Quality Control

STC is committed to the successful operation of local corrections agencies. To fulfill this commitment, STC developed reliable measures for quality control. These measures span a broad spectrum: from assessing overall program responsiveness to examining each training course presentation. Every major STC activity is subjected to systematic analysis. This approach answers fundamental questions about the STC Program, specifically:

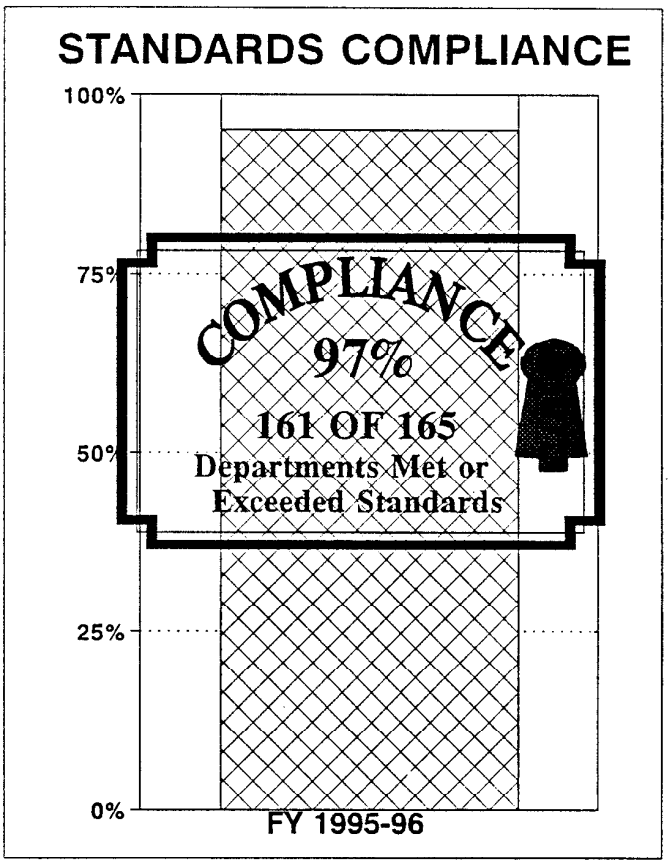
- Are the selection standards operating in an efficient and effective way to select the most qualified staff?
- Are the training courses relevant and effective in maintaining and improving the competence of California's local corrections personnel?
- Are the selection and training standards established and maintained in a manner that assists local corrections departments?

These questions are addressed through evaluation systems in five areas of STC operations: Departmental Compliance Monitoring, Evaluation and Tracking, Field Surveys, Selection and Training Standards Revalidation, and Training Course Evaluation.

Departmental Compliance Monitoring

At the conclusion of each fiscal year, STC conducts on-site monitoring of each participating department to determine adherence to the minimum selection and training standards.

In FY 1995/96, 161 (or 97 percent) of 165 agencies were in compliance. This success is especially significant in light of the extremely tight fiscal constraints under which local departments operated.



Evaluation and Tracking

STC has computerized its major data collection operations. These include course certifications, training course ratings, changes in core job tasks for the three entry-level positions, and local departments' Annual Training Plans. The data bases allow STC to:

- compare training courses;
- evaluate course relevancy;
- monitor program growth;
- determine trends in hiring and retention;
- maintain core job skills relevancy; and,
- monitor cost-effectiveness of certified courses.

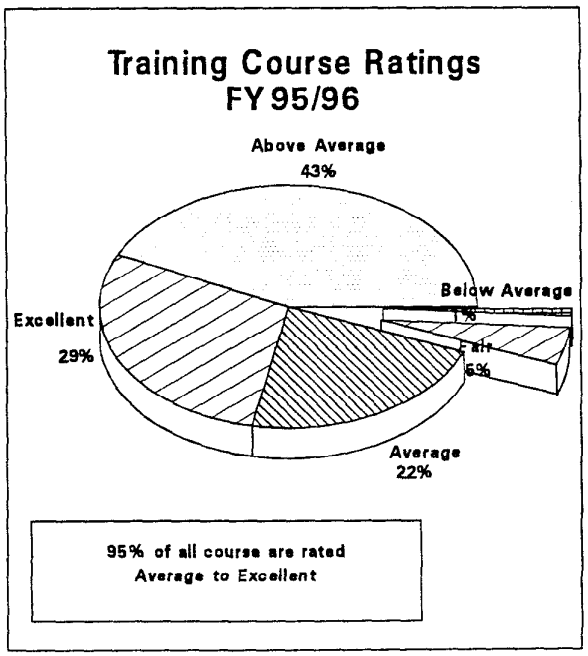
Selection and Training Standards Revalidation

STC maintains validity of the standards based on current and accurate analysis of job content. STC's revalidation process identifies changes in the tasks of each entry-level job and systematically incorporates the changes into the standards. This process is supported by an automated tracking system which cross references all knowledges, skills and abilities for each task with the selection criteria and curricula performance objectives.

Training Course Evaluation

Trainees submit written evaluations at the conclusion of each STC training course. The Board of Corrections received over 83,000 of these course evaluations this year.

The evaluations are scored and analyzed by a custom designed computer program. This program allows a comparison of each course offering to all other offerings of similar topics. This information is then used to correct any deficiencies and fine-tune the training. Since the implementation of this evaluation process, STC courses have maintained high overall ratings.



In addition to the written evaluation process, STC conducts on-site monitoring of 5 percent of all courses to cross reference student evaluations and check quality and adherence to course certification agreements.