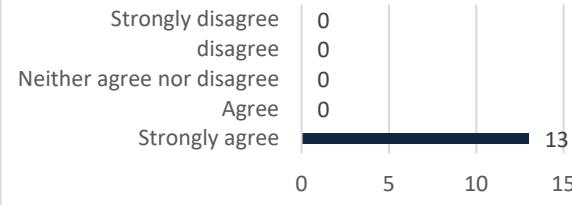
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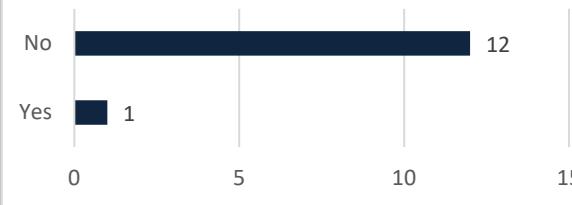
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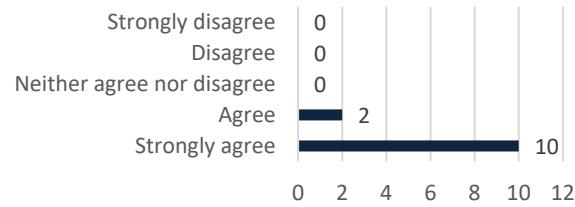


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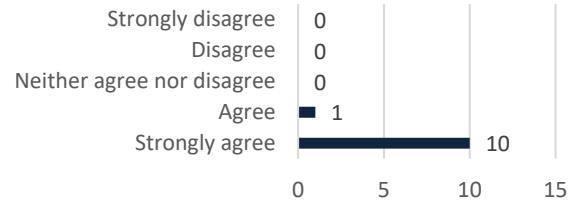


Communicating for Connection

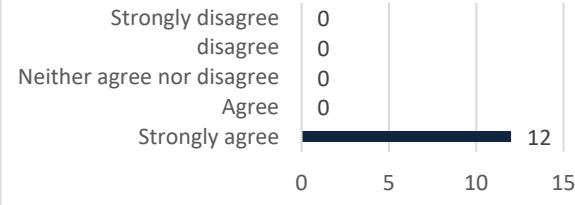
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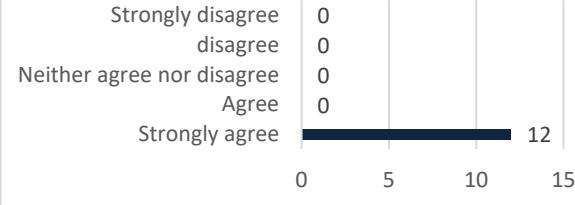
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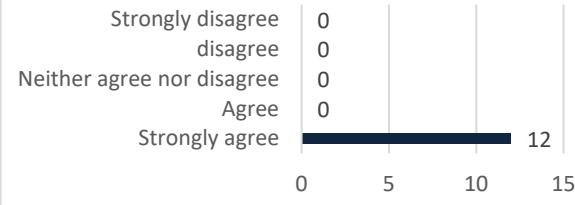
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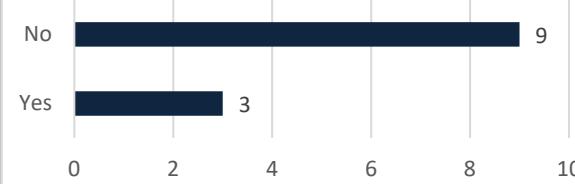
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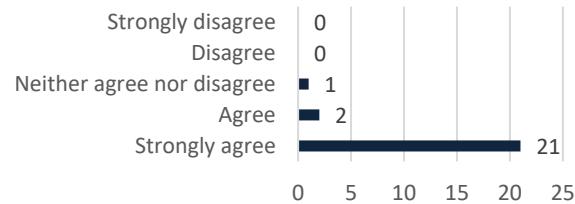


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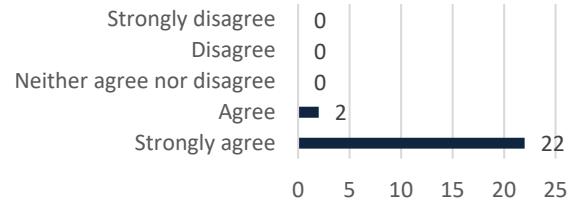


Compassion Fatigue and Burnout Prevention: Creating a Self-Care Plan

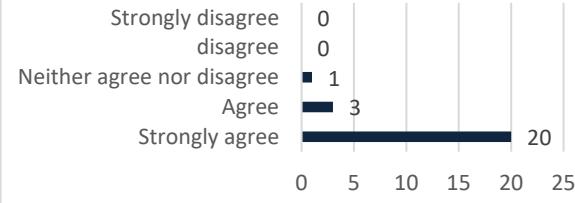
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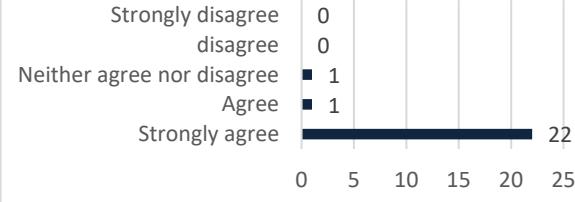
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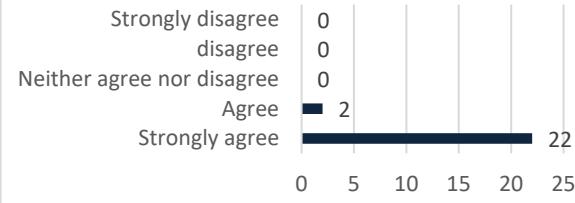
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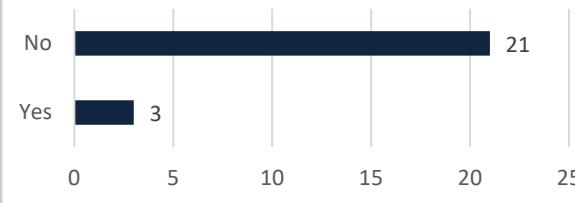
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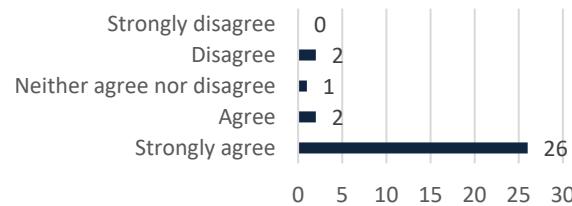


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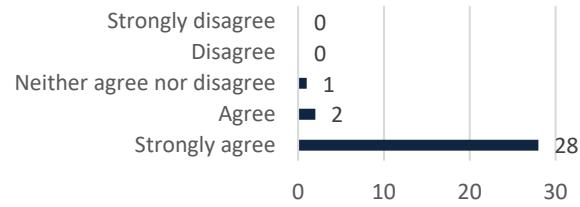


Conflict Management: Agree to Disagree

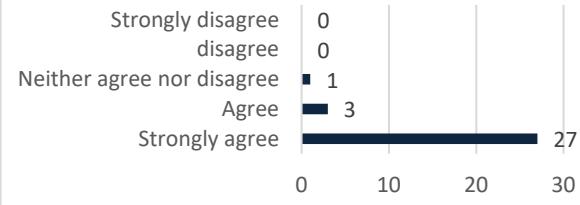
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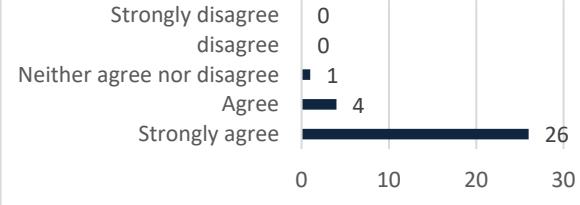
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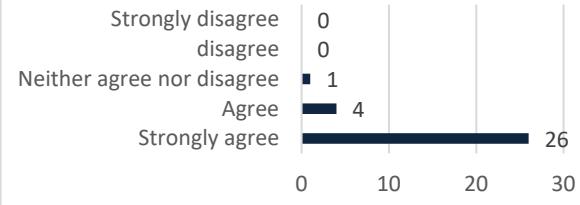
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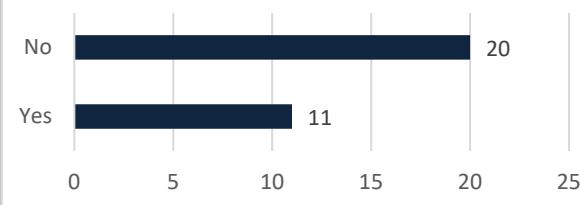
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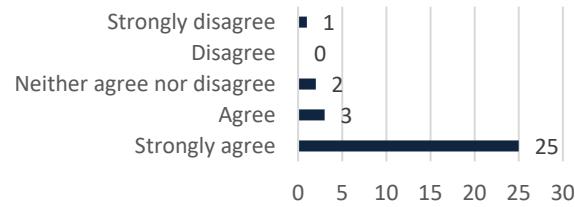


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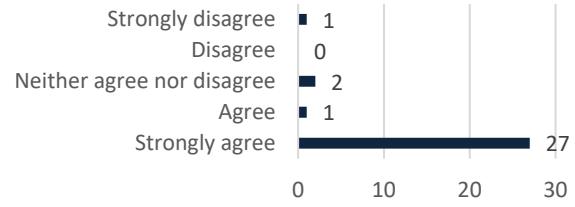


Cooperation, Good Cause, and Good Faith for CSSA Staff

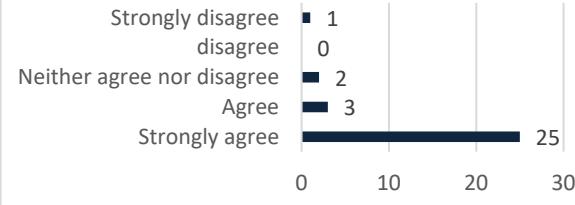
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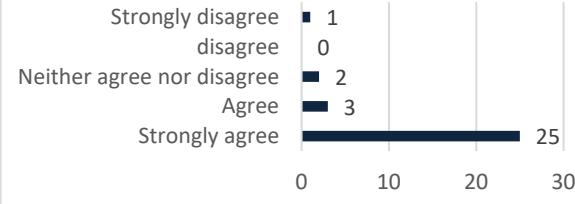
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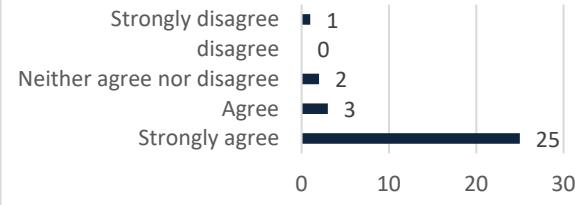
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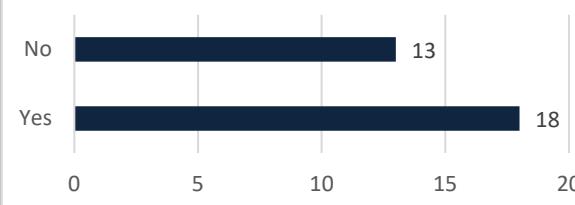
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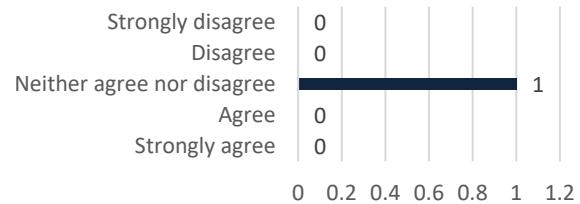


Were you required to take this course?



Court Presentations

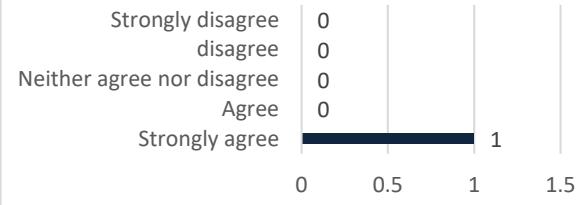
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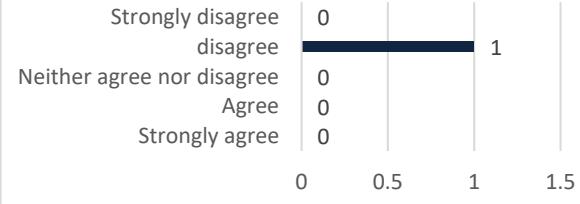
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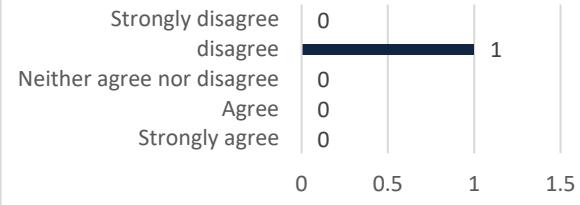
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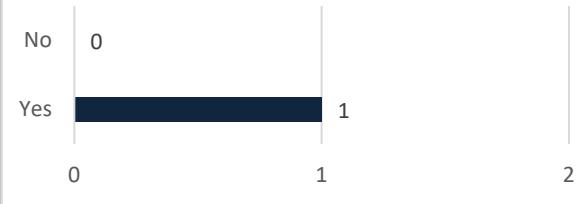
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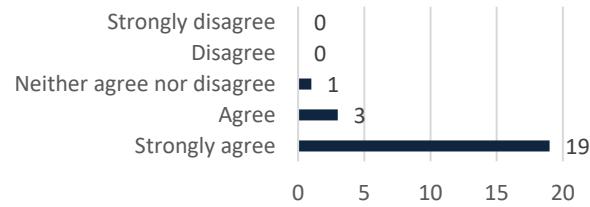


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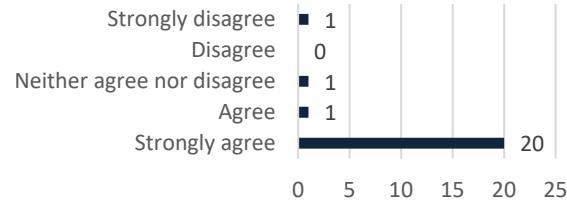


Creative Bots and Ethical Knots: Generative AI

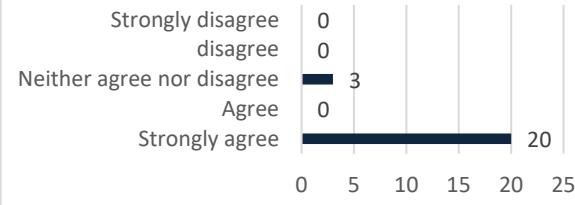
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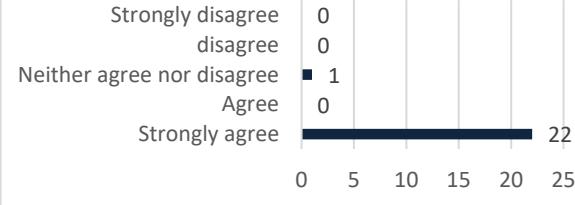
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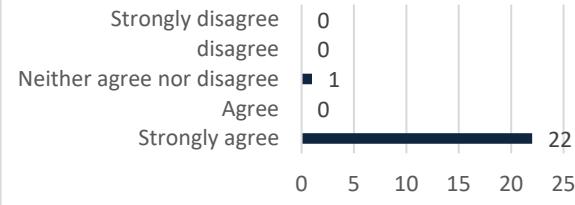
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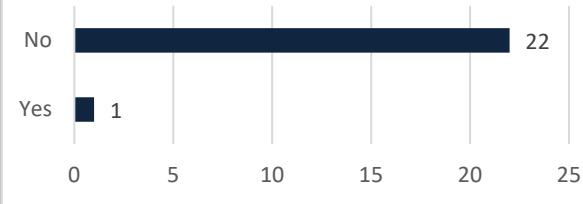
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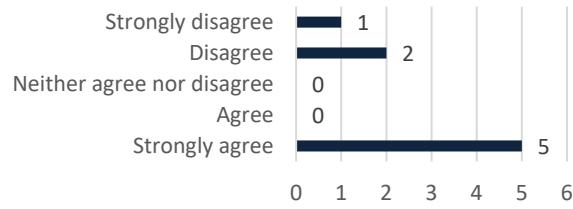


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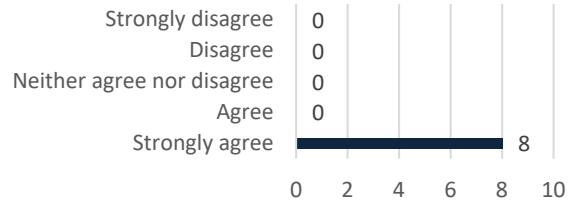


Cultural Humility, the Key to Diversity, Equity, and Inclusion

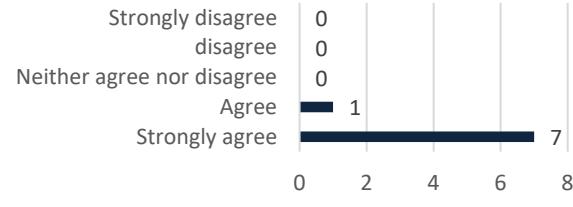
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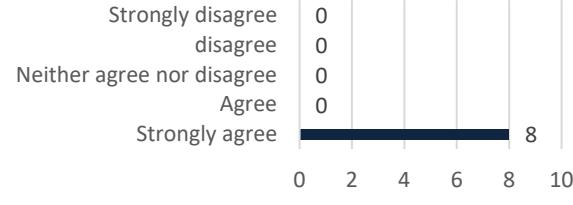
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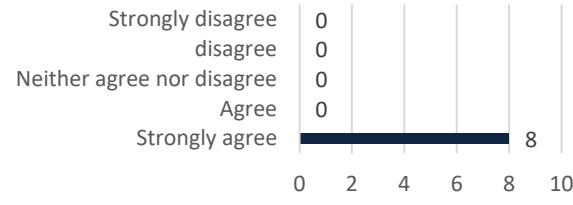
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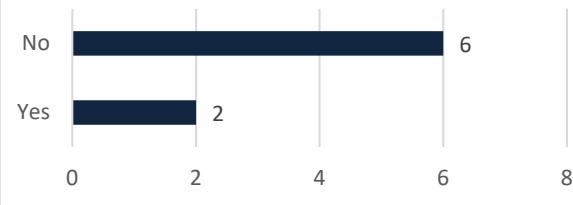
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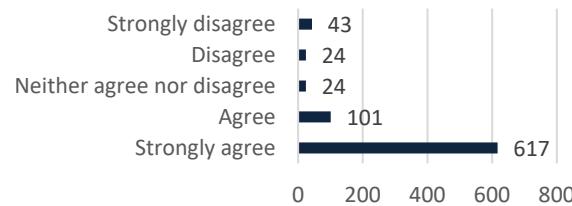


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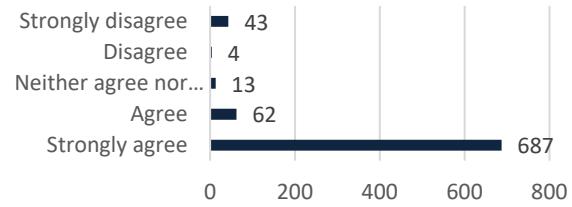


Data Security in Child Support

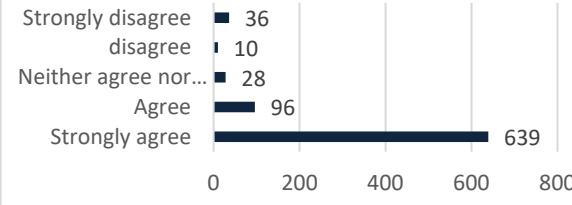
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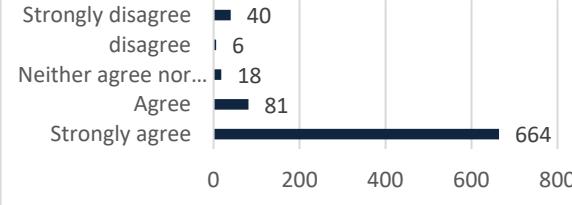
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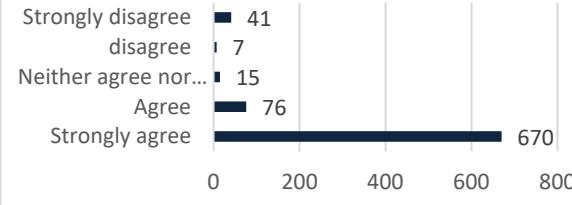
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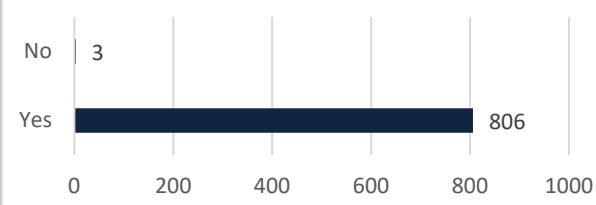
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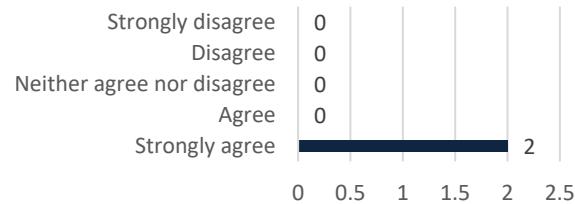


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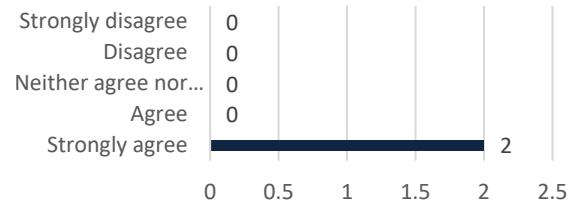


Disability: The Basics and Beyond

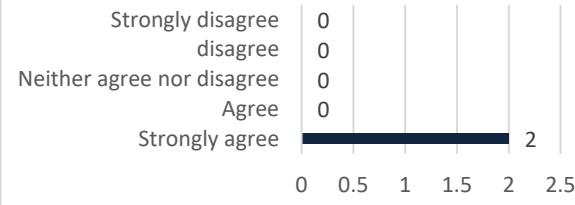
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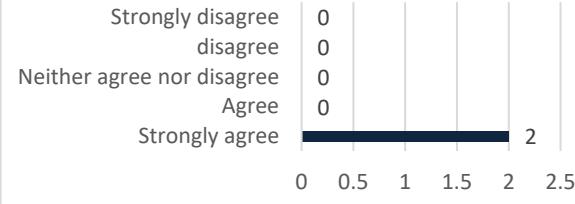
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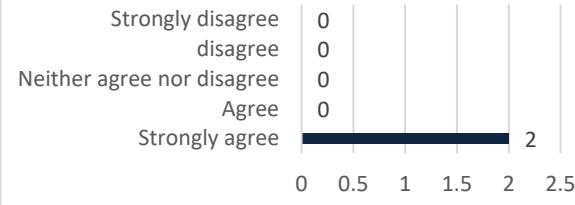
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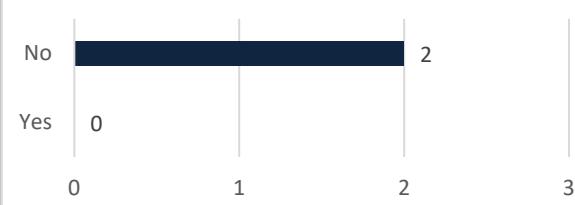
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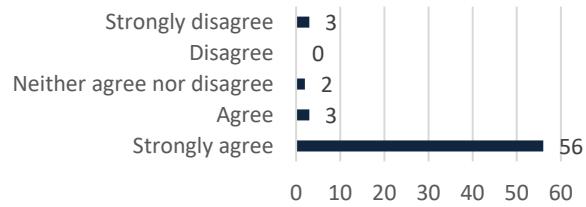


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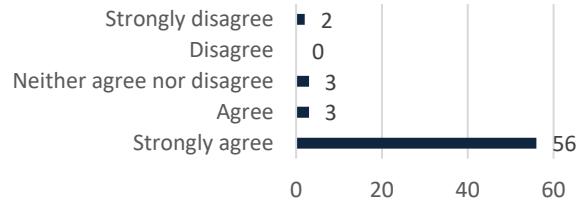


Discovering the "I" in Team: Effective Peer Collaboration in the Workplace

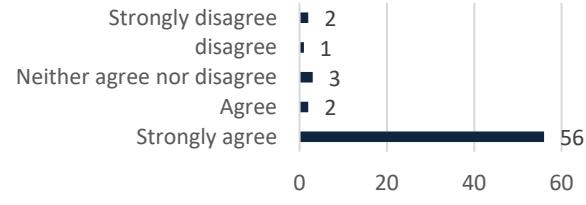
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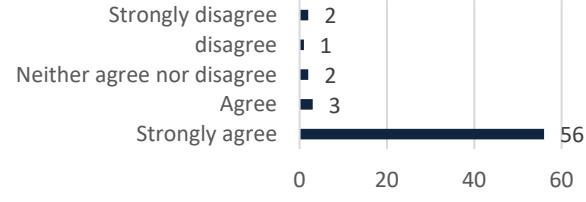
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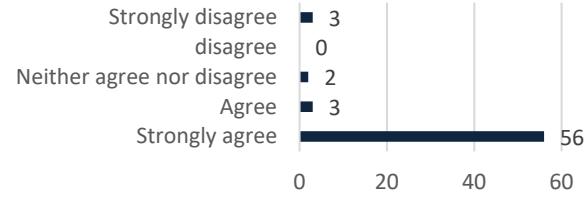
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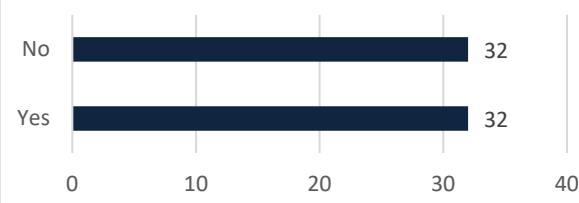
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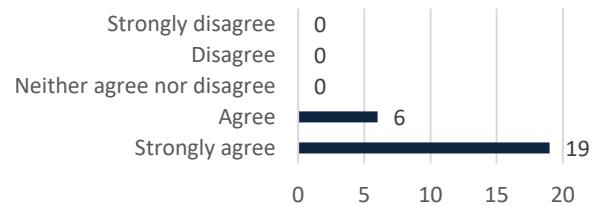


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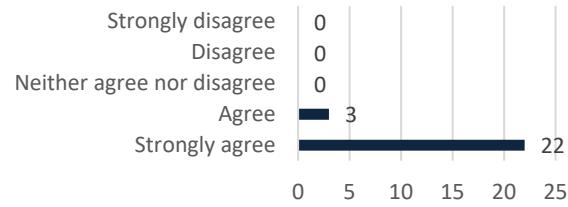


Domestic Violence: Overview Training

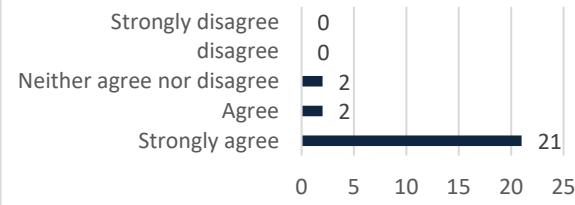
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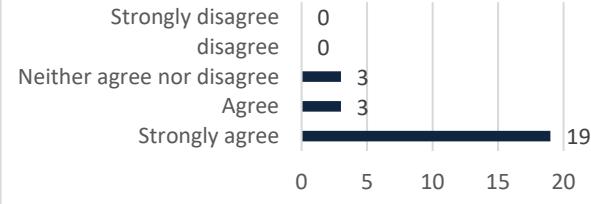
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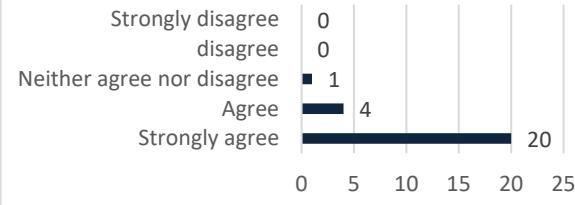
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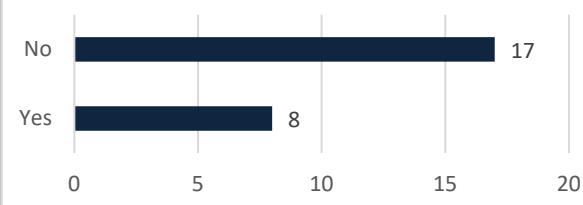
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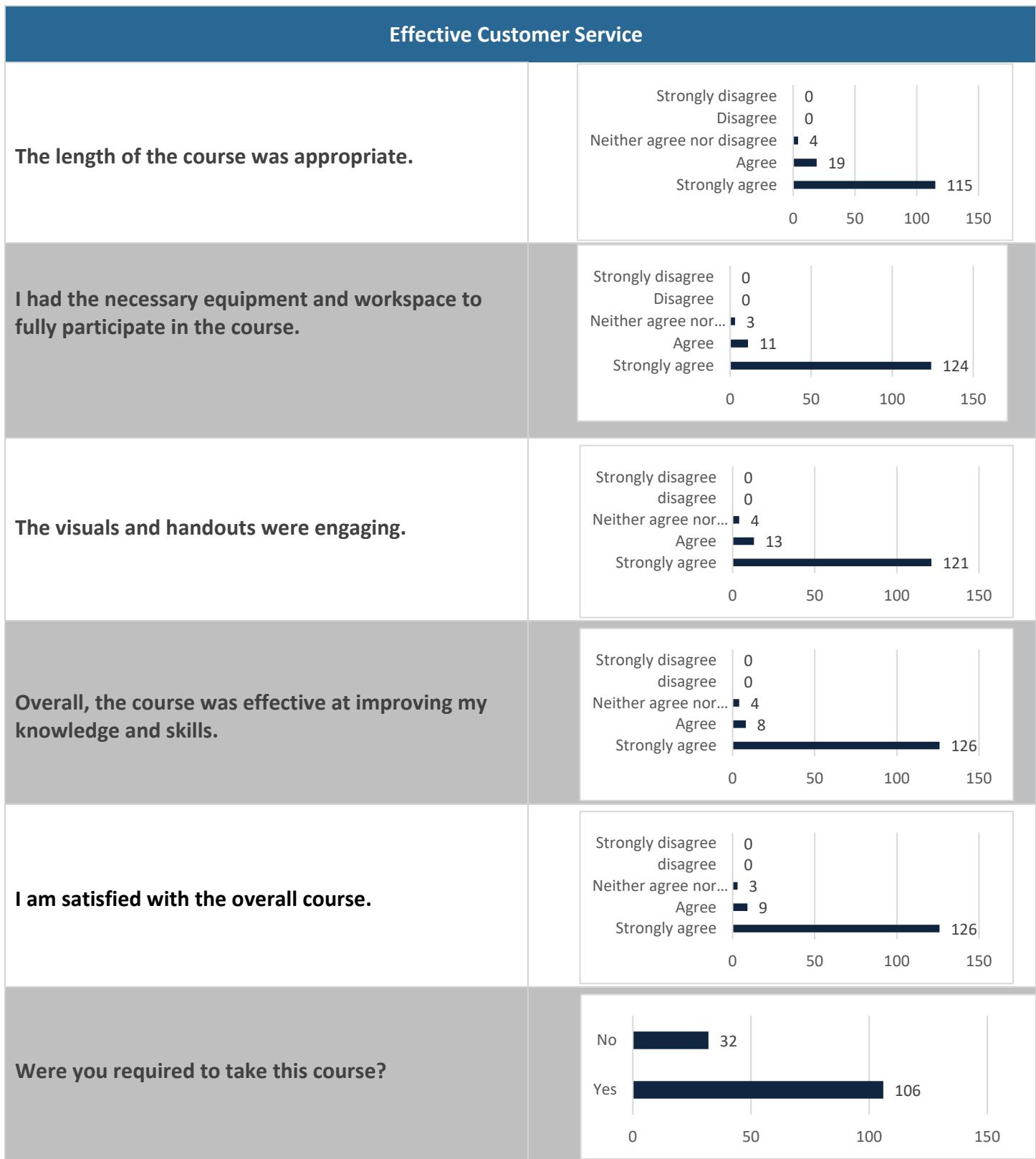


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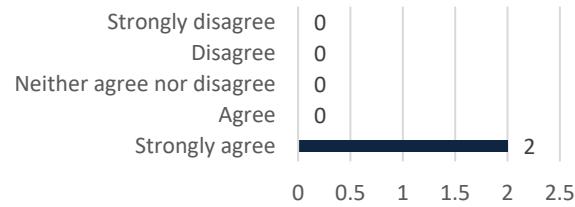
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Embracing Differences: Why Diversity Matters

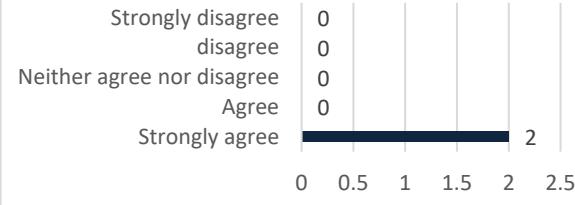
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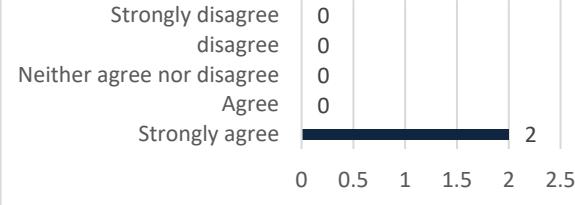
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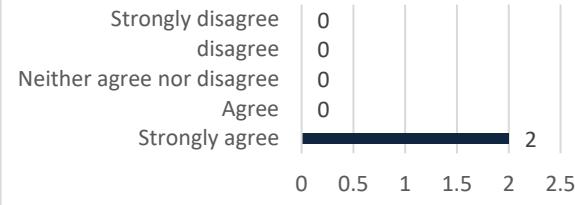
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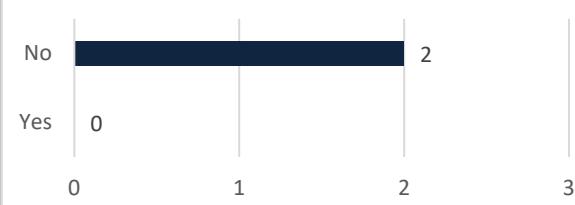
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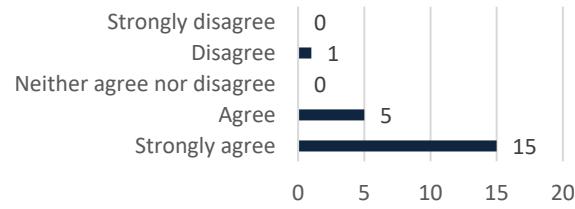


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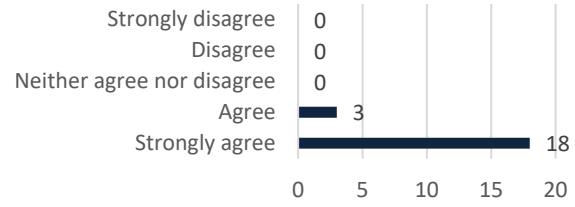


Emotional Intelligence: The Power of Emotion

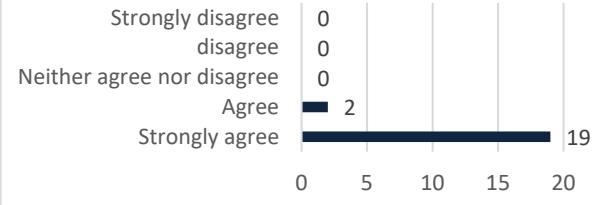
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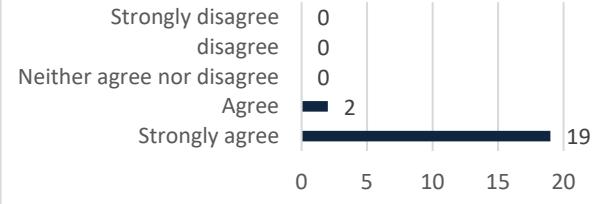
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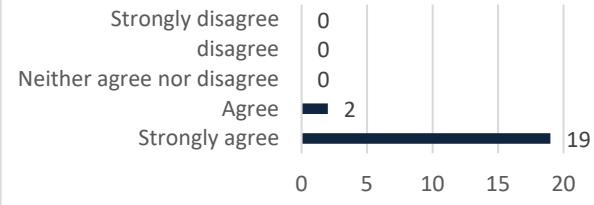
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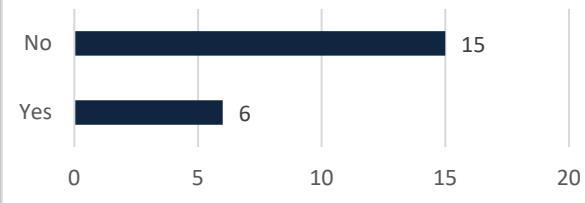
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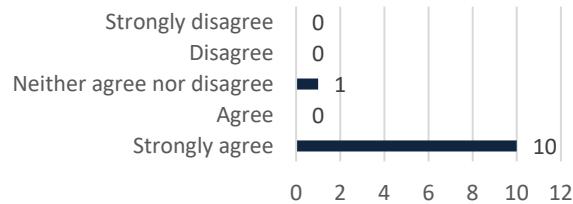


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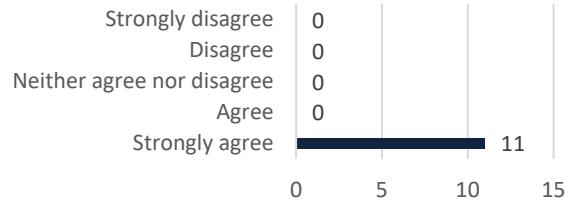


Engaging Fathers - A New Perspective

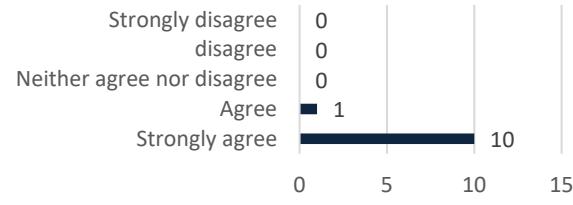
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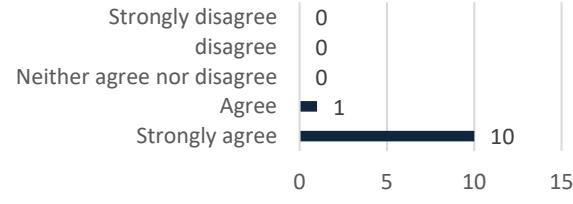
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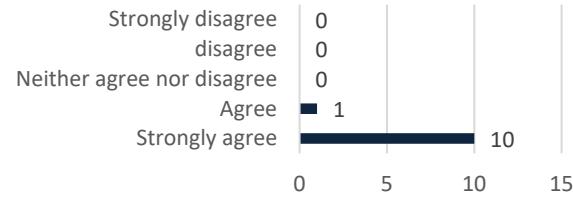
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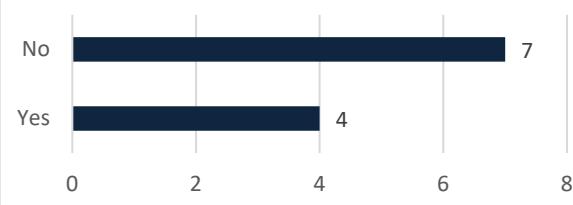
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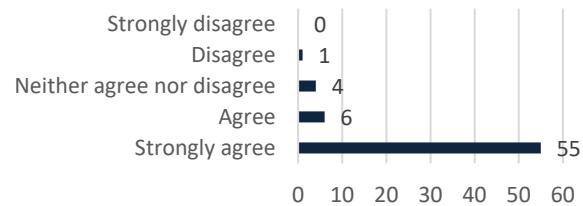


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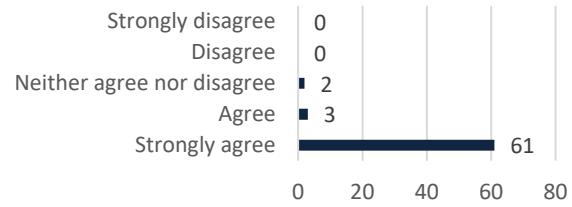


Essentials of Business Communication

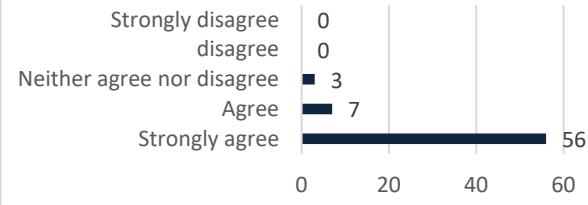
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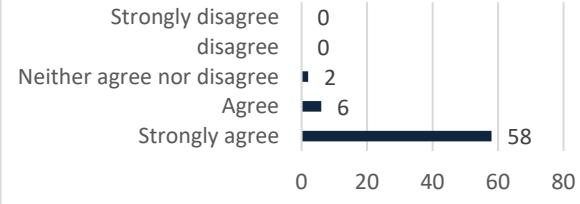
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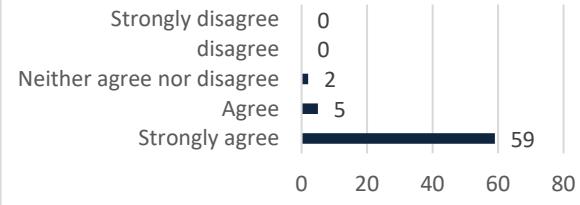
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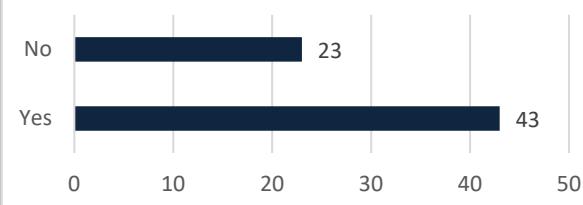
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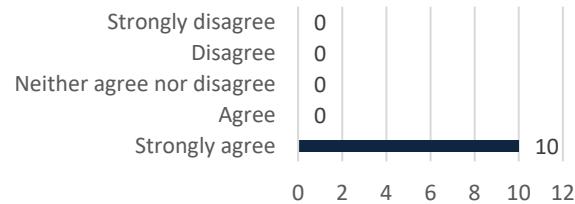


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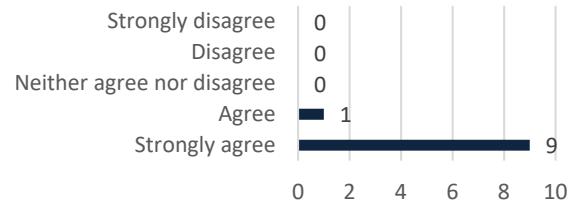


Exploring Six Pillars of a Healthy Lifestyle

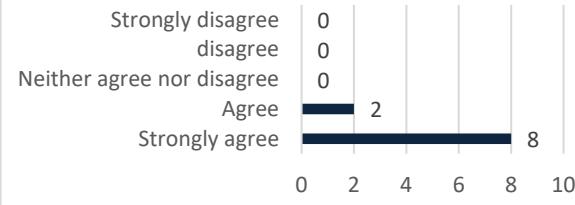
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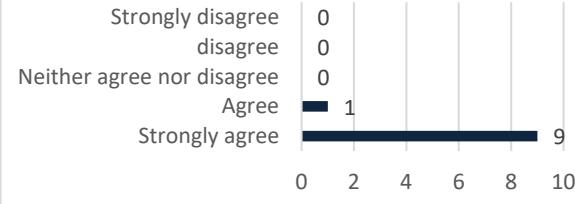
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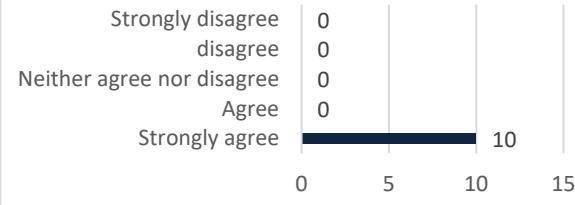
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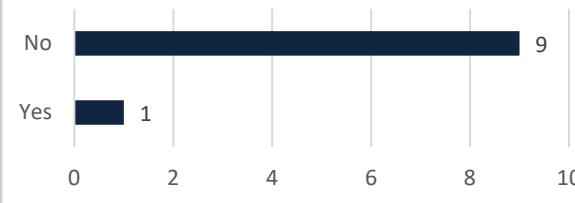
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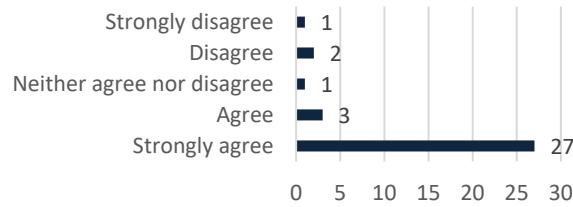


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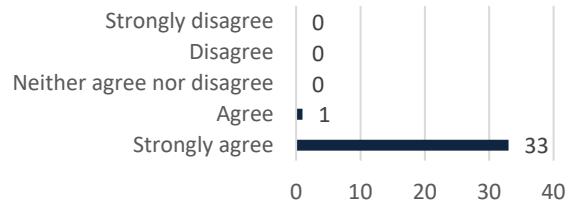


Facilitate, Delegate, and Celebrate Productive Meetings*

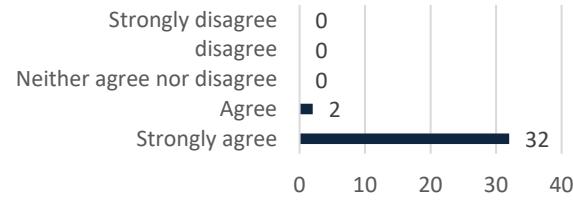
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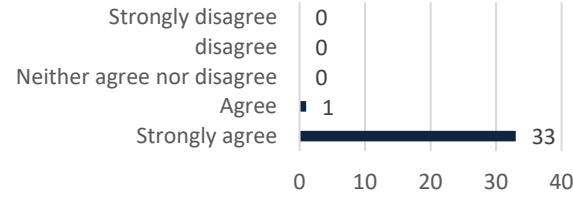
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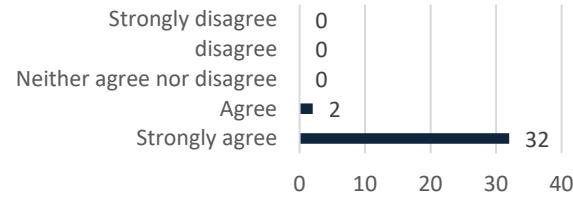
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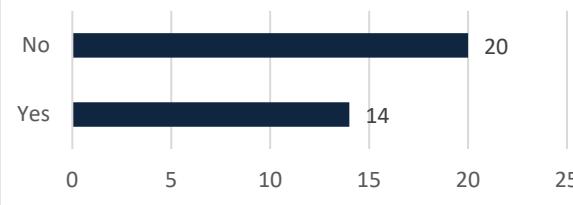
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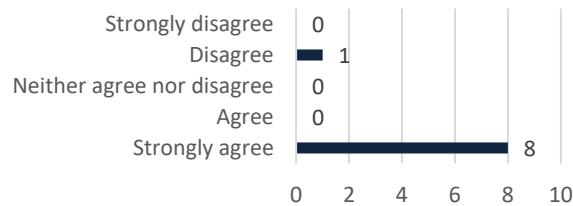


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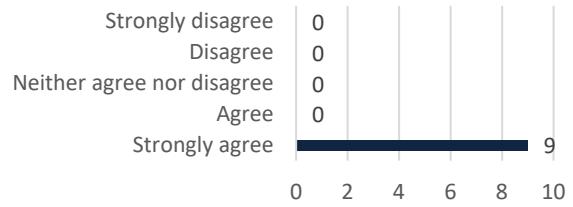


Facilitation Skills: Creating Effective, Engaging, and Enjoyable Meetings

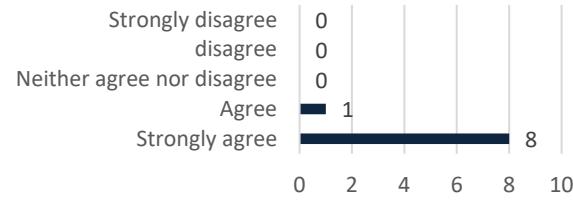
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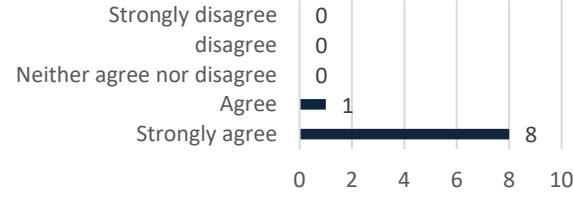
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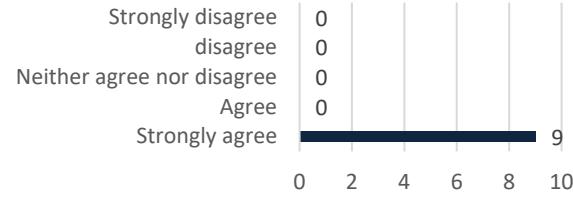
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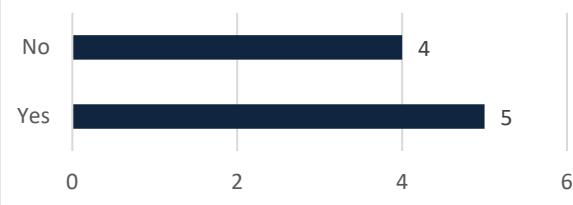
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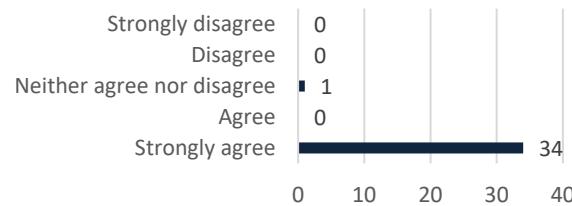


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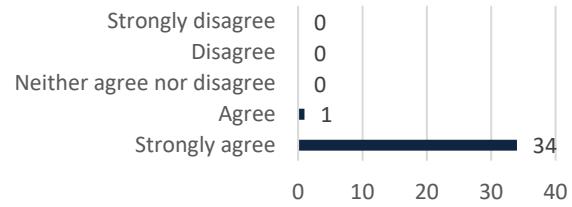


Family Lab: Processing Cases from Creation to Closure*

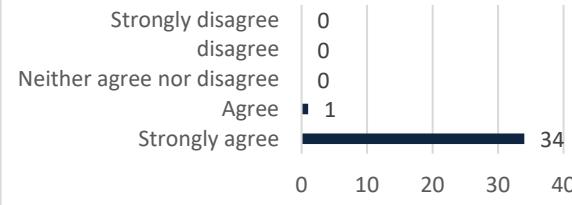
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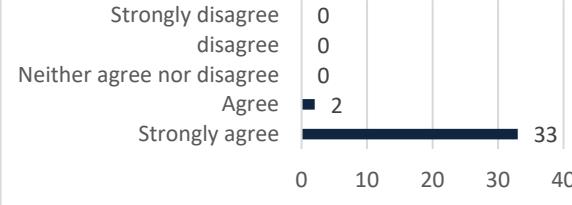
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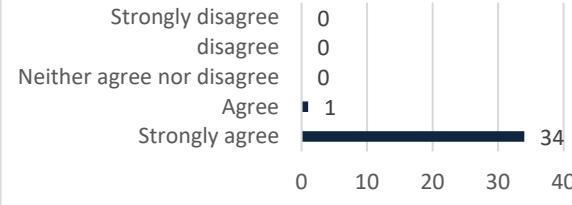
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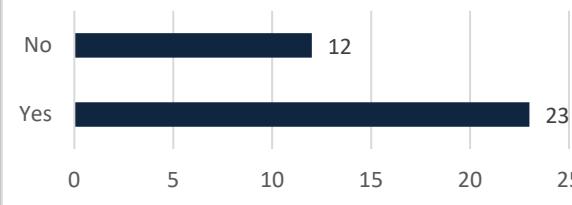
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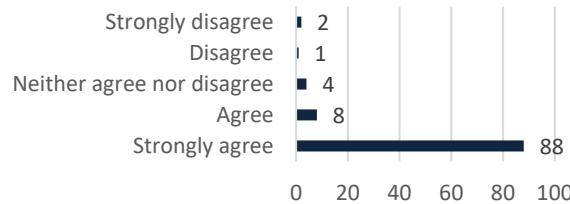


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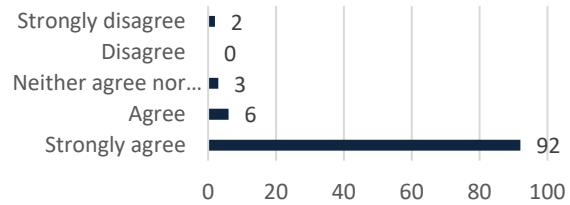


Family Workshop: Understanding Disposition, Case Closure, and Termination

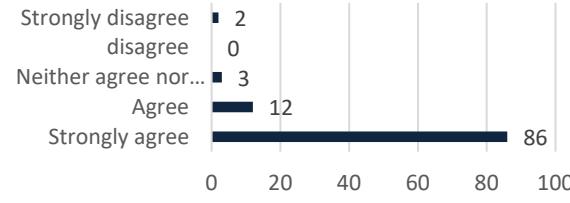
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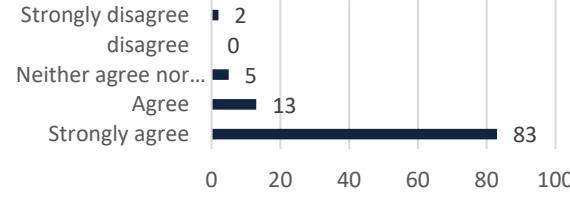
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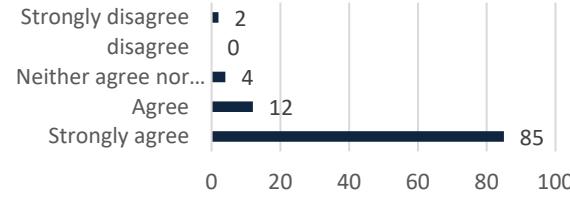
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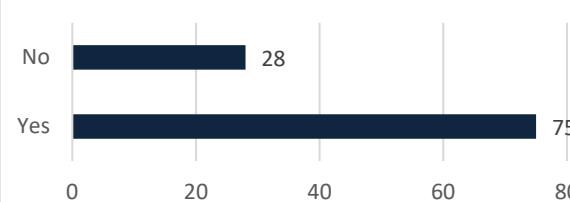
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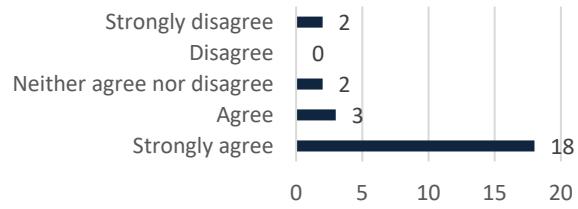


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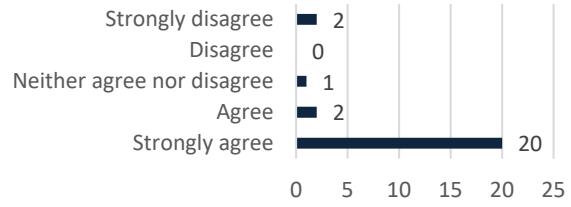


Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversals

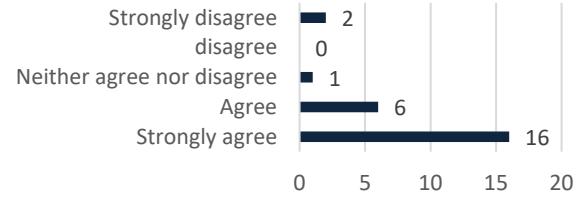
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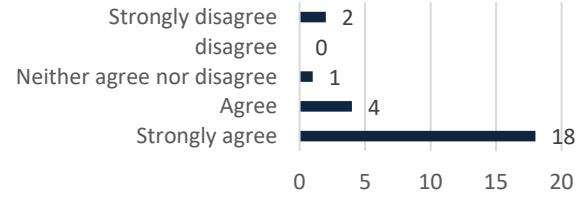
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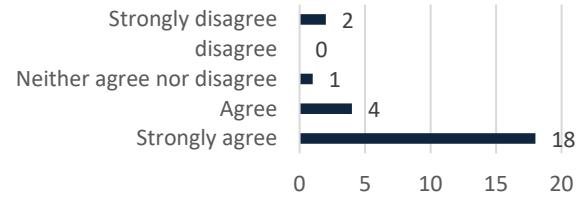
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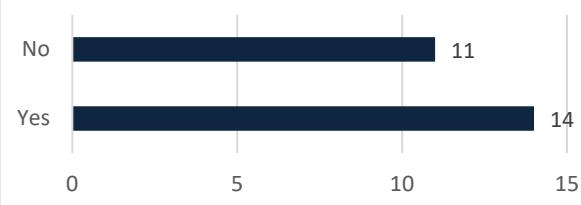
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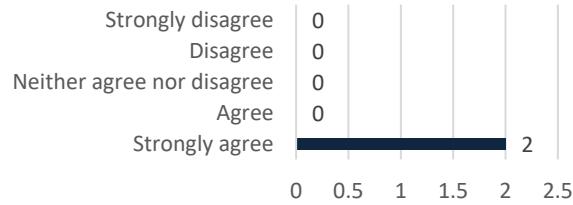


Were you required to take this course?



Generational Bridges: Fostering Age Diversity at Work

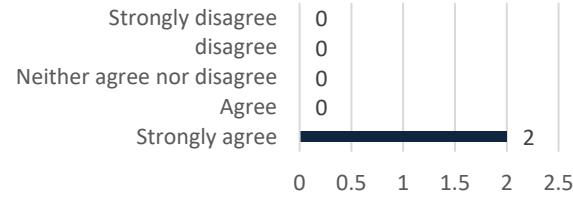
The length of the course was appropriate.



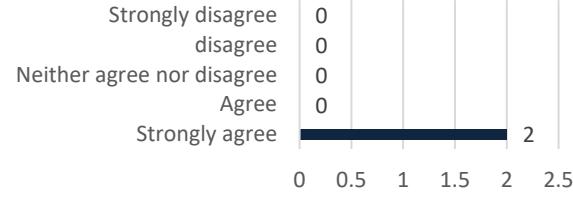
I had the necessary equipment and workspace to fully participate in the course.



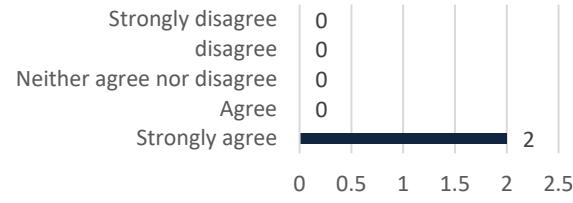
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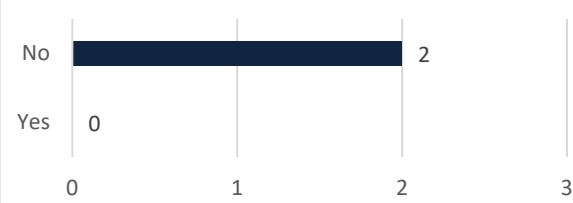
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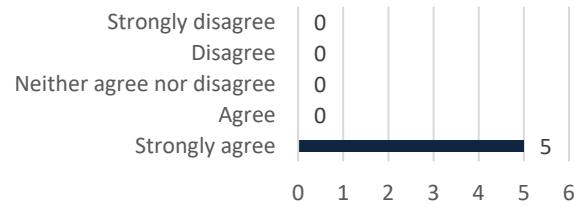


Were you required to take this course?

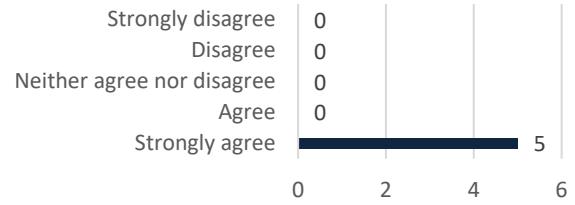


Hidden Messages in Our Words

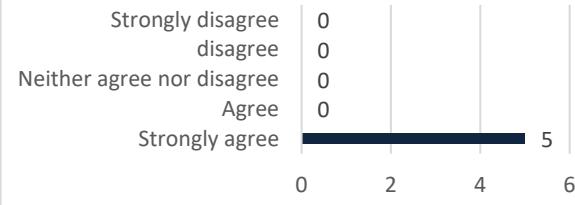
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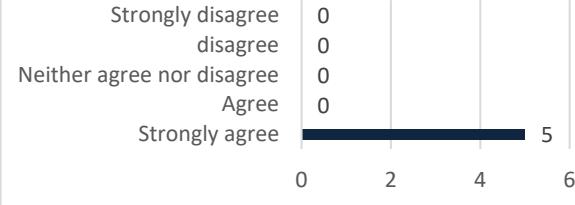
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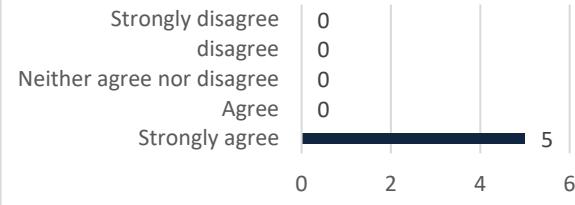
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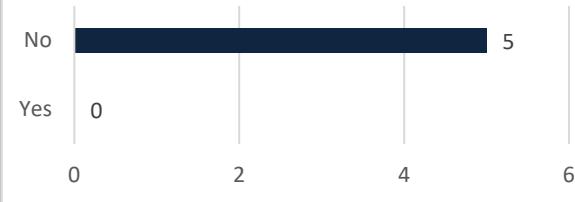
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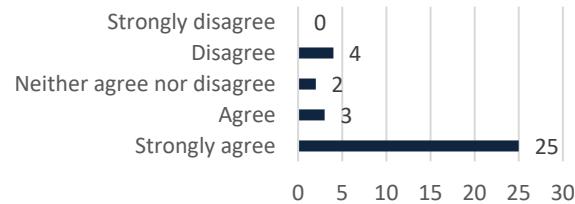


Were you required to take this course?

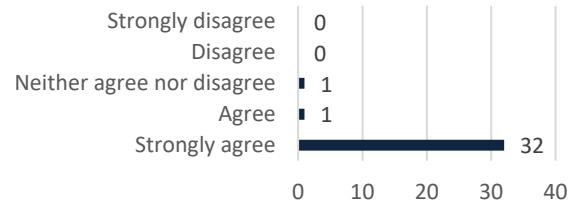


Identifying and Responding to Human Trafficking

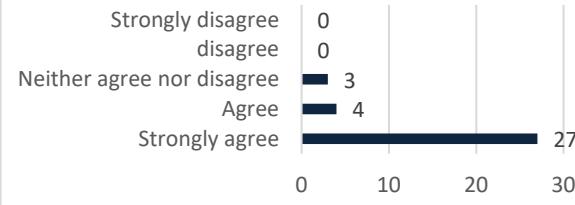
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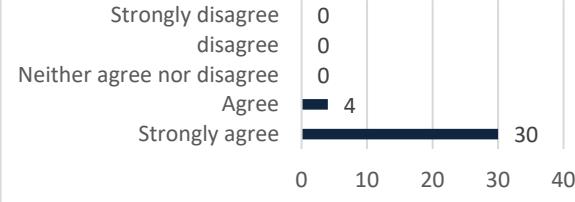
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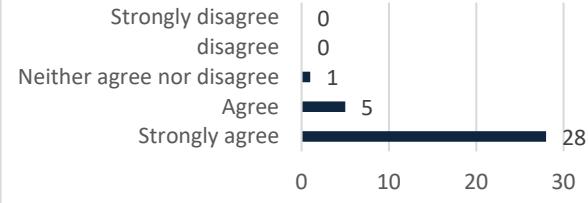
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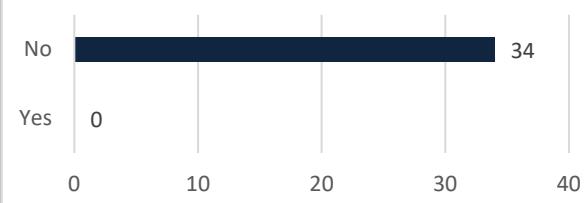
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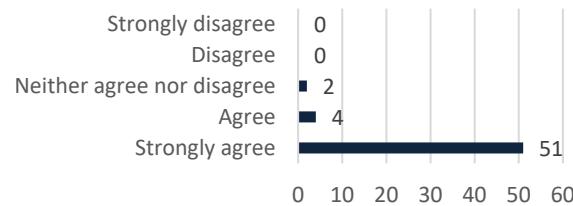


Were you required to take this course?

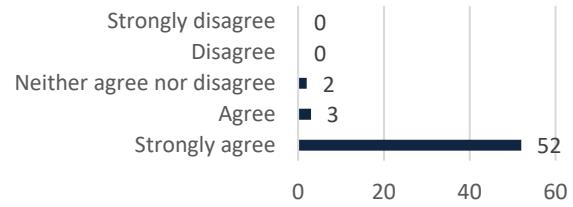


Improving Your IV-D Performance: Guidance for Family Division Staff

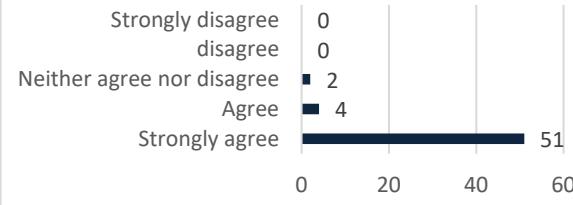
The length of the course was appropriate.



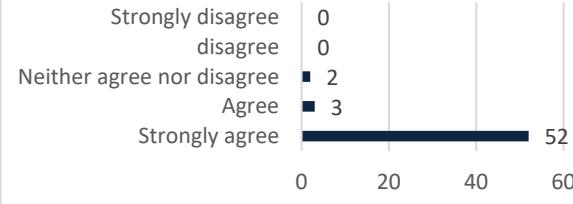
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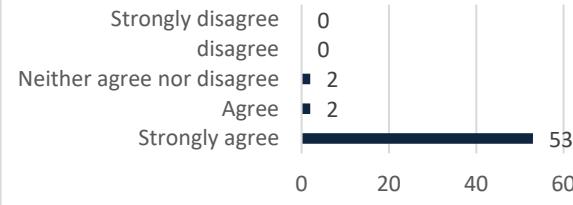
The visuals and handouts were engaging.



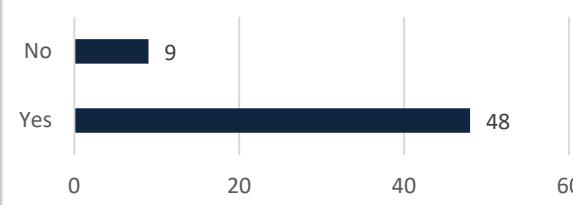
Overall, the course was effective at improving my knowledge and skills.



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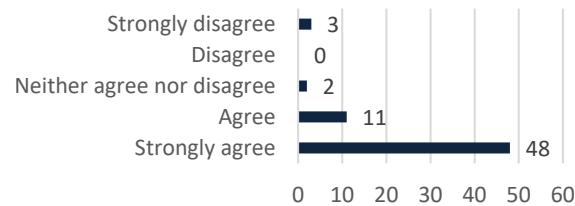


Were you required to take this course?

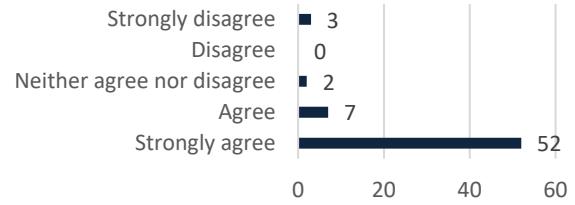


Improving Your IV-D Performance: Guidance for Probation Division Staff

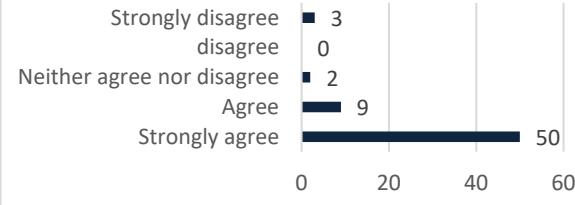
The length of the course was appropriate.



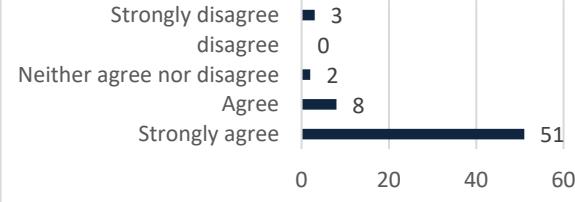
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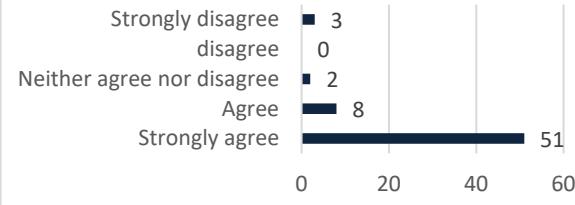
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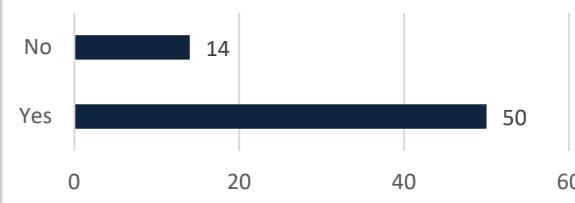
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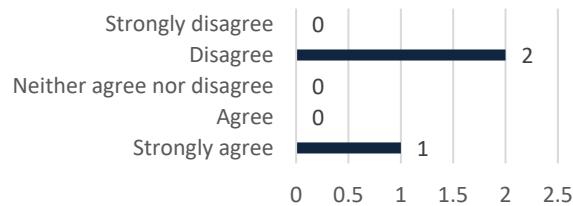


Were you required to take this course?

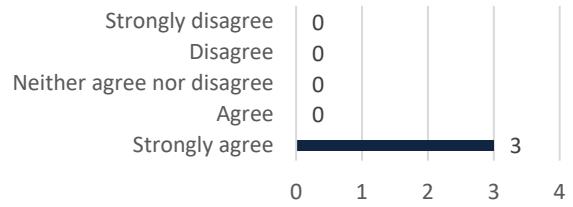


Intergovernmental Lab for CSSA*

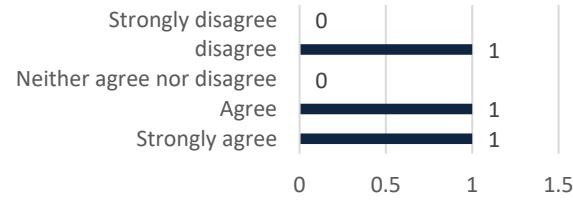
The length of the course was appropriate.



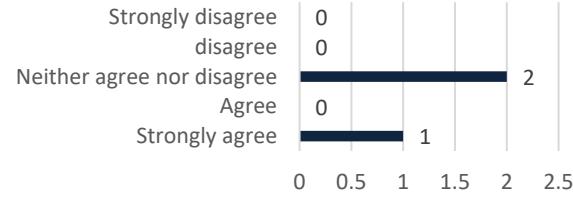
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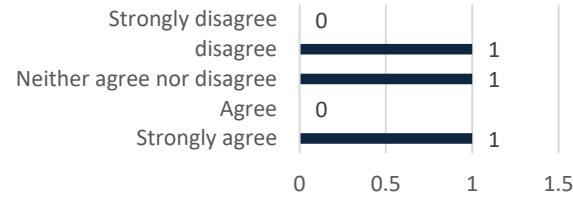
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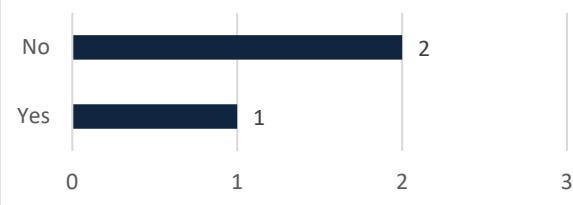
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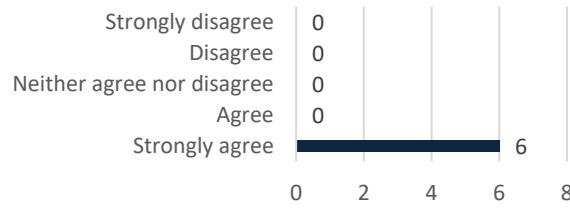


Were you required to take this course?

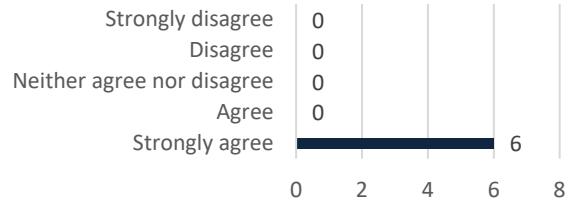


Intergovernmental Lab for Family*

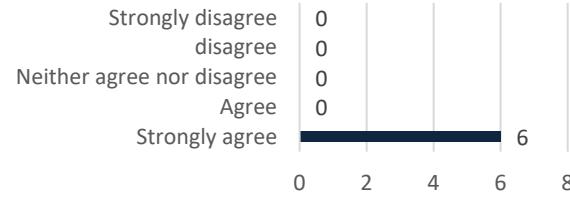
The length of the course was appropriate.



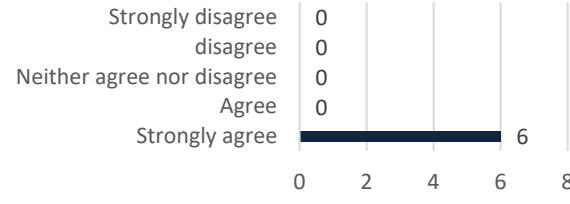
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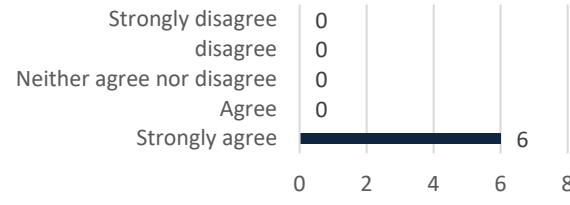
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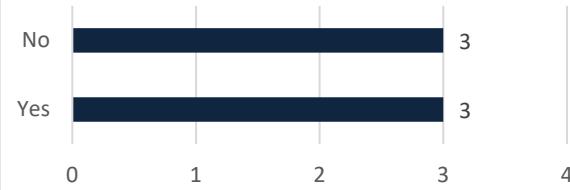
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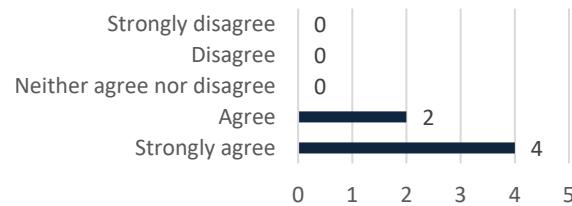


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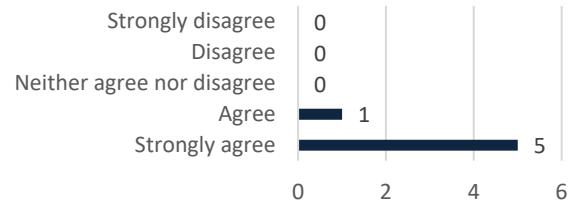


Intergovernmental Lab for PCSE*

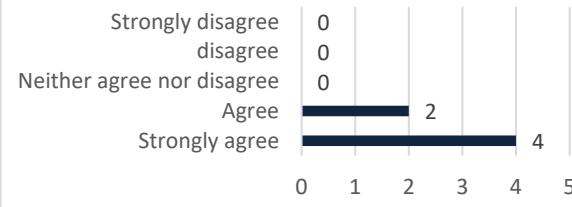
The length of the course was appropriate.



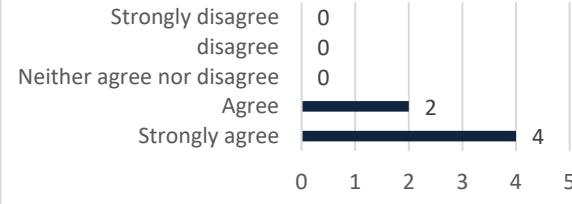
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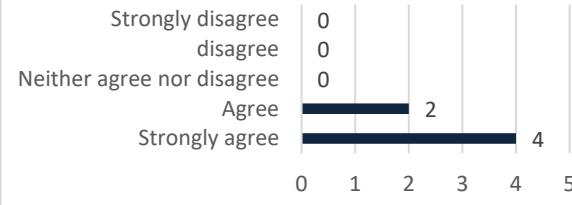
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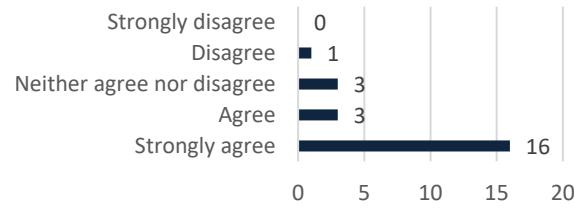


Intermediate Child Support Guidelines (formerly, Advanced Guidelines for Child Support Staff)*

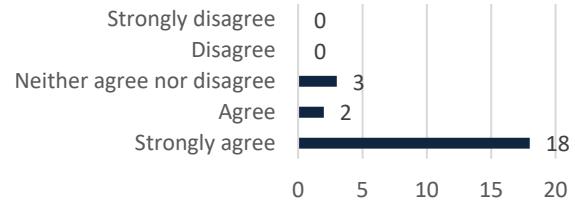


Intersectionality Lens and Bias in Domestic Violence Work

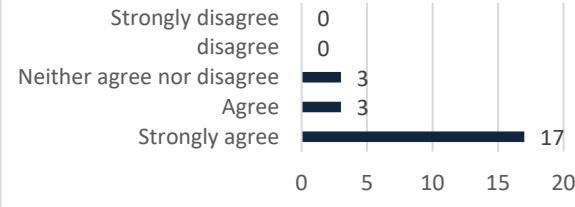
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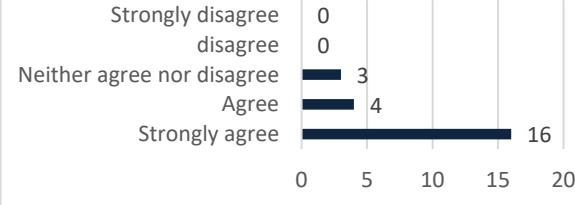
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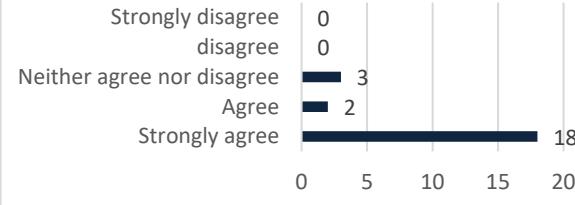
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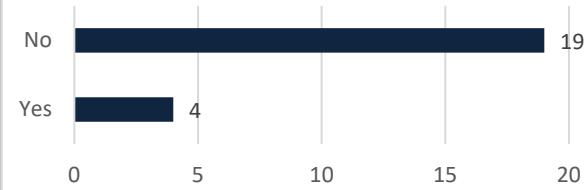
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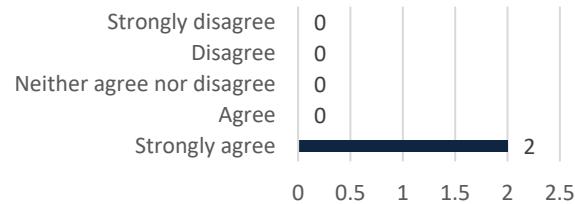


Were you required to take this course?



Introduction to the LGBTQIA+ Spectrum

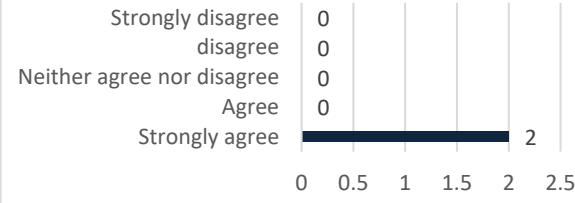
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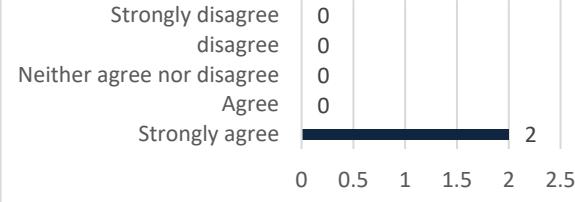
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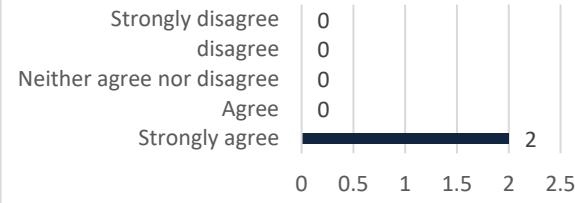
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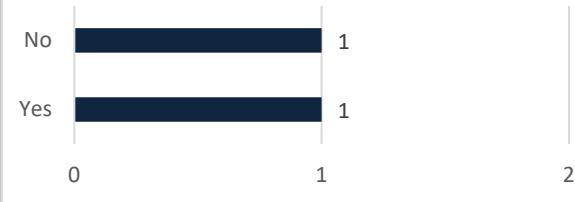
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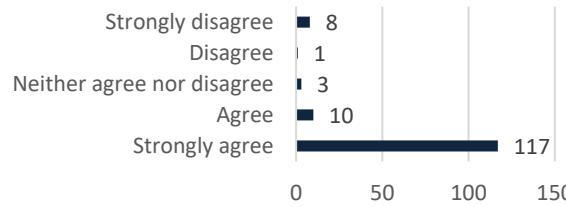


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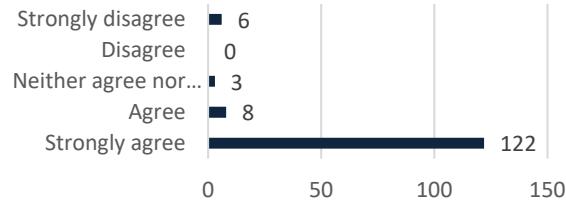


Introduction to UIFSA

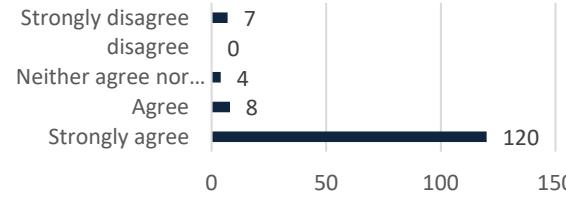
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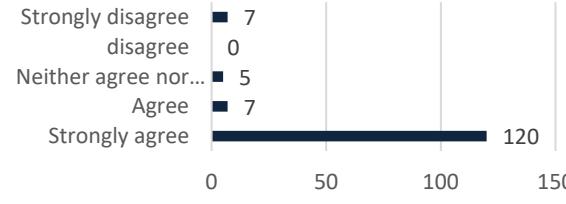
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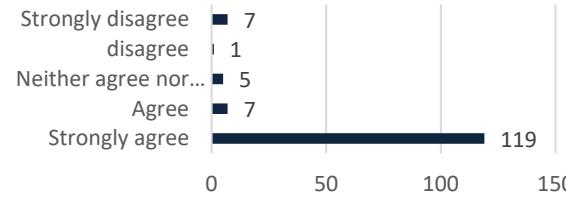
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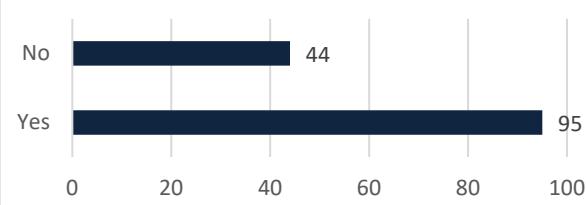
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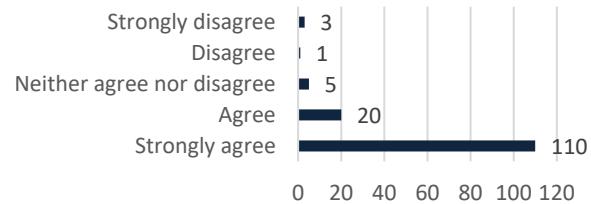


Were you required to take this course?

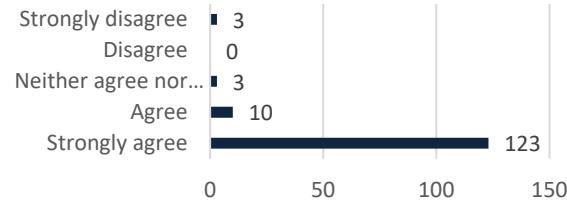


IV-D Theory for New Hires - Day 1

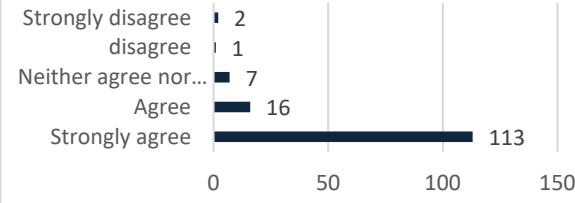
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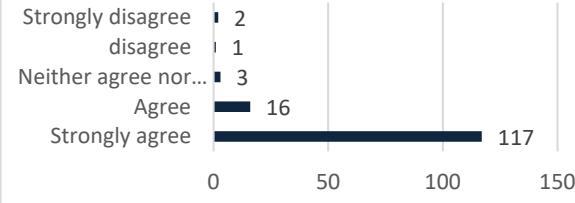
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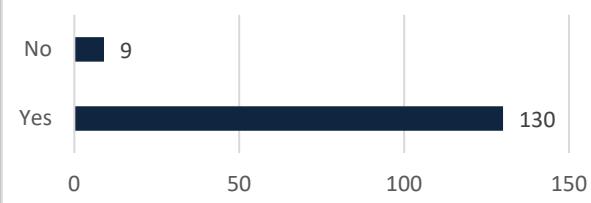
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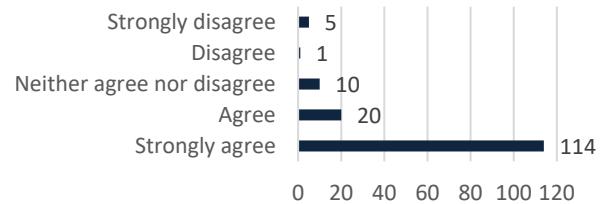


Were you required to take this course?

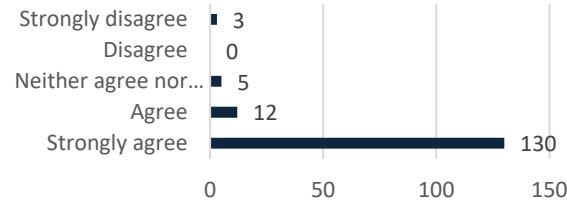


IV-D Theory for New Hires - Day 2

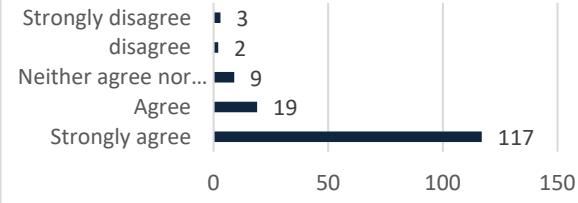
The length of the course was appropriate.



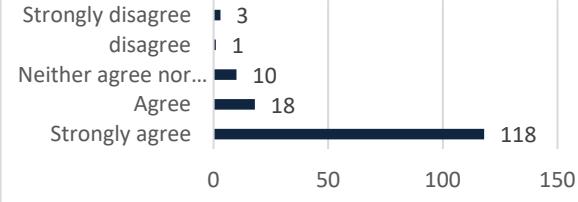
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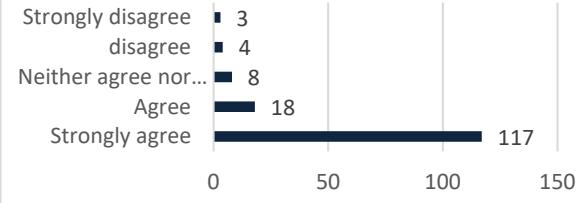
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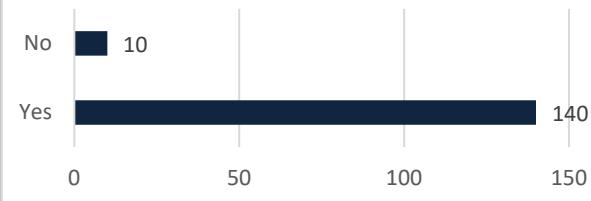
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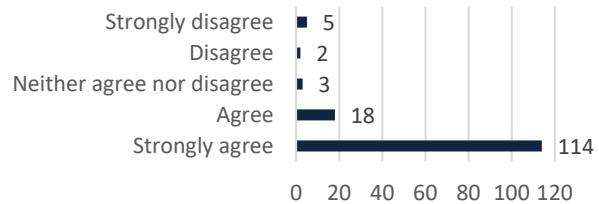


Were you required to take this course?

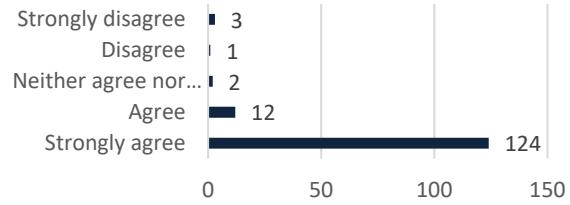


IV-D Theory for New Hires - Day 3

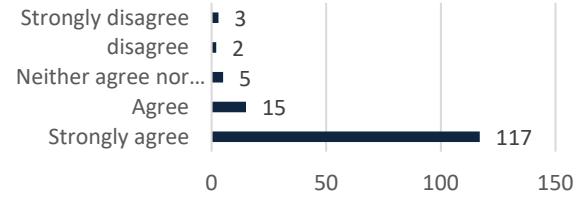
The length of the course was appropriate.



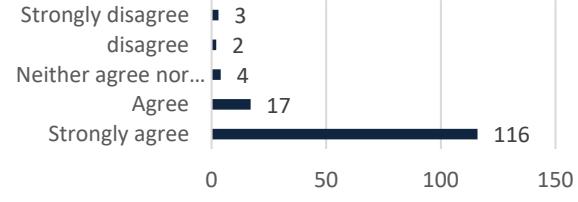
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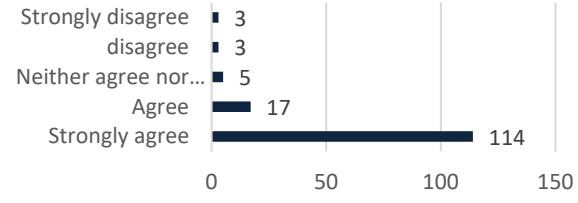
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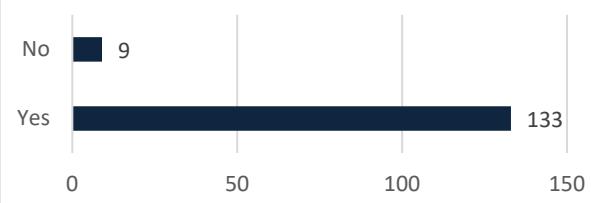
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I am satisfied with the overall course.

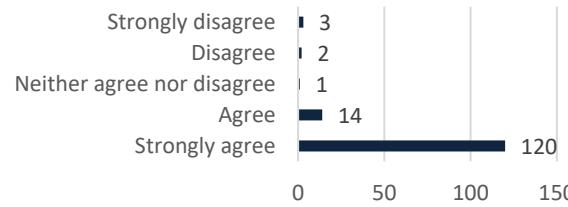


Were you required to take this course?

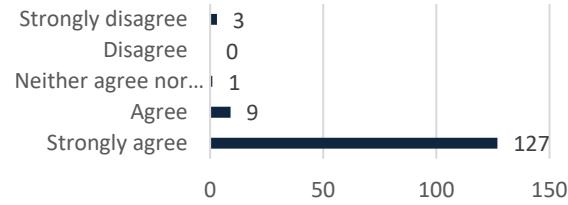


IV-D Theory for New Hires - Day 4

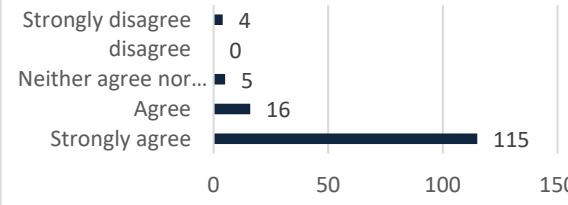
The length of the course was appropriate.



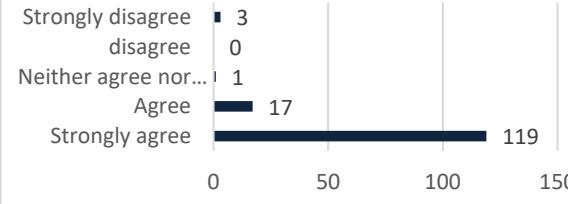
I had the necessary equipment and workspace to fully participate in the course.



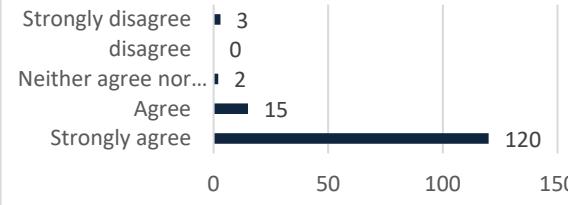
The visuals and handouts were engaging.



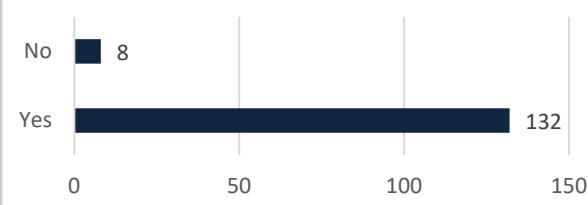
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.

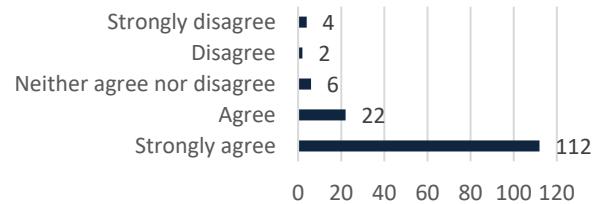


Were you required to take this course?

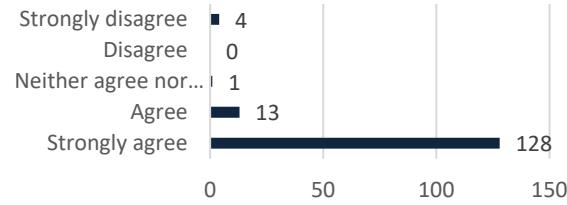


IV-D Theory for New Hires - Day 5

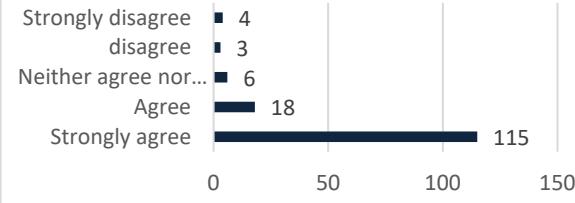
The length of the course was appropriate.



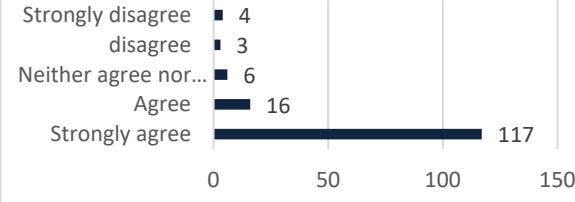
I had the necessary equipment and workspace to fully participate in the course.



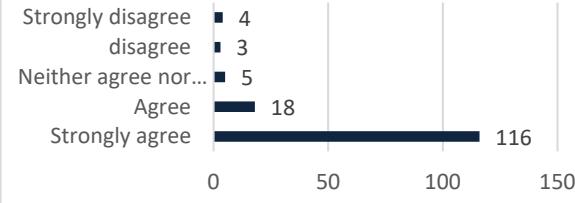
The visuals and handouts were engaging.



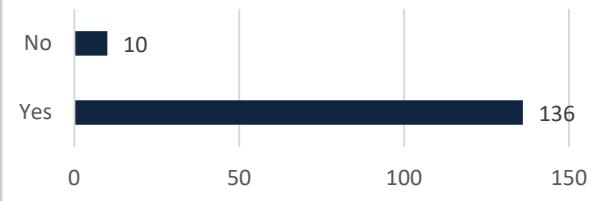
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.

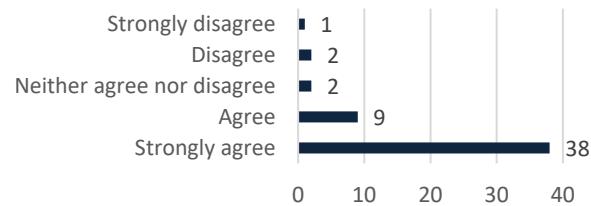


Were you required to take this course?

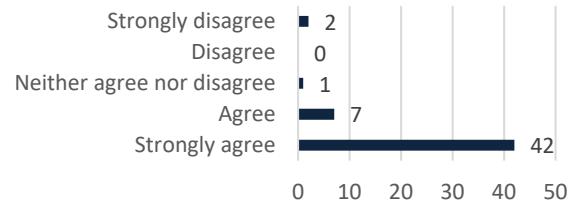


IV-D Theory Refresher Course (One Day)

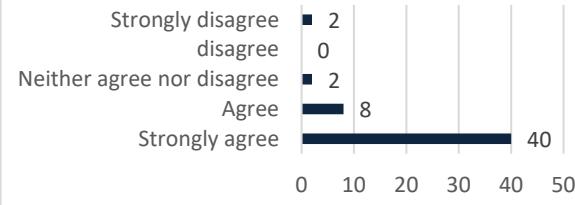
The length of the course was appropriate.



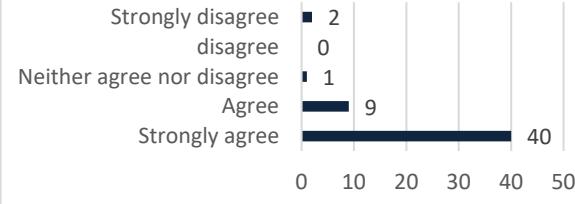
I had the necessary equipment and workspace to fully participate in the course.



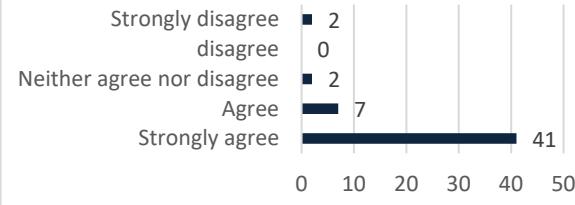
The visuals and handouts were engaging.



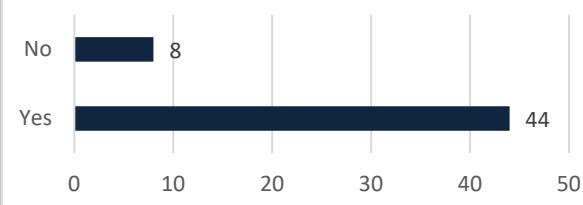
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.

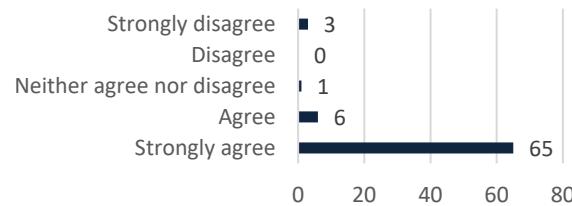


Were you required to take this course?

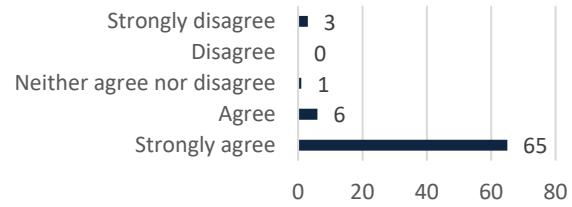


Judicial Enforcement Remedies and Other Enforcement Actions

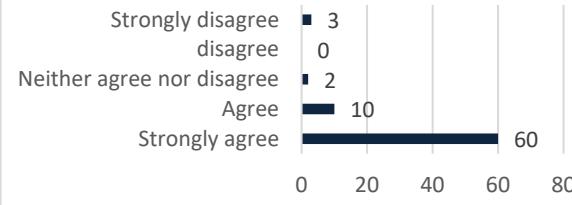
The length of the course was appropriate.



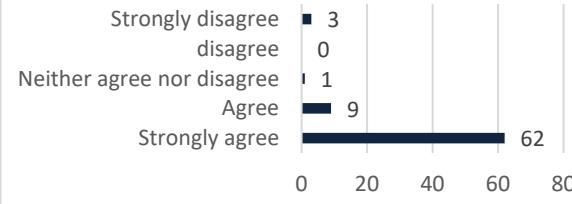
I had the necessary equipment and workspace to fully participate in the course.



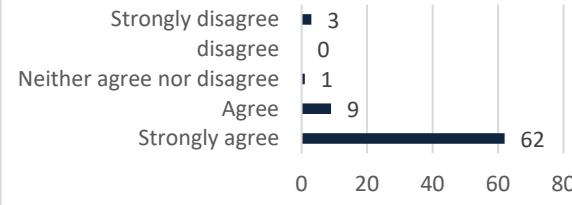
The visuals and handouts were engaging.



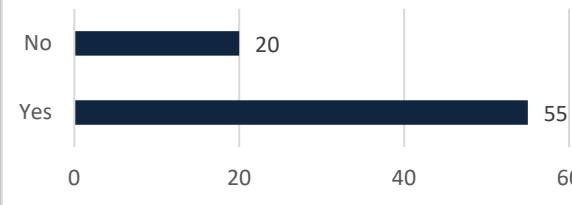
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.

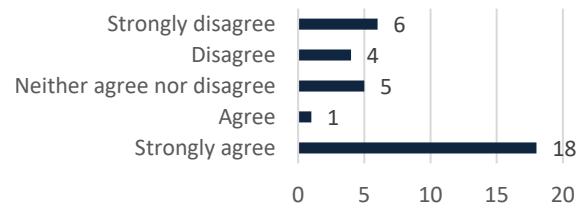


Were you required to take this course?

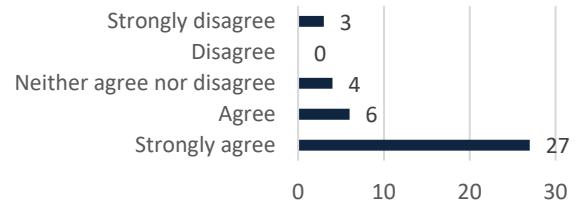


Law Clerk Training - Advanced

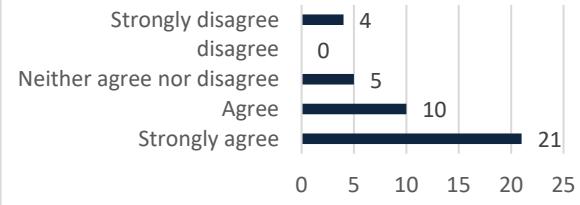
The length of the course was appropriate.



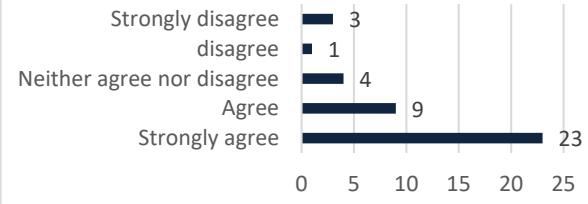
I had the necessary equipment and workspace to fully participate in the course.



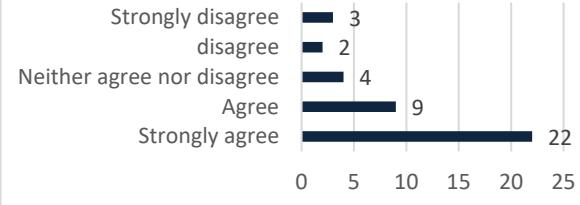
The visuals and handouts were engaging.



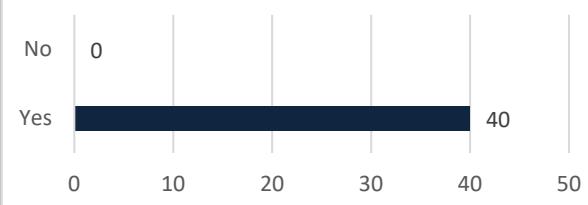
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.

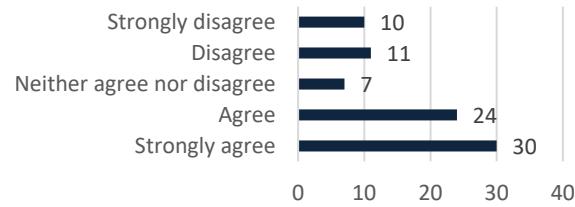


Were you required to take this course?

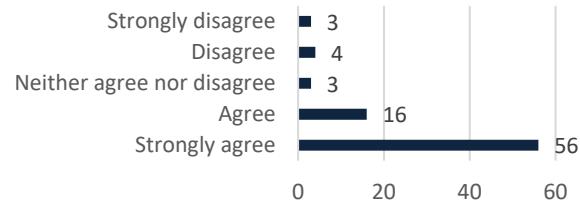


Law Clerk Training - Beginner

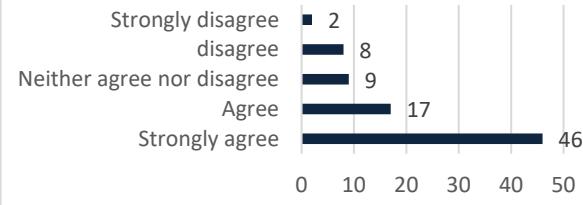
The length of the course was appropriate.



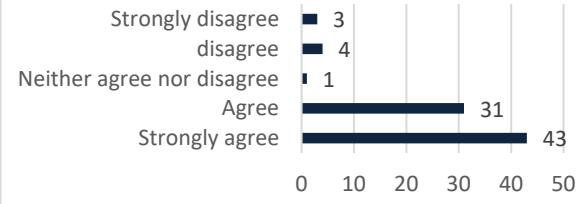
I had the necessary equipment and workspace to fully participate in the course.



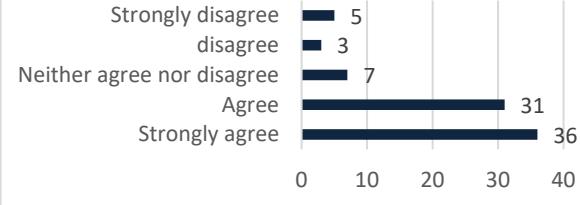
The visuals and handouts were engaging.



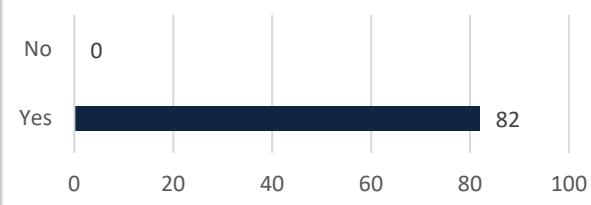
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.

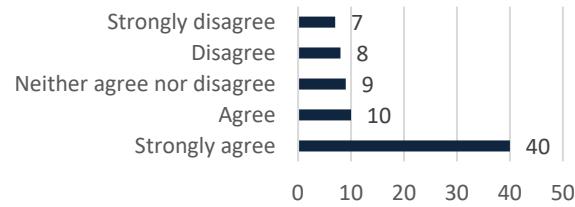


Were you required to take this course?

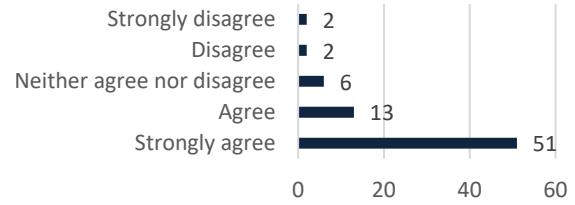


Law Clerk Training - Intermediate

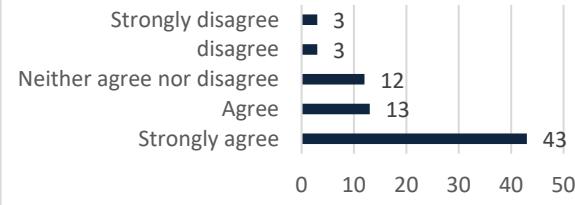
The length of the course was appropriate.



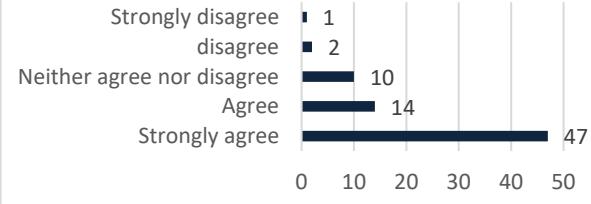
I had the necessary equipment and workspace to fully participate in the course.



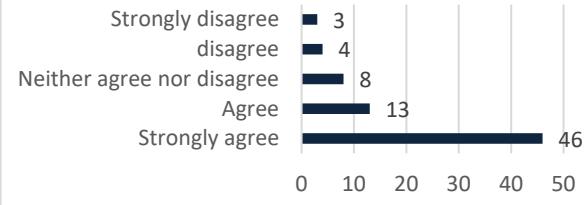
The visuals and handouts were engaging.



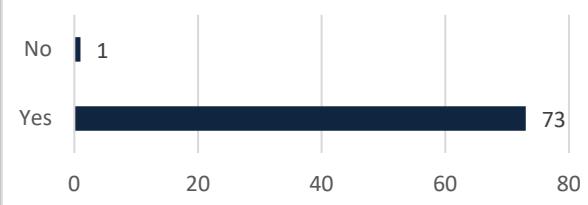
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.



Were you required to take this course?

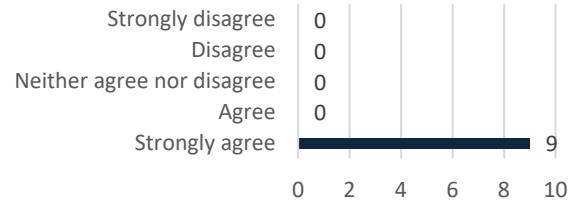


Leadership, Learning, and Change

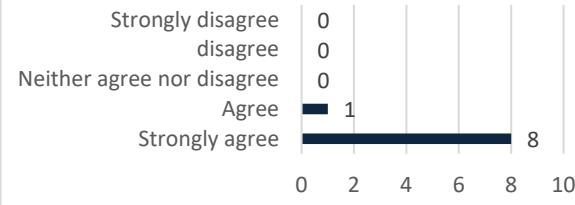
The length of the course was appropriate.



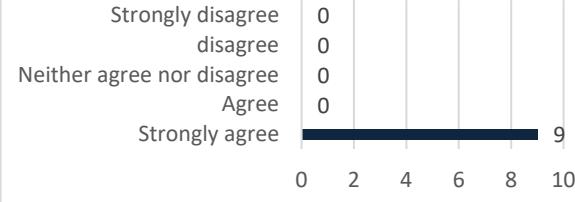
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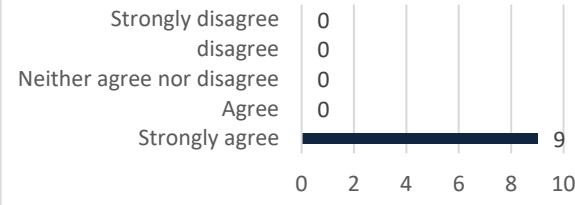
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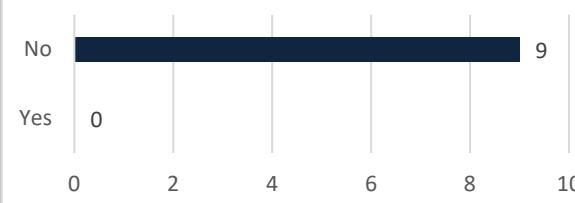
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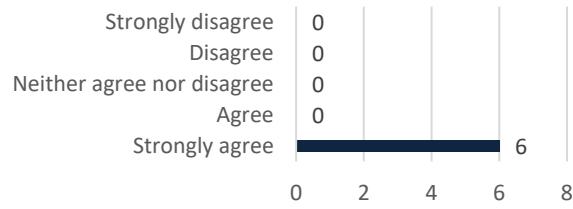


Were you required to take this course?

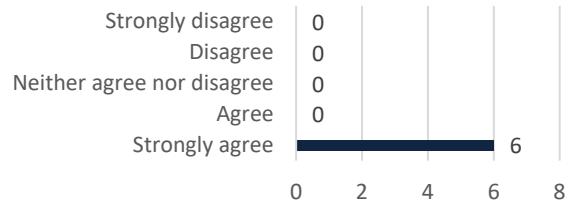


Leading With Authenticity

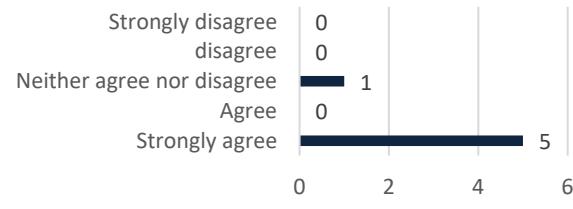
The length of the course was appropriate.



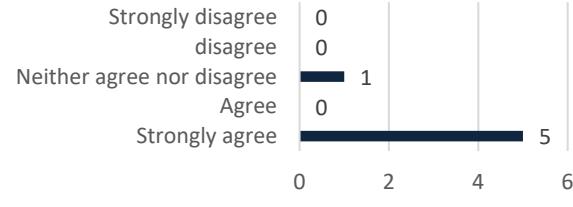
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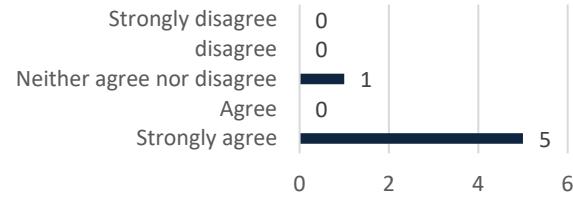
The visuals and handouts were engaging.



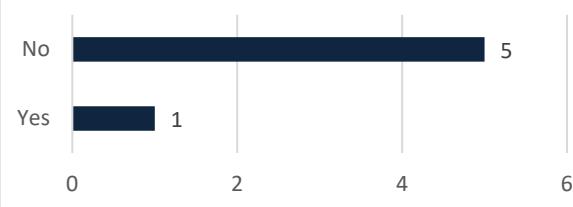
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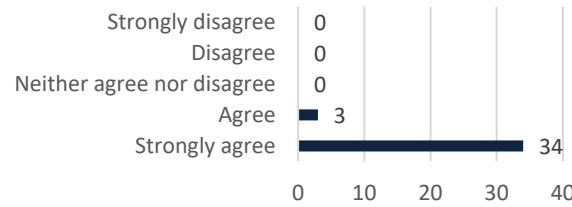


Were you required to take this course?

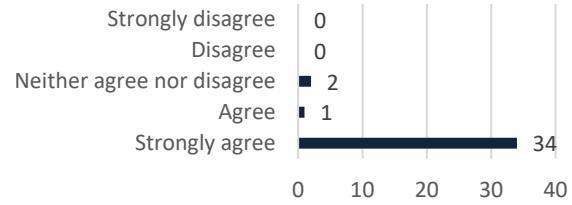


LGBTQ+ Family Matters: Custody, Parentage, and Adoption in Child Support

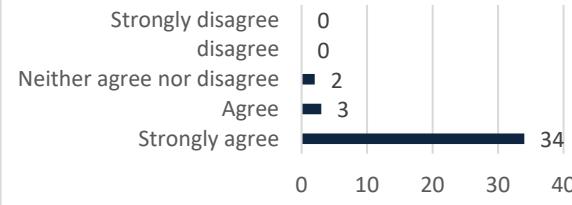
The length of the course was appropriate.



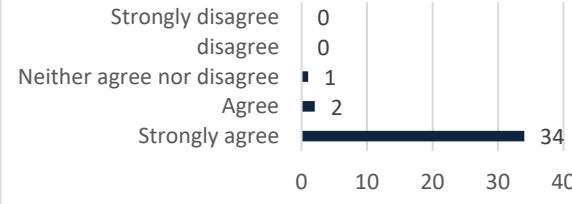
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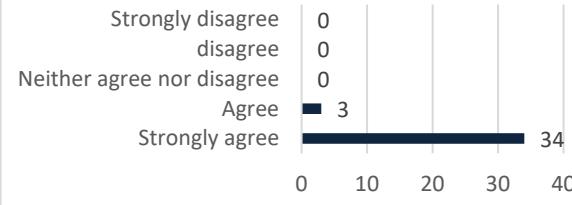
The visuals and handouts were engaging.



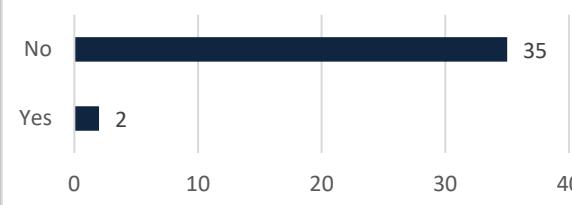
Overall, the course was effective at improving my knowledge and skills.



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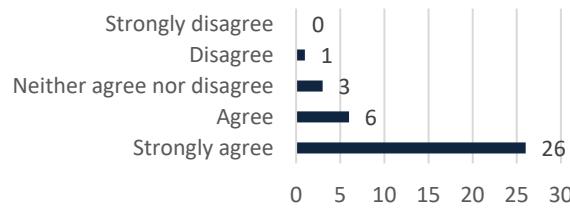


Were you required to take this course?

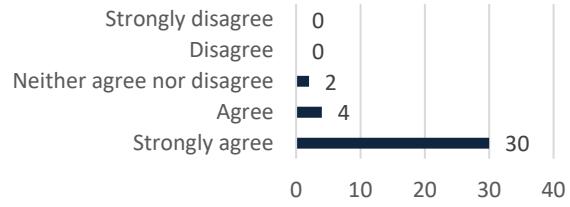


Life Cycle of Holds

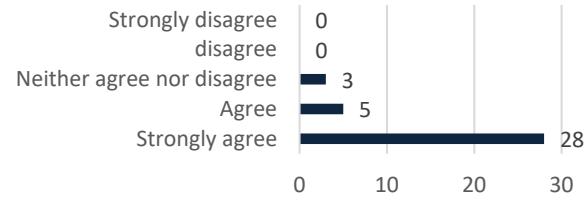
The length of the course was appropriate.



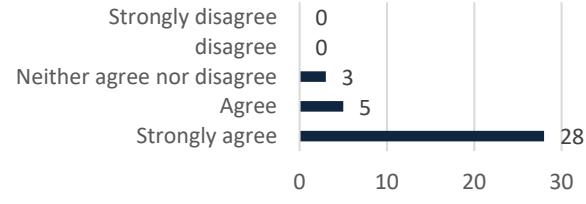
I had the necessary equipment and workspace to fully participate in the course.



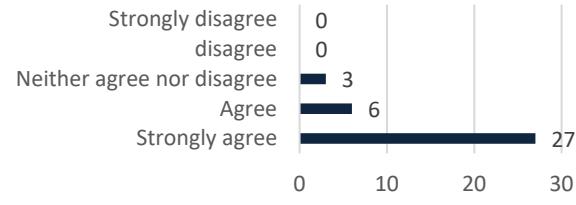
The visuals and handouts were engaging.



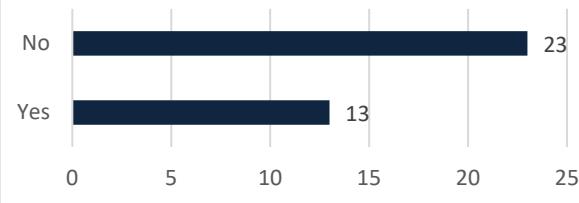
Overall, the course was effective at improving my knowledge and skills.



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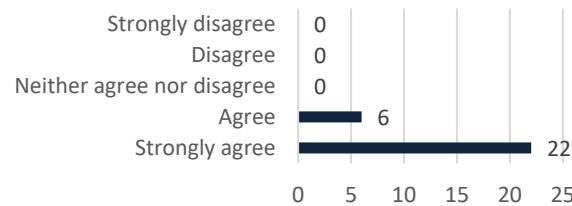


Were you required to take this course?

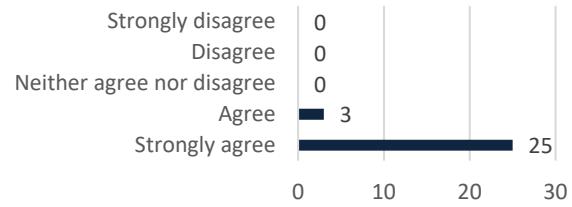


Locate for CSSA Staff

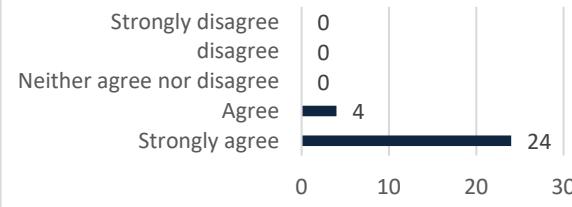
The length of the course was appropriate.



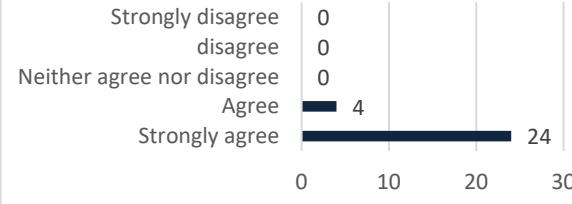
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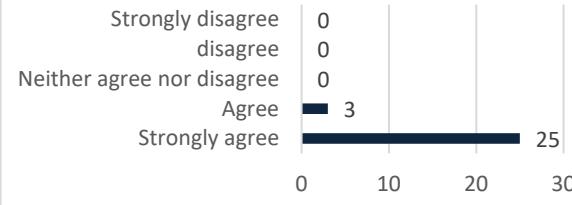
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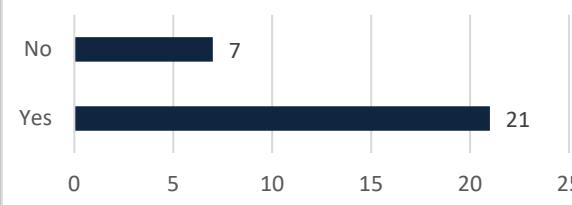
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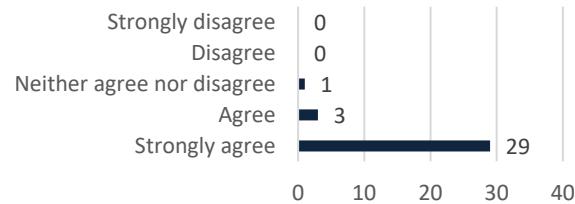


Were you required to take this course?

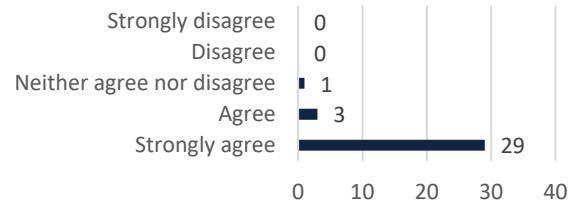


Managing Tasks and Notifications for CSSA Staff

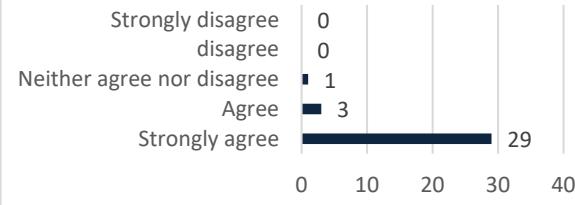
The length of the course was appropriate.



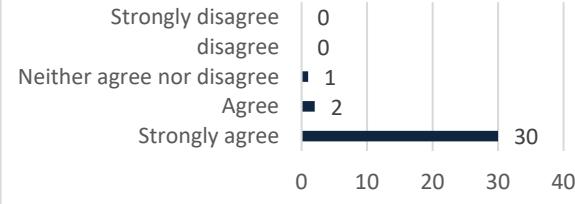
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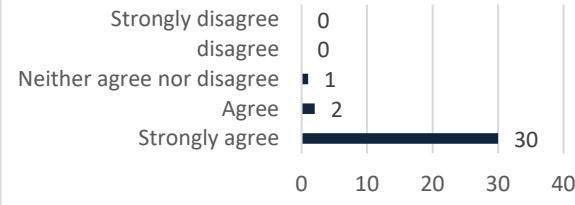
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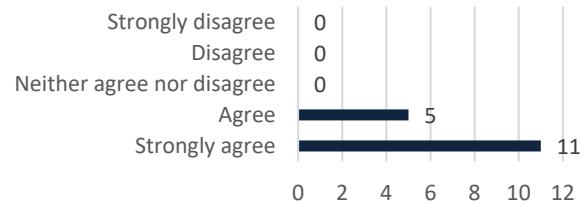


Were you required to take this course?

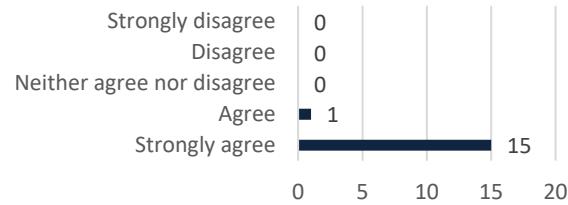


Managing Your Inbox with Microsoft Outlook

The length of the course was appropriate.



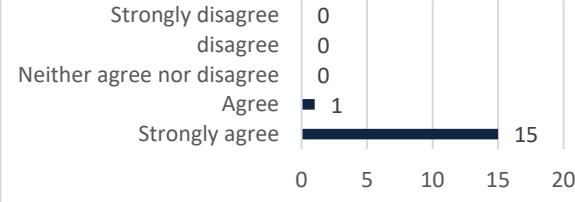
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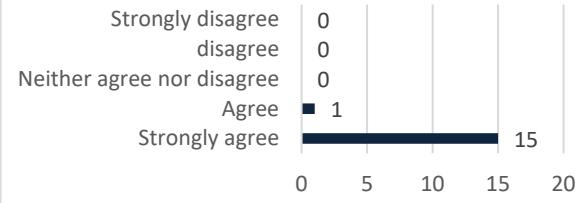
The visuals and handouts were engaging.



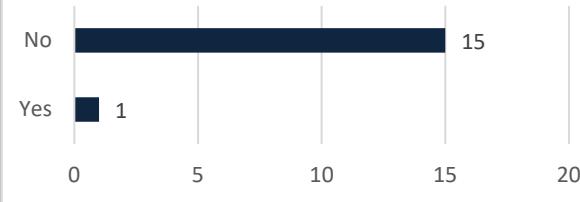
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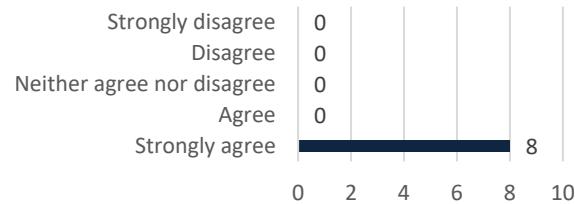


Were you required to take this course?

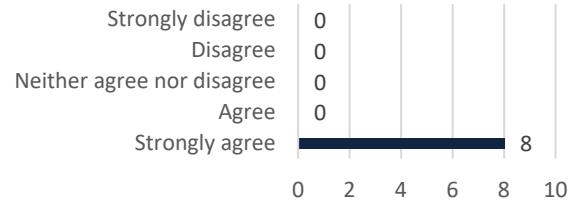


Microsoft Excel for Beginners

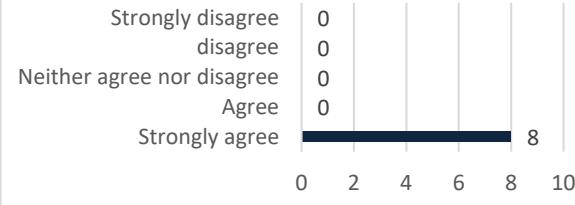
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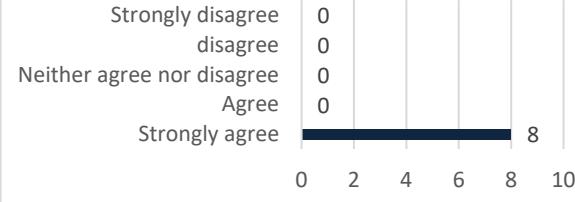
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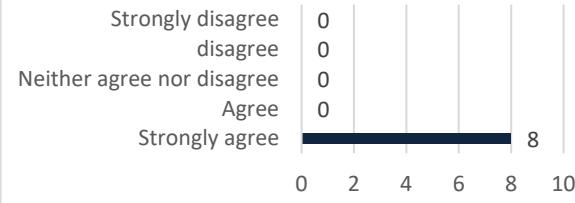
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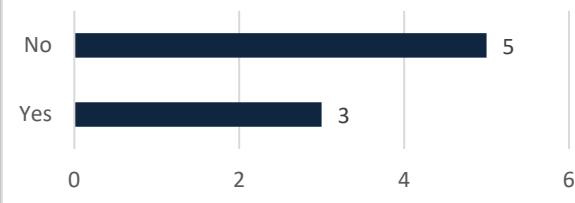
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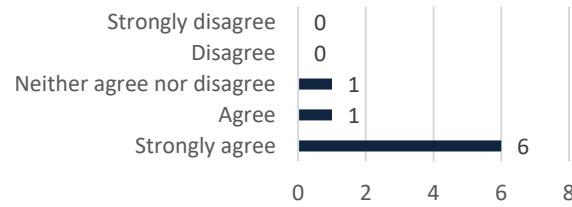


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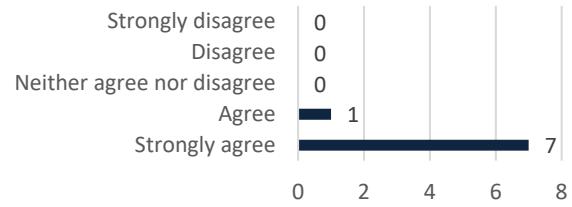


Microsoft Word for Beginners

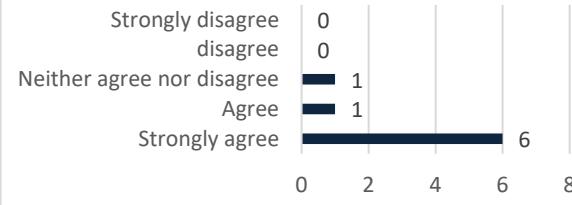
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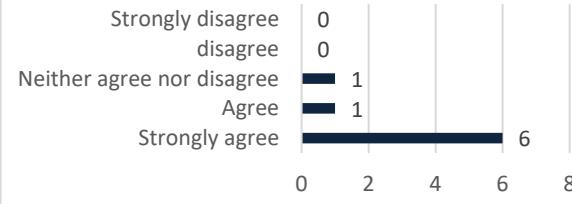
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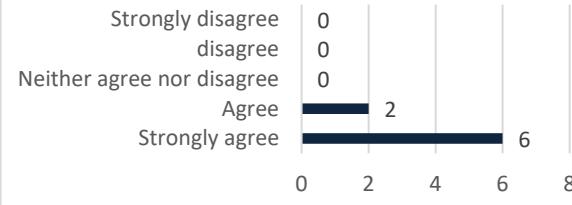
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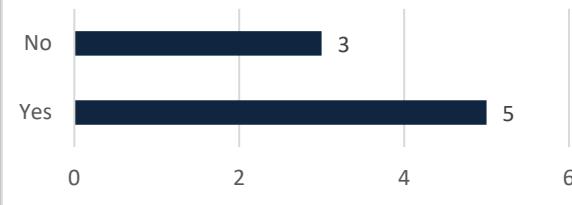
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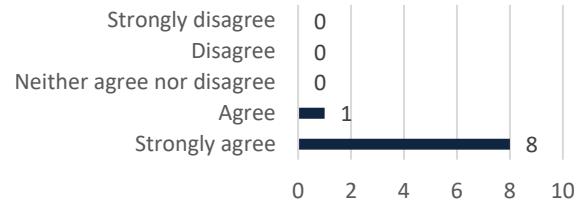


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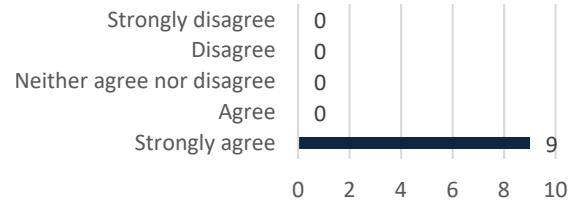


Mindful Metamorphosis: Harnessing Headspace and Meditation for Transformation or Practical Techniques for Stress and Anxiety

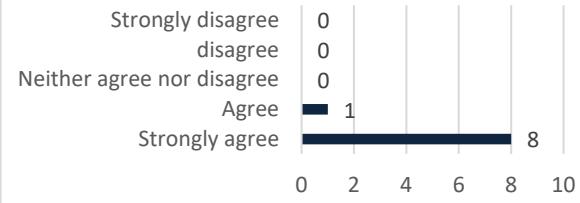
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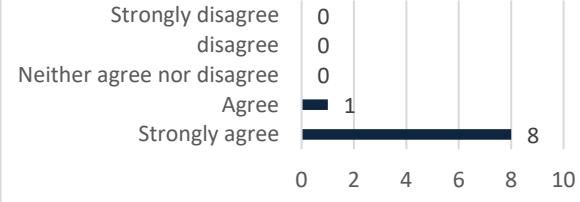
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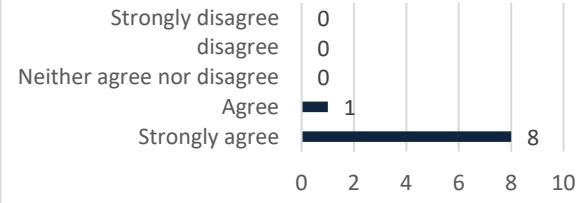
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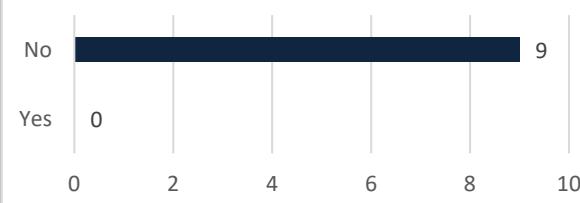
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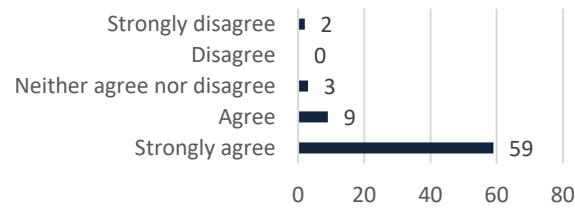


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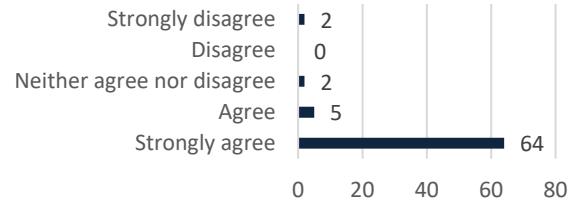


Modifications: Processing Hearing Outcomes for Family Division Staff

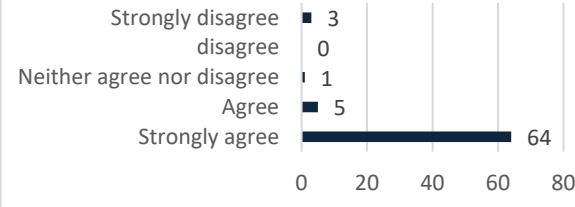
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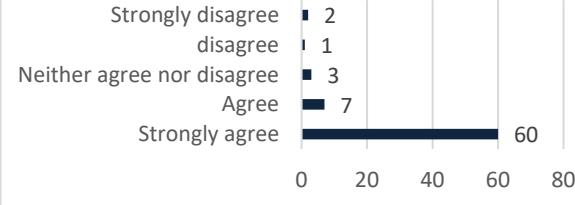
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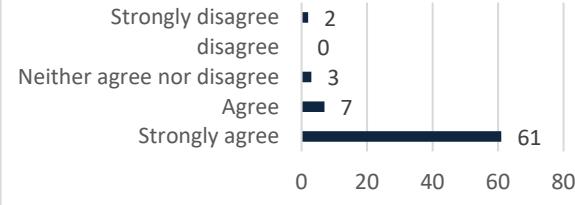
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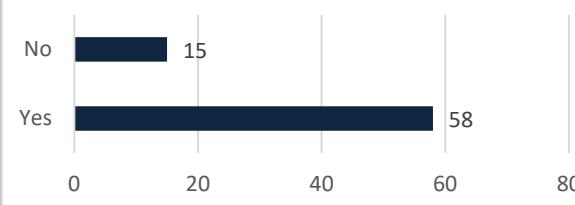
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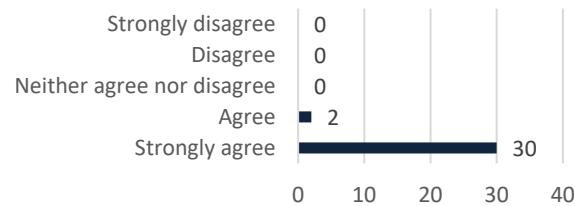


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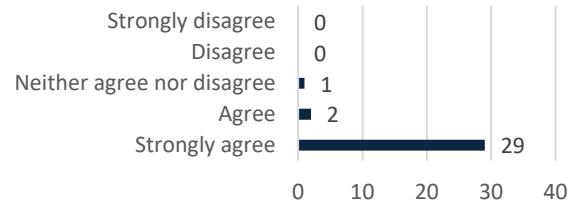


NJKiDS Lab: BI Portal Map Analysis*

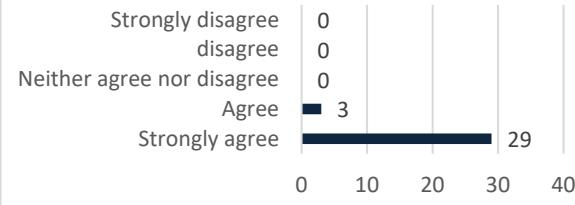
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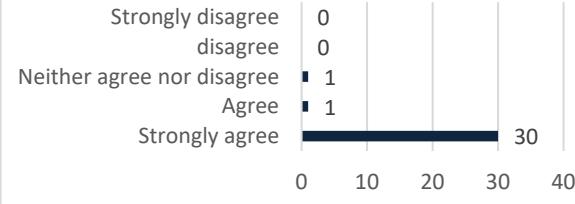
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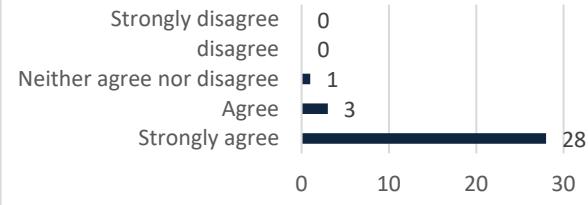
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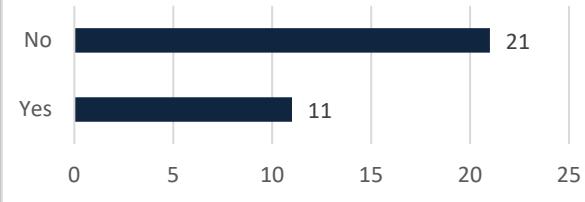
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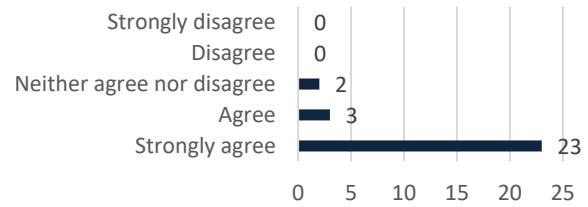


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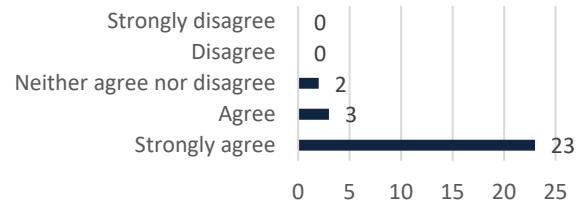


Paternity and Support Order Establishment for CSSA Staff

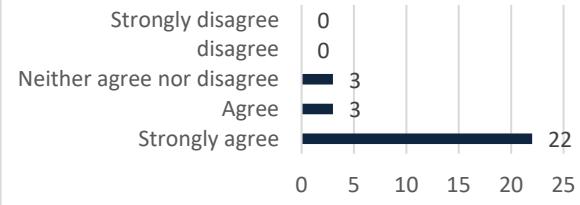
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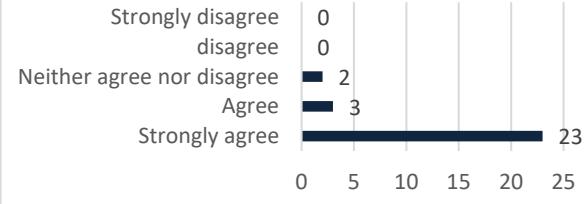
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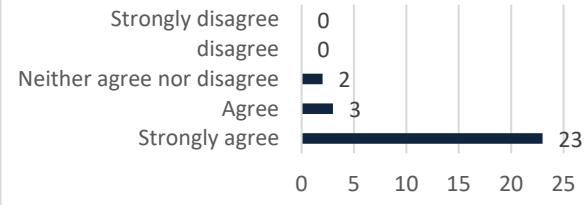
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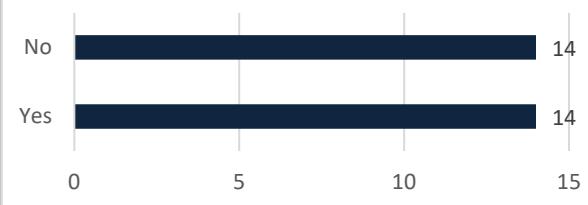
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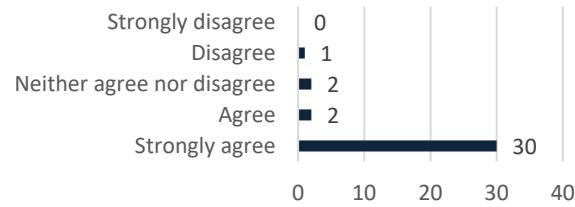


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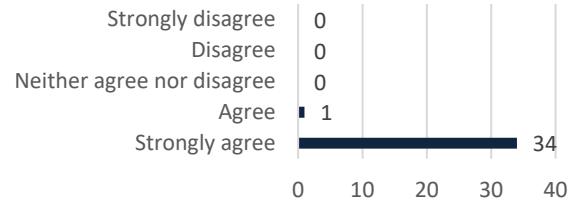


Path Through Family: Tools for Success

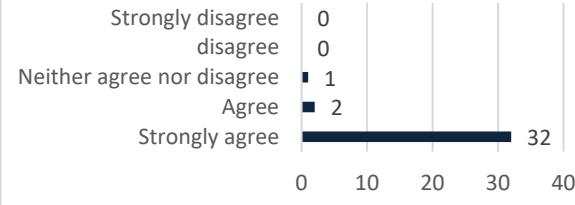
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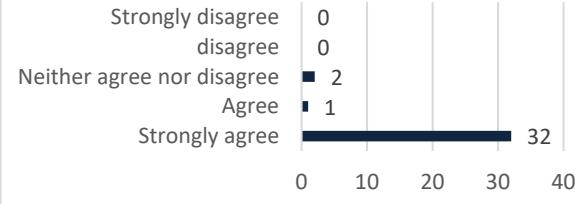
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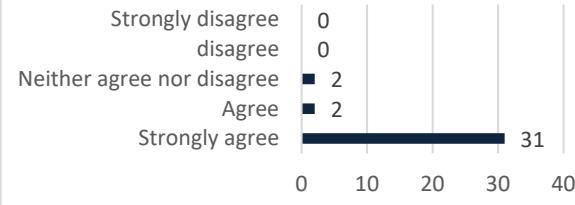
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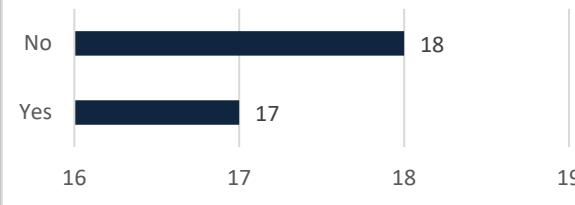
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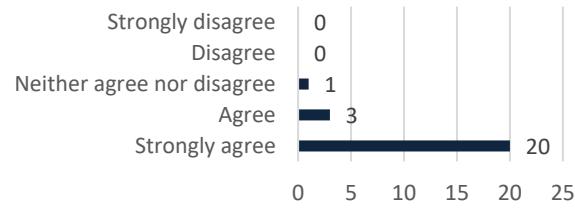


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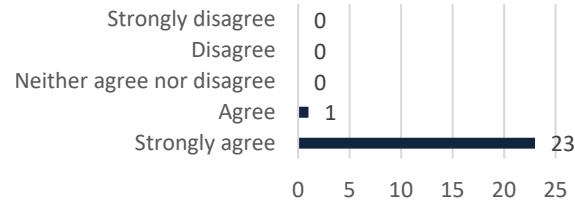


Professional Development Series for Managers and Supervisors

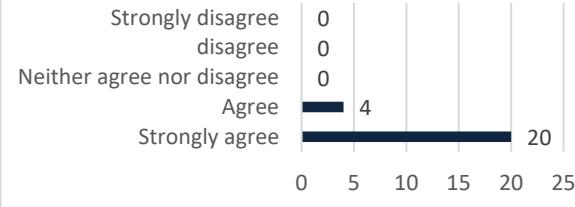
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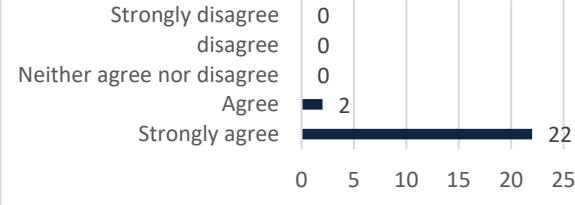
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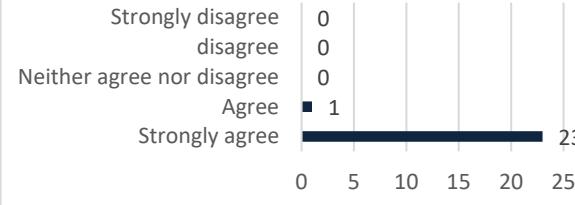
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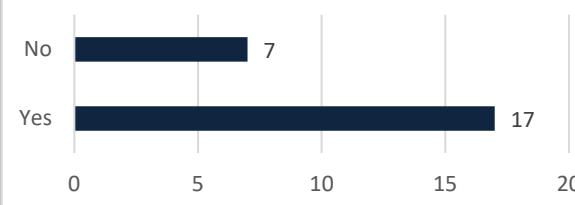
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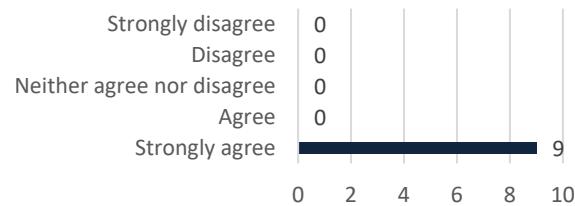


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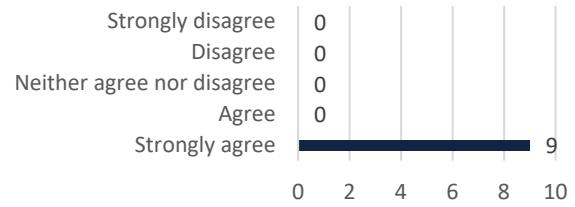


Social Emotional Learning (SEL) and Self-Care for Child Support Workers

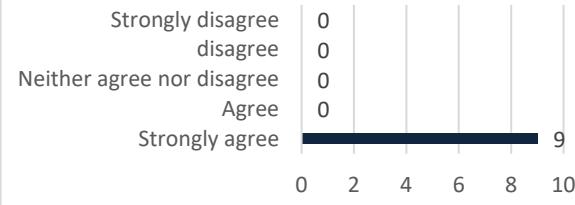
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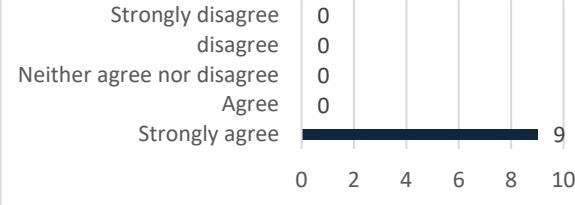
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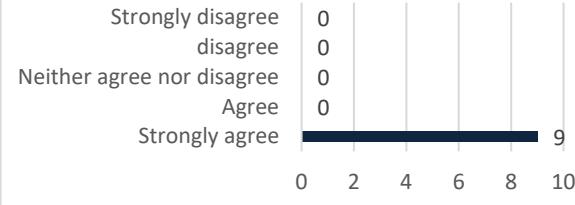
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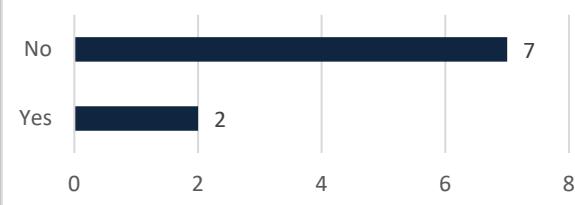
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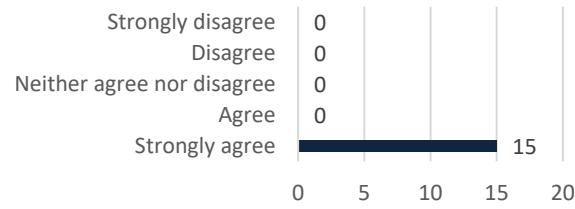


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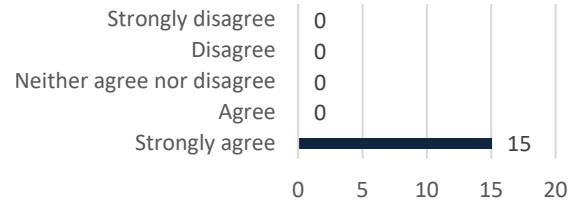


Strategies for Managing Change

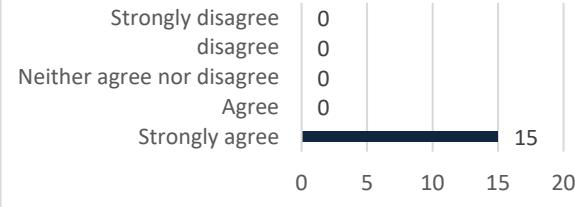
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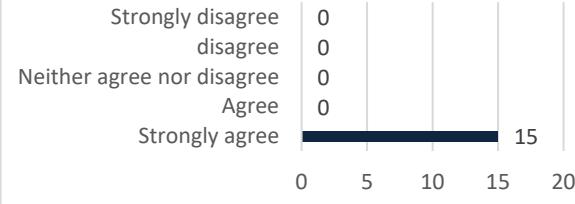
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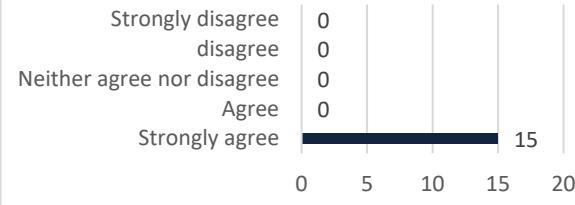
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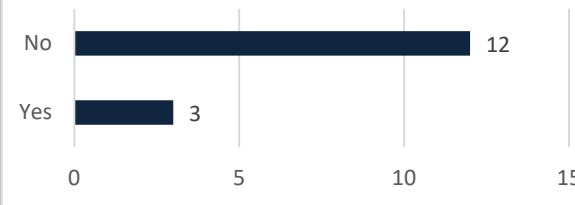
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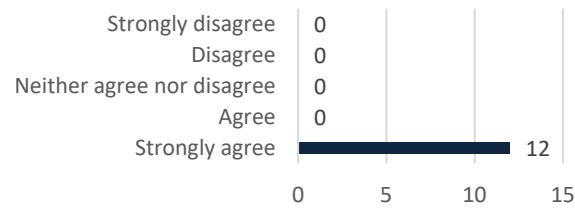


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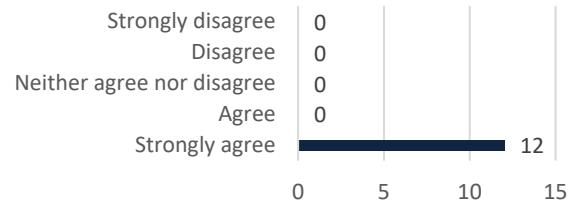


Stress Management: Rewrite Your Stress Story

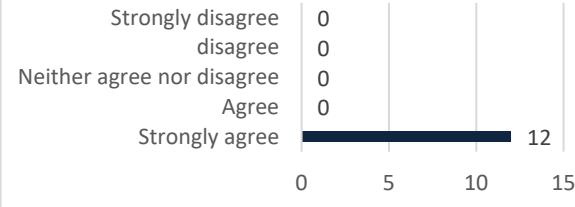
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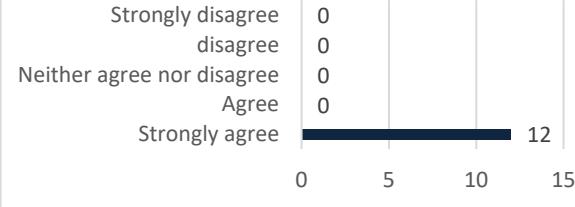
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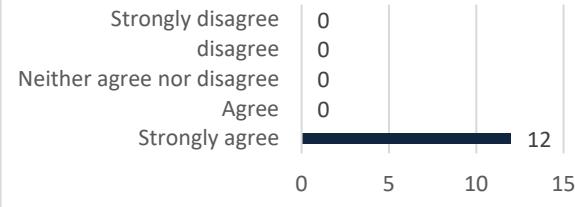
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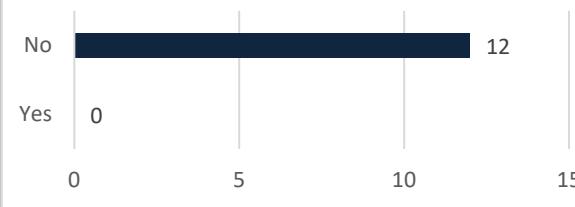
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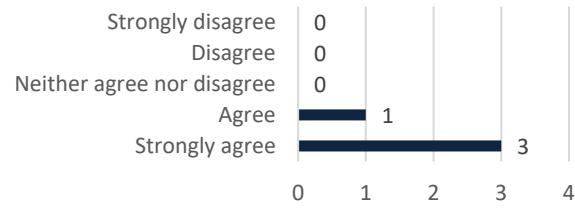


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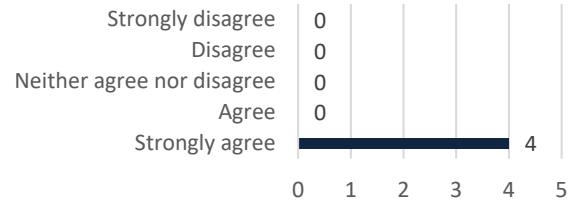


Supporting Child Support Customers and Employers with Neurodiversity

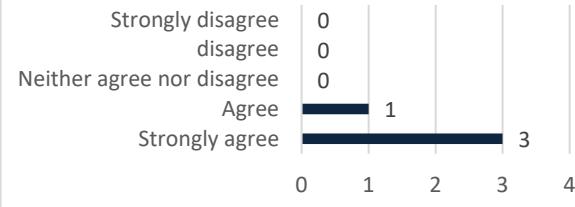
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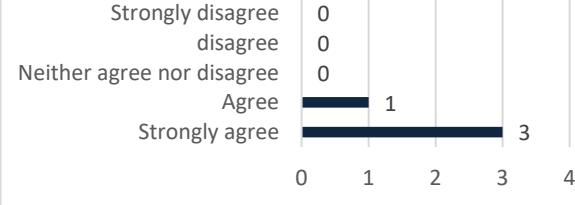
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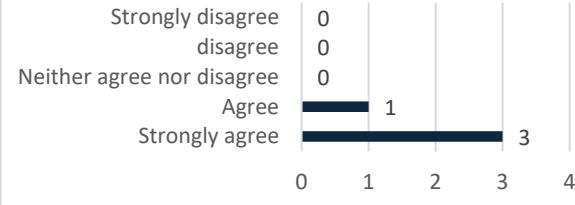
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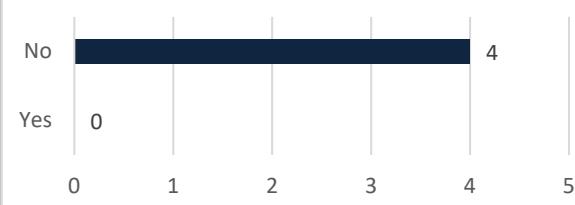
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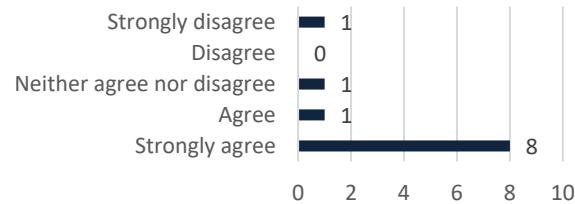


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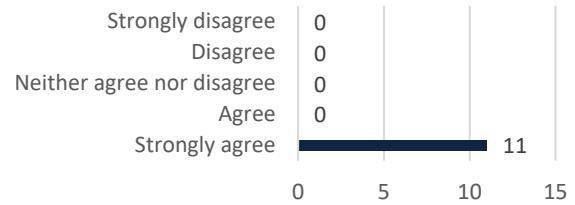


Supporting Families Through Difficult Transitions

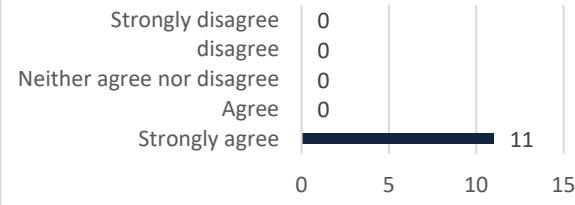
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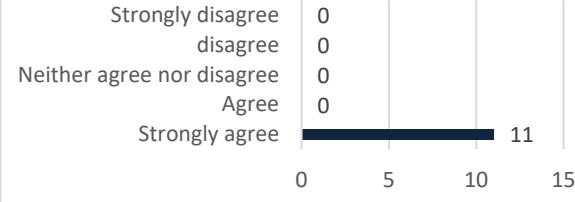
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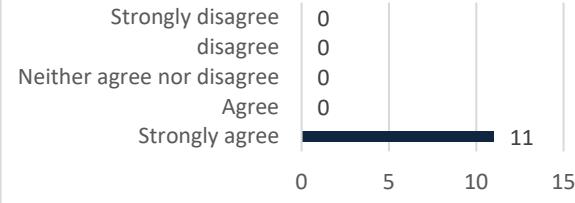
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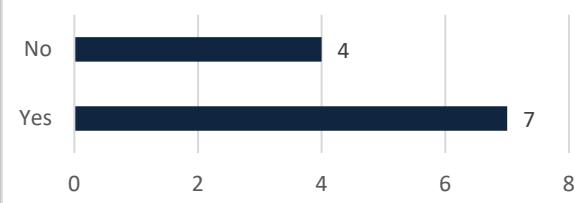
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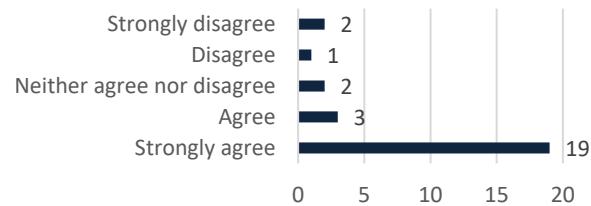


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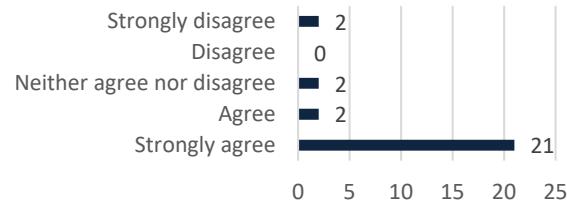


Tax Offset in Child Support

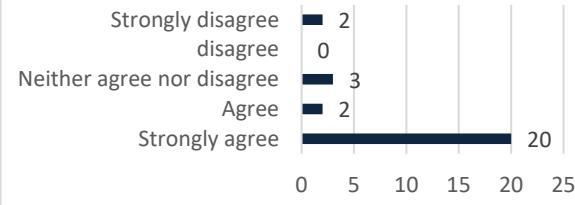
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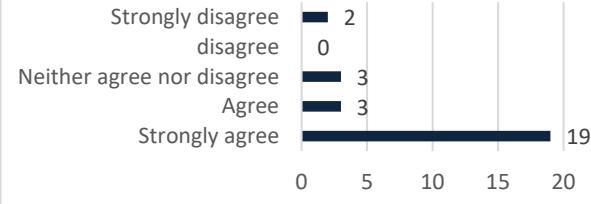
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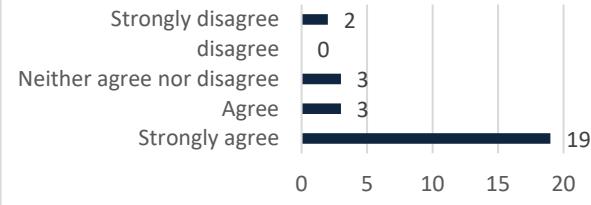
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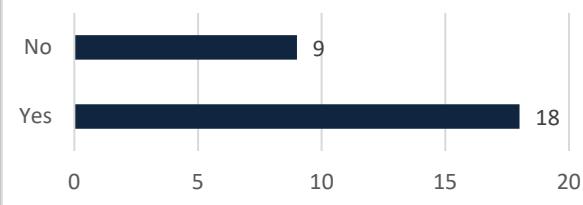
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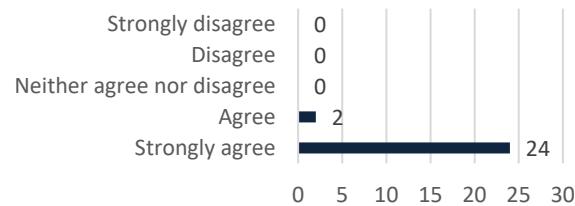


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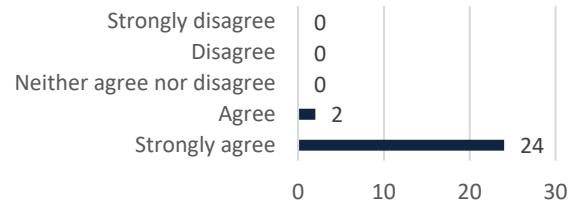


Termination 2.0 Updates

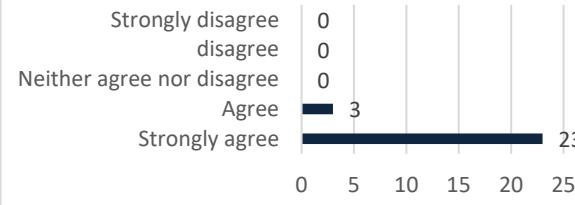
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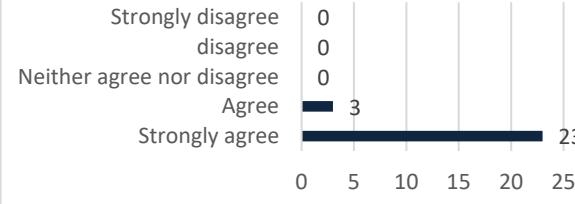
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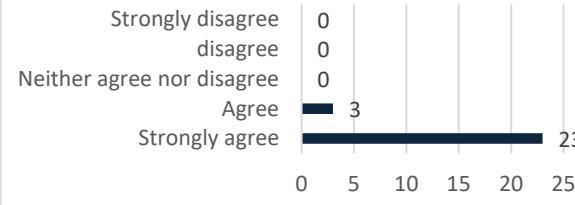
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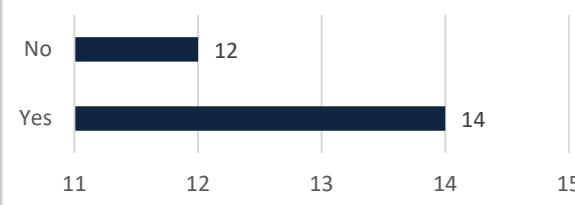
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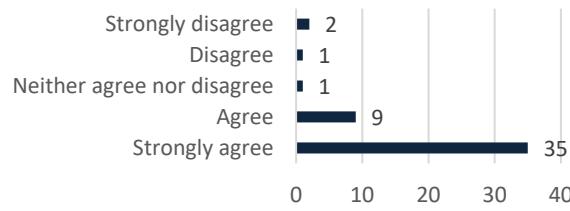


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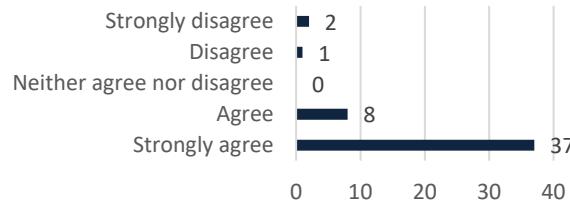


Termination Training Workshop

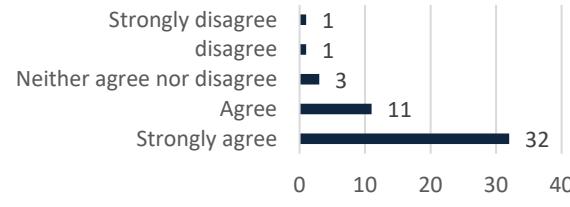
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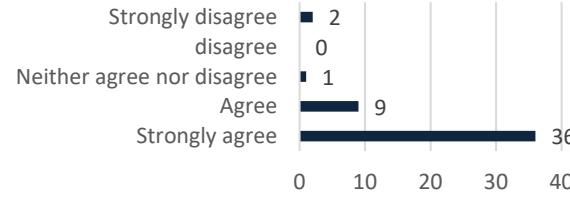
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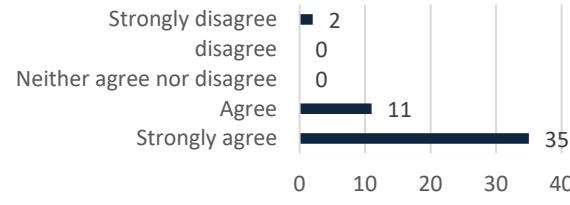
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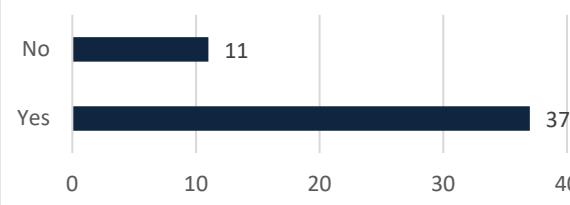
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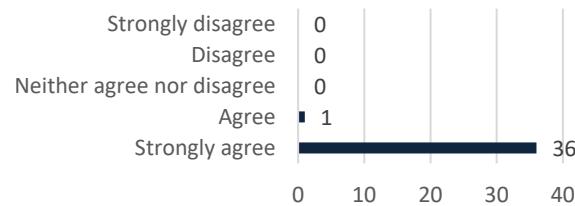


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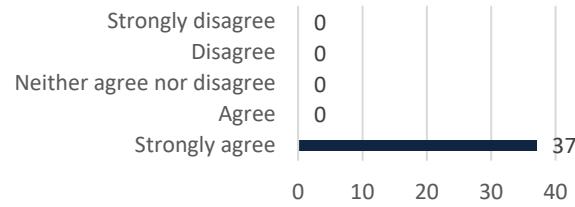


The Audacity to Care: Advocating for Yourself Unapologetically

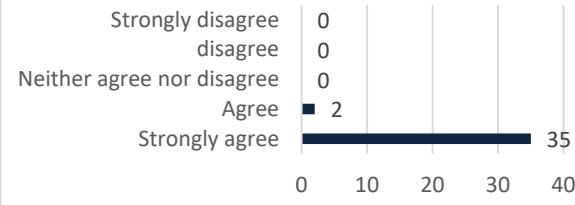
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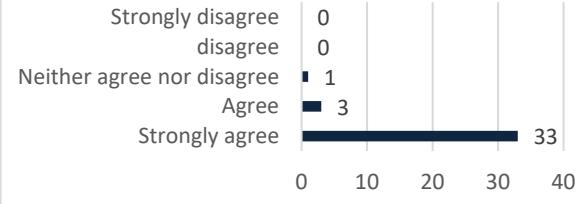
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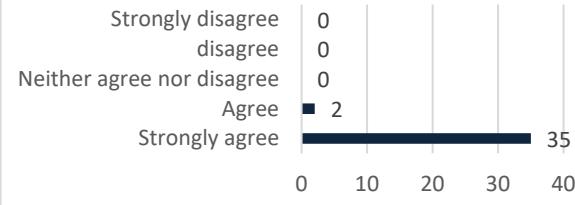
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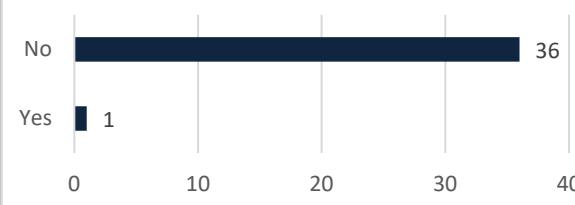
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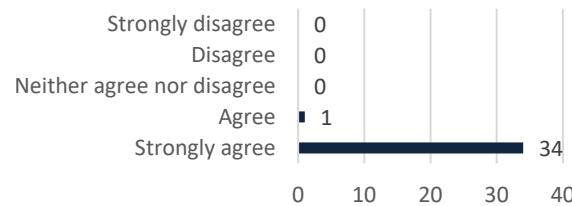


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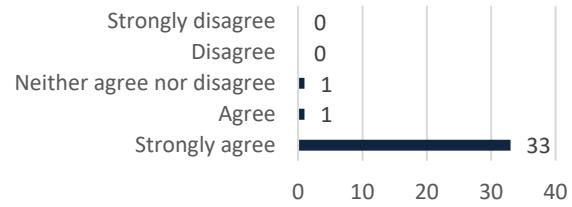


The Healing Power of Forgiveness

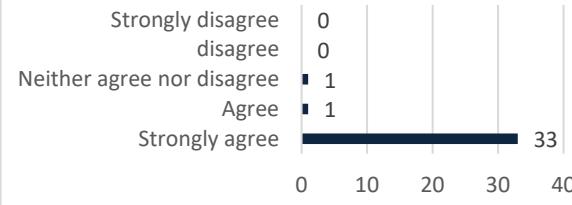
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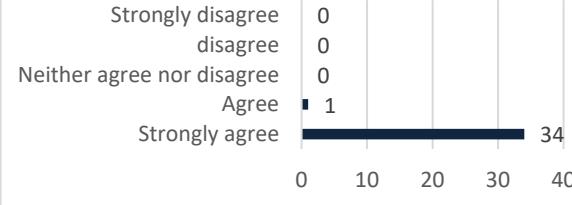
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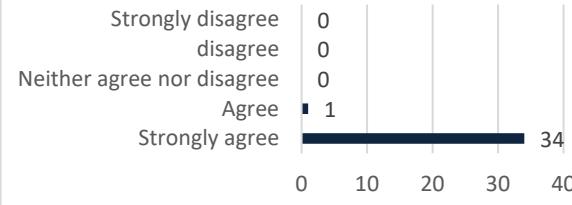
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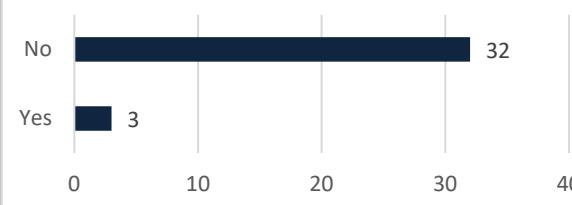
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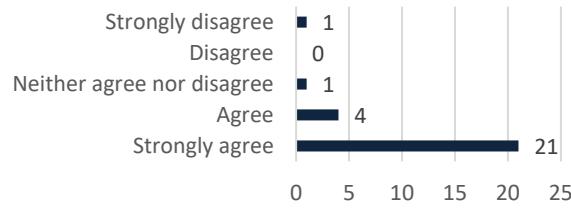


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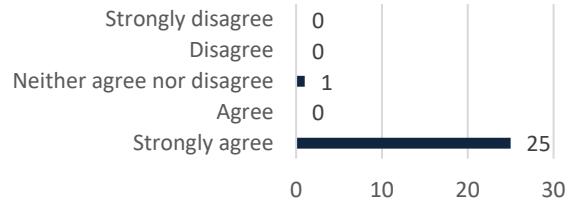


The Impact of Domestic Violence on Children and Youth

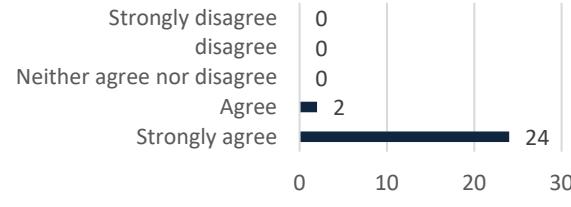
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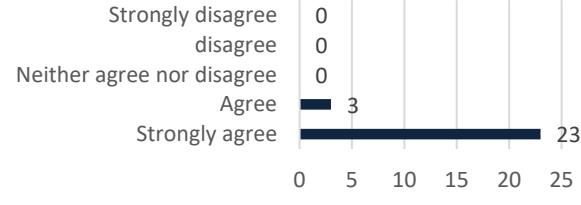
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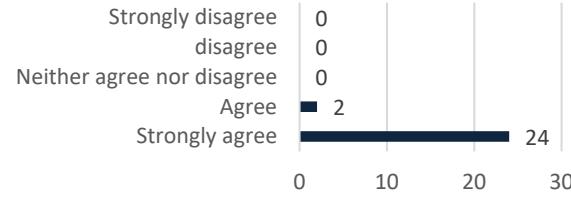
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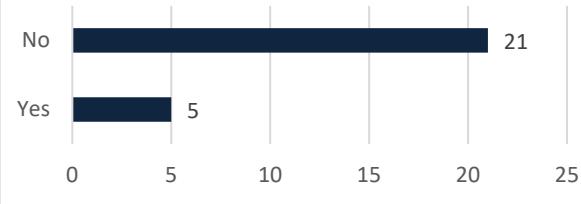
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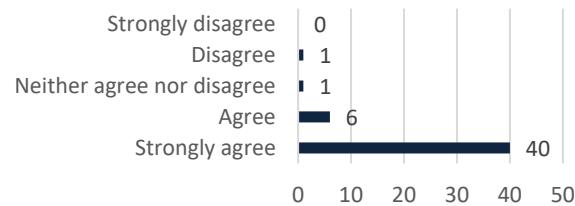


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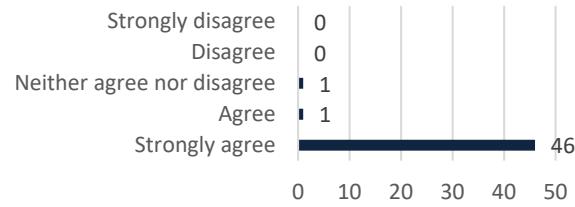


The Lifecycle of a Child Support Case: Navigating Agency Roles and the Impact to Families

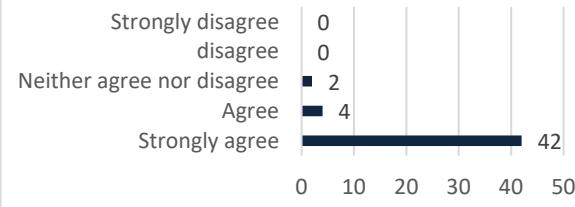
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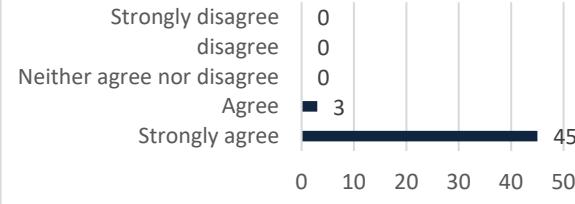
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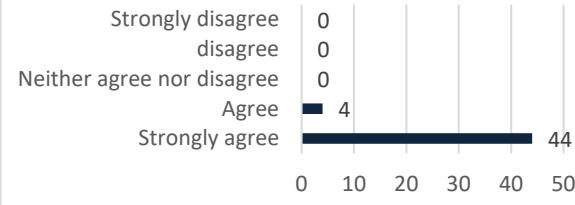
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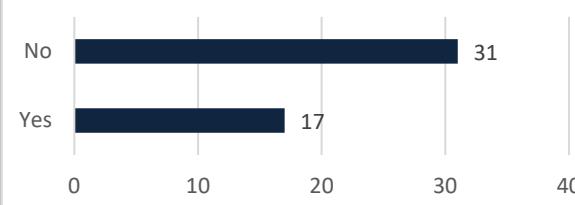
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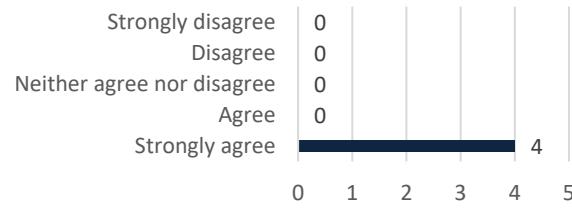


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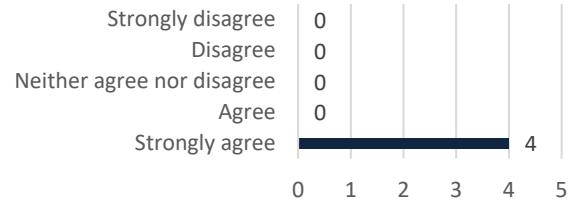


The Power of Allies for an Inclusive Culture

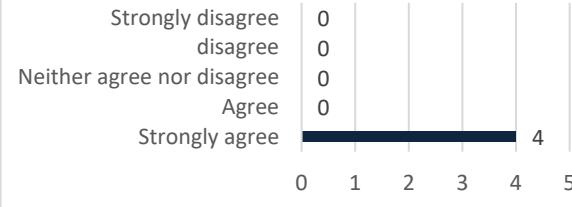
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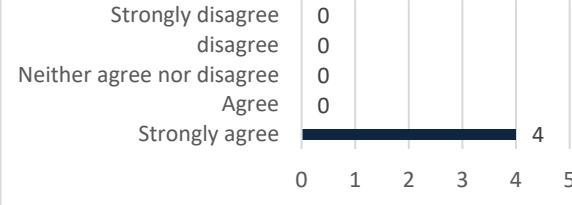
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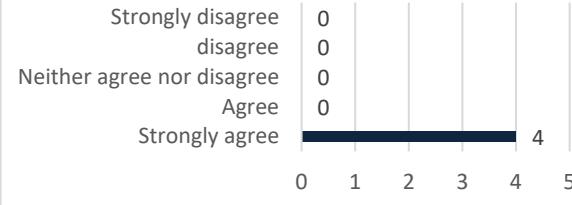
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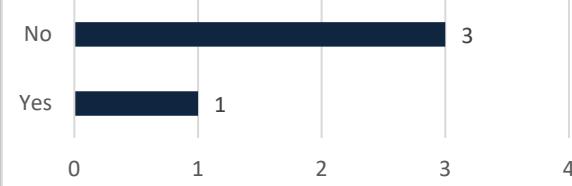
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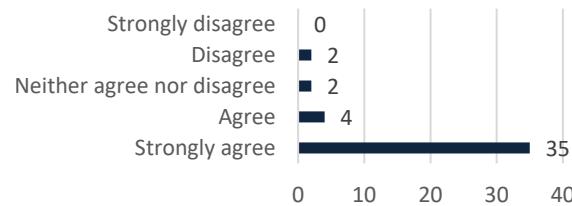


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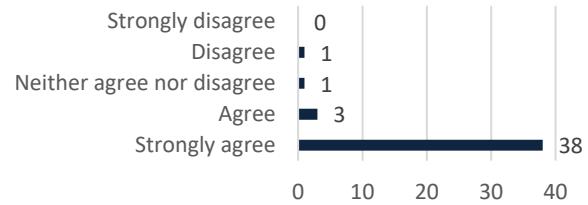


Time Management

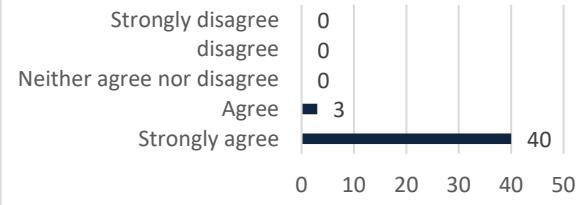
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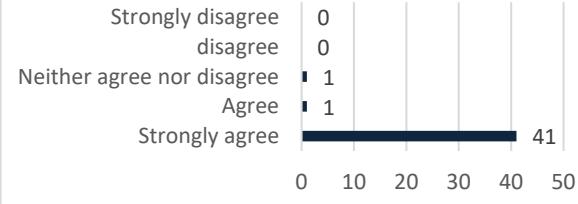
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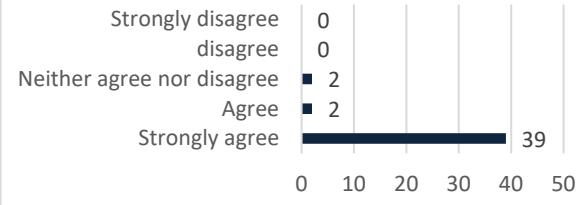
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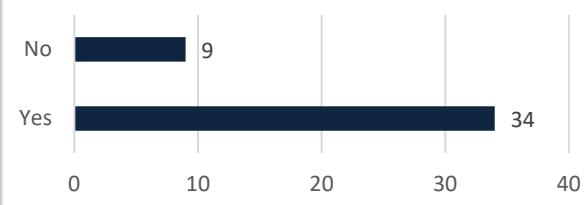
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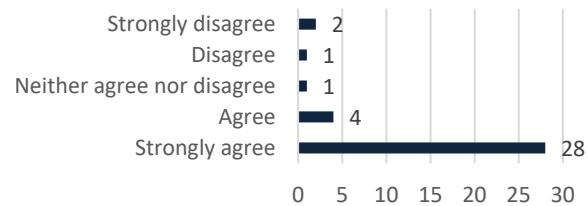


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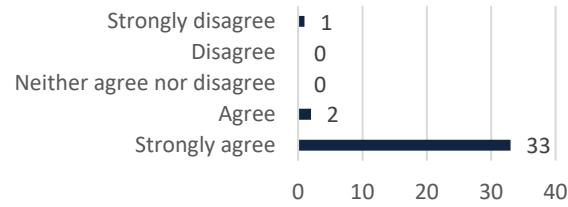


Triennial Review*

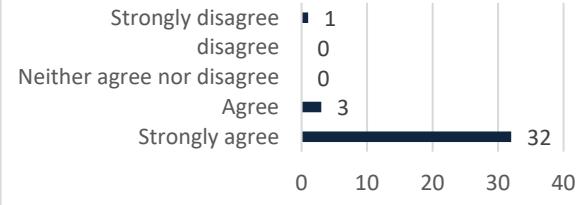
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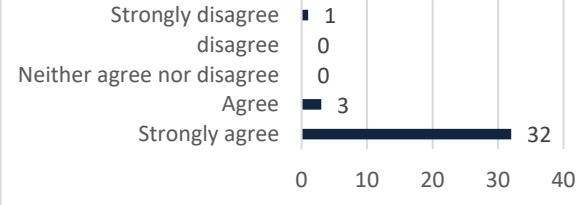
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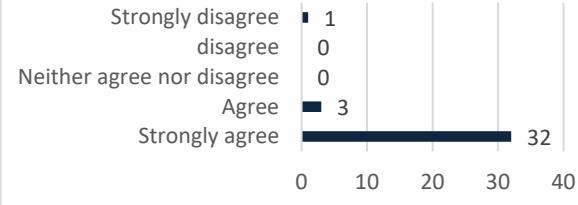
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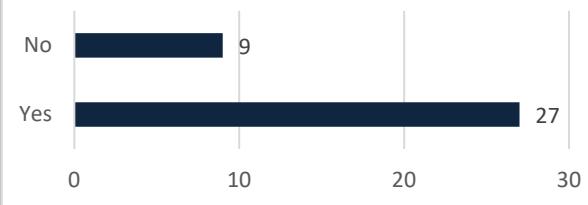
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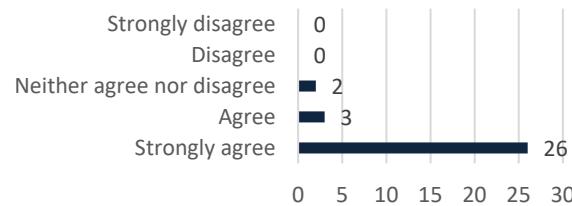


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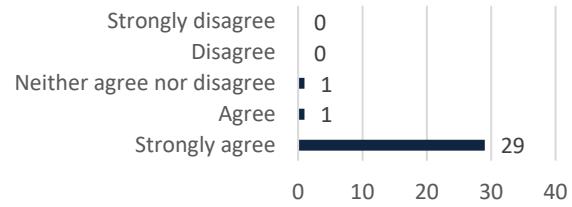


True Colors

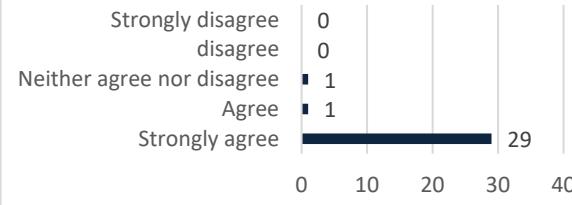
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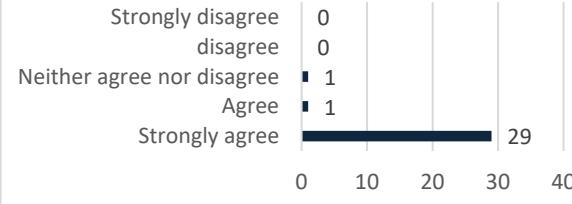
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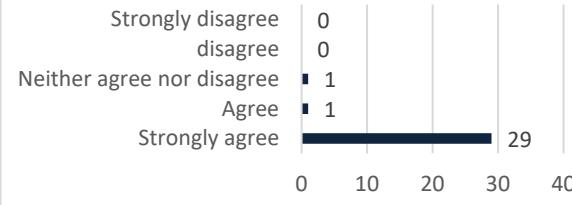
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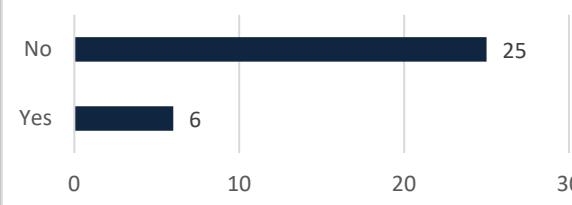
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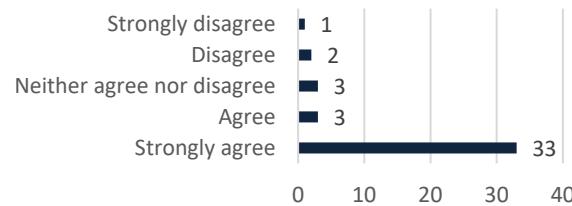


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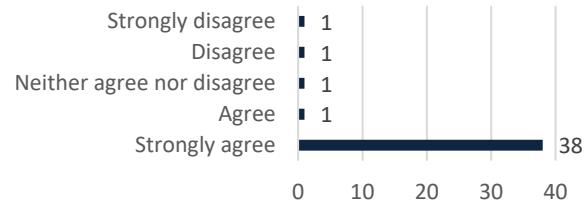


UIFSA Online Tools

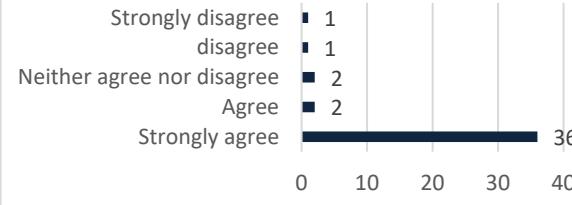
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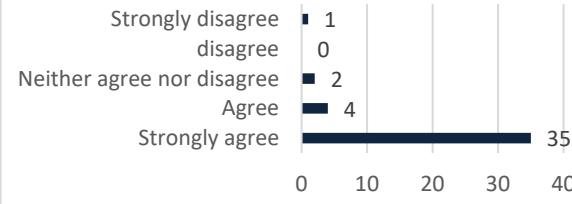
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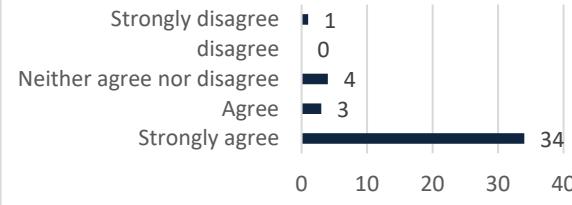
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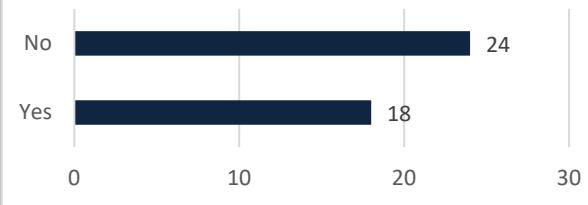
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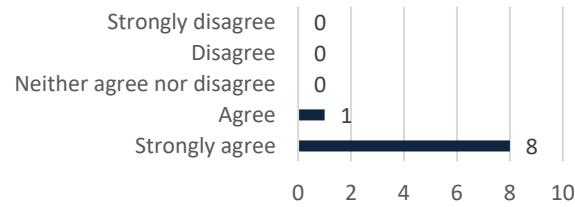


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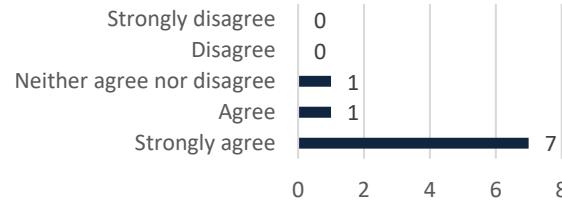


Understanding Domestic Violence: Barriers Experiential Exercise

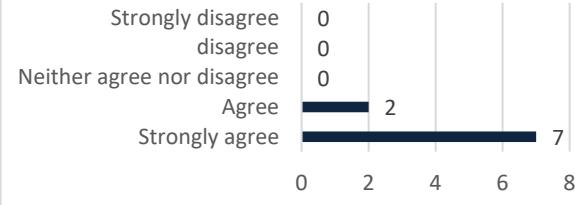
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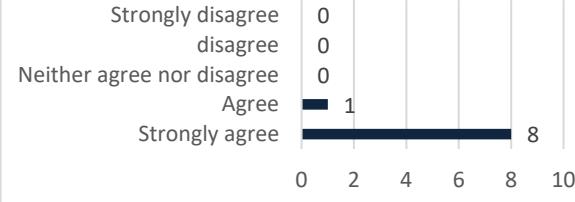
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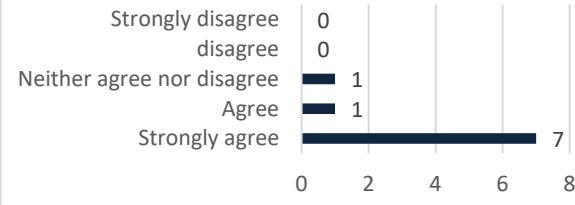
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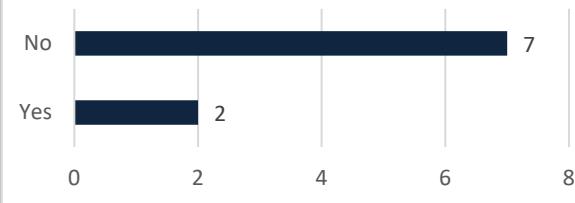
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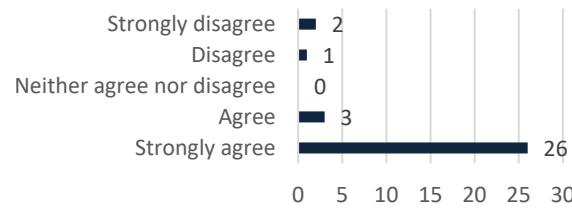


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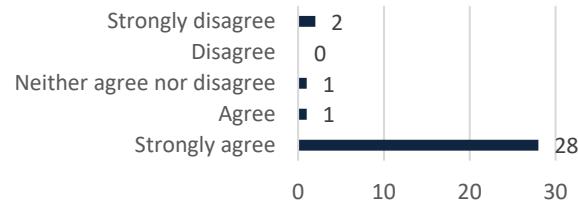


Unpacking and Interrupting Implicit Bias and Microaggressions

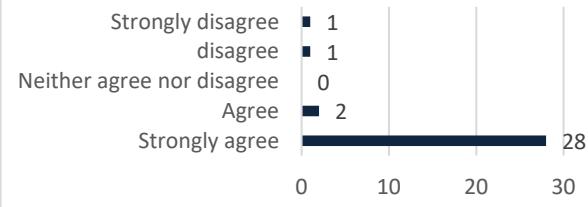
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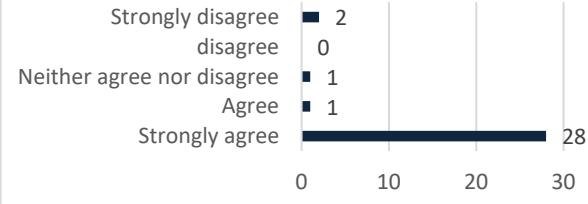
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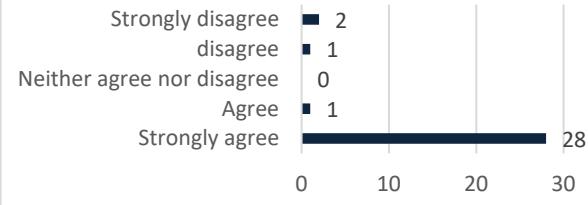
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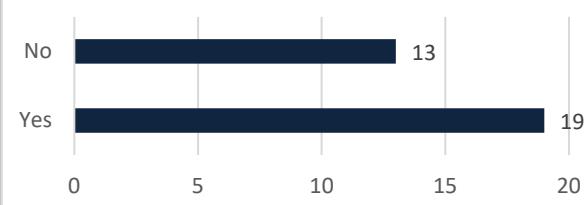
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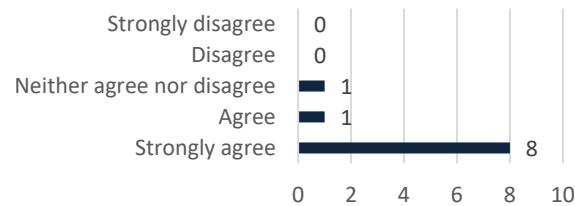


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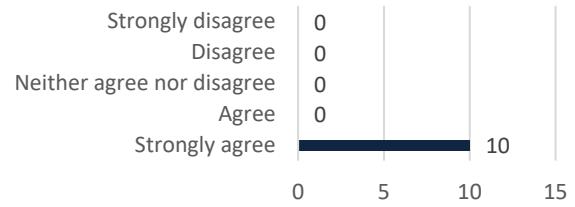


Waiting for the Mud to Settle: Mindfulness as a Coping Strategy During Chaotic Times

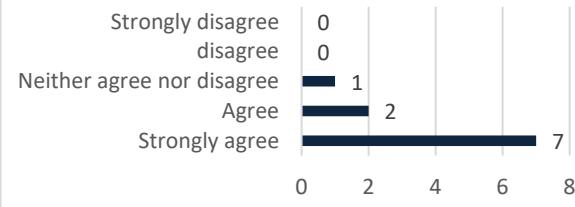
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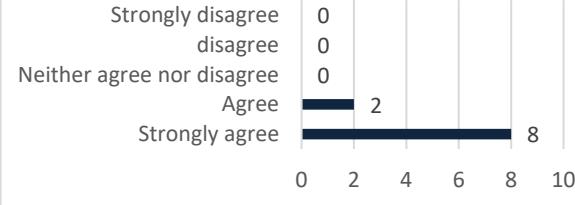
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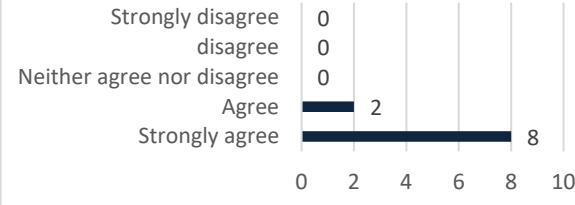
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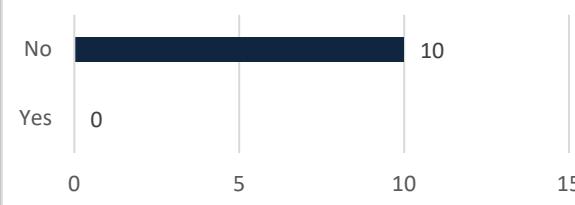
Overall, the course was effective at improving my knowledge and skills.



I am satisfied with the overall course.



Were you required to take this course?

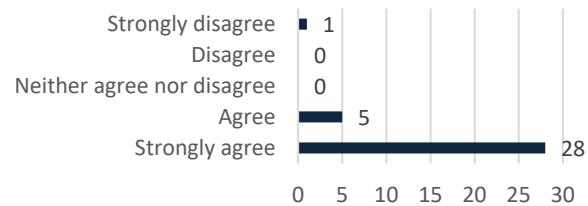


Working with Trauma: Understanding Compassion Fatigue, Burnout and the Importance of Self-Care

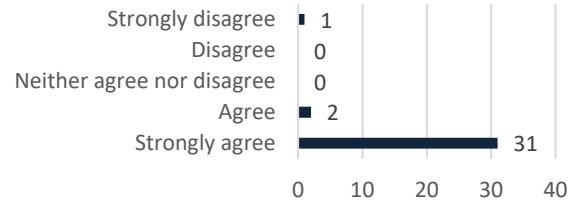


Workplace Professionalism: Tips to Enhance Your Professional Image and Etiquette

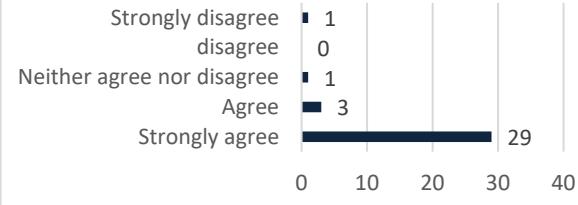
The length of the course was appropriate.



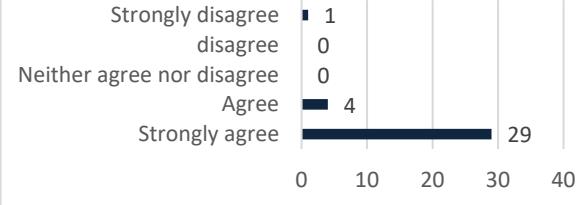
I had the necessary equipment and workspace to fully participate in the course.



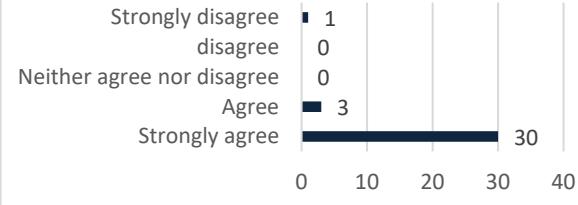
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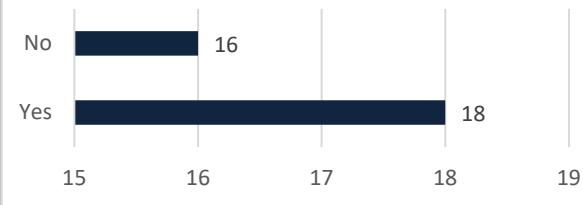
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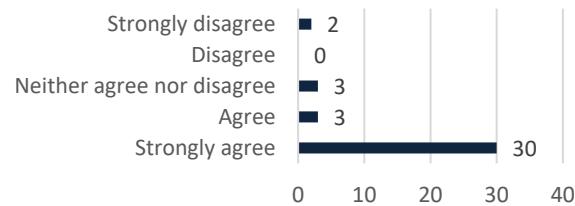


Were you required to take this course?

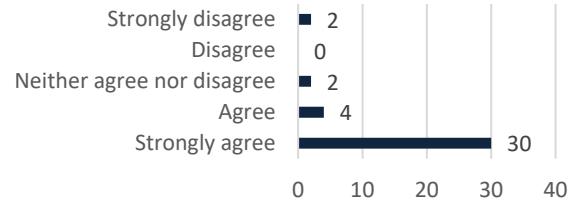


Writs of Execution Process

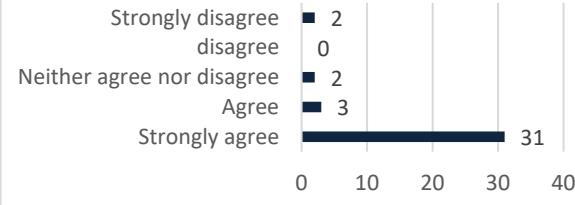
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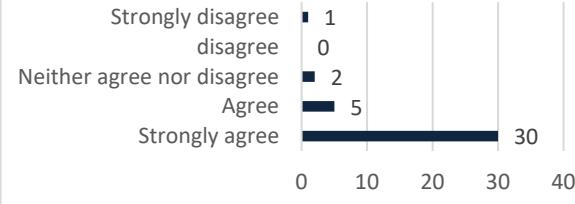
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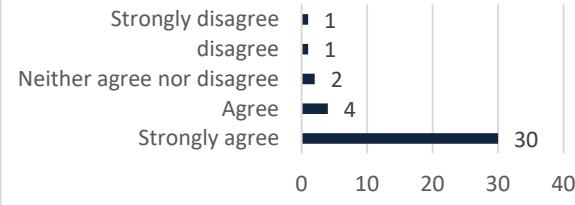
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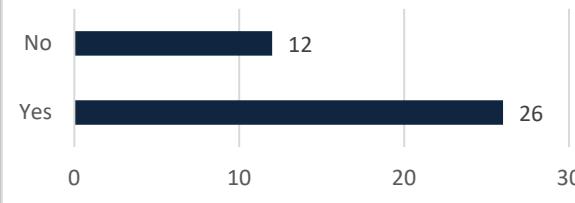
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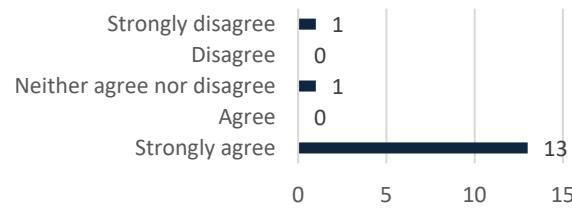


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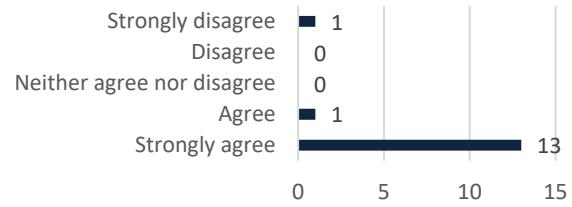


Your Path and Purpose to Self-Discovery

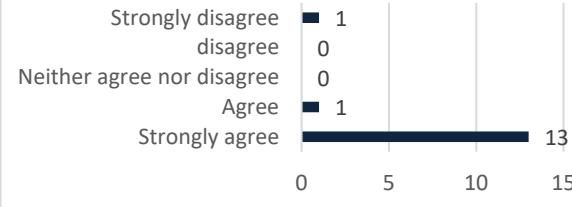
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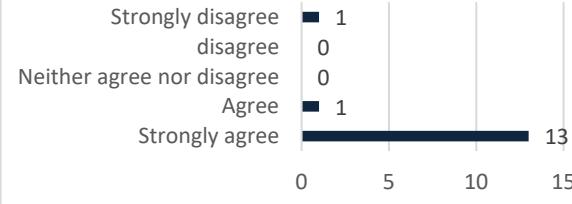
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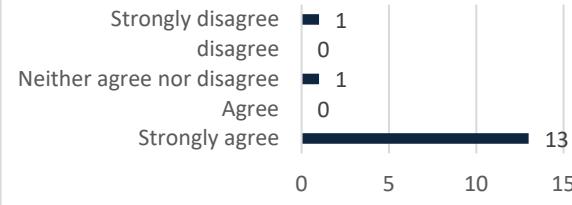
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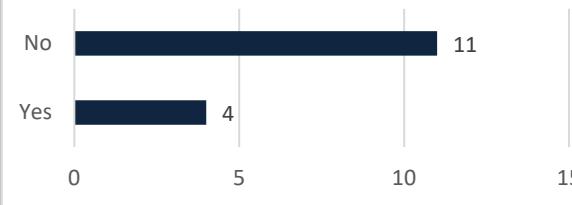
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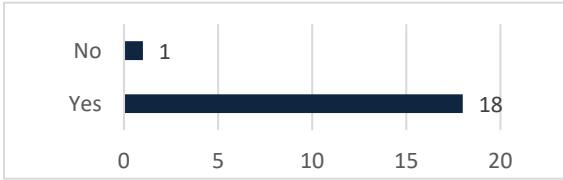
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Appendix C: 60-Day Follow-Up Results for Virtual Synchronous Courses

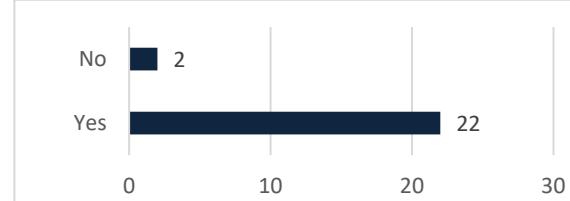
7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff—Participant Survey

Have you used what you learned in the course on the job?

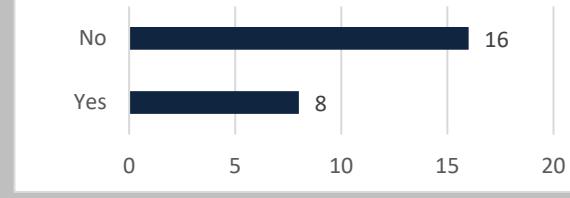


7 Habits for Effectively Managing Tasks and Notifications for PCSE Staff—Supervisor Survey

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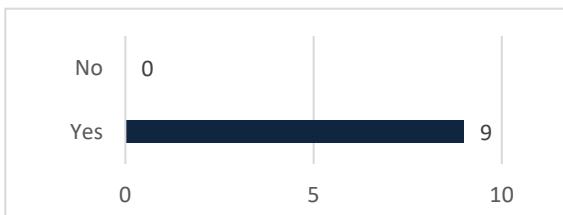


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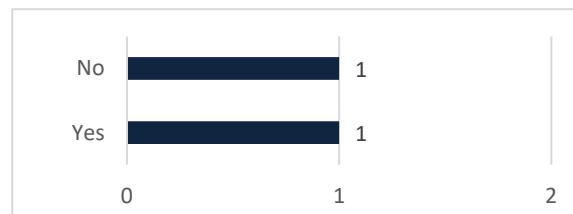
ANTs (Automatic Negative Thoughts): Learning How to Kill the ANTs 9 Types of ANT Species—Participant Survey

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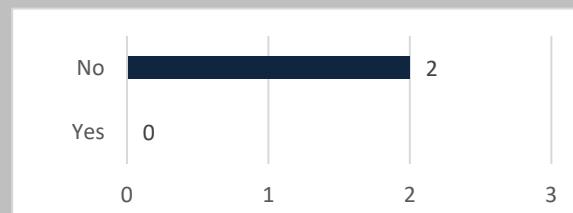


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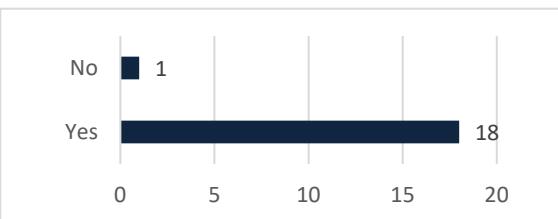


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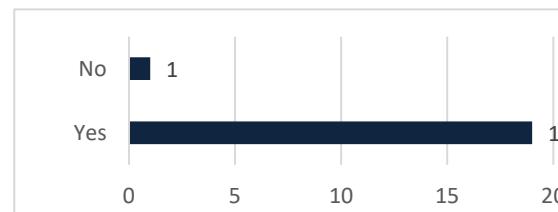
Administrative Enforcement Remedies—Participant Survey

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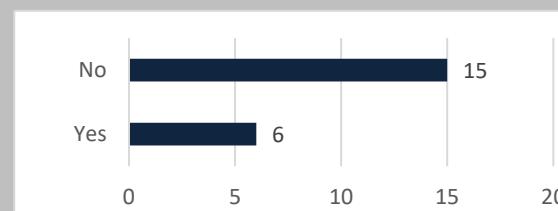


Administrative Enforcement Remedies—Supervisor Survey

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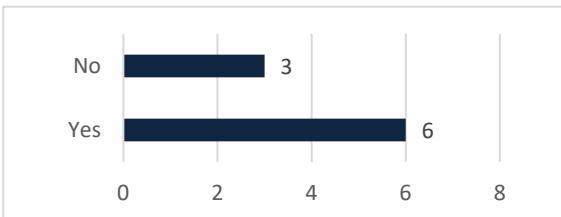


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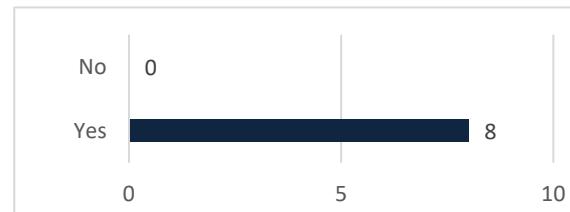
Advanced UIFSA: Problem Solving for Intergovernmental Staff—Participant Survey

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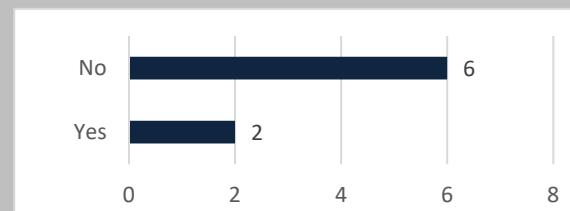


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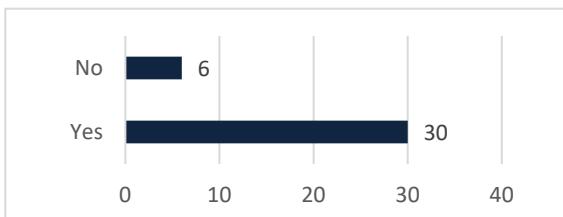


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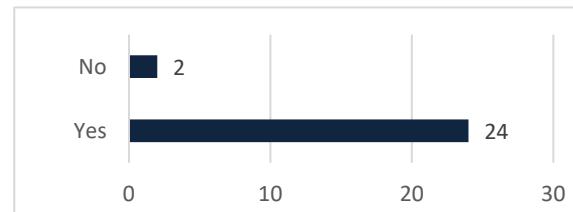
All Staff: Introduction to NJKiDS Reporting—Participant Survey

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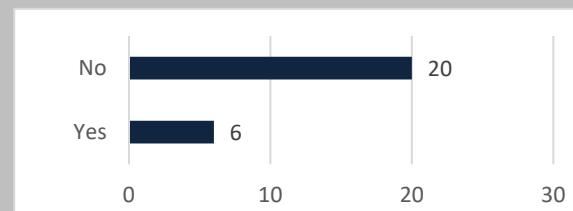


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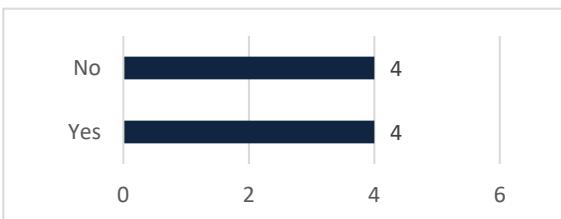


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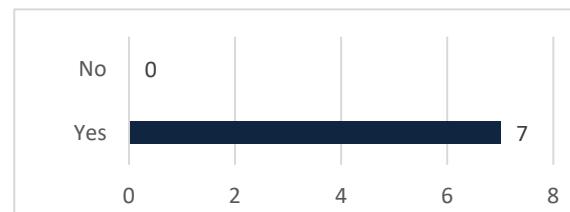
Bankruptcy Process for PCSE Staff—Participant Survey

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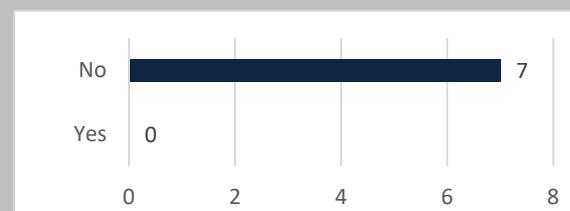


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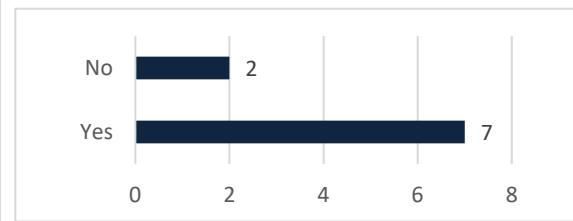


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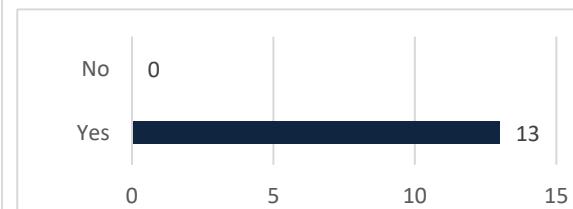
Beginner Child Support Guidelines—Participant Survey

Have you used what you learned in the course on the job?

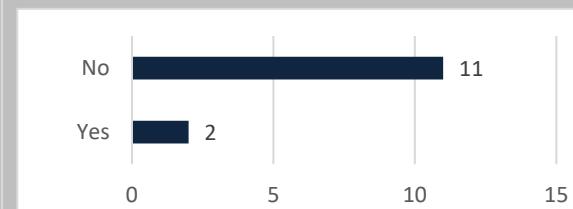


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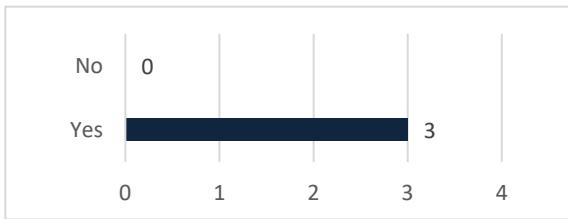


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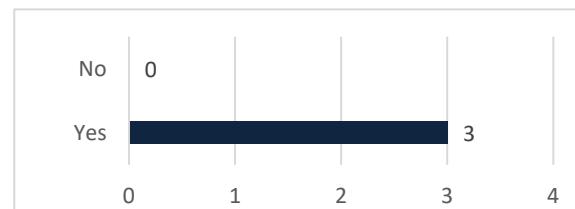
Building Psychologically Safe Teams—Participant Survey

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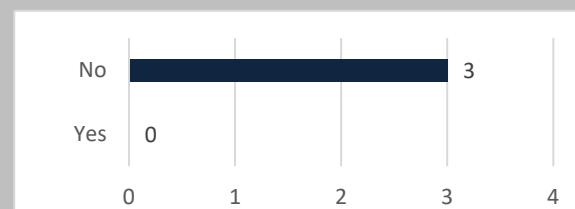


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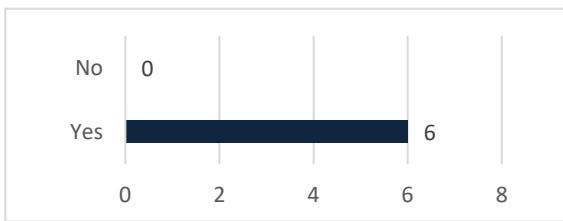


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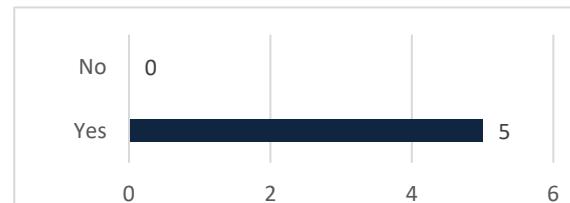
Calming the Critic: Cultivating Self-Compassion and Optimism for Health and Well-Being—Participant Survey

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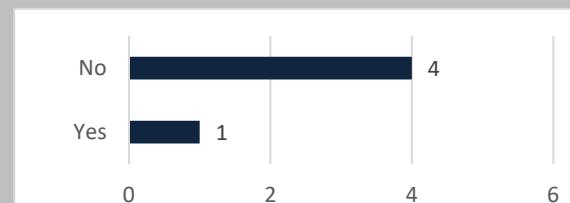


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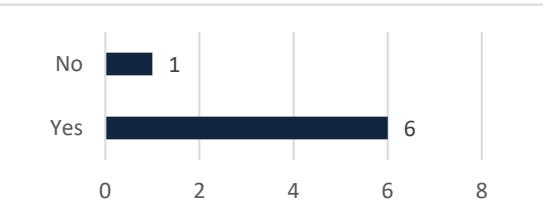


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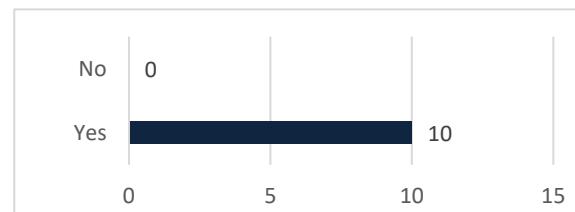
Case Closure for CSSA Staff—Participant Survey

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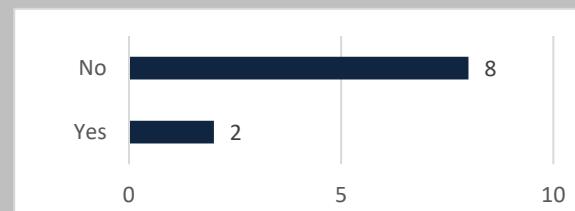


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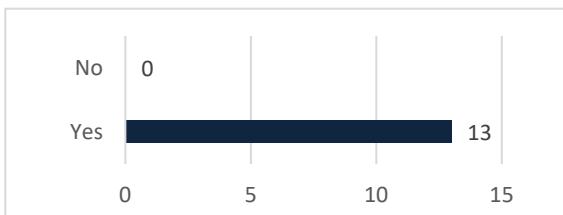


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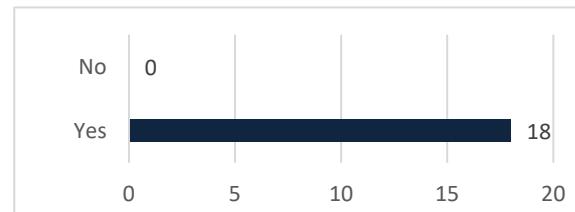
Case Closure: Theory and Practice for PCSE Staff—Participant Survey

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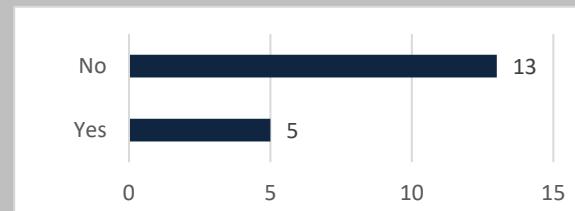


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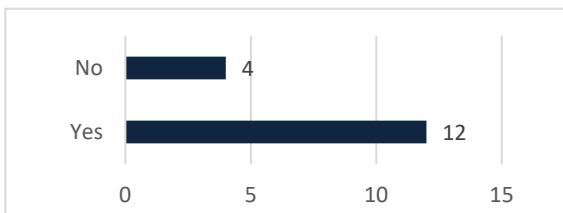


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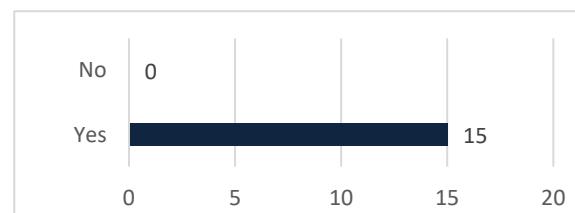
Case Create and Scheduling for Family Division Staff—Participant Survey

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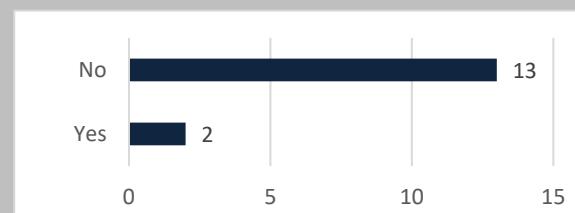


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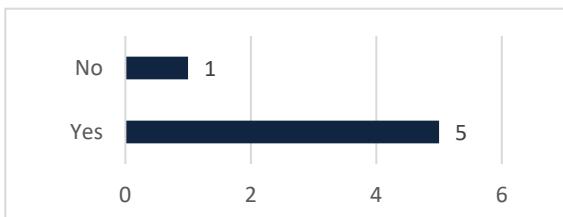


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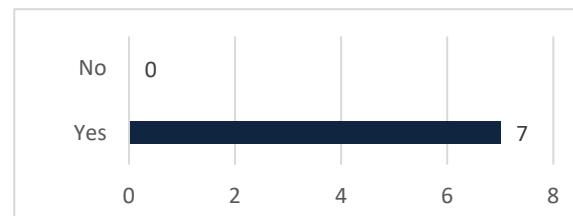
Case Initiation for CSSA Staff—Participant Survey

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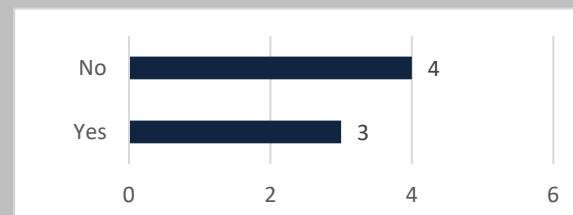


Case Initiation for CSSA Staff—Supervisor Survey

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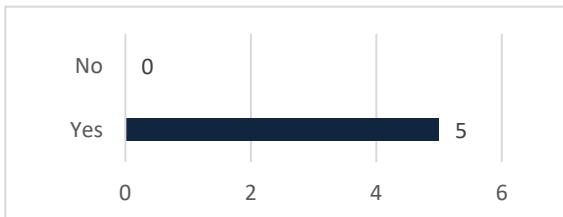


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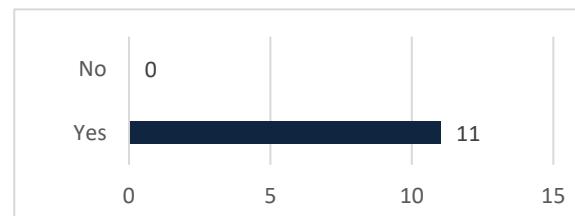
Ch-Ch-Changes: Case Closure and Income Withholding for PCSE Staff—Participant Survey

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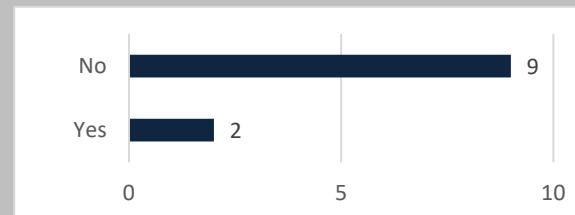


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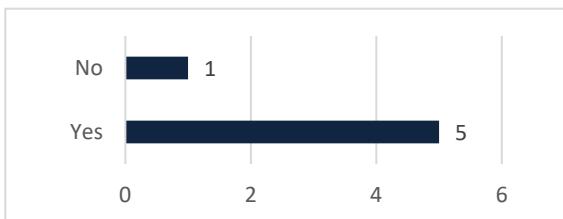


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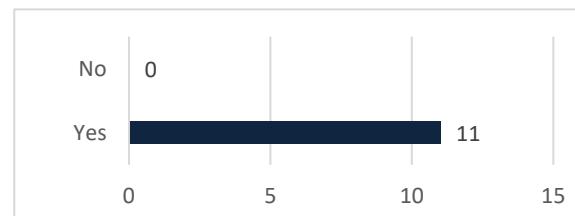
Child Support Heroes: Working Toward Successful Outcomes—Participant Survey

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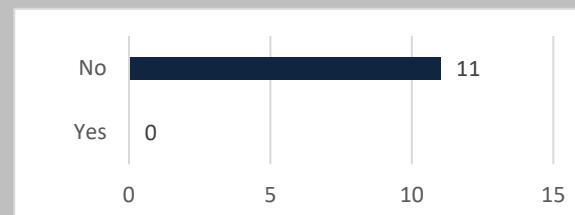


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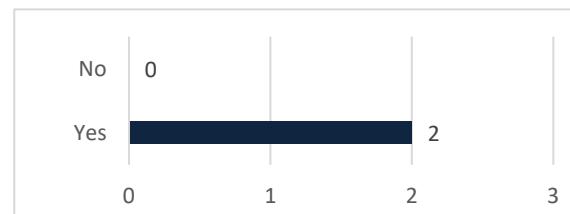
Compassion Fatigue and Burnout Prevention: Creating a Self-Care Plan—Participant Survey

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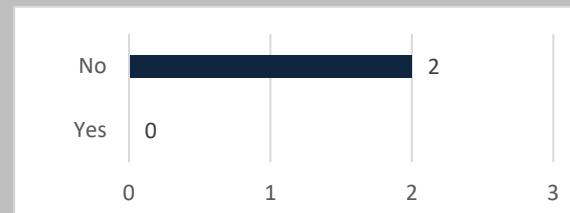


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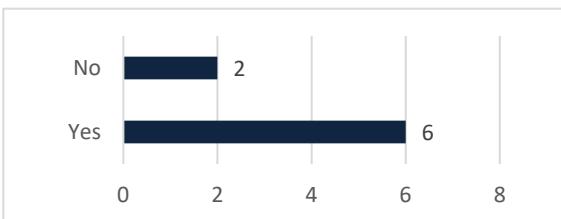


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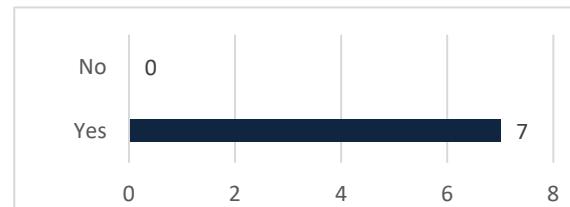
Conflict Management: Agree to Disagree—Participant Survey

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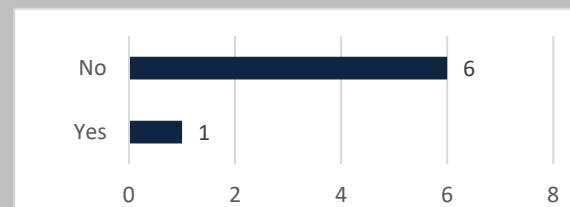


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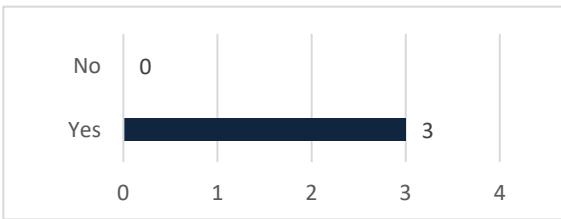


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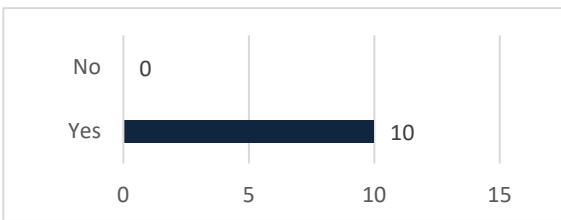
Connections Matter—Participant Survey

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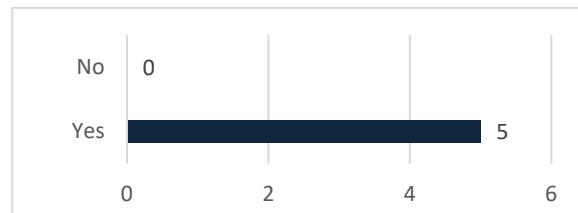
Cooperation, Good Cause, and Good Faith for CSSA Staff—Participant Survey

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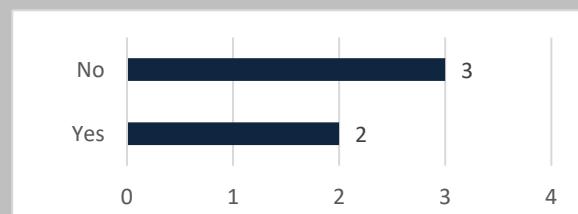


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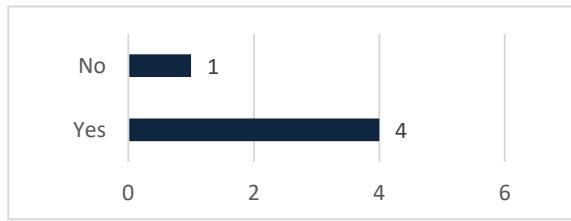


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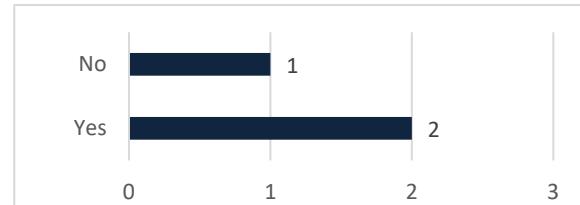
Creative Bots and Ethical Knots: Generative AI—Participant Survey

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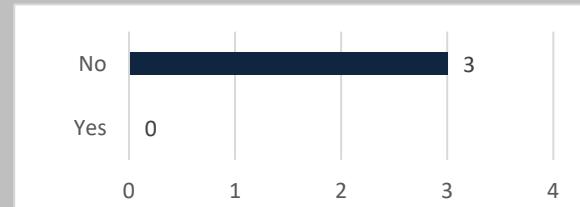


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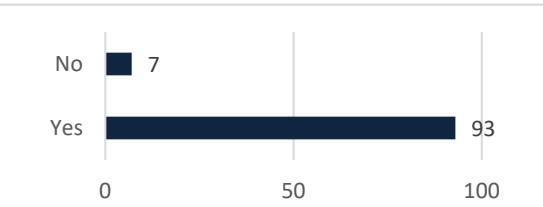


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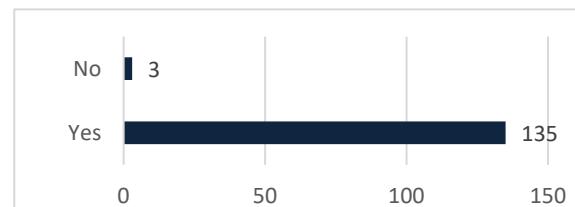
Data Security in Child Support—Participant Survey

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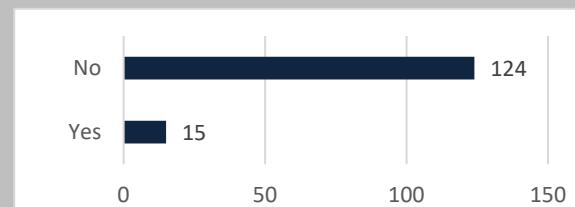


Data Security in Child Support—Supervisor Survey

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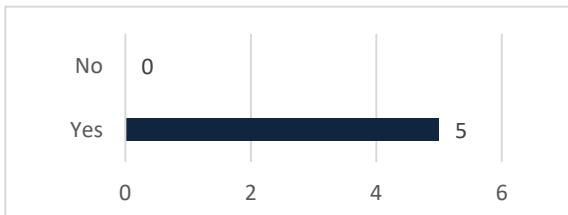


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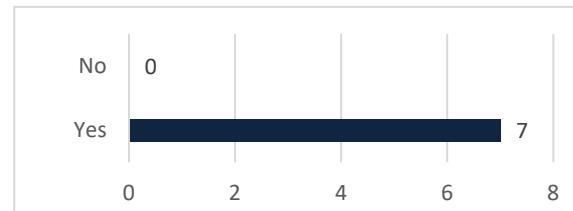
Discovering the "I" in Team: Effective Peer Collaboration in the Workplace—Participant Survey

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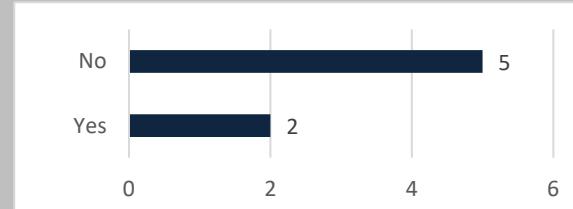


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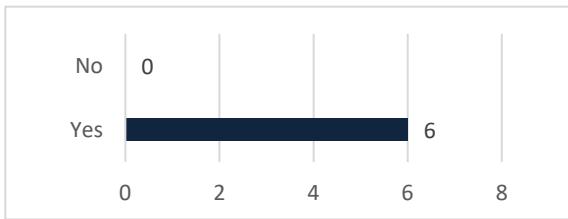


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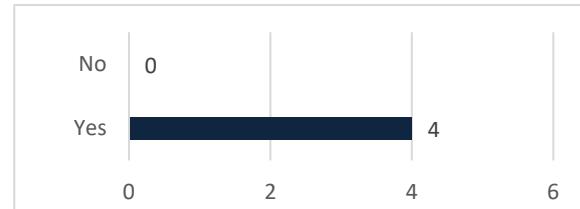
Domestic Violence: Overview Training—Participant Survey

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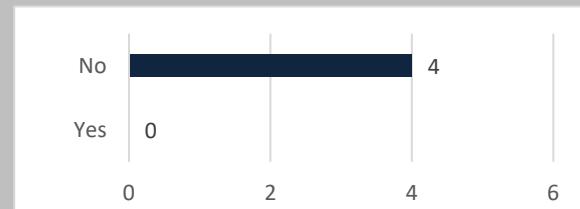


Domestic Violence: Overview Training—Supervisor Survey

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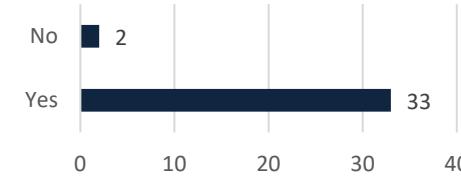


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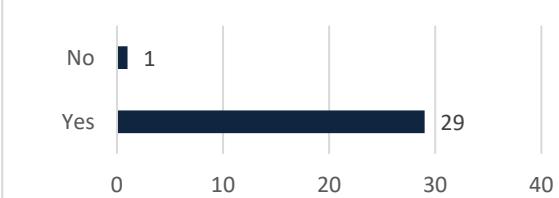
Effective Customer Service—Participant Survey

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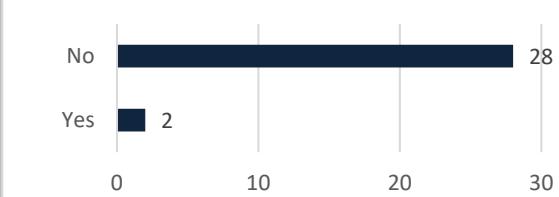


Effective Customer Service—Supervisor Survey

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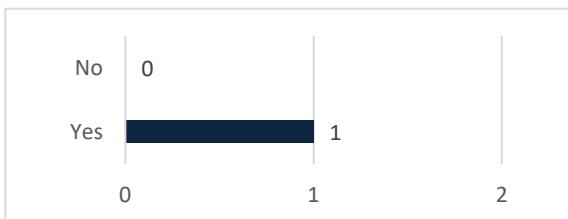


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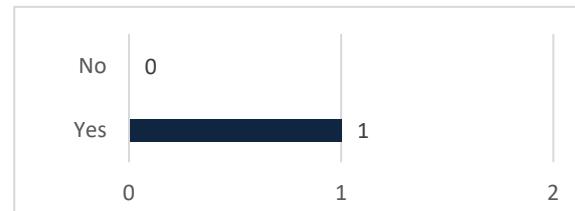
Embracing Differences: Why Diversity Matters—Participant Survey

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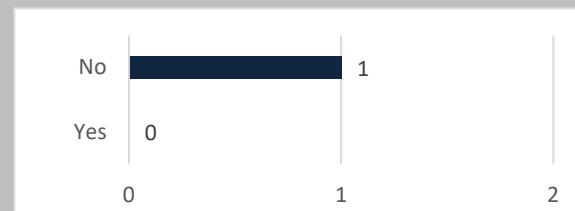


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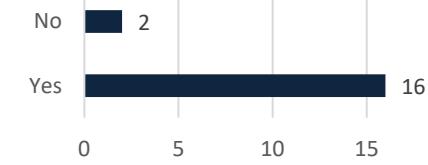


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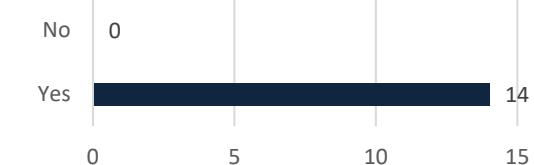
Essentials of Business Communication—Participant Survey

Have you used what you learned in the course on the job?



Essentials of Business Communication—Supervisor Survey

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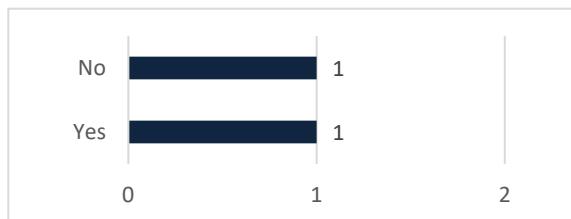


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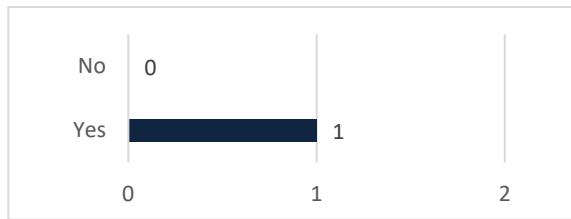
Exploring Six Pillars of a Healthy Lifestyle—Participant Survey

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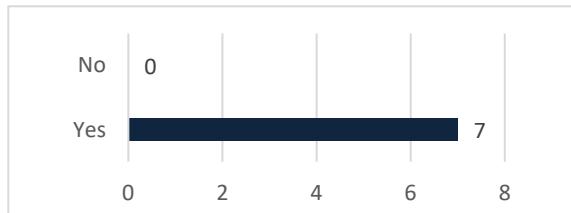
Facilitation Skills: Creating Effective, Engaging, and Enjoyable Meetings—Participant Survey

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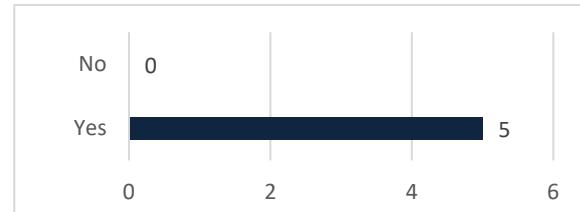
Family Lab: Processing Cases from Creation to Closure—Participant Survey

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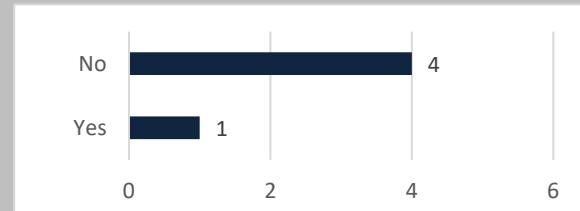


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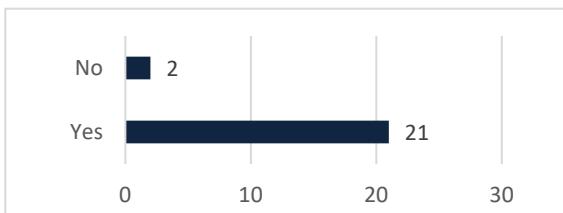


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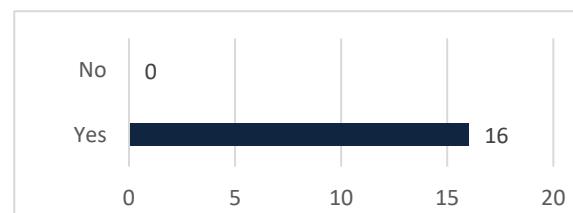
Family Workshop: Understanding Disposition, Case Closure, and Termination—Participant Survey

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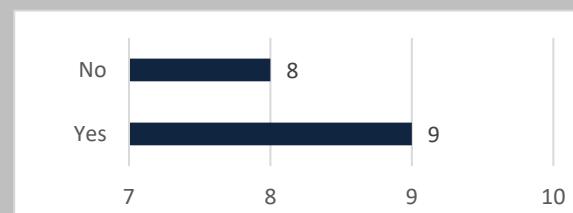


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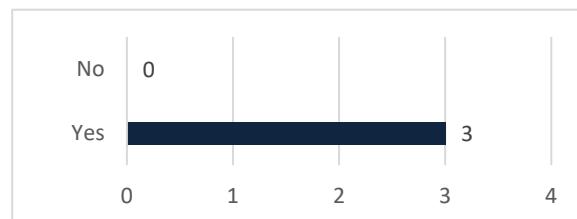


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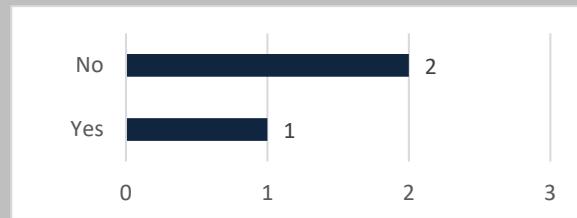


Finance Workshop: Federal Tax Offset, Arrears, and Receipt Reversal—Supervisor Survey

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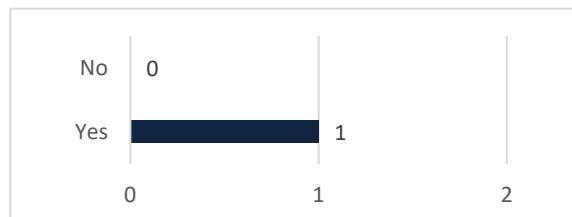


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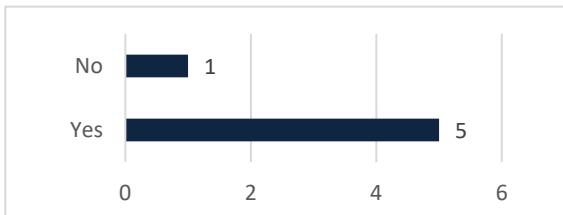
Hidden Messages in Our Words—Participant Survey

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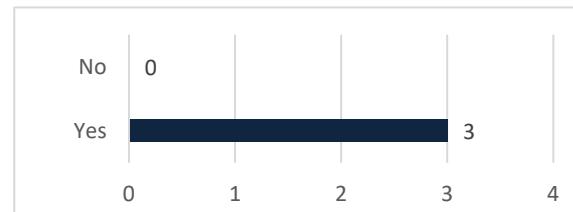
Improving Your IV-D Performance: Guidance for Family Division Staff—Participant Survey

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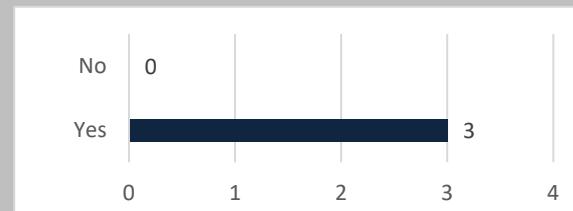


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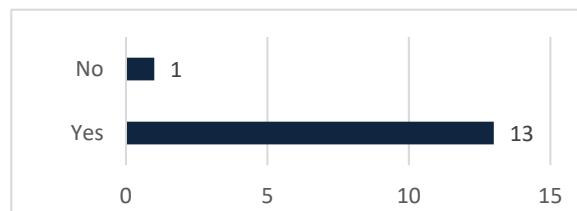


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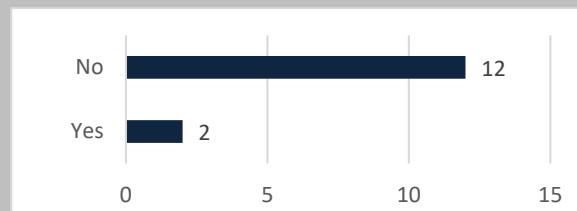


Improving Your IV-D Performance: Guidance for PCSE Staff—Supervisor Survey

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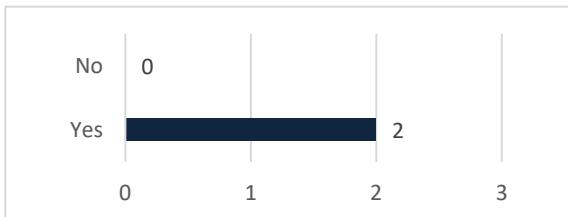


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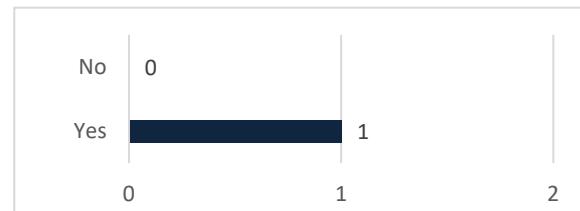
Intergovernmental Lab for PCSE—Participant Survey

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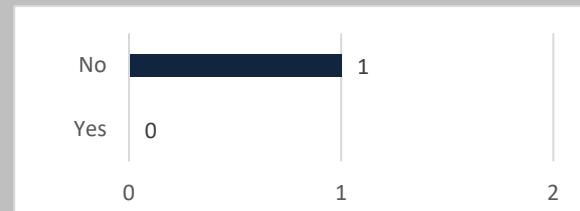


Intergovernmental Lab for CSSA—Supervisor Survey

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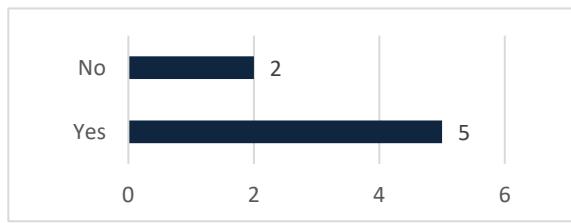


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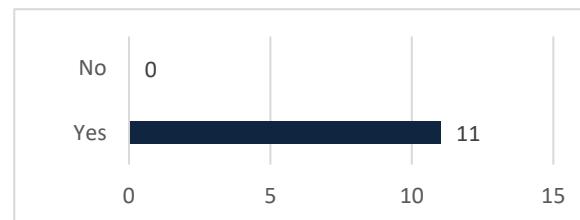
Intermediate Child Support Guidelines—Participant Survey

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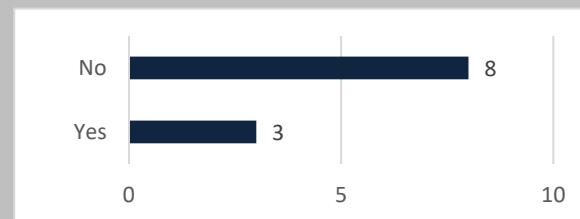


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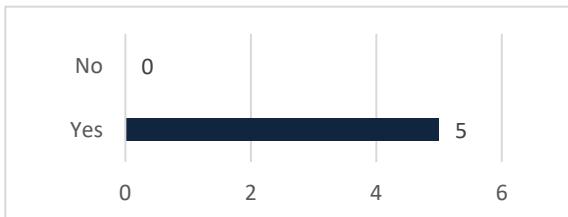


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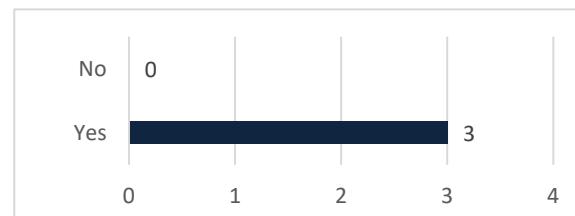
Intersectionality Lens and Bias in Domestic Violence Work—Participant Survey

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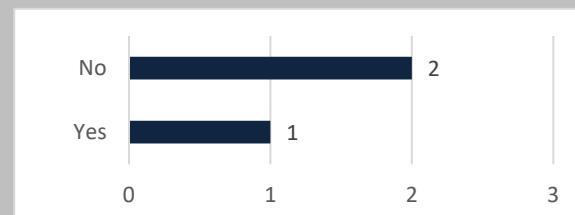


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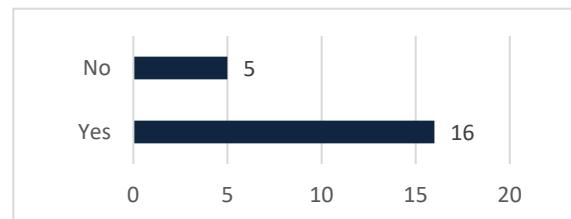


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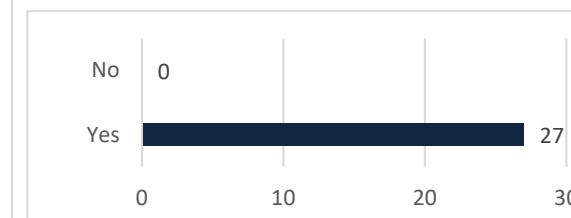
Introduction to UIFSA—Participant Survey

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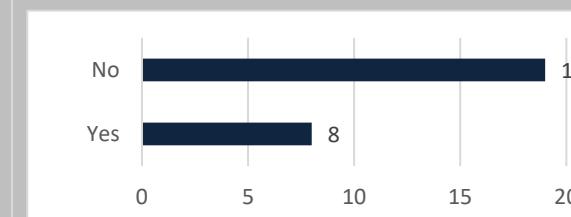


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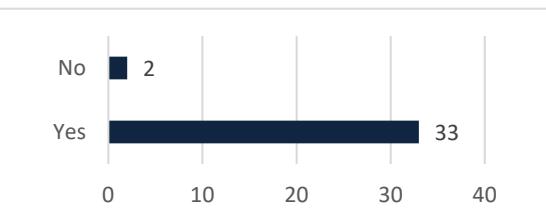


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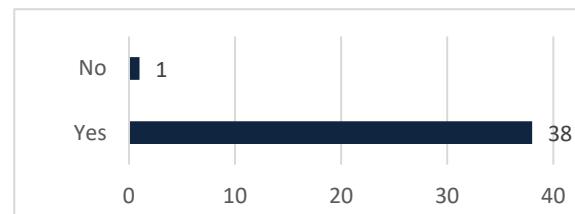
IV-D Theory for New Hires—Participant Survey

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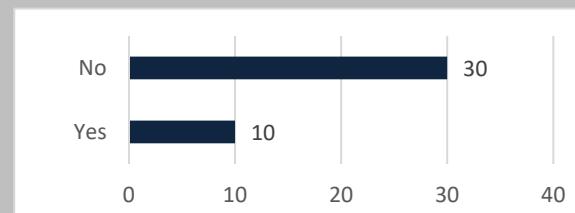


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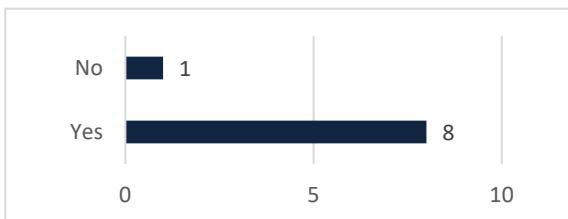


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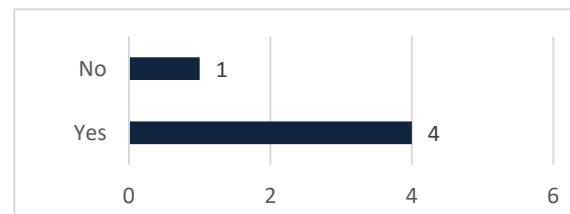
IV-D Theory Refresher Course (One Day)—Participant Survey

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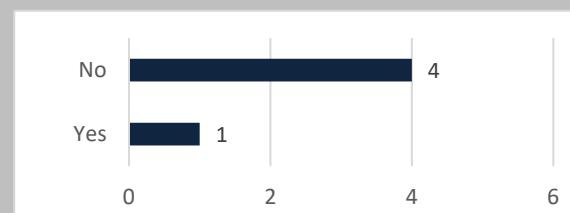


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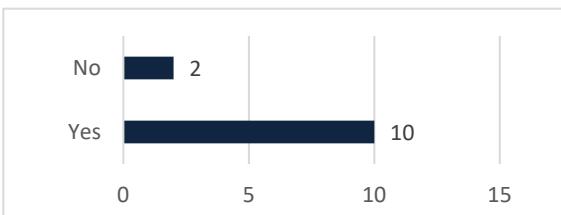


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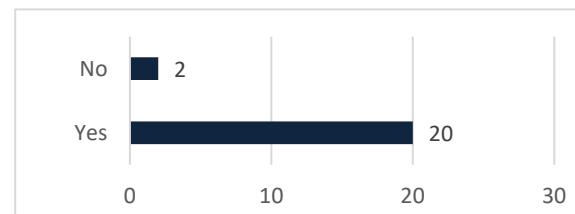
Judicial Enforcement Remedies and Other Enforcement Actions—Participant Survey

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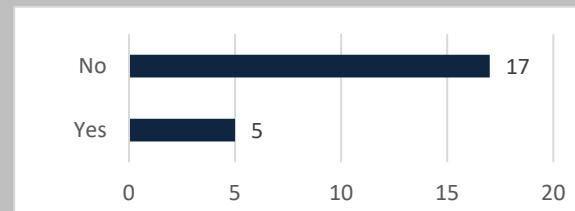


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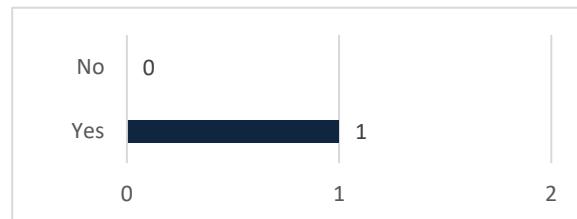


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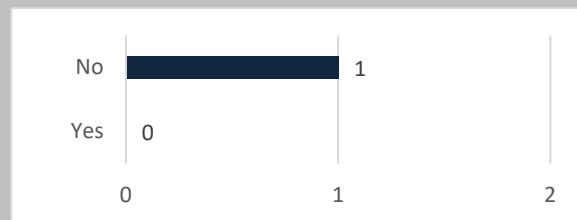


Leadership, Learning & Change—Supervisor Survey

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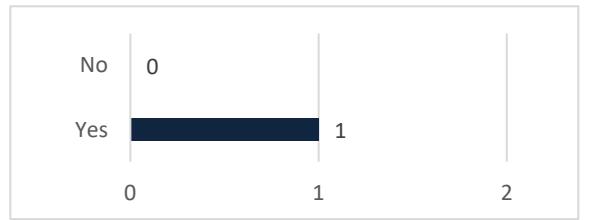


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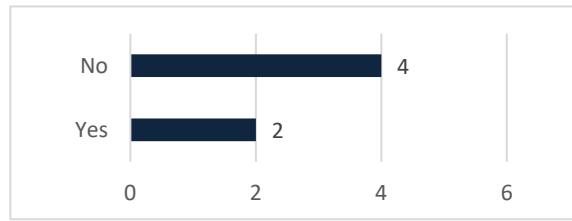
Leading With Authenticity—Participant Survey

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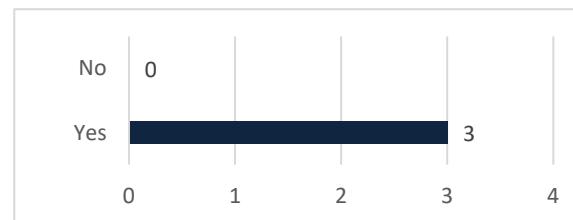
LGBTQ+ Family Matters: Custody, Parentage, and Adoption in Child Support—Participant Survey

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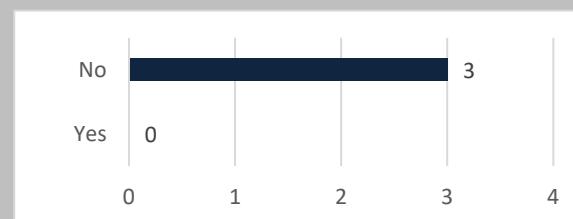


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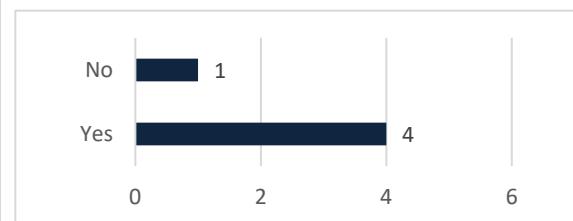


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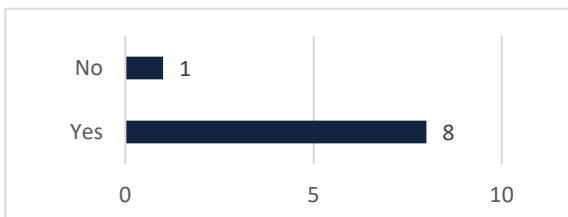
Locate for CSSA Staff—Participant Survey

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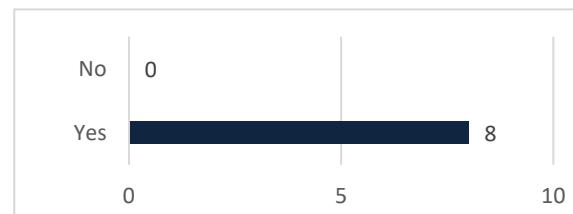
Managing Tasks and Notifications for CSSA Staff—Participant Survey

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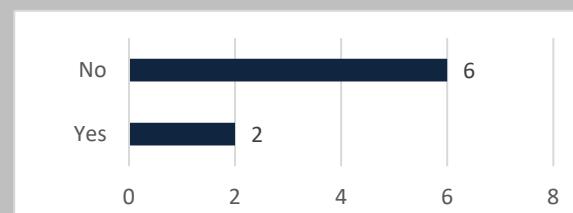


Managing Tasks and Notifications for CSSA Staff—Supervisor Survey

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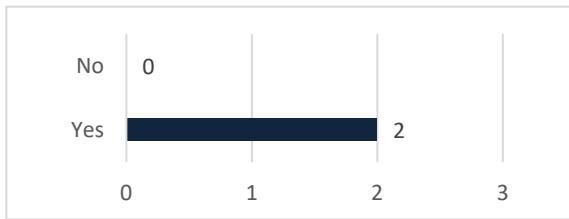


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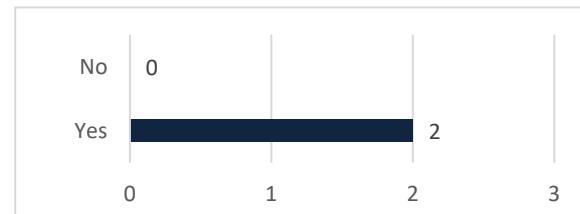
Managing Your Inbox with Microsoft Outlook—Participant Survey

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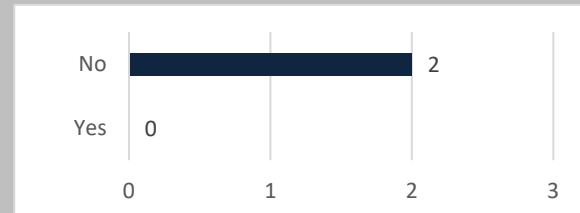


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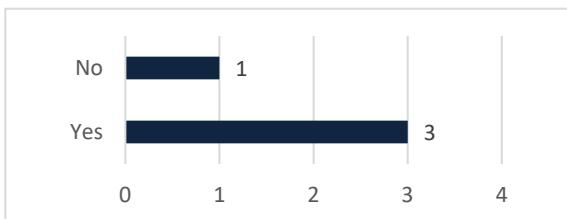


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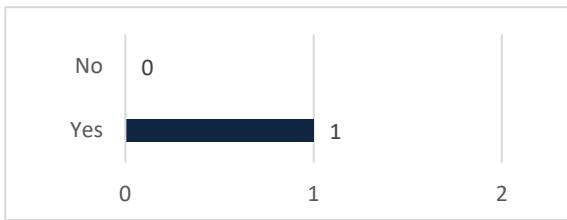
Microsoft Excel for Beginners—Participant Survey

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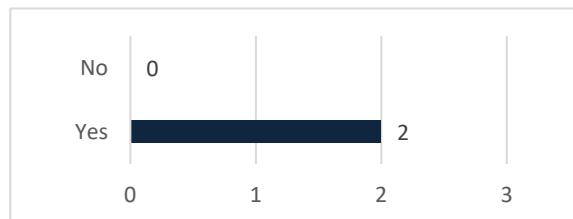
Microsoft Word for Beginners—Participant Survey

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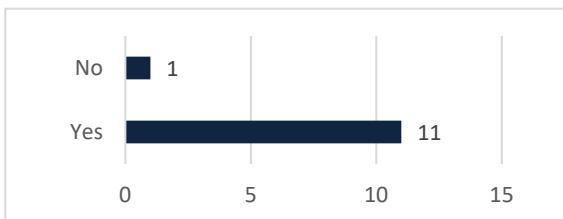
Mindful Metamorphosis: Harnessing Headspace and Meditation for Transformation or Practical Techniques for Stress and Anxiety—Participant Survey

Have you used what you learned in the course on the job?



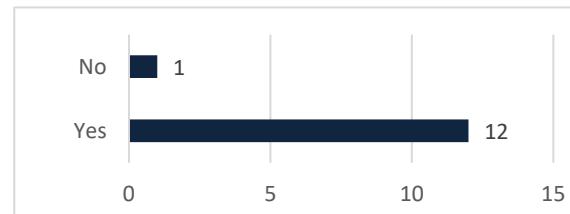
Modifications: Processing Hearing Outcomes for Family Division Staff—Participant Survey

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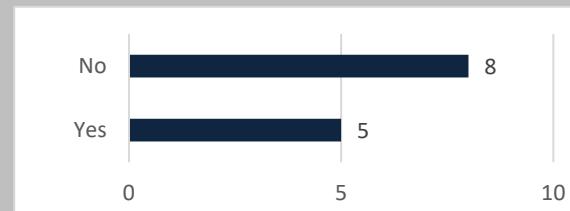


Modifications: Processing Hearing Outcomes for Family Division Staff—Supervisor Survey

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

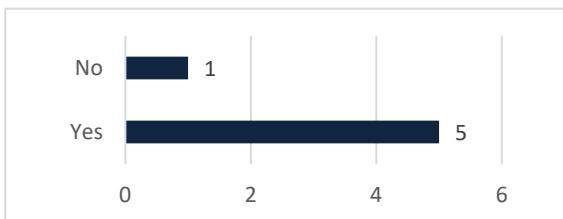


Have you had to provide additional coaching to the participant on this course topic?



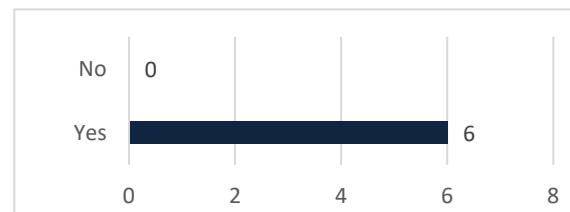
NJKiDS Lab: BI Portal Map Analysis—Participant Survey

Have you used what you learned in the course on the job?

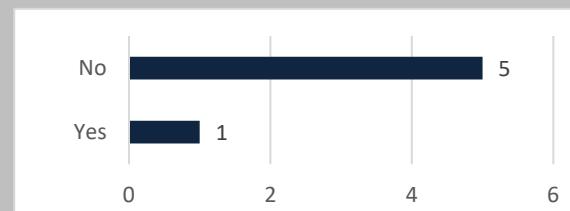


NJKiDS Lab: BI Portal Map Analysis—Supervisor Survey

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

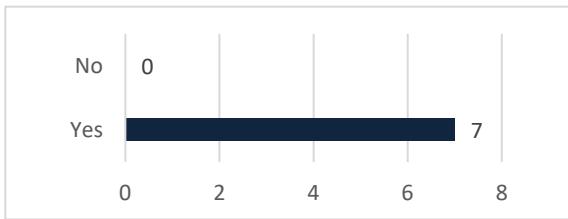


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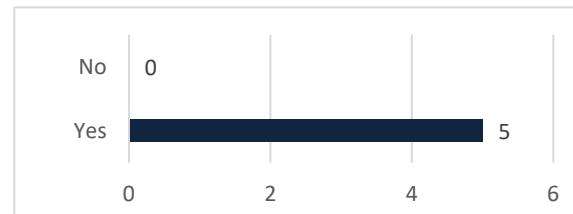
Paternity and Support Order Establishment for CSSA Staff—Participant Survey

Have you used what you learned in the course on the job?

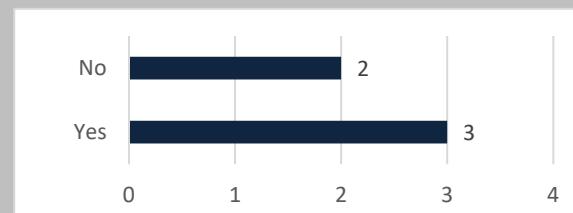


Paternity and Support Order Establishment for CSSA Staff—Supervisor Survey

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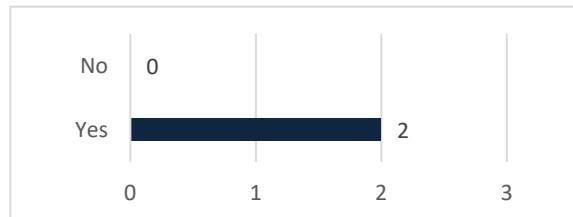


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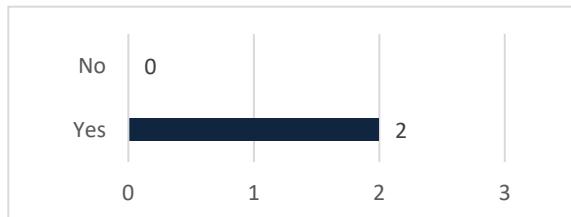
Professional Development Series for Managers and Supervisors—Participant Survey

Have you used what you learned in the course on the job?



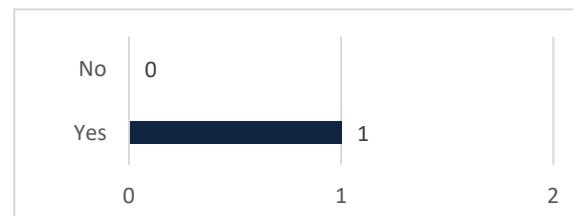
Social Emotional Learning (SEL) and Self-Care for Child Support Work—Participant Survey

Have you used what you learned in the course on the job?

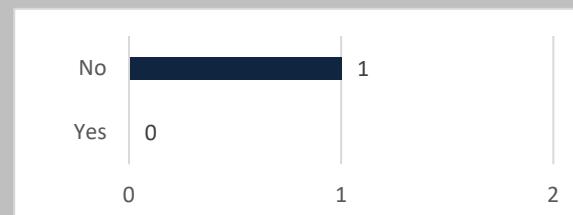


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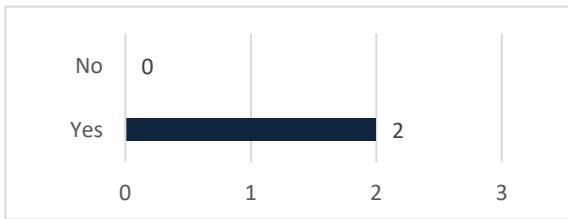


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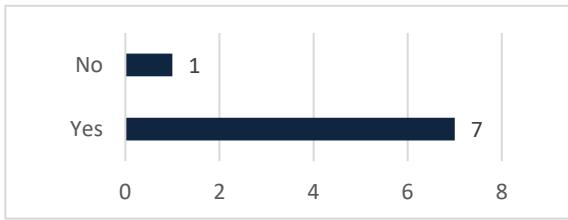
Strategies for Managing Change—Participant Survey

Have you used what you learned in the course on the job?



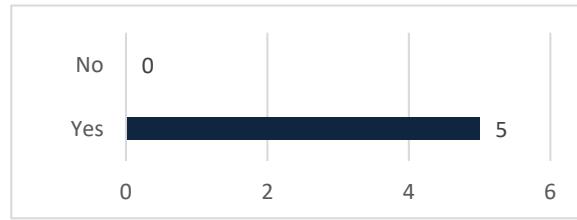
Supporting Families through Difficult Transitions—Participant Survey

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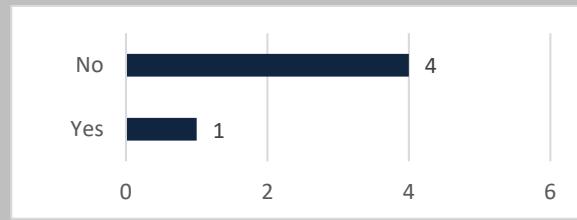


Supporting Families through Difficult Transitions—Supervisor Survey

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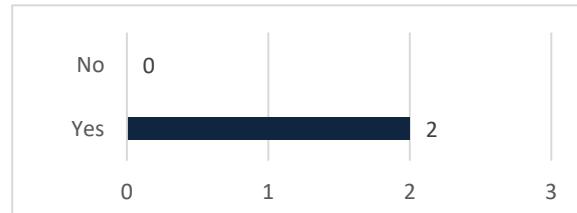


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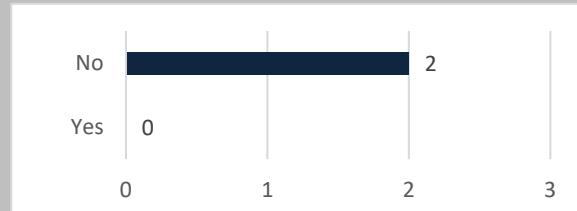


Tax Offset in Child Support—Supervisor Survey

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

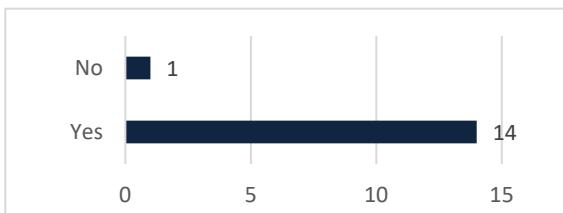


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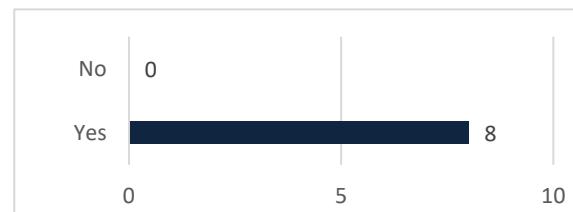
Technical Assistance Session: CSENet Timers—Participant Survey

Have you used what you learned in the course on the job?

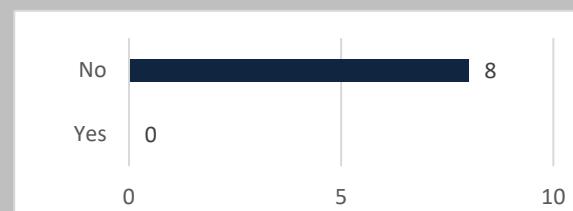


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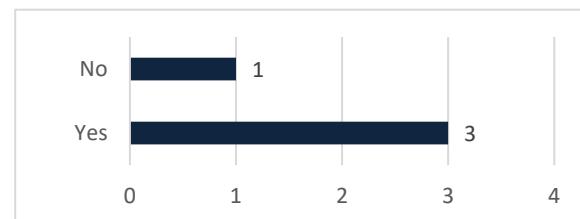


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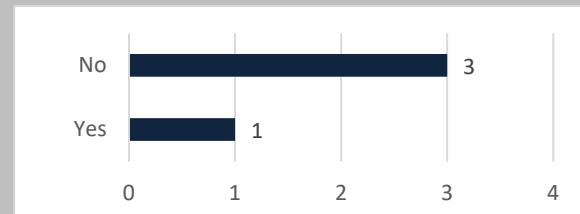


Termination 2.0 Updates—Supervisor Survey

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

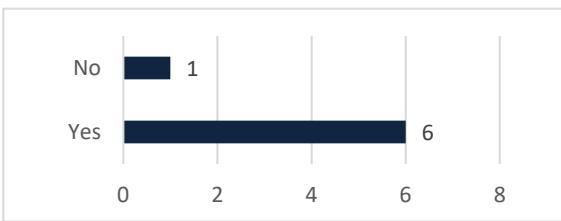


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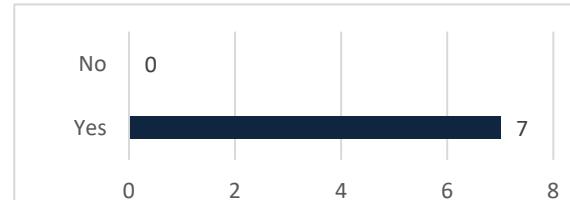
Termination Training Workshop—Participant Survey

Have you used what you learned in the course on the job?

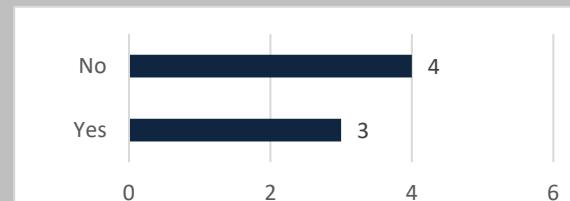


Termination Training Workshop—Supervisor Survey

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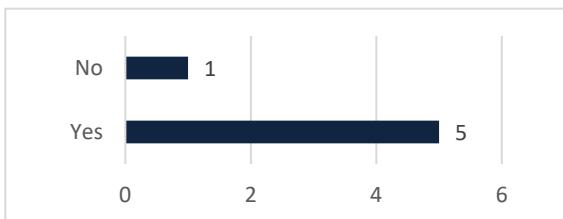


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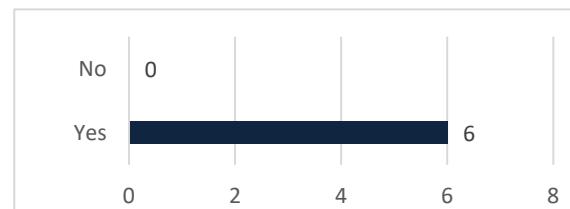
The Audacity to Care: Advocating for Yourself Unapologetically—Participant Survey

Have you used what you learned in the course on the job?

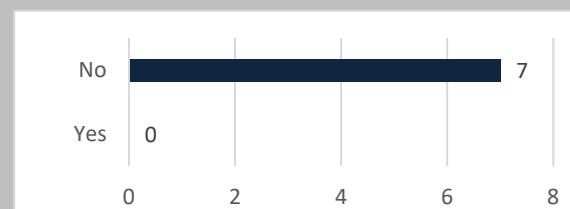


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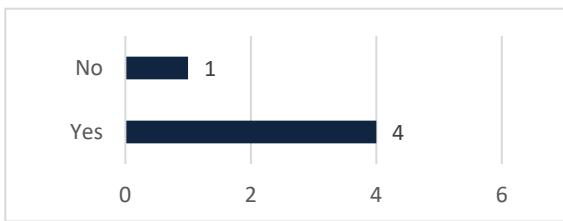


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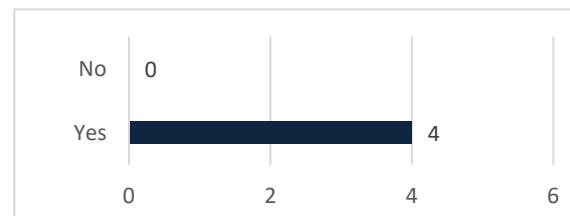
The Healing Power of Forgiveness—Participant Survey

Have you used what you learned in the course on the job?

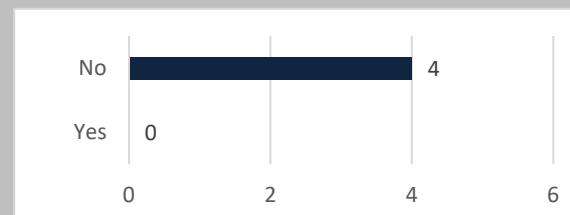


The Healing Power of Forgiveness—Supervisor Survey

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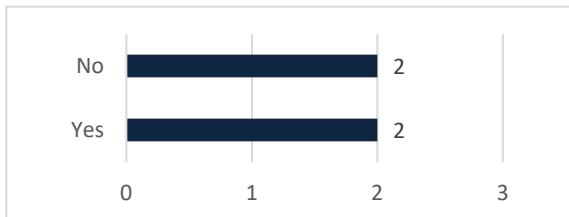


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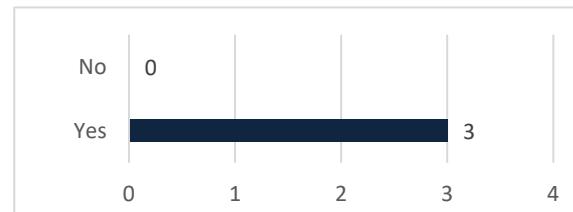
The Impact of Domestic Violence on Children and Youth—Participant Survey

Have you used what you learned in the course on the job?

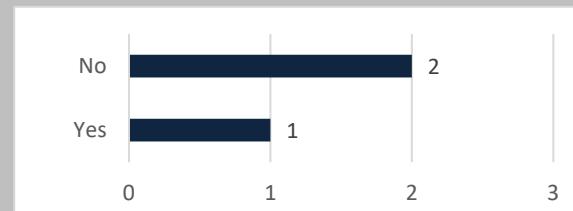


The Impact of Domestic Violence on Children and Youth—Supervisor Survey

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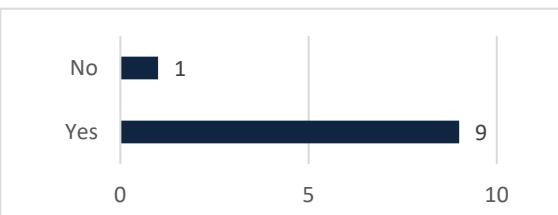


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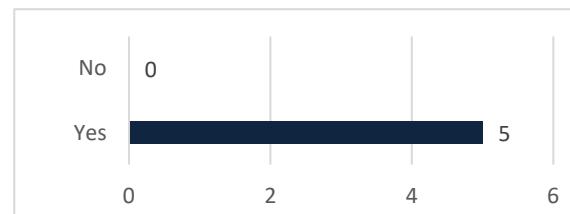
The Lifecycle of a Child Support Case: Navigating Agency Roles and the Impact to Families —Participant Survey

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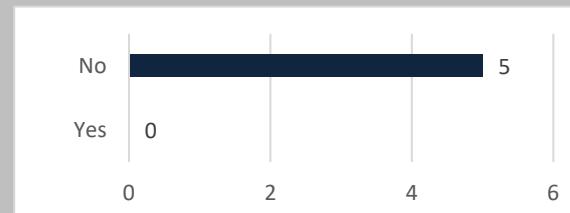


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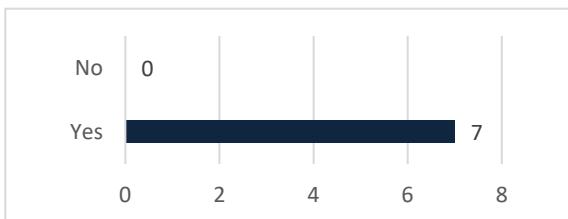


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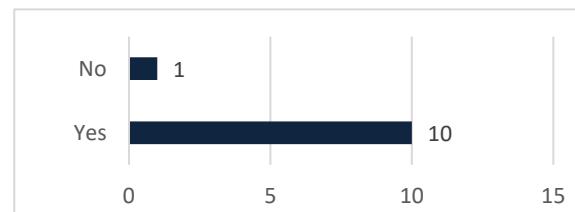
Time Management—Participant Survey

Have you used what you learned in the course on the job?

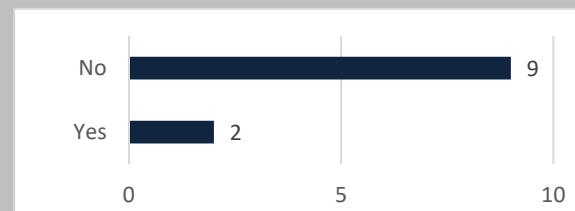


Time Management—Supervisor Survey

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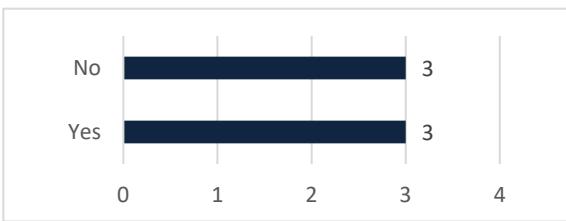


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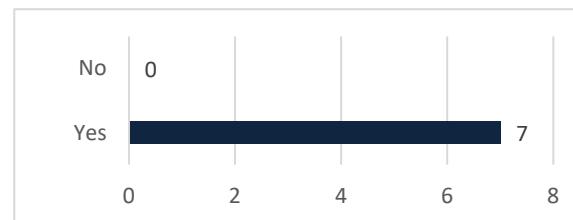
Triennial Review—Participant Survey

Have you used what you learned in the course on the job?

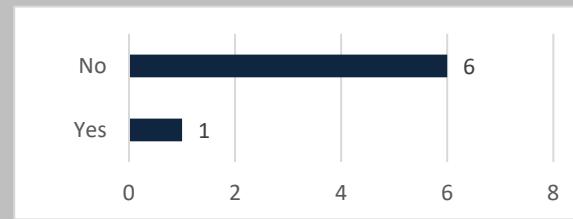


Triennial Review—Supervisor Survey

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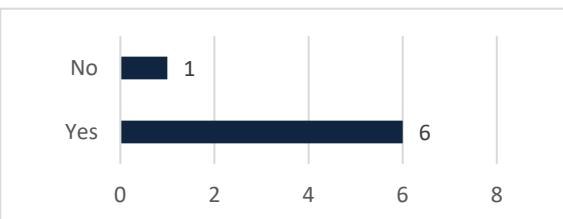


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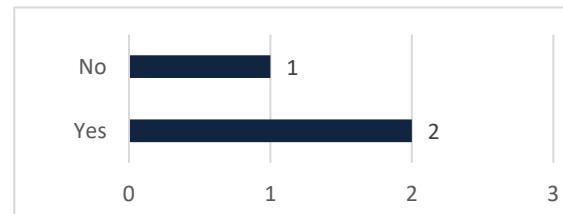
True Colors—Participant Survey

Have you used what you learned in the course on the job?

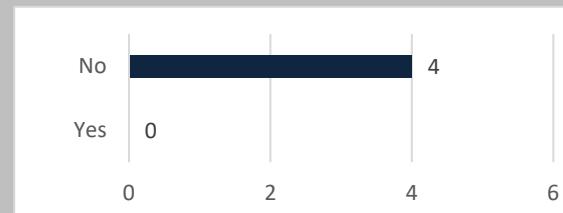


True Colors—Supervisor Survey

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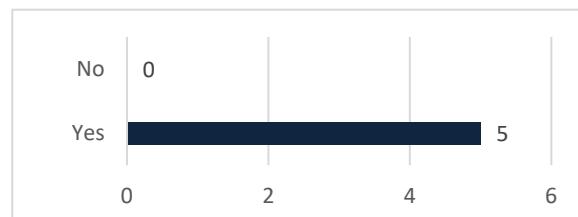


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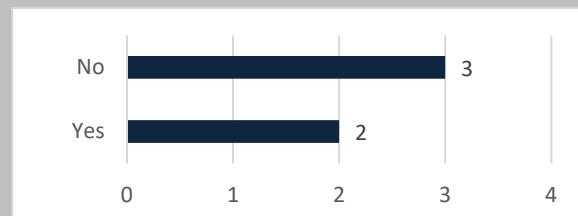


UIFSA Online Tools—Supervisor Survey

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

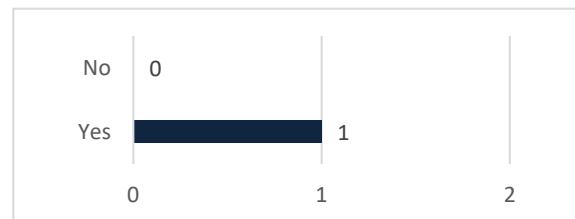


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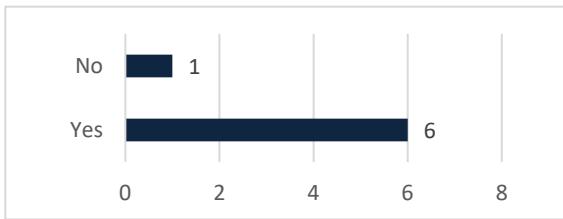
Understanding Domestic Violence: Barriers Experiential Exercise—Participant Survey

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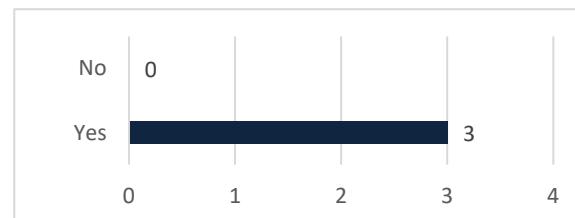
Unpacking and Interrupting Implicit Bias and Microaggressions—Participant Survey

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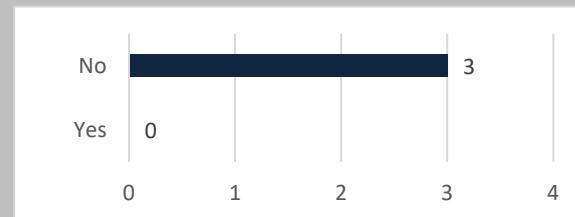


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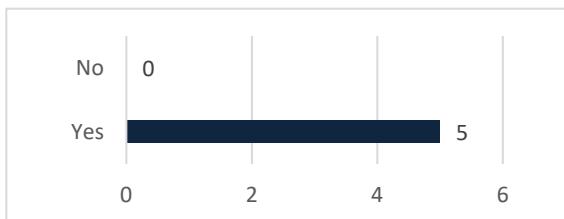


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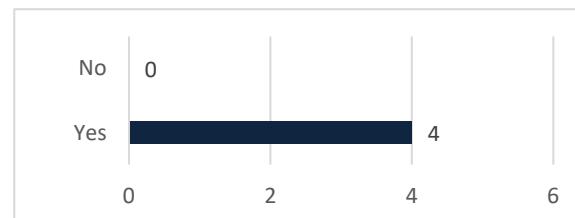
Workplace Professionalism: Tips to Enhance Your Professional Image—Participant Survey

Have you used what you learned in the course on the job?

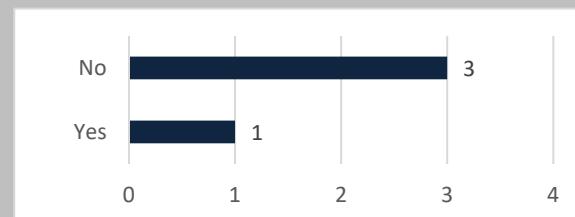


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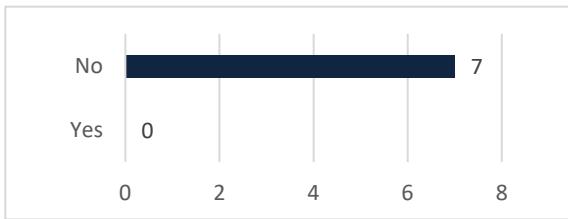


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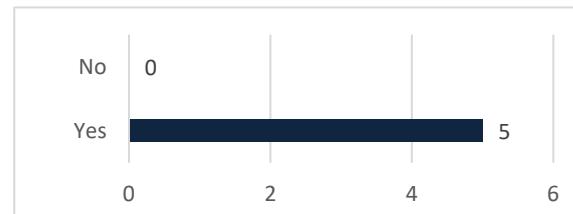
Writs of Execution Process—Participant Survey

Have you used what you learned in the course on the job?

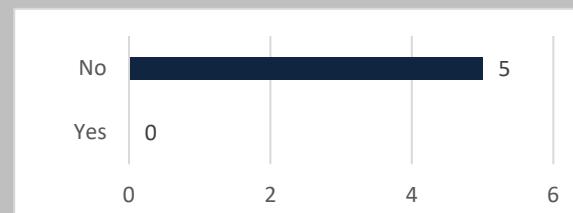


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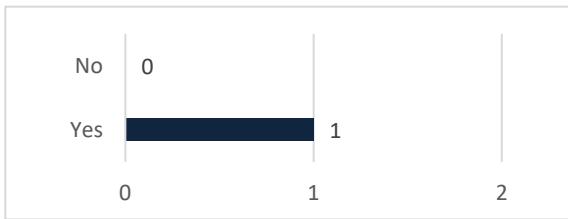


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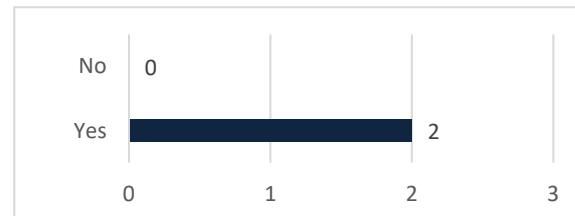
Your Path and Purpose to Self-Discovery—Participant Survey

Have you used what you learned in the course on the job?

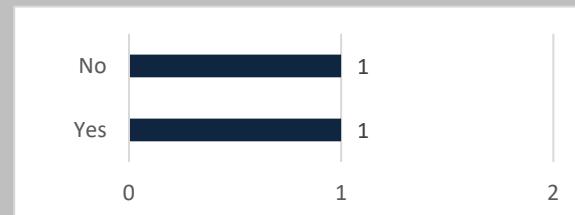


Your Path and Purpose to Self-Discovery—Supervisor Survey

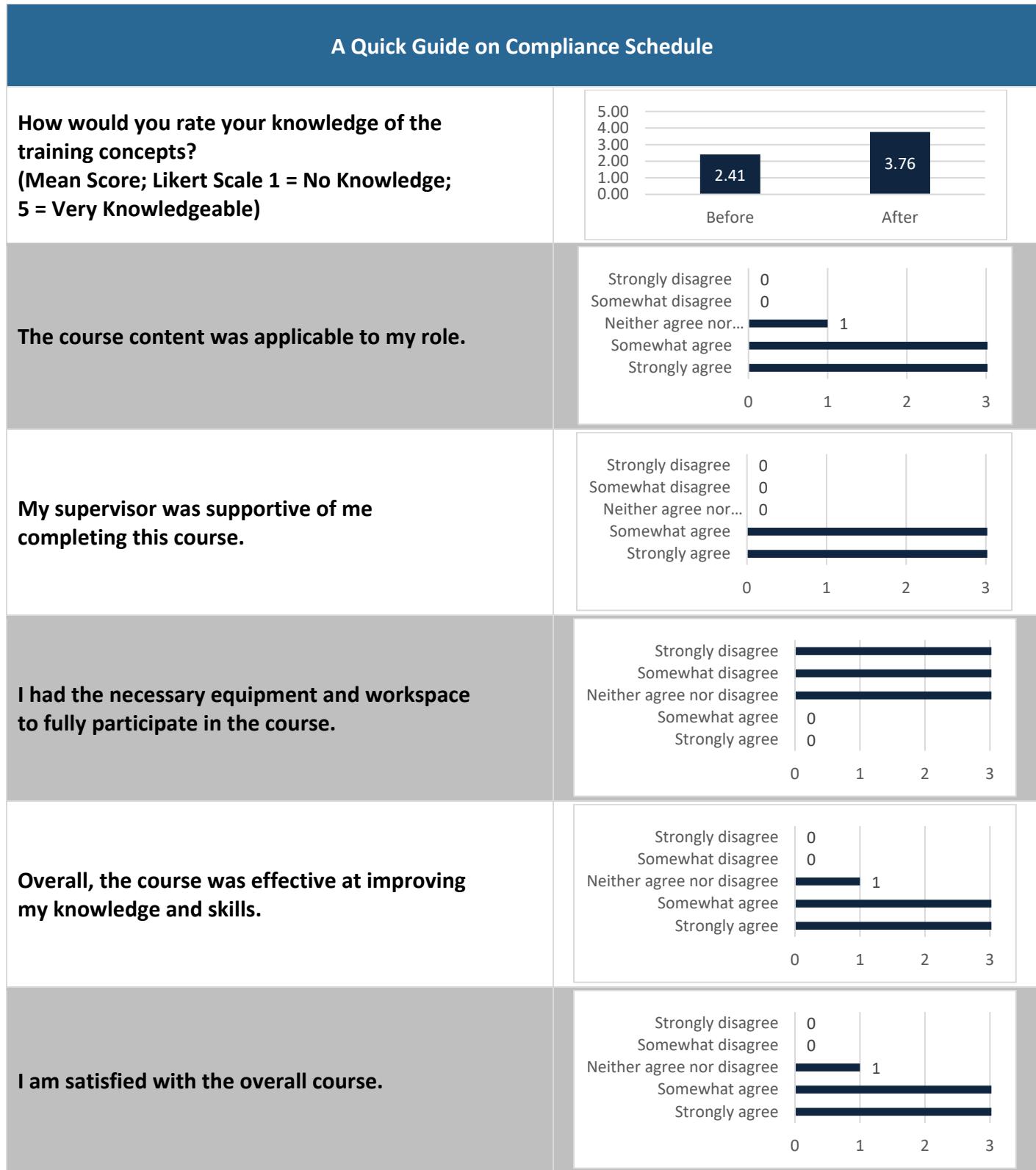
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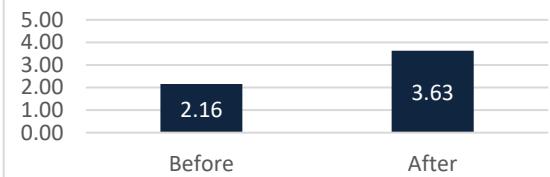


Appendix D: Virtual Asynchronous Courses Satisfaction Survey Results



A Quick Guide on the Child Support Portal

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



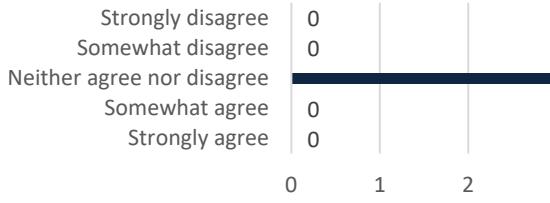
The course content was applicable to my role.



My supervisor was supportive of me completing this course.



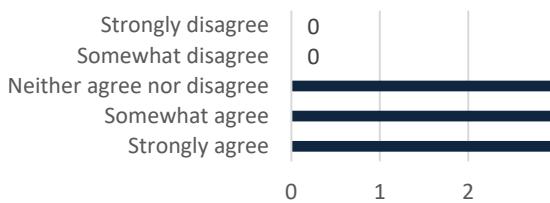
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

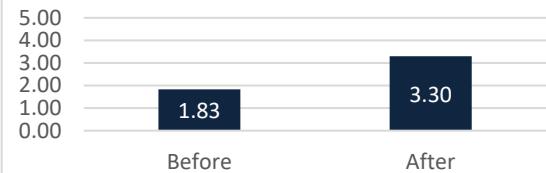


I am satisfied with the overall course.



A Quick Guide to Tax Offset and Rejected Records

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



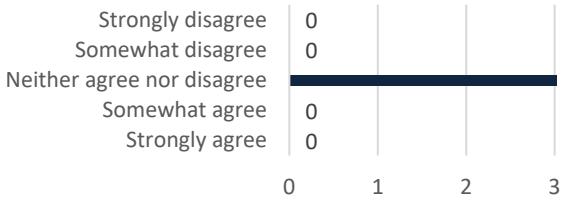
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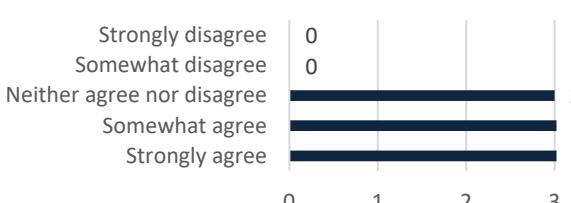
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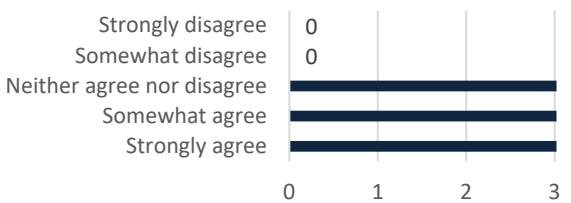
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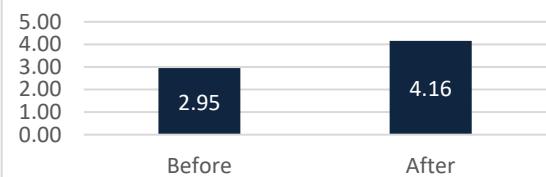


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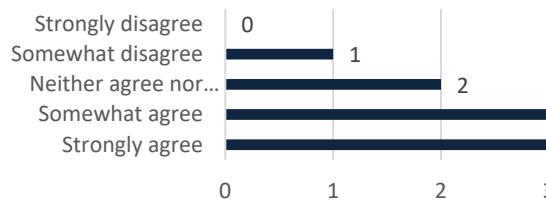


Case Create Series: Welcome to IV-D or Non-IV-D!

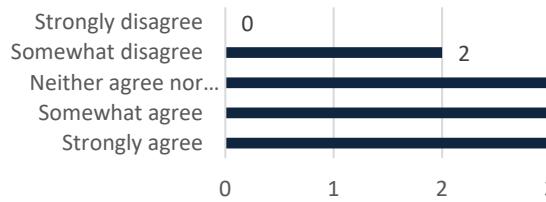
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



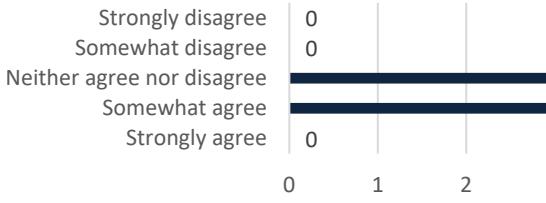
The course content was applicable to my role.



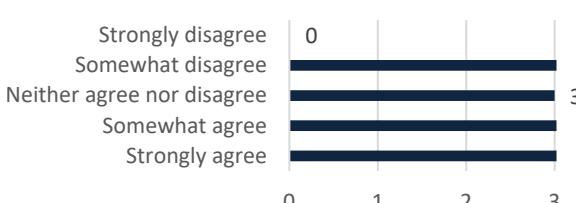
My supervisor was supportive of me completing this course.



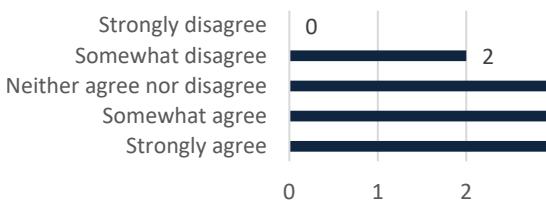
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

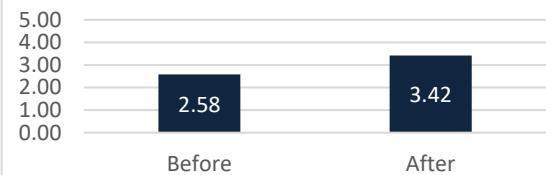


I am satisfied with the overall course.



Case Processor (CPR) 2.0 - What's New?

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



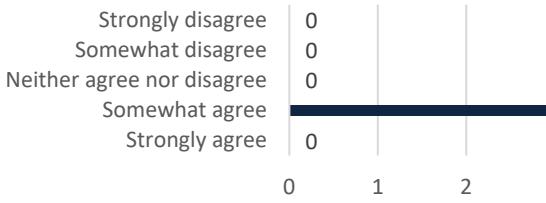
The course content was applicable to my role.



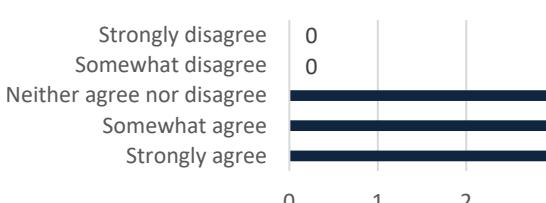
My supervisor was supportive of me completing this course.



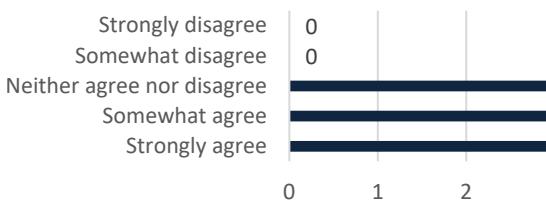
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

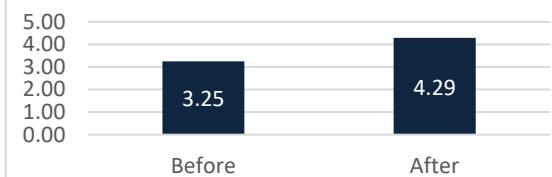


I am satisfied with the overall course.

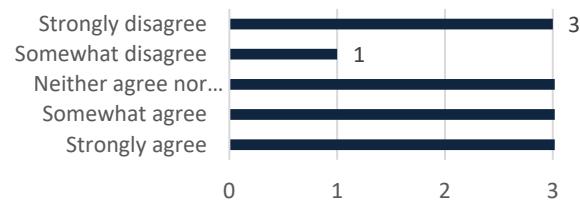


Child Support Overview WBT

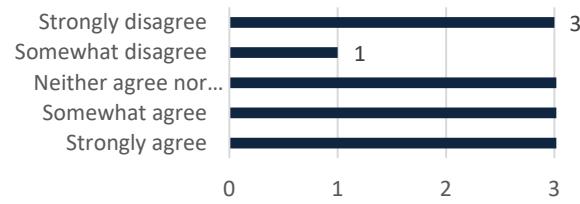
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



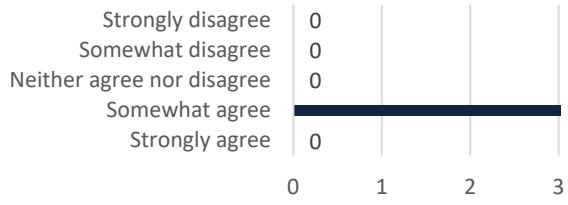
The course content was applicable to my role.



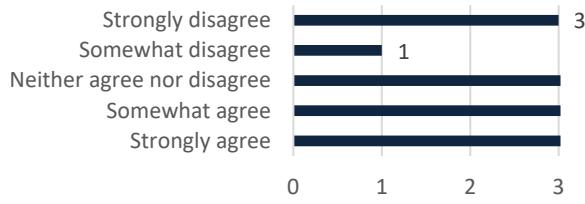
My supervisor was supportive of me completing this course.



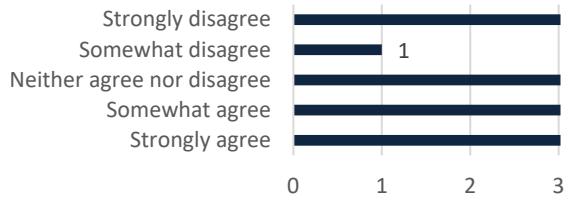
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

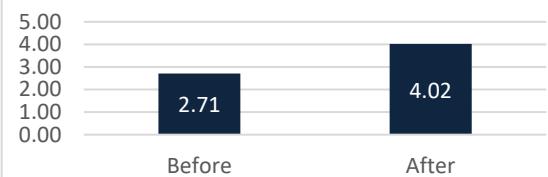


I am satisfied with the overall course.



Creating a Financial Note in NJKiDS

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



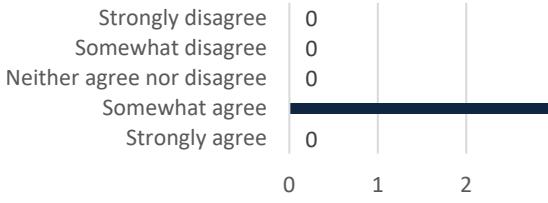
The course content was applicable to my role.



My supervisor was supportive of me completing this course.



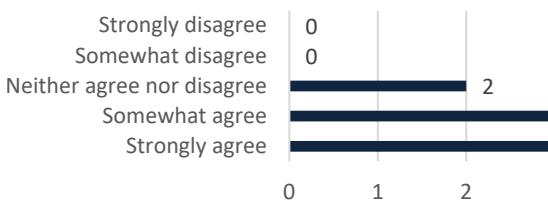
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Overall, the course was effective at improving my knowledge and skills.

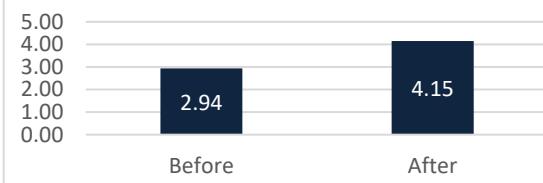


I am satisfied with the overall course.



CS702 Order Part One - Overview of the Enforcement of Litigants Rights Hearing

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



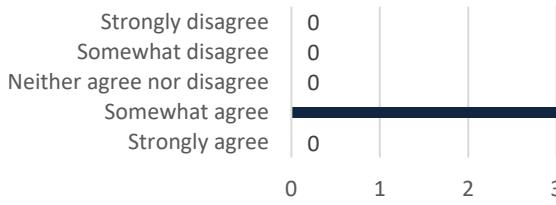
The course content was applicable to my role.



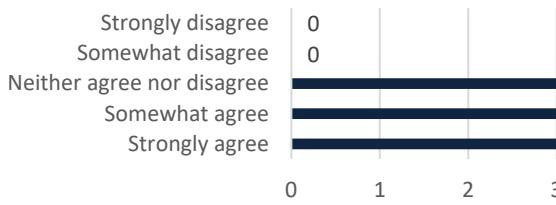
My supervisor was supportive of me completing this course.



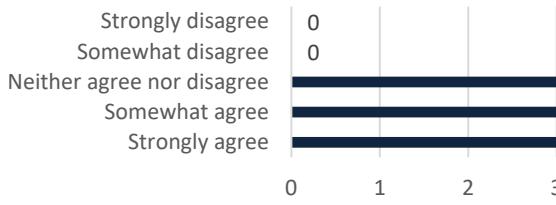
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

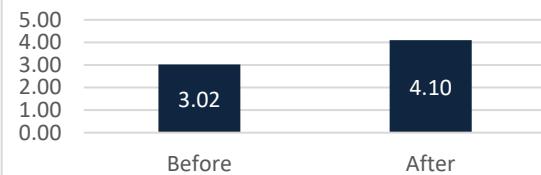


I am satisfied with the overall course.



CS702 Order Part Two - Completing the CS702 Order

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



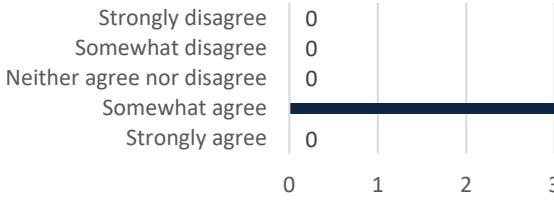
The course content was applicable to my role.



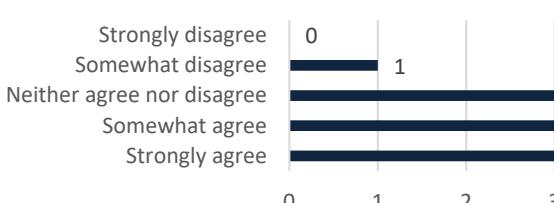
My supervisor was supportive of me completing this course.



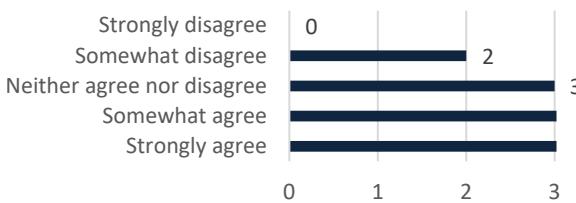
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

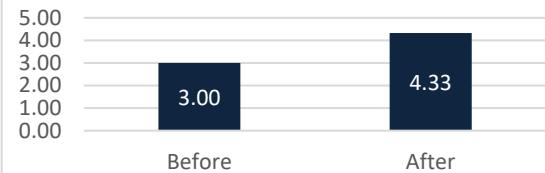


I am satisfied with the overall course.



Data Security for Judiciary Portal Users

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



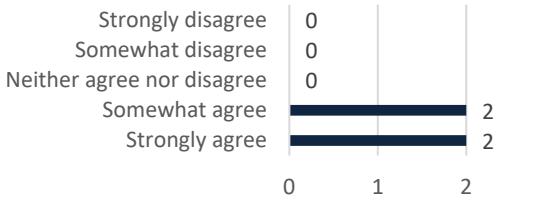
The course content was applicable to my role.



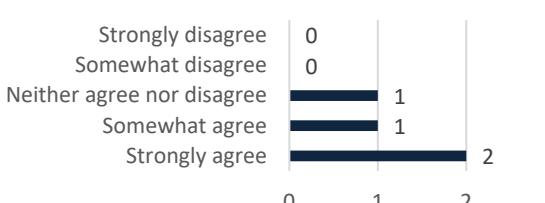
My supervisor was supportive of me completing this course.



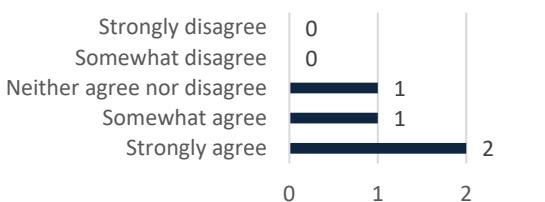
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

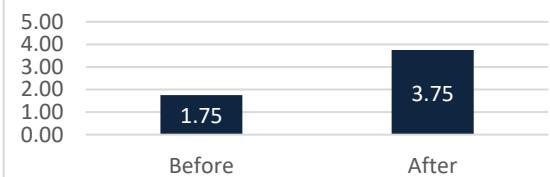


I am satisfied with the overall course.



Data Security for Web-Portal Staff

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



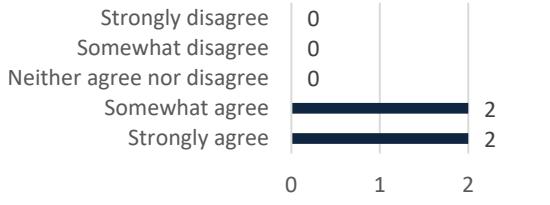
The course content was applicable to my role.



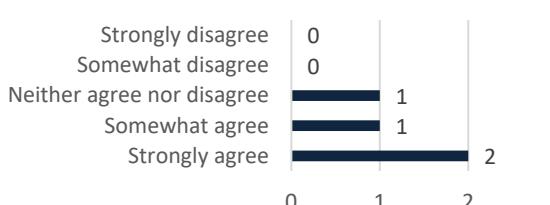
My supervisor was supportive of me completing this course.



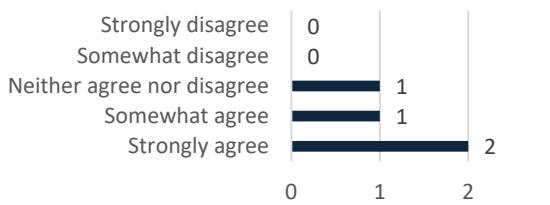
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

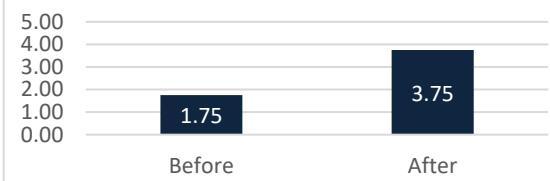


I am satisfied with the overall course.



Data Security WBT for IT Staff

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



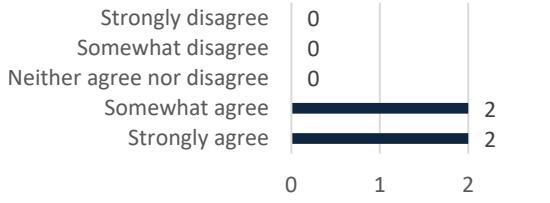
The course content was applicable to my role.



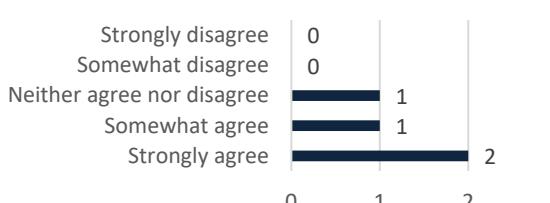
My supervisor was supportive of me completing this course.



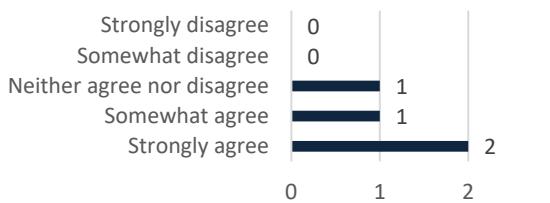
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Overall, the course was effective at improving my knowledge and skills.

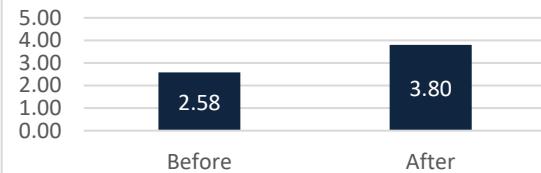


I am satisfied with the overall course.

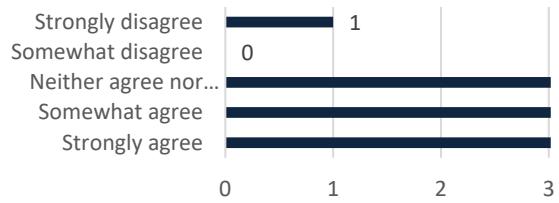


Electronic Document Exchange

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



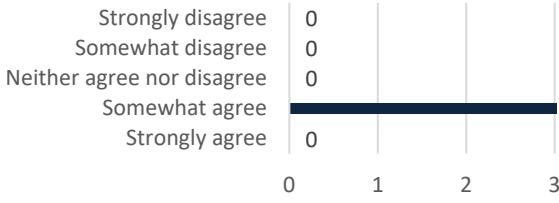
The course content was applicable to my role.



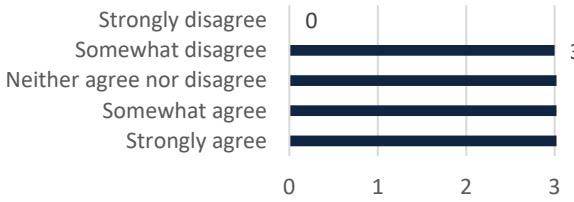
My supervisor was supportive of me completing this course.



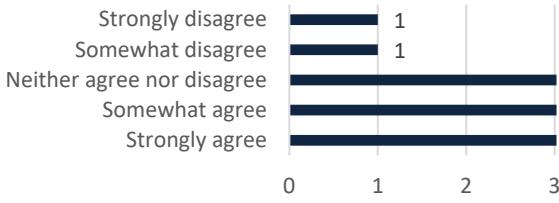
I had the necessary equipment and workspace to fully participate in the course.

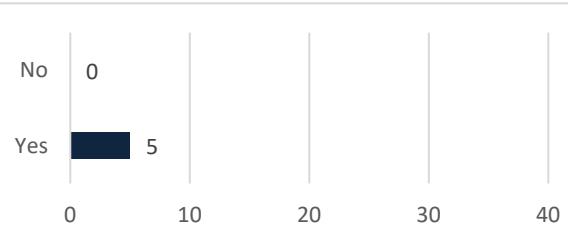
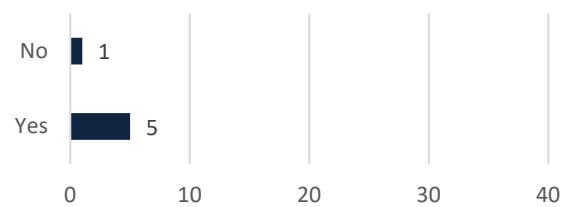
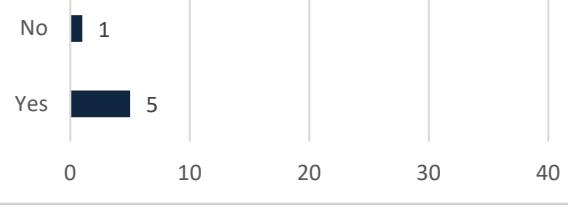
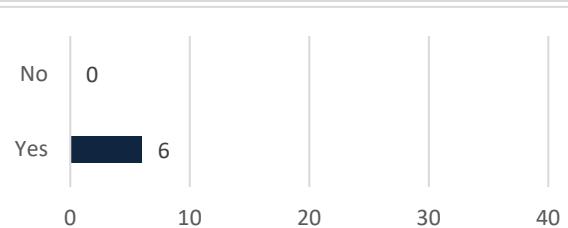


Overall, the course was effective at improving my knowledge and skills.



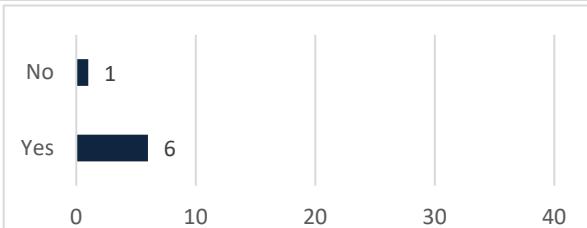
I am satisfied with the overall course.



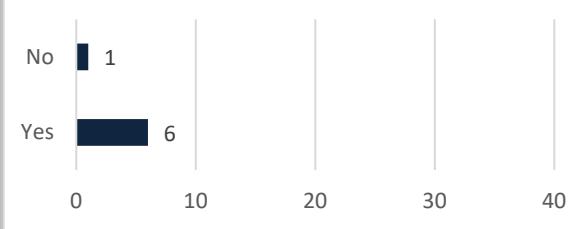
Episode 1: How to Link a New USSO (Watch Video)**Was the video content applicable to your role?****Will the information and skills obtained during this video help you improve your work performance?****Were the visuals and instruction provided in the video clear and easy to follow?****Episode 2: How to Link an Existing USSO****Was the video content applicable to your role?****Will the information and skills obtained during this video help you improve your work performance?****Were the visuals and instruction provided in the video clear and easy to follow?**

Episode 3: How to Unlink a USSO

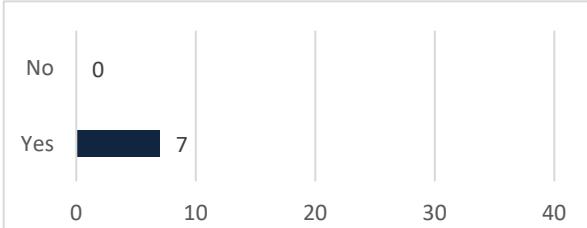
Was the video content applicable to your role?



Will the information and skills obtained during this video help you improve your work performance?



Were the visuals and instruction provided in the video clear and easy to follow?

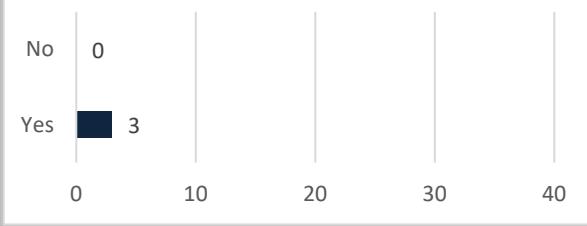


Episode 4: How to Link a New Guideline Calculation

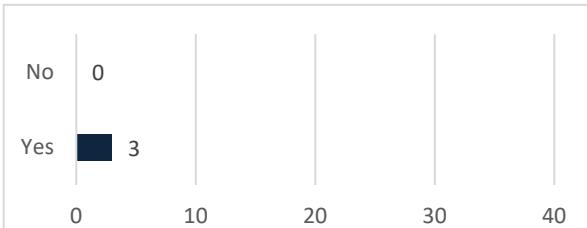
Was the video content applicable to your role?



Will the information and skills obtained during this video help you improve your work performance?

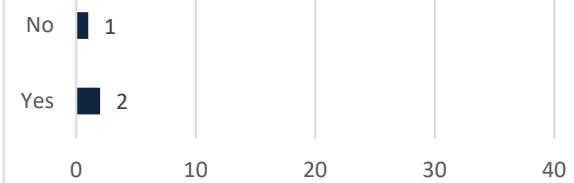


Were the visuals and instruction provided in the video clear and easy to follow?

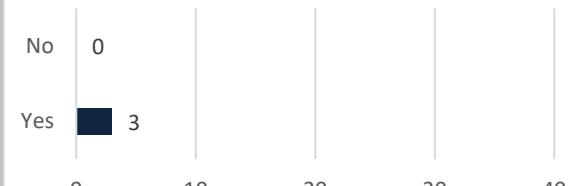


Episode 5: How to Link an Existing Guideline Calculation

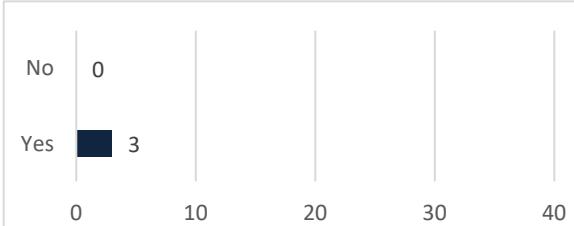
Was the video content applicable to your role?



Will the information and skills obtained during this video help you improve your work performance?

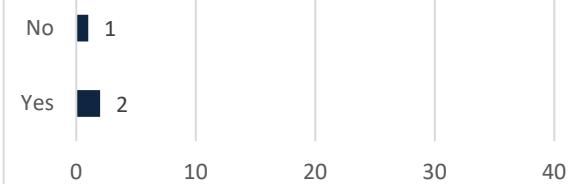


Were the visuals and instruction provided in the video clear and easy to follow?



Episode 6: How to Link an NPRO Document

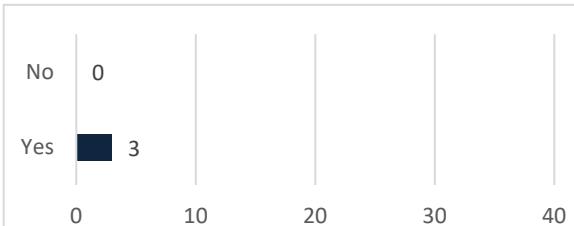
Was the video content applicable to your role?



Will the information and skills obtained during this video help you improve your work performance?

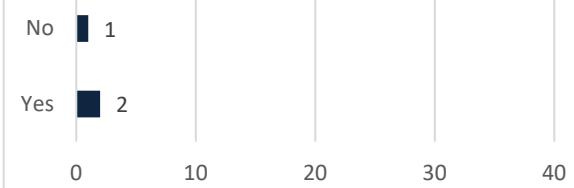


Were the visuals and instruction provided in the video clear and easy to follow?



Episode 7: How to Unlink an NPRO Document

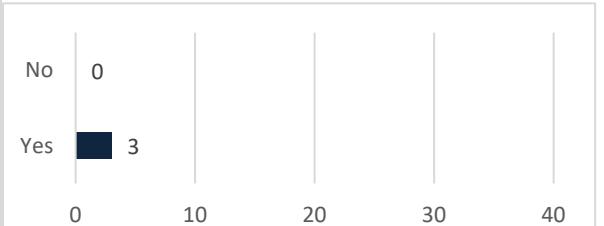
Was the video content applicable to your role?



Will the information and skills obtained during this video help you improve your work performance?

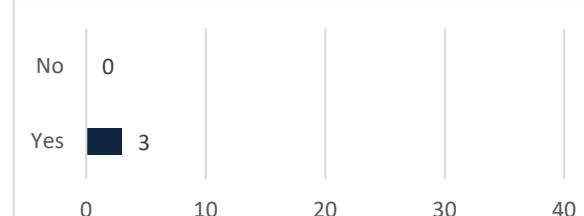


Were the visuals and instruction provided in the video clear and easy to follow?

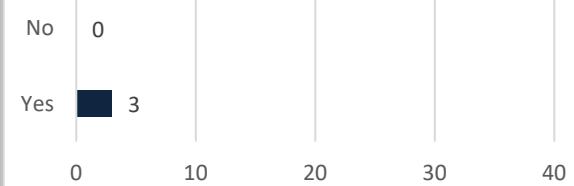


Episode 8: The New Display of CPRO 2.0

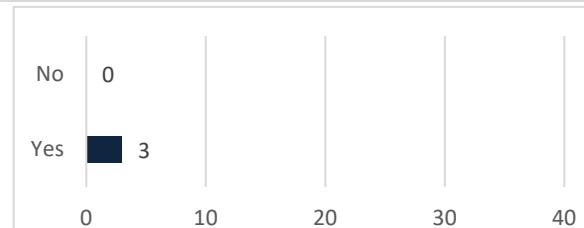
Was the video content applicable to your role?



Will the information and skills obtained during this video help you improve your work performance?

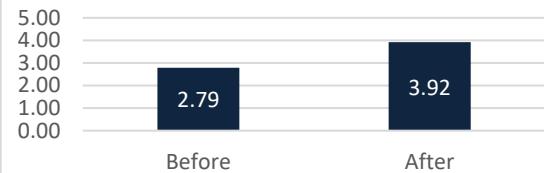


Were the visuals and instruction provided in the video clear and easy to follow?

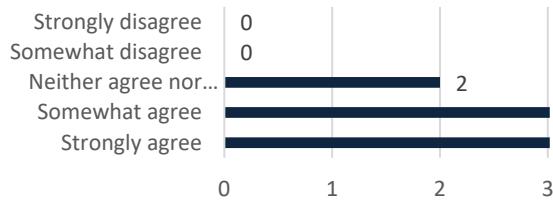


Financial Adjustments

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



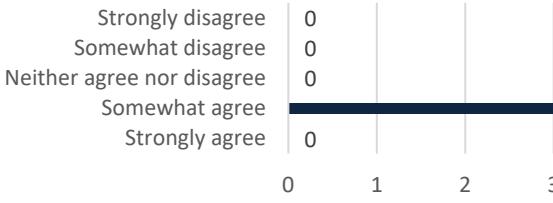
The course content was applicable to my role.



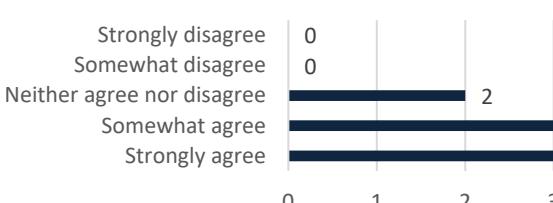
My supervisor was supportive of me completing this course.



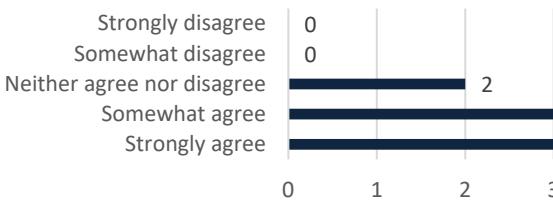
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

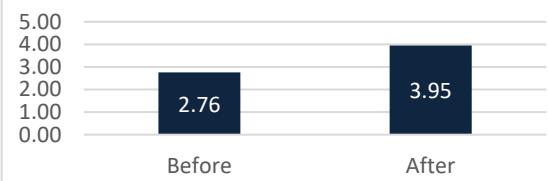


I am satisfied with the overall course.

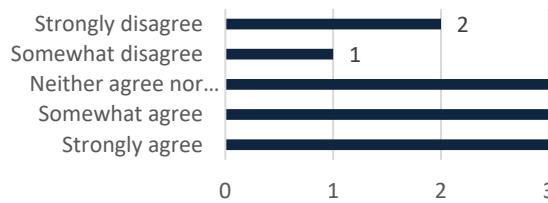


Genetic Testing Procedures in NJKiDS

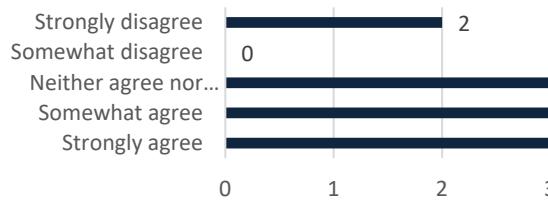
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



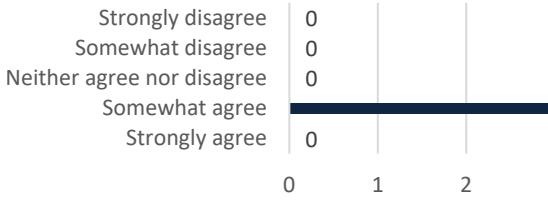
The course content was applicable to my role.



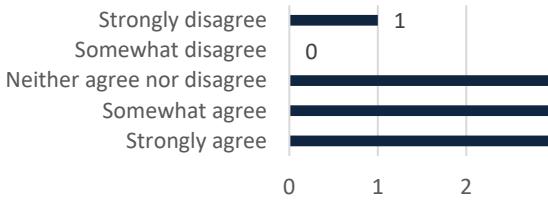
My supervisor was supportive of me completing this course.



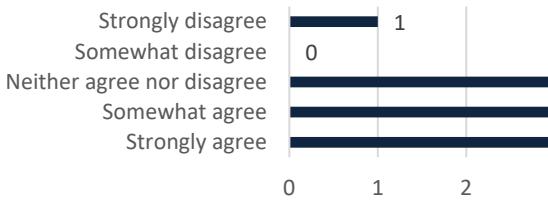
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

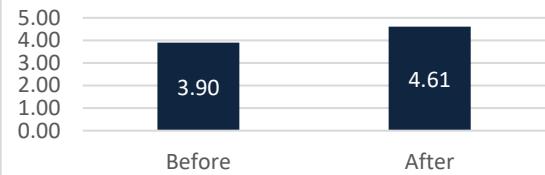


I am satisfied with the overall course.



Handling Challenging Customers

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



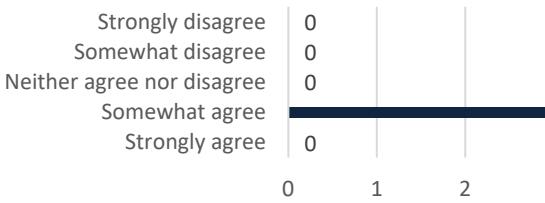
The course content was applicable to my role.



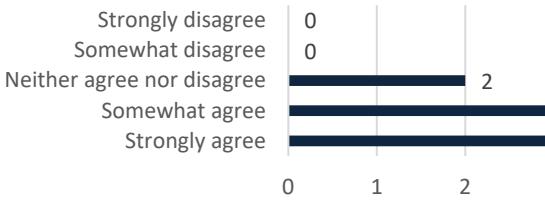
My supervisor was supportive of me completing this course.



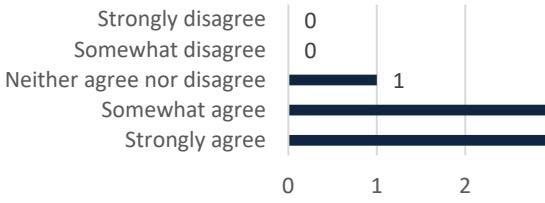
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

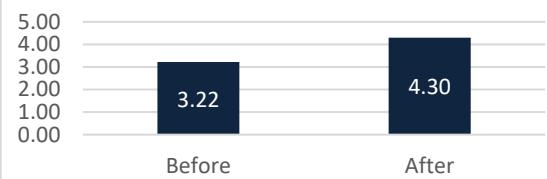


I am satisfied with the overall course.



Imaging Documents for ECM on MFP

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



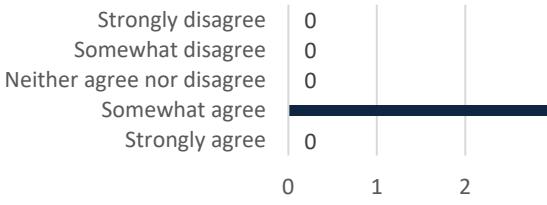
The course content was applicable to my role.



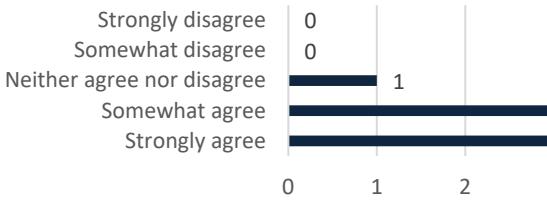
My supervisor was supportive of me completing this course.



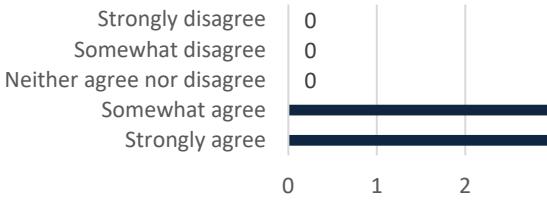
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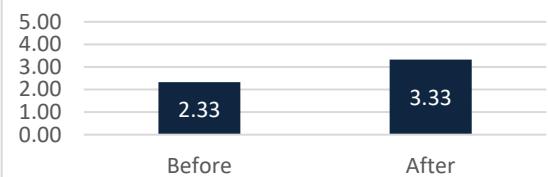


I am satisfied with the overall course.

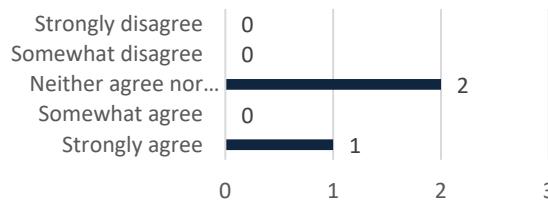


International Child Support

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



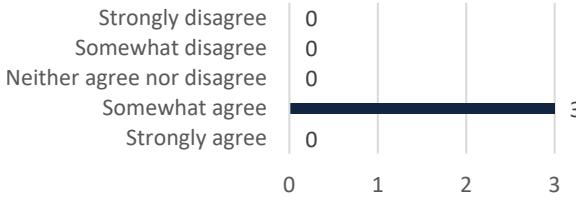
The course content was applicable to my role.



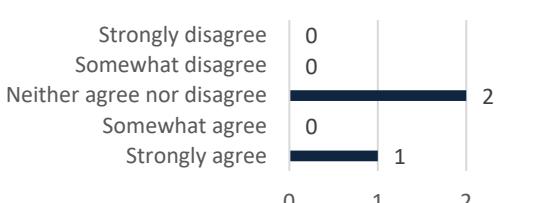
My supervisor was supportive of me completing this course.



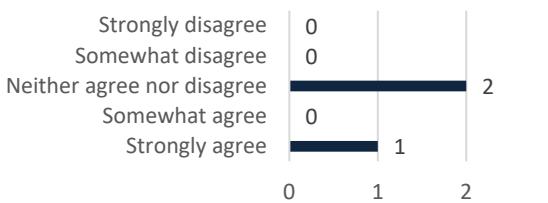
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

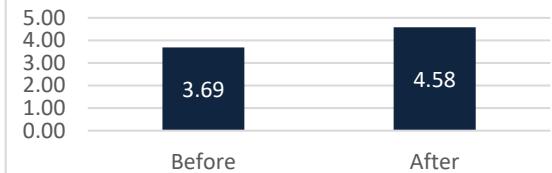


I am satisfied with the overall course.



Interview Skills

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



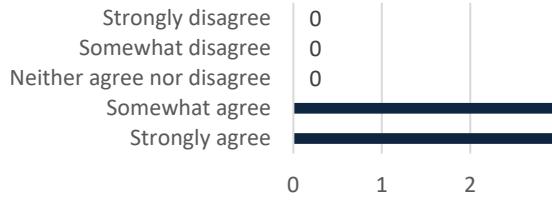
The course content was applicable to my role.



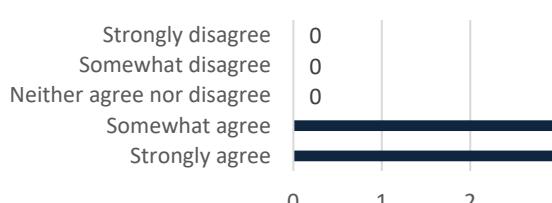
My supervisor was supportive of me completing this course.



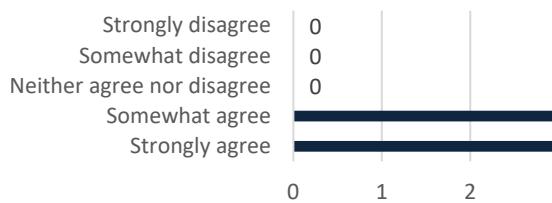
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

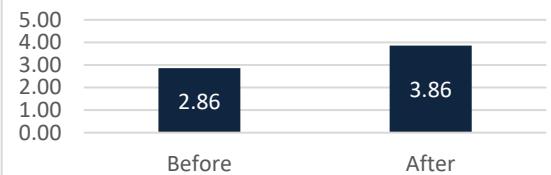


I am satisfied with the overall course.



Intro to Imaging Termination Documents

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



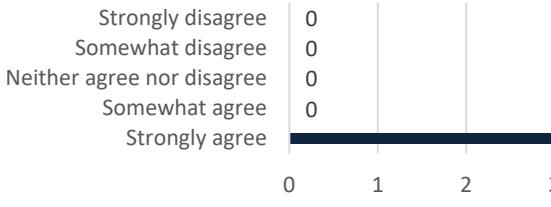
The course content was applicable to my role.



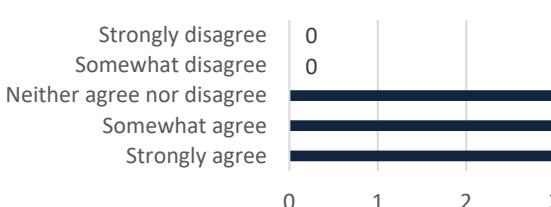
My supervisor was supportive of me completing this course.



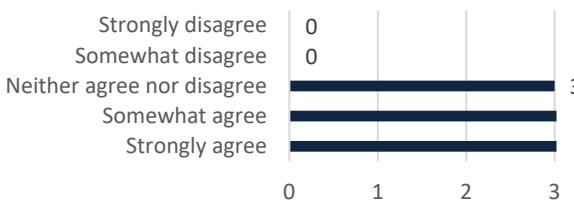
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Overall, the course was effective at improving my knowledge and skills.

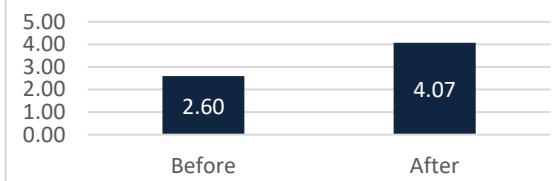


I am satisfied with the overall course.



Introduction to Electronic Content Management

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



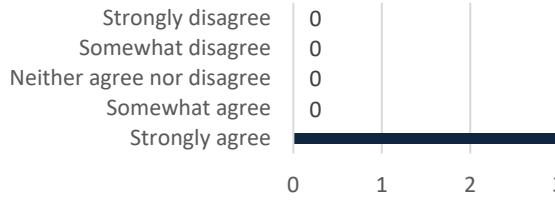
The course content was applicable to my role.



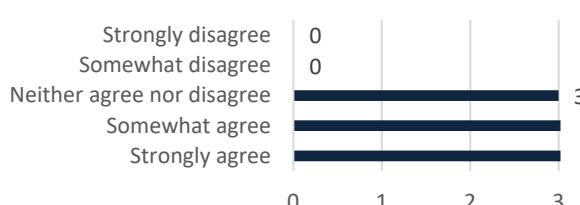
My supervisor was supportive of me completing this course.



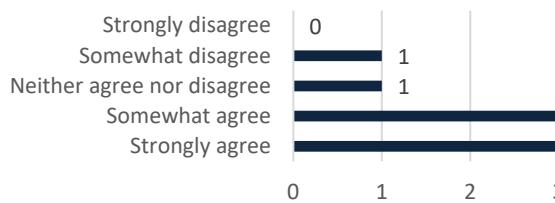
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Overall, the course was effective at improving my knowledge and skills.

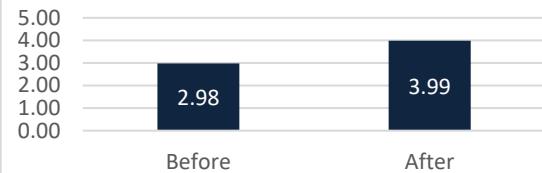


I am satisfied with the overall course.



Module 1: Introduction

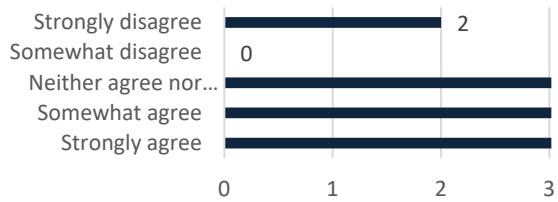
**How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge;
5 = Very Knowledgeable)**



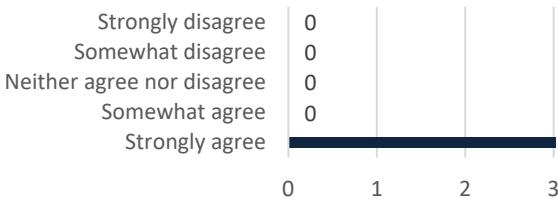
The course content was applicable to my role.



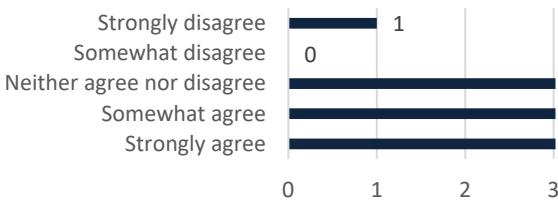
My supervisor was supportive of me completing this course.



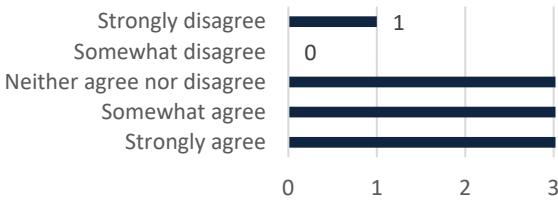
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

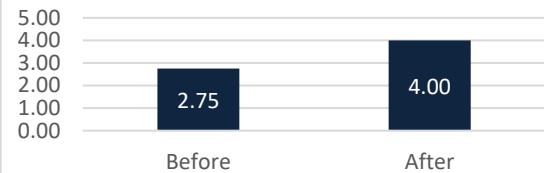


I am satisfied with the overall course.



Module 2: Paternity Establishment

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



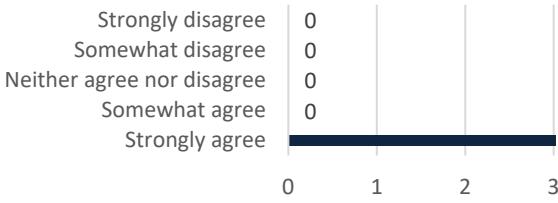
The course content was applicable to my role.



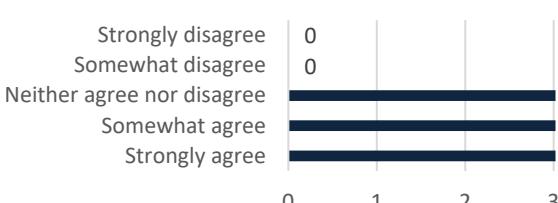
My supervisor was supportive of me completing this course.



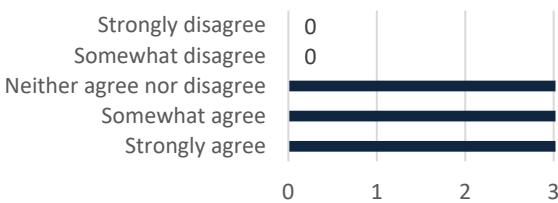
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

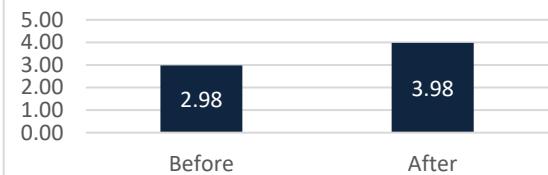


I am satisfied with the overall course.

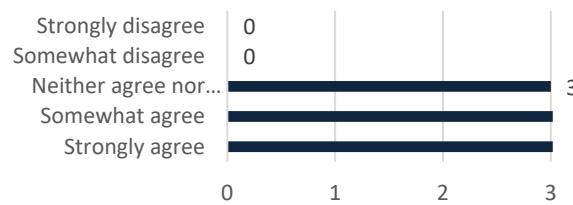


Module 3: Child Support Order Establishment

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



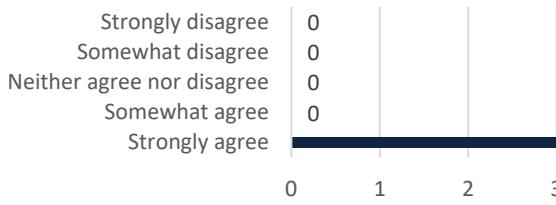
The course content was applicable to my role.



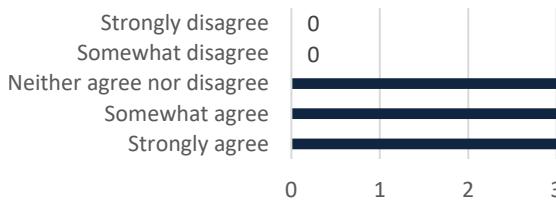
My supervisor was supportive of me completing this course.



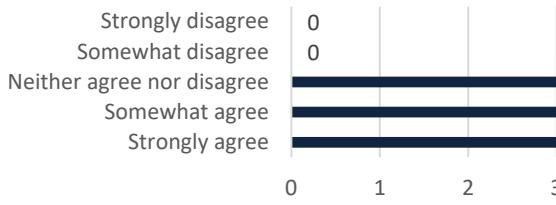
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

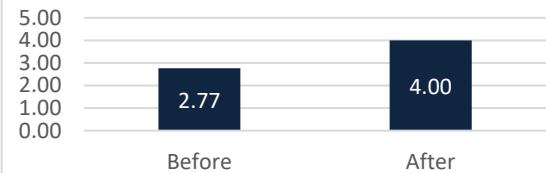


I am satisfied with the overall course.



Module 4: Collections

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



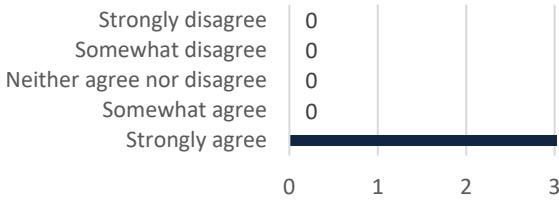
The course content was applicable to my role.



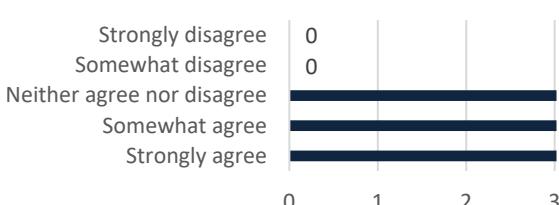
My supervisor was supportive of me completing this course.



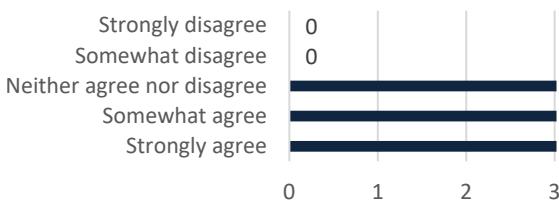
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

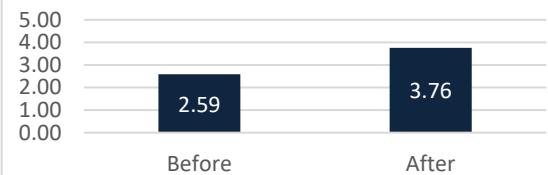


I am satisfied with the overall course.



Module 5: Cost-Effectiveness

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



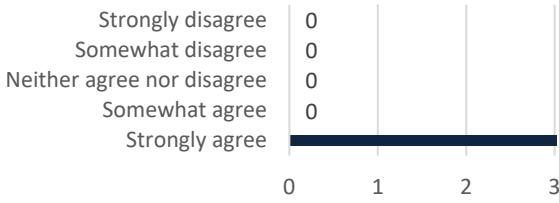
The course content was applicable to my role.



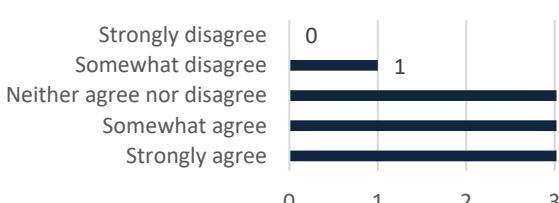
My supervisor was supportive of me completing this course.



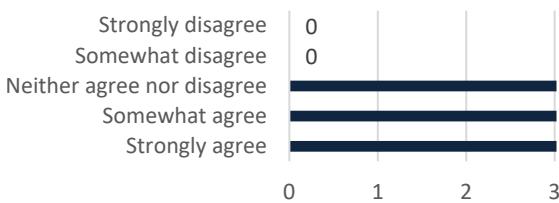
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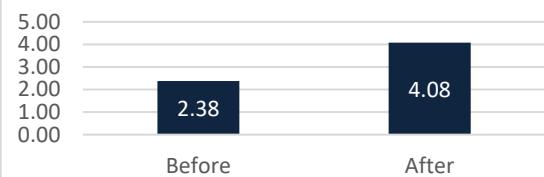


I am satisfied with the overall course.



National Medical Support Notice (NMSN)

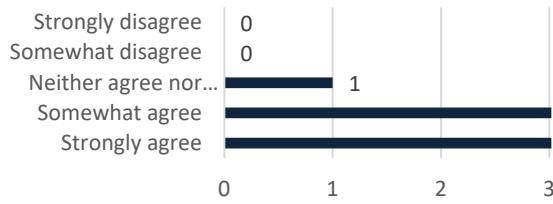
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



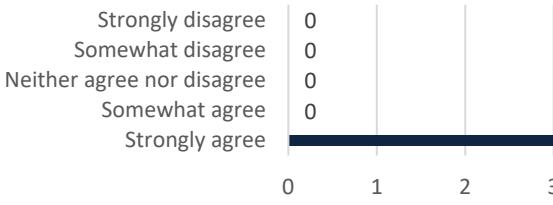
The course content was applicable to my role.



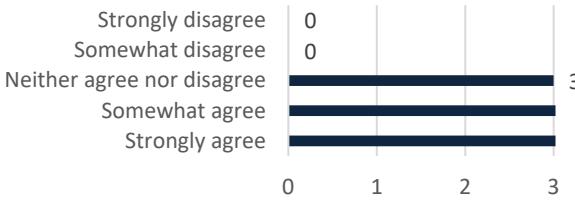
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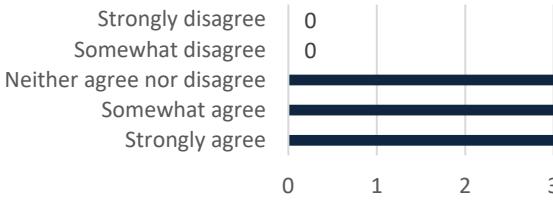
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Overall, the course was effective at improving my knowledge and skills.

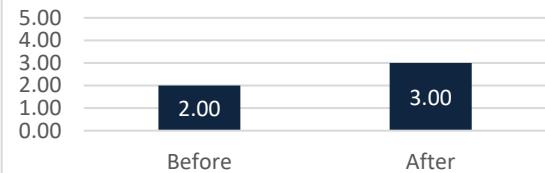


I am satisfied with the overall course.

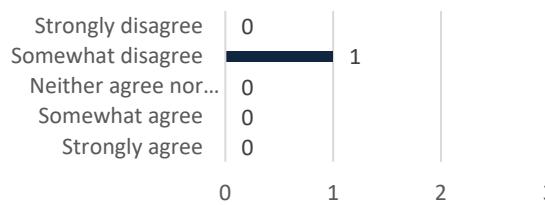


Navigating the LMS

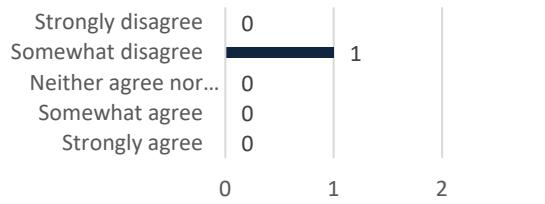
**How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge;
5 = Very Knowledgeable)**



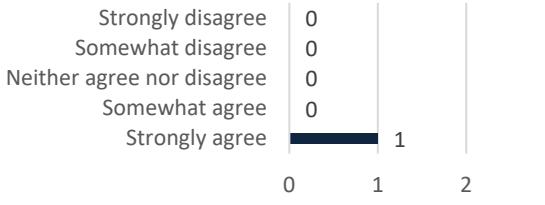
The course content was applicable to my role.



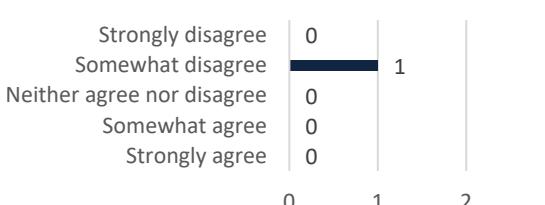
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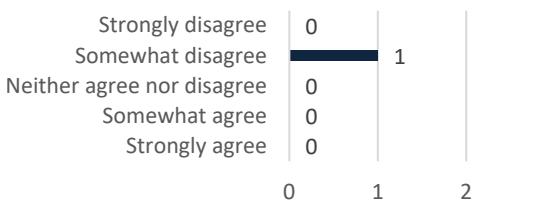
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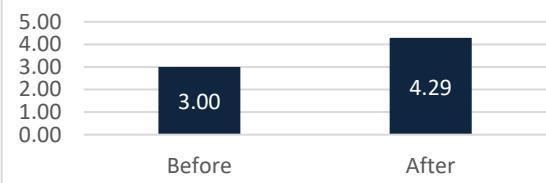


I am satisfied with the overall course.



Navigating the WebEx Meeting Room: A Guide for Participants

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



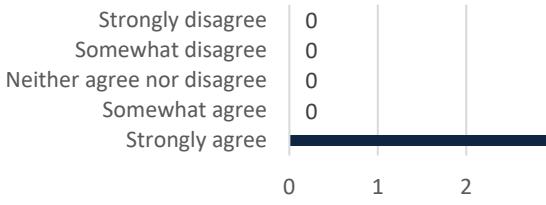
The course content was applicable to my role.



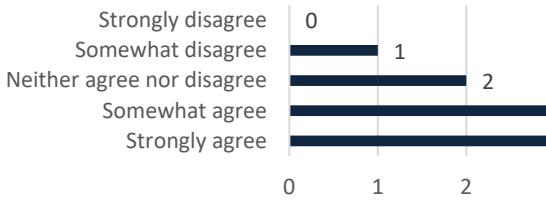
My supervisor was supportive of me completing this course.



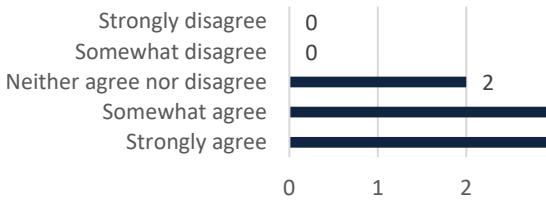
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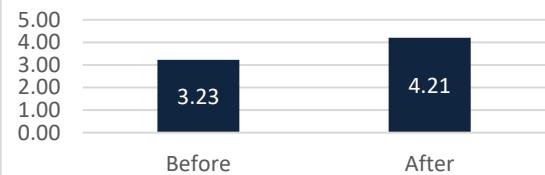


I am satisfied with the overall course.

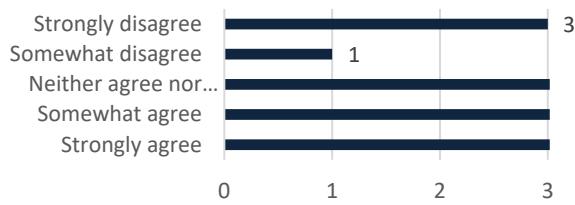


NJKiDS Basic Navigation for New Users

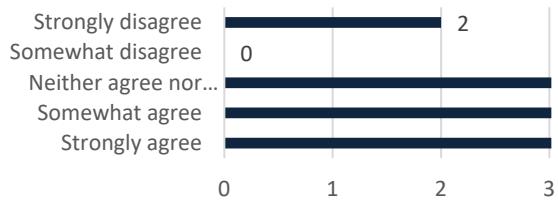
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



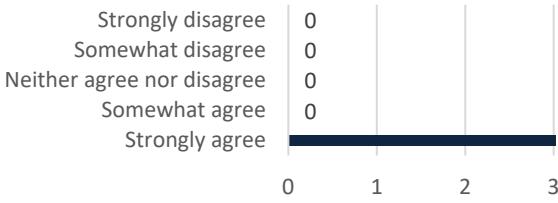
The course content was applicable to my role.



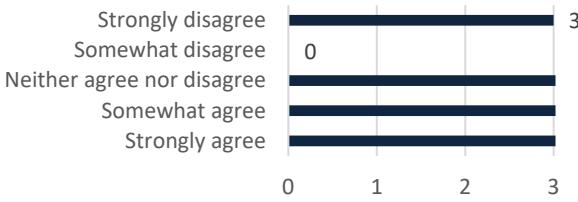
My supervisor was supportive of me completing this course.



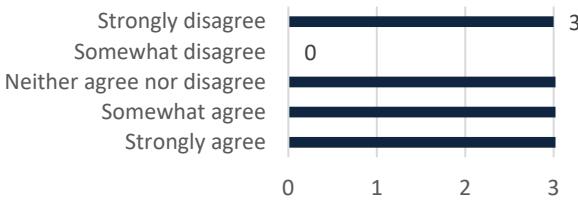
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

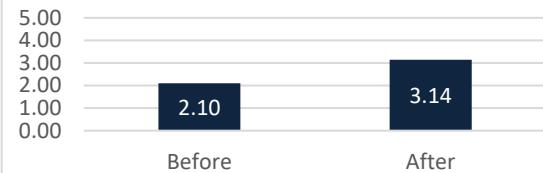


I am satisfied with the overall course.



NJKiDS Functionality

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



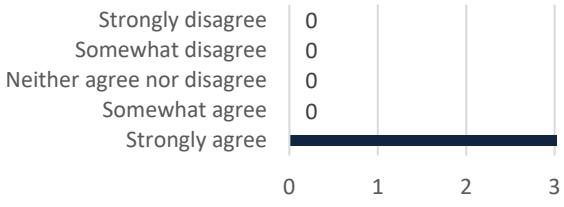
The course content was applicable to my role.



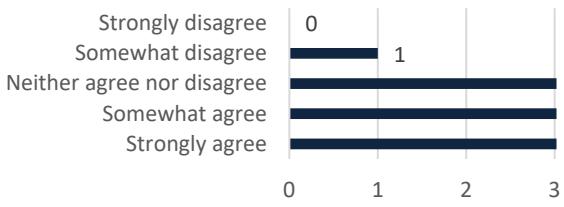
My supervisor was supportive of me completing this course.



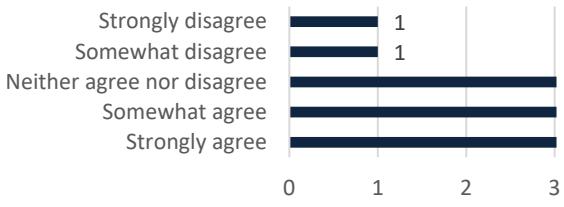
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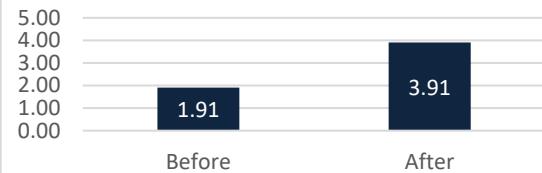


I am satisfied with the overall course.



Payment Log (PLOG)

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



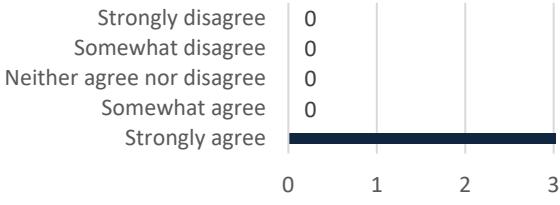
The course content was applicable to my role.



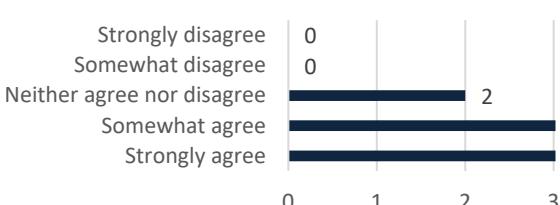
My supervisor was supportive of me completing this course.



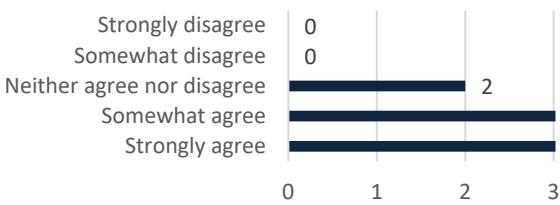
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Overall, the course was effective at improving my knowledge and skills.

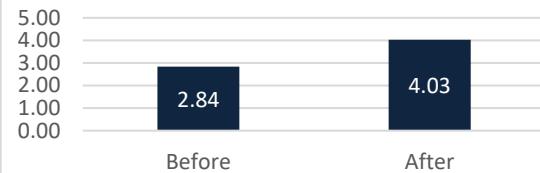


I am satisfied with the overall course.



Processing a IV-D Application

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



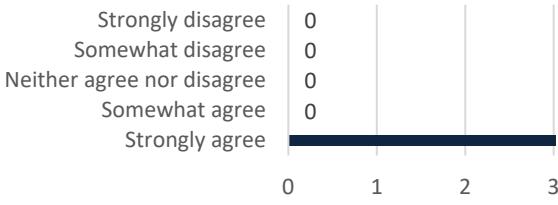
The course content was applicable to my role.



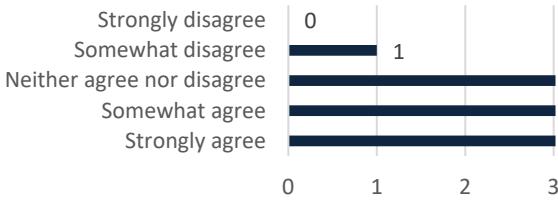
My supervisor was supportive of me completing this course.



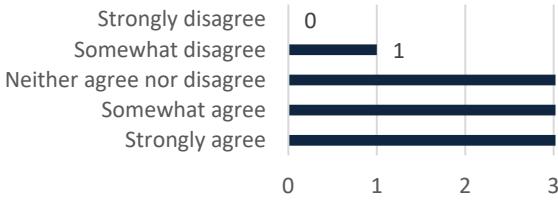
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

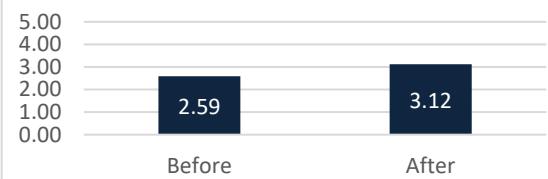


I am satisfied with the overall course.



Reopening a Closed Case in NJKiDS

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



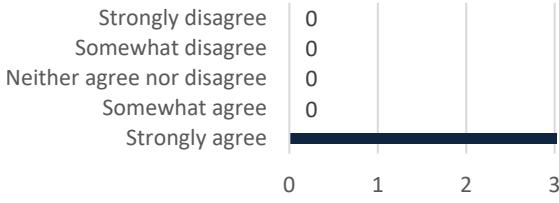
The course content was applicable to my role.



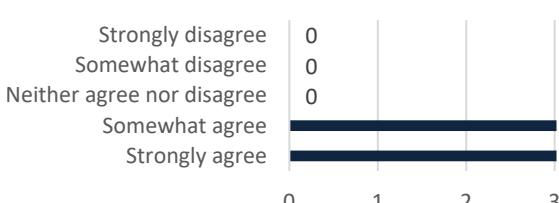
My supervisor was supportive of me completing this course.



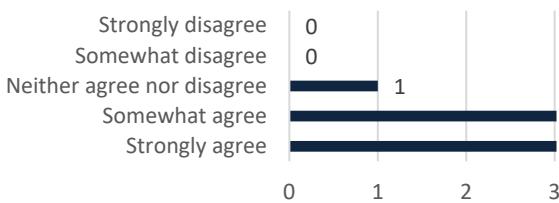
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

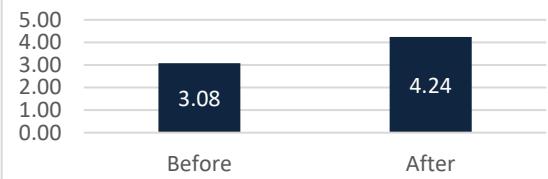


I am satisfied with the overall course.



Safeguards Security Awareness Training for Child Support

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



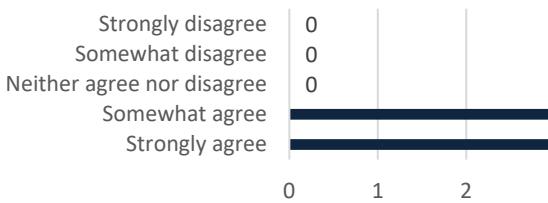
The course content was applicable to my role.



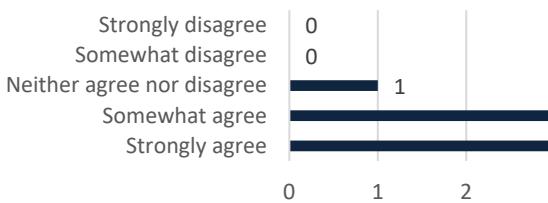
My supervisor was supportive of me completing this course.



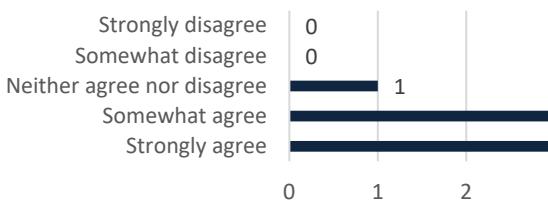
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

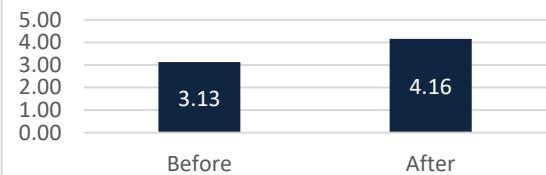


I am satisfied with the overall course.



Searching for Pre-Existing Cases

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



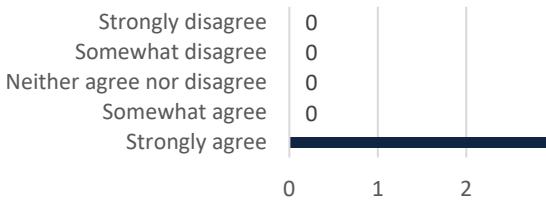
The course content was applicable to my role.



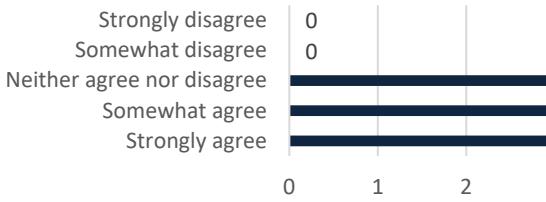
My supervisor was supportive of me completing this course.



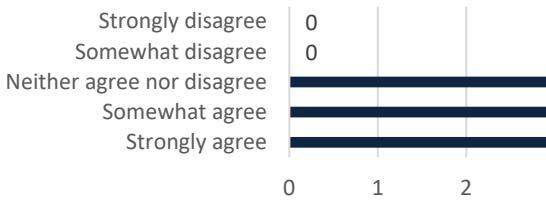
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

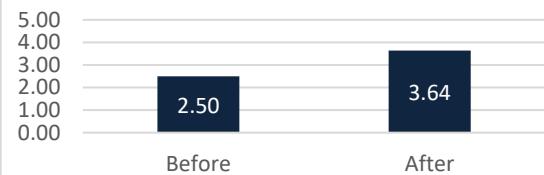


I am satisfied with the overall course.

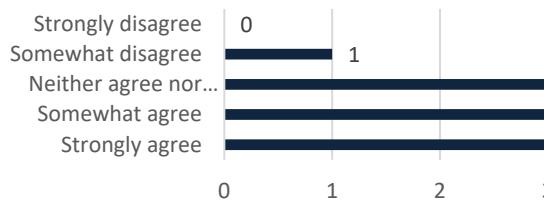


Technical Assistance Judgments 201

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



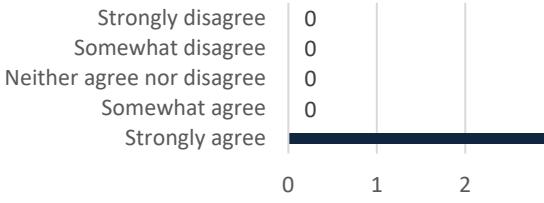
The course content was applicable to my role.



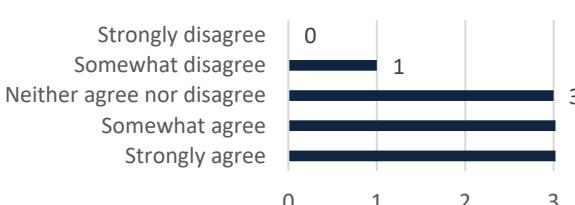
My supervisor was supportive of me completing this course.



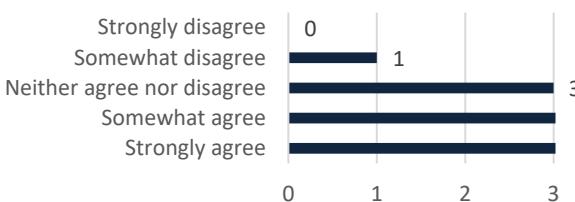
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

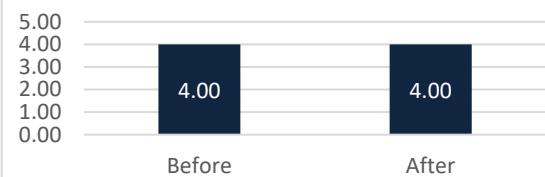


I am satisfied with the overall course.

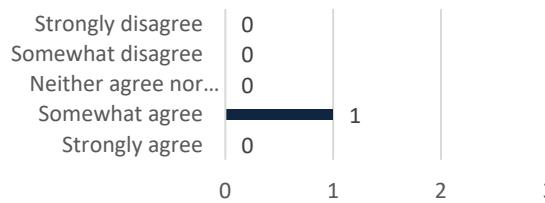


Technical Assistance Session: Bench Warrant

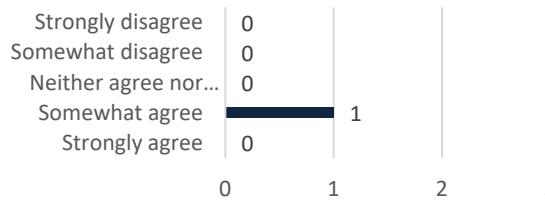
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



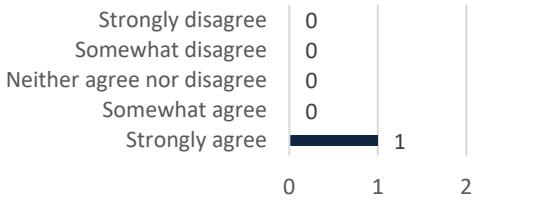
The course content was applicable to my role.



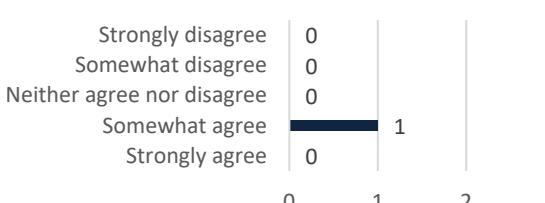
My supervisor was supportive of me completing this course.



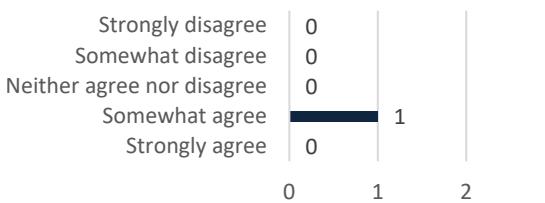
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

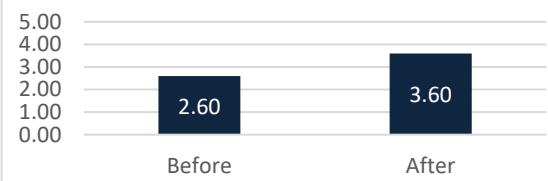


I am satisfied with the overall course.



Technical Assistance Session: Case Closure

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



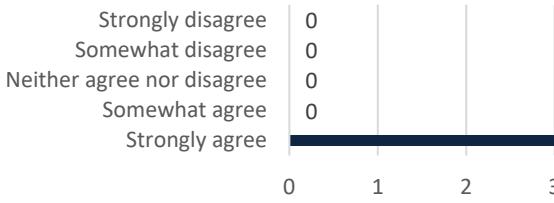
The course content was applicable to my role.



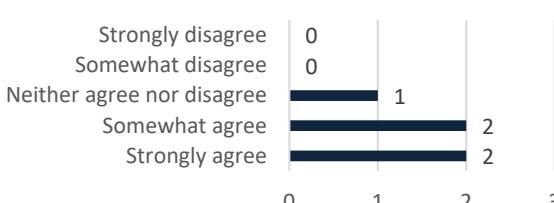
My supervisor was supportive of me completing this course.



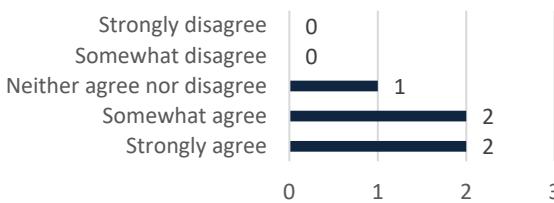
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

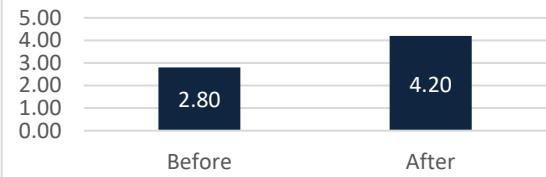


I am satisfied with the overall course.



Technical Assistance Session: Exploring the Child Support Portal (CSP)

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



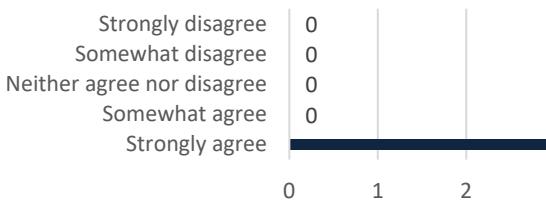
The course content was applicable to my role.



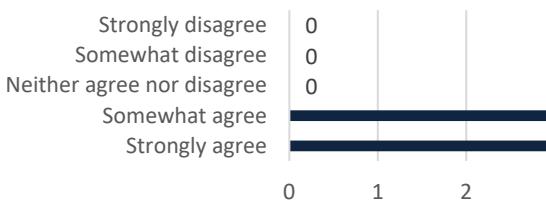
My supervisor was supportive of me completing this course.



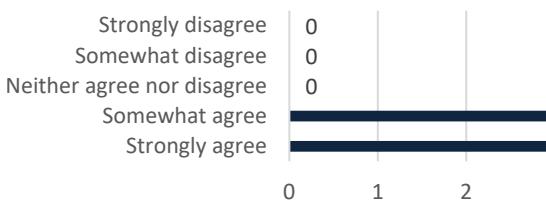
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

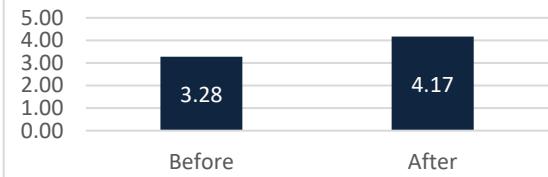


I am satisfied with the overall course.



Technical Assistance Session: Financial Holds

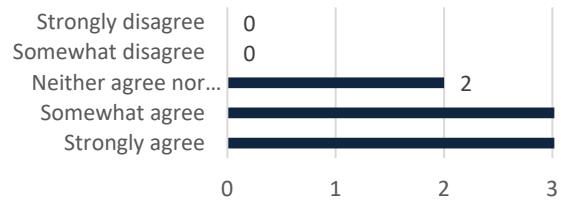
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



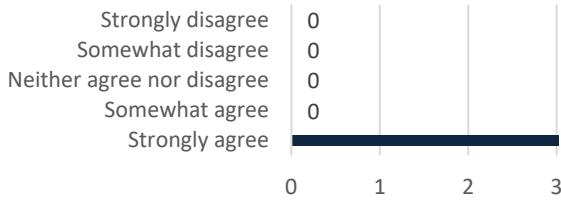
The course content was applicable to my role.



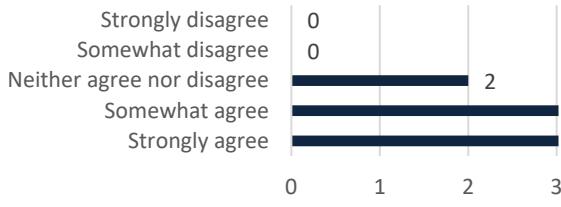
My supervisor was supportive of me completing this course.



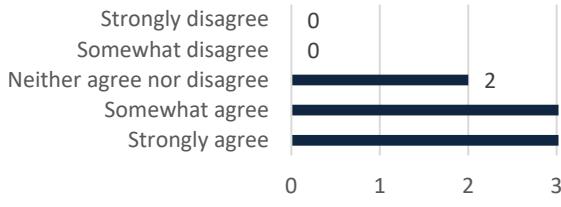
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

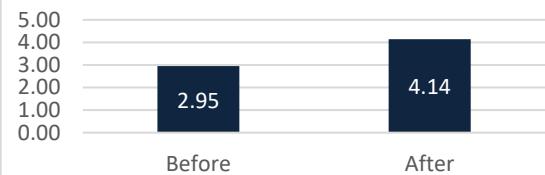


I am satisfied with the overall course.



Technical Assistance Session: Financial Notes

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



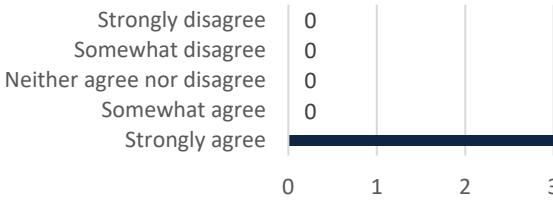
The course content was applicable to my role.



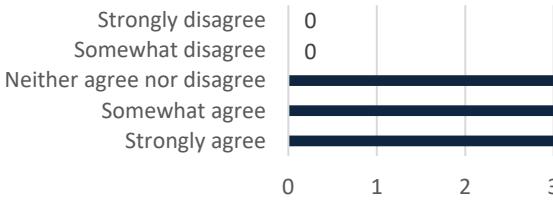
My supervisor was supportive of me completing this course.



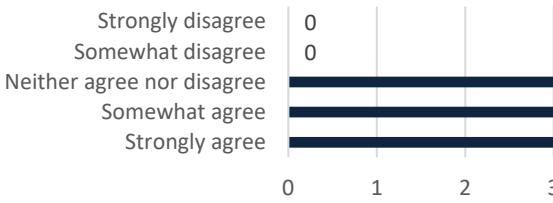
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

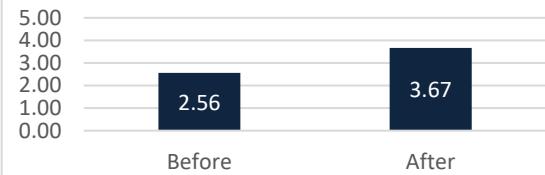


I am satisfied with the overall course.



Technical Assistance Session: Financial Reverse, Repost, Refund, Recoup

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



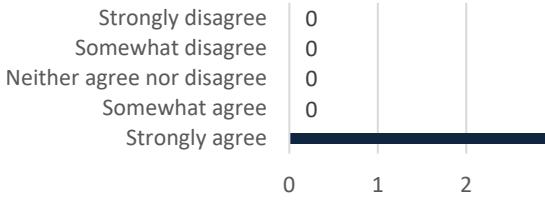
The course content was applicable to my role.



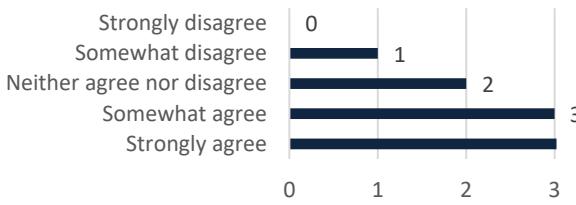
My supervisor was supportive of me completing this course.



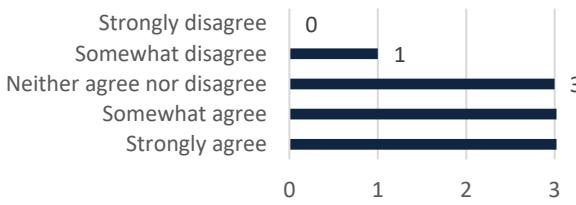
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

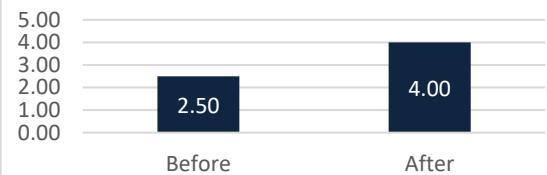


I am satisfied with the overall course.



Technical Assistance Session: IV-D Application Coding

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



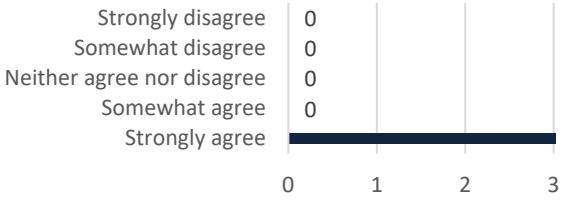
The course content was applicable to my role.



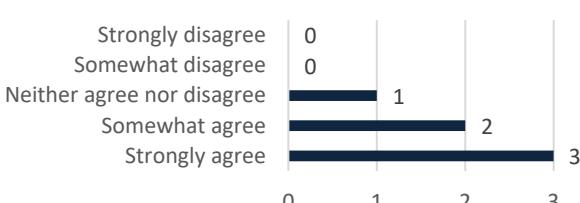
My supervisor was supportive of me completing this course.



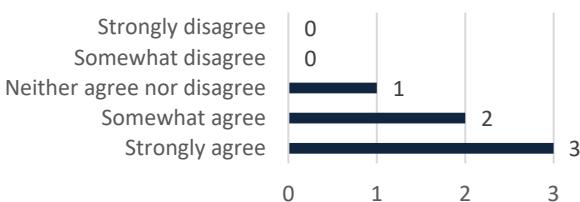
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

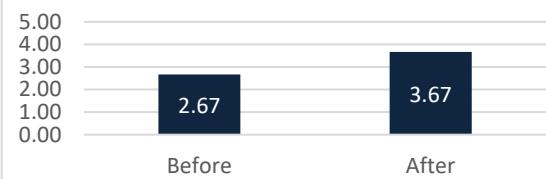


I am satisfied with the overall course.



Technical Assistance Session: IV-D Web Application Part 1

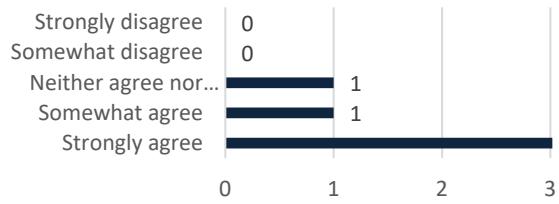
How would you rate your knowledge of the training concepts?
(Mean Score; Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



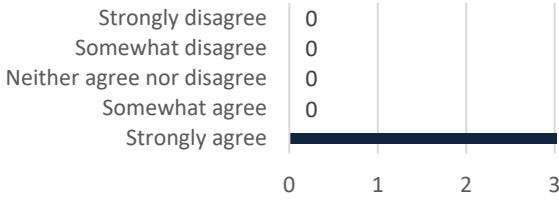
The course content was applicable to my role.



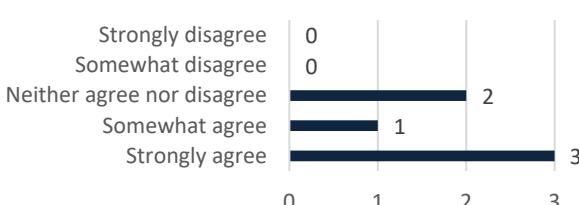
My supervisor was supportive of me completing this course.



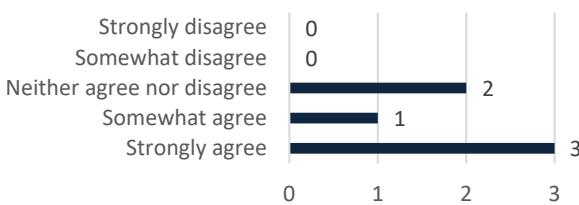
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

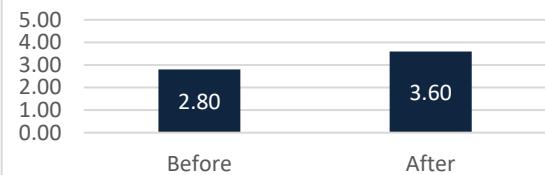


I am satisfied with the overall course.



Technical Assistance Session: IV-D Web Application Part 2

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



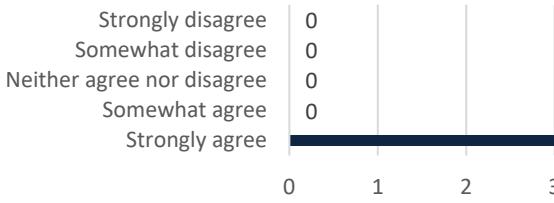
The course content was applicable to my role.



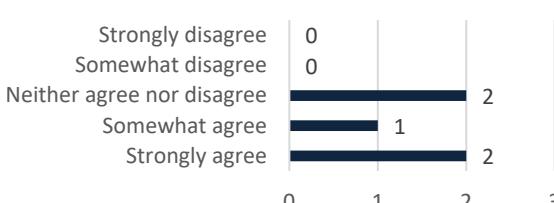
My supervisor was supportive of me completing this course.



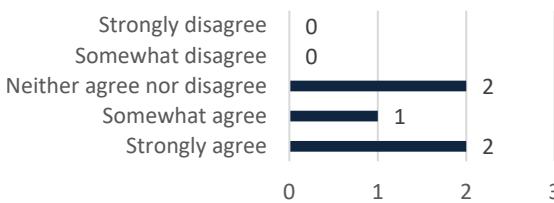
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

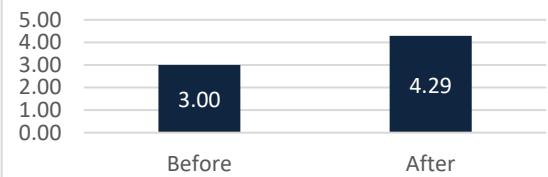


I am satisfied with the overall course.



Technical Assistance Session: QUICK

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



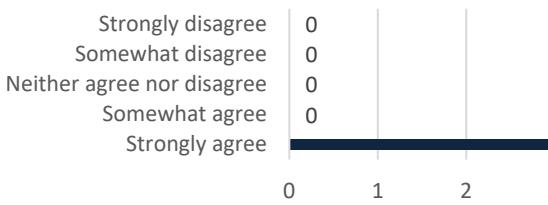
The course content was applicable to my role.



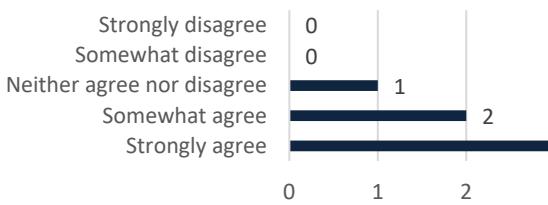
My supervisor was supportive of me completing this course.



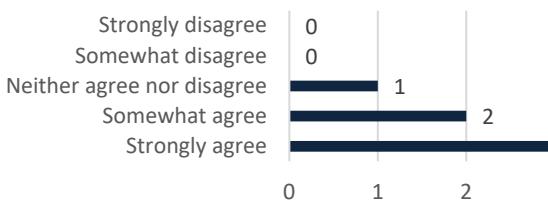
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

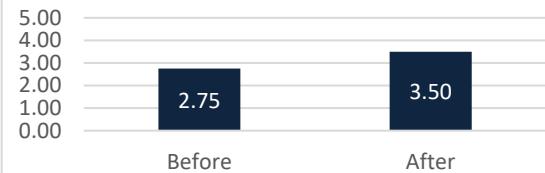


I am satisfied with the overall course.

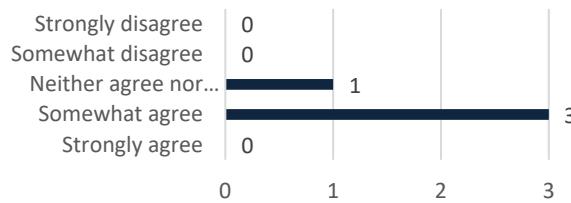


Technical Assistance Session: Tackling Duplicate DCNs

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



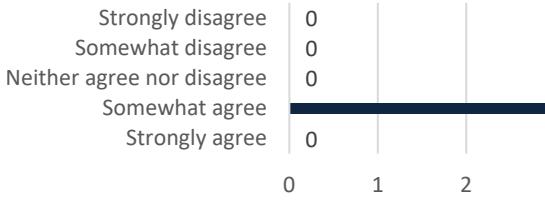
The course content was applicable to my role.



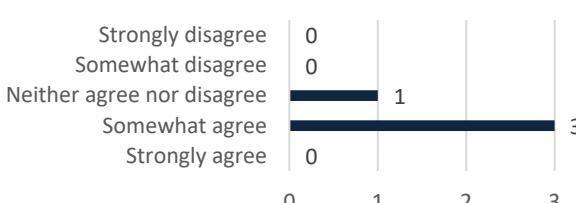
My supervisor was supportive of me completing this course.



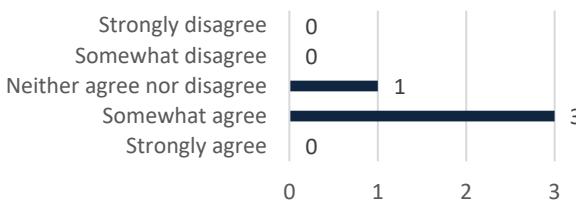
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

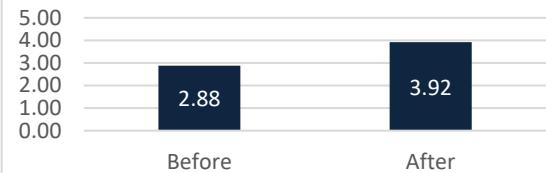


I am satisfied with the overall course.



Termination Notices

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



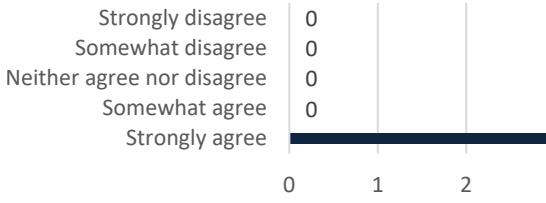
The course content was applicable to my role.



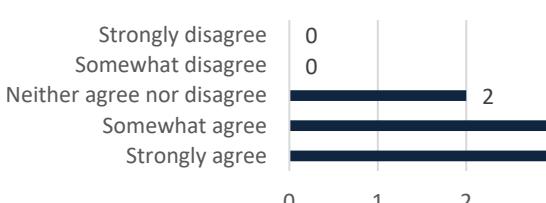
My supervisor was supportive of me completing this course.



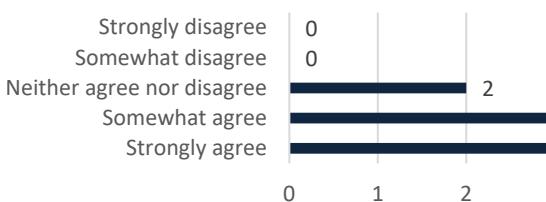
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

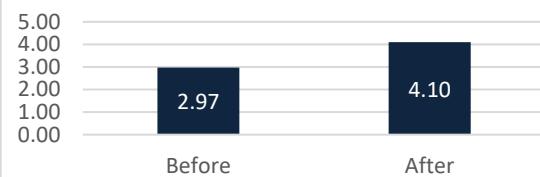


I am satisfied with the overall course.



Termination of Child Support Obligation

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



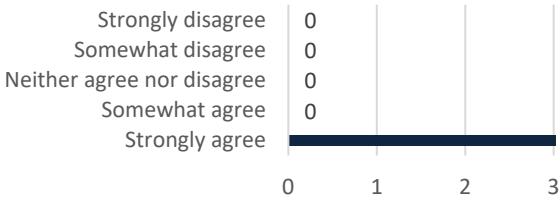
The course content was applicable to my role.



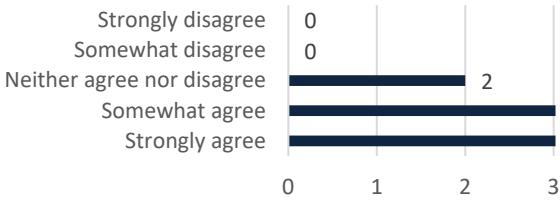
My supervisor was supportive of me completing this course.



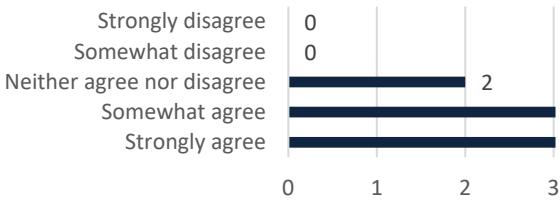
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

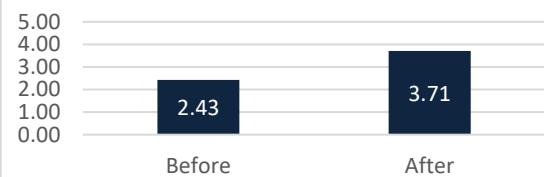


I am satisfied with the overall course.



Track My Cases Dashboard

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



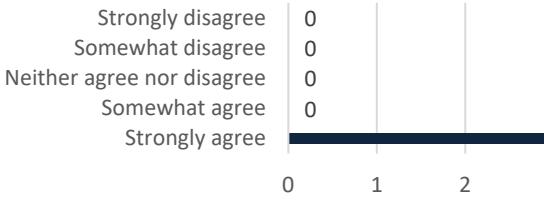
The course content was applicable to my role.



My supervisor was supportive of me completing this course.



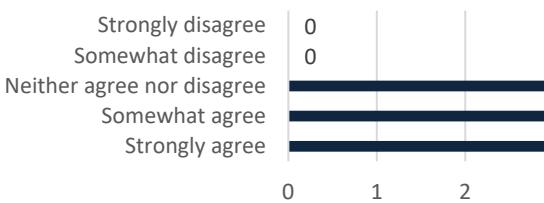
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

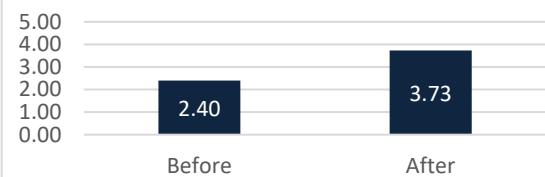


I am satisfied with the overall course.



Track My Cases Refresher

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



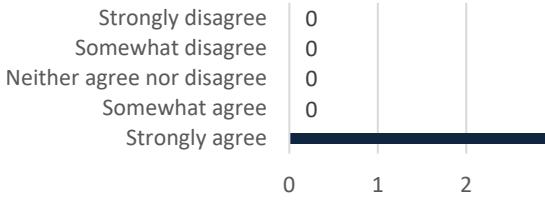
The course content was applicable to my role.



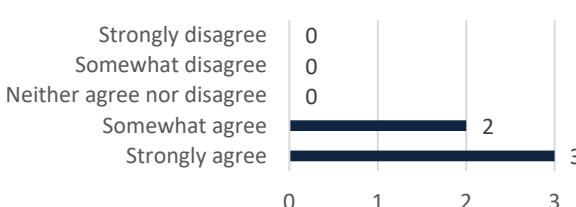
My supervisor was supportive of me completing this course.



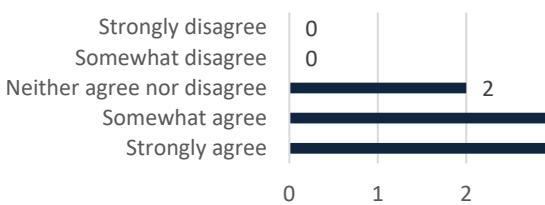
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

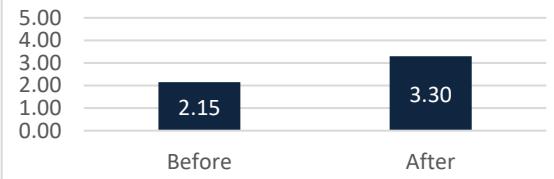


I am satisfied with the overall course.



USSO Updates

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



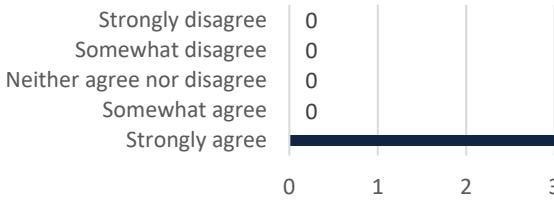
The course content was applicable to my role.



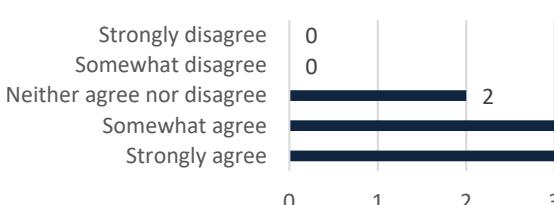
My supervisor was supportive of me completing this course.



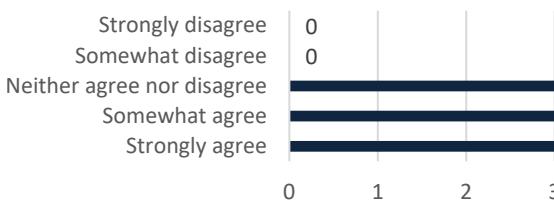
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Overall, the course was effective at improving my knowledge and skills.

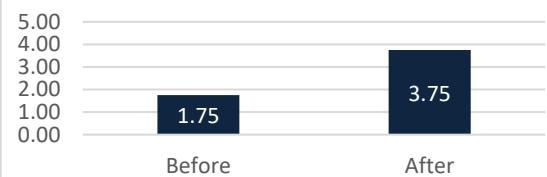


I am satisfied with the overall course.



Viewing Electronic Documents

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



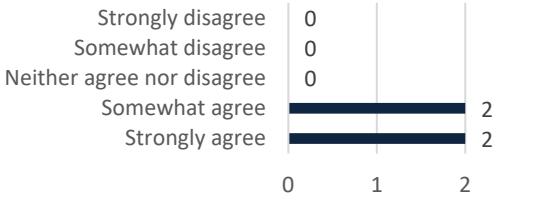
The course content was applicable to my role.



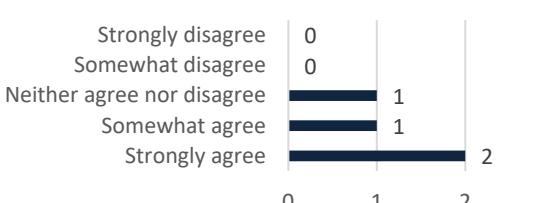
My supervisor was supportive of me completing this course.



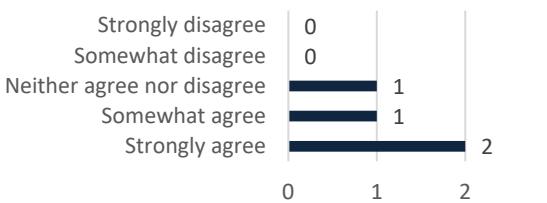
I had the necessary equipment and workspace to fully participate in the course.



Overall, the course was effective at improving my knowledge and skills.

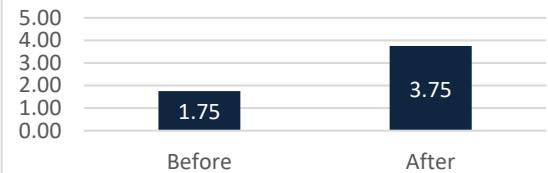


I am satisfied with the overall course.



When a IV-D Referral is Required

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



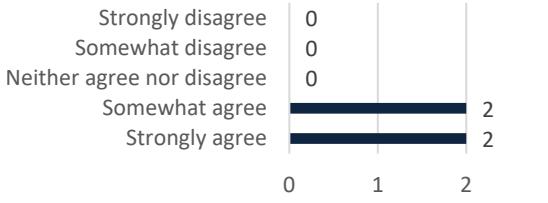
The course content was applicable to my role.



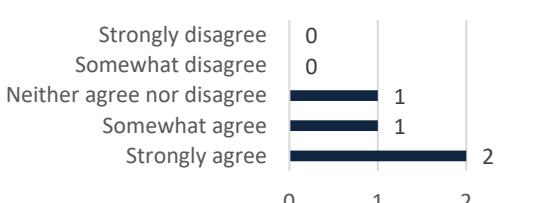
My supervisor was supportive of me completing this course.



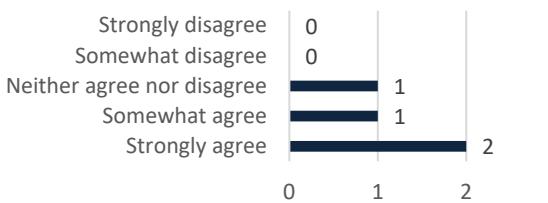
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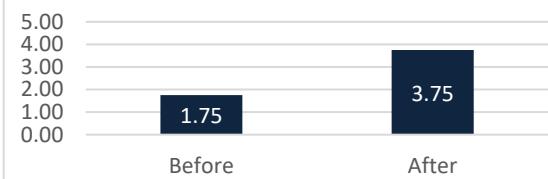


I am satisfied with the overall course.



Why is Case Closure Important?

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



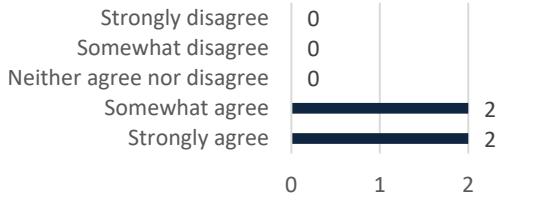
The course content was applicable to my role.



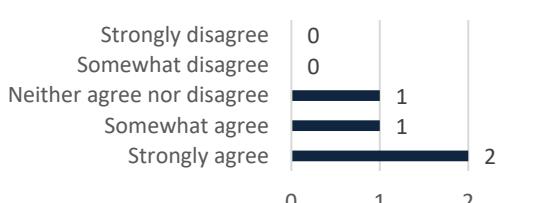
My supervisor was supportive of me completing this course.



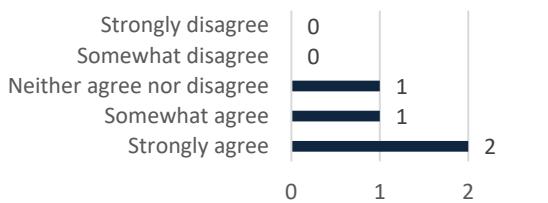
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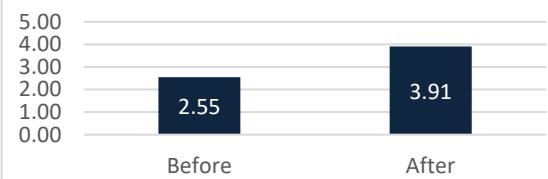


I am satisfied with the overall course.



Your Quick Guide to Title IV-D Coding

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



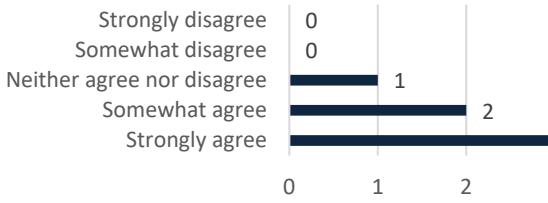
The course content was applicable to my role.



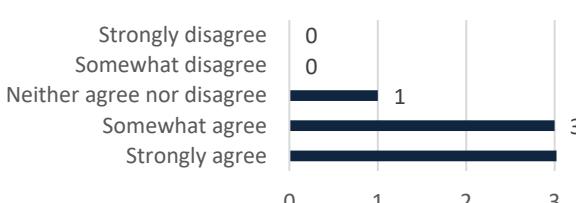
My supervisor was supportive of me completing this course.



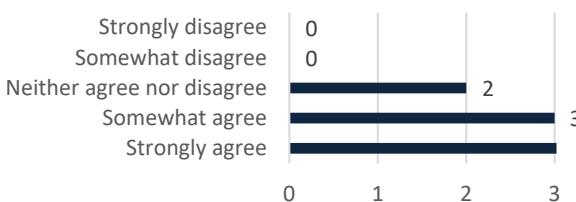
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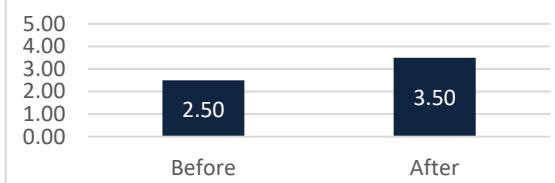


I am satisfied with the overall course.

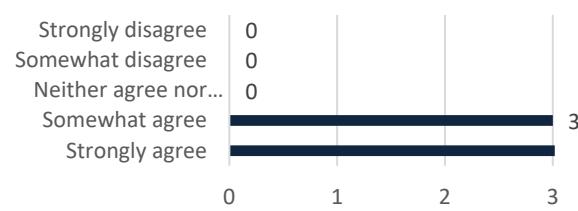


Your Quick Guide to UIFSA Online Tools

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



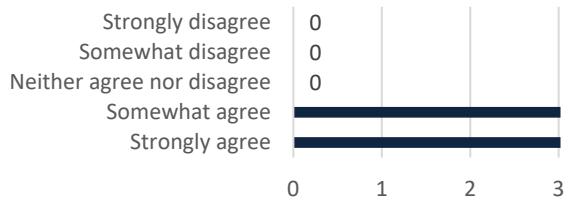
The course content was applicable to my role.



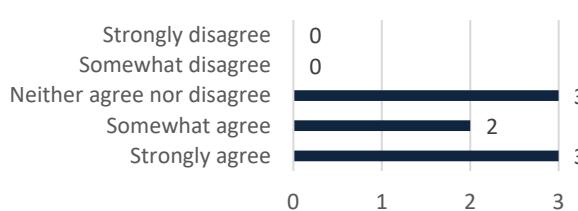
My supervisor was supportive of me completing this course.



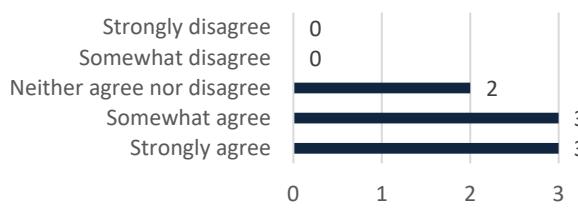
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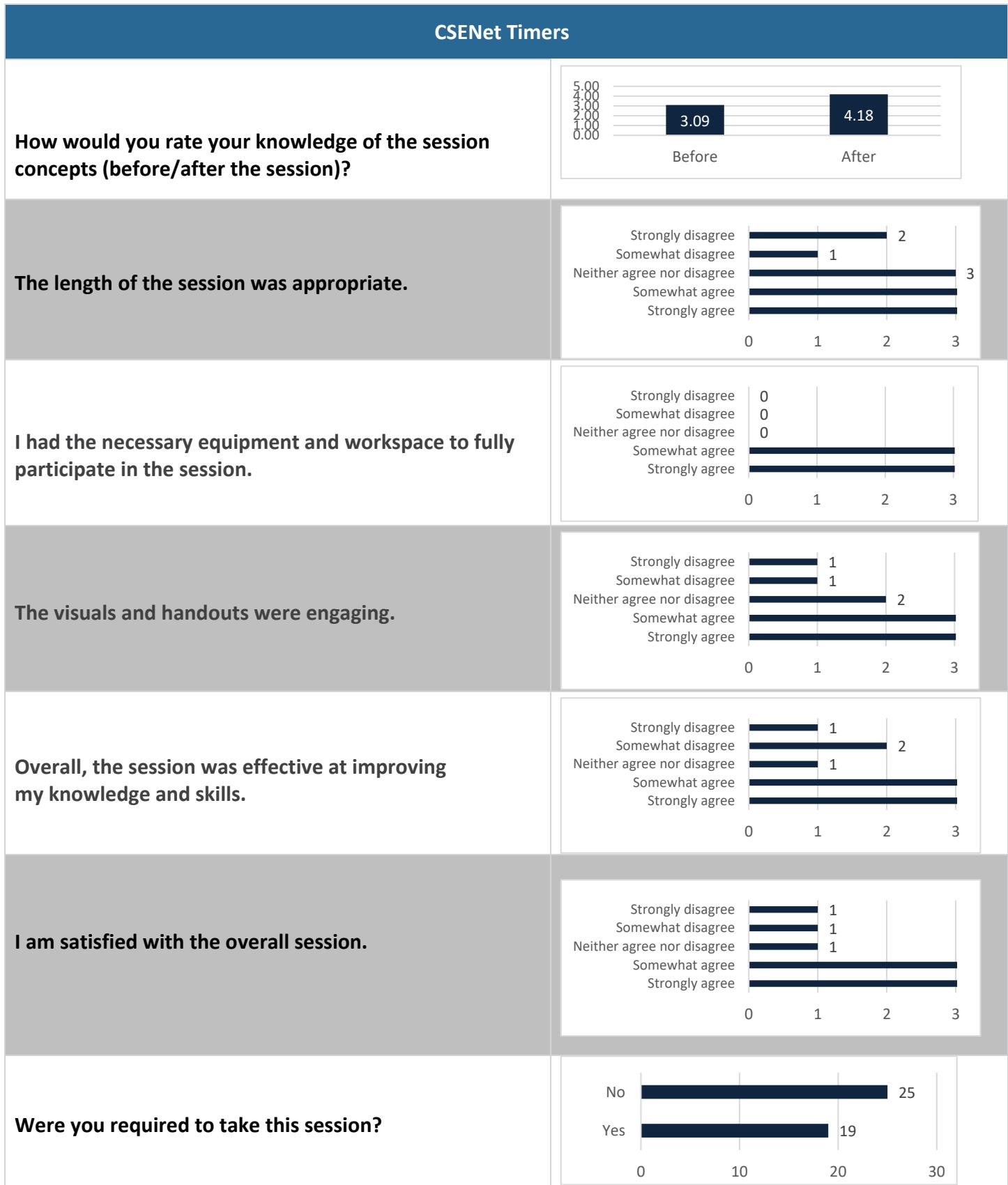
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I am satisfied with the overall course.



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



The Institute for Families, Rutgers University School of Social Work

The Institute for Families advances the professional practice and knowledge base of individuals and organizations, creating brighter futures for children, youth, and their caregivers. IFF provides training, technical assistance, and applied research and evaluation services that:

- advance child welfare, early childhood, and human service systems through workforce development initiatives;
- educate child- and family-serving professionals through innovative learning experiences that build evidence-based practices into their everyday work; and
- reveal methods and demonstrate improved professional and program outcomes.

We accomplish this through collaboration with public agencies, community-based organizations, national thought leaders, expert professionals and educators, and persons with lived experiences. These partnerships create practices, services, and systems that give children the opportunity to flourish.

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 Social Service Agencies (CSSA); and the Institute for Families at the School of Social Work, Rutgers, The State University of New Jersey.



This report was prepared by the Institute for Families at the Rutgers School of Social Work. For questions, please contact the contributing team at IFF@ssw.rutgers.edu

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