New Field Training Model
2015 Census Test

FedCASIC

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Outline

❑ Why Depart from Verbatim Training?

❑ New Training Model

❑ Old Way vs. New Way

❑ Benefits of the New Methodology

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Why Depart from Verbatim Training?

OIG Observation of Field Staff Verbatim Training 2004

"Some enumerators may have failed to learn how to conduct census operations"

Attribute some enumerator deficiencies to verbatim training method

Census Test Field Staff Interviews 2006

Describe verbatim training as "slow-paced and redundant;"

Suggested improvements include "videos or other media"

Booz Allen Hamilton Report 2006

Incorporation of critical thinking and hands-on exercises needed in training

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Why Depart from Verbatim Training?
A Blended Methodology

Incorporates best practices of adult education

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Aligns with Census Bureau and directorate Strategic Plans and Change Initiatives

To meet the strategic goals and objectives of the 2020 Census, we must make fundamental changes to the design, implementation, and management of census operations. This calls for **reengineered approaches** and management of field activities, which include **the use of advanced technology in training field enumerators and supervisors.**

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What Changes have been Made?
Three Phases of Enumerator Training

Enumerator Training

Independent Study

➢ Case Management
➢ Basic Interview Path
➢ Refusals & Other Situations

Classroom Training

➢ Review of the independent study materials
➢ Hands-on walk-through with the COMPASS device.
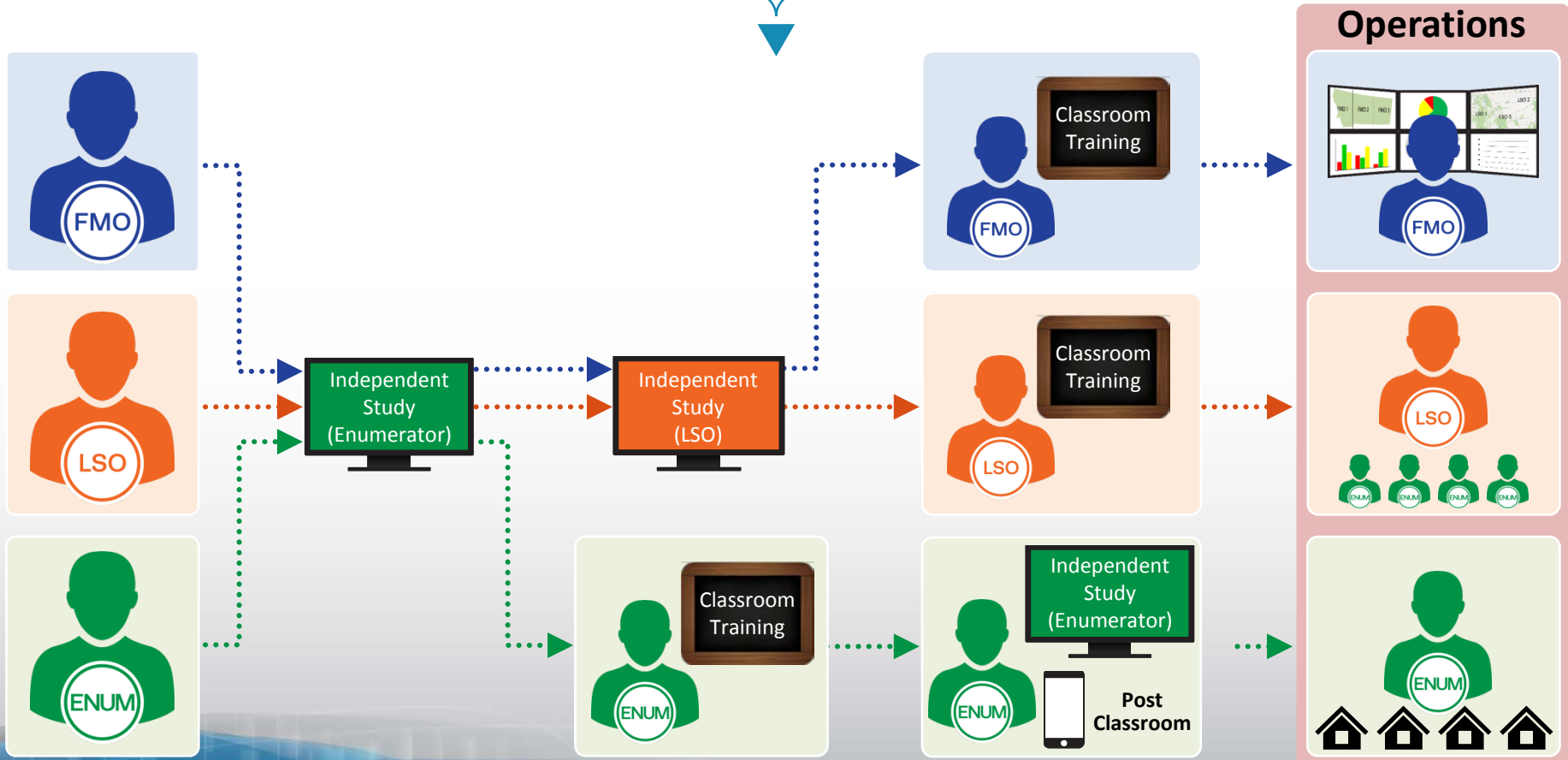
Post Classroom

➢ Basic Interview Path Exercises
➢ Interviewing on Your Own

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What Changes have been Made?

Create Curriculum

Build upon existing institutional knowledge

Integrate new ROCkIT concept of operations into training materials

Incorporate 2006 Booz Allen Hamilton Report recommendations

Utilize best practice of adult learning

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Build Multimedia Content

Audio content of storyboard becomes scripts and stage directions

CNMP auditions actors for the roles described in the modules

Scenes filmed in classroom setting or sample field location

Videos edited and saved in mp4 format

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Identify Host Provider

Commerce Learning Center (CLC) Learning Management System (LMS)

- **Experienced**: Hosts 3000 courses

- **SCORM Compliant**: Standard for e-learning

- **User Management**: Activate/deactivate users

- **Single Sign-on**: Training course and smartphone device will have same password

- **Tracking**: Tracks module completion, as defined by touching each page of the course

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How do the Old and New Training Methods Compare?

Training Hours	Old	New
Online	0 hours	9 hours
Classroom	28 hours	7 hours
Post-Classroom	4 hours (observations)	2 hours (online)
TOTAL	**32 hours**	**18 hours**

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How do the Old and New Training Methods Compare?

Miles and Time to Training	Old	New
Classroom	160 miles *(40 miles X 4 days)*	40 miles
Time	4 hours *(1 hour X 4 days)*	1 hour
TOTAL	**160 miles + 4 hours**	**40 miles + 1 hour**

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Demonstration

- Verbatim – Introduction to Nonresponse Followup

- Automated – Enumerator Welcome Video

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What are the Benefits?

| Saves Time | Saves Money | Saves Materials | Standardi-zation | Tracking | Various Learning Methods |

Is the New Training Secure?

- Unique username and password required for login

- Census Bureau can monitor:
  - Who completed training
  - How much time each staff spent learning the training materials
  - How each staff performed on assessments

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What Data are Tracked and Reported?

- Daily Report
  - ID, email, module start and completion

- Timing
  - Time spent per user per module

- Questions Answered Correctly/Incorrectly

- Use of resources
  - Click on Job Aids

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Summary of New Training Benefits

More Efficient

Start training before cleared

More Flexible

New hires can do online training at their convenience

Scheduling and attending touch-point day

Benefits

More Cost-Effective

Reduce paper materials

More adaptive to adult learners

Reflects best practices through flexibility, interactive exercises, blended learning styles