



# Session One

# Training Needs Assessment

Doug Schanne

Assistant Director

Office of Education and Data Management

Division of Fire, Emergency and Building Services

Department of Public Safety

State of Connecticut

# Introduction

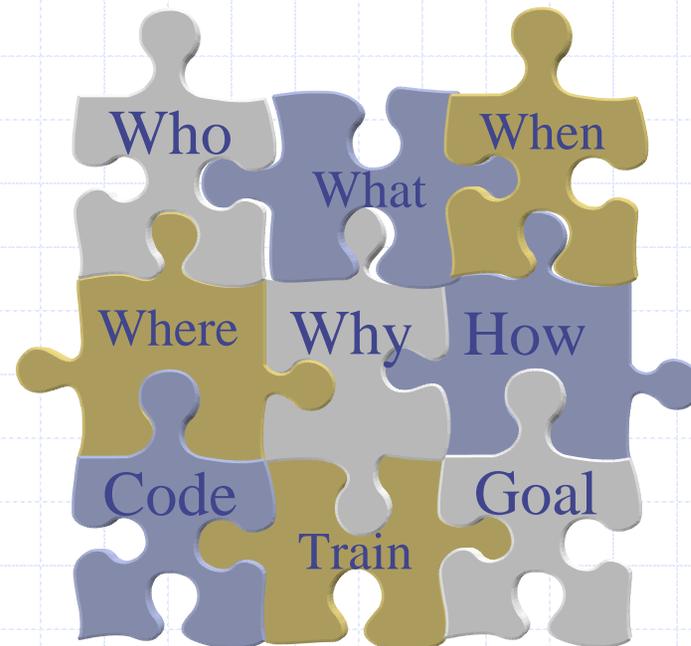
- ◆ A “Needs Assessment” is a critical first step in the development of an effective training program.
- ◆ Allows training objectives to be set by answering two simple questions:
  - Who, if anyone, needs training?
  - What training is needed?

# Agenda

- ◆ What is a Needs Assessment?
- ◆ Methods for Determining “Need”,
  - Surveying the Targeted Audience,
  - Energy Code Impact Evaluations,
  - Site Education Program.
- ◆ How Best to Deliver the Training.
- ◆ Summary

# What is a Need Assessment

- ◆ Introduction to the Need.
- ◆ The who, what, when, where, why and how of training.



# Introduction to the Need

- ◆ Need can be described as the “GAP” between what is currently in place and what is needed to be in place.
- ◆ Can be a current need or a future need.
- ◆ Can be identified in a number of different ways.

# Gaps

Gaps can include differences and discrepancies between:

- ◆ Present level and desired level of Code Compliance.
- ◆ Current level of code knowledge and the required level of code knowledge.
- ◆ What is expected to happen and what actually happens.

# Survey the Target Audience

Ask the target audience a series of questions.

- ◆ Must have very specific Goals and Objectives associated with subject area being addressed.
- ◆ Results can be used to assess levels of knowledge and code compliance.
- ◆ Can identify areas of training needs.
- ◆ Can identify past training and evaluate the learning impact on code compliance.

# Target Audience

- ◆ Will effect the type of questions asked and choice of answers provided.
- ◆ Will help identify the minimum level of code knowledge.
- ◆ Sample of Target Audiences:
  - Code Enforcement Officials
  - Builders and Contractors
  - Architects and Design Engineers
- ◆ Number of Responses will be affected by the importance the target audience places on the survey's impact.

# Sample Survey

## Target Audience

- ◆ Appointed fire code enforcement officials.

## Goal

- ◆ The survey was intended to assess the educational needs of appointed fire code enforcement officials associated with the New Fire Safety Code.

# Sample Survey

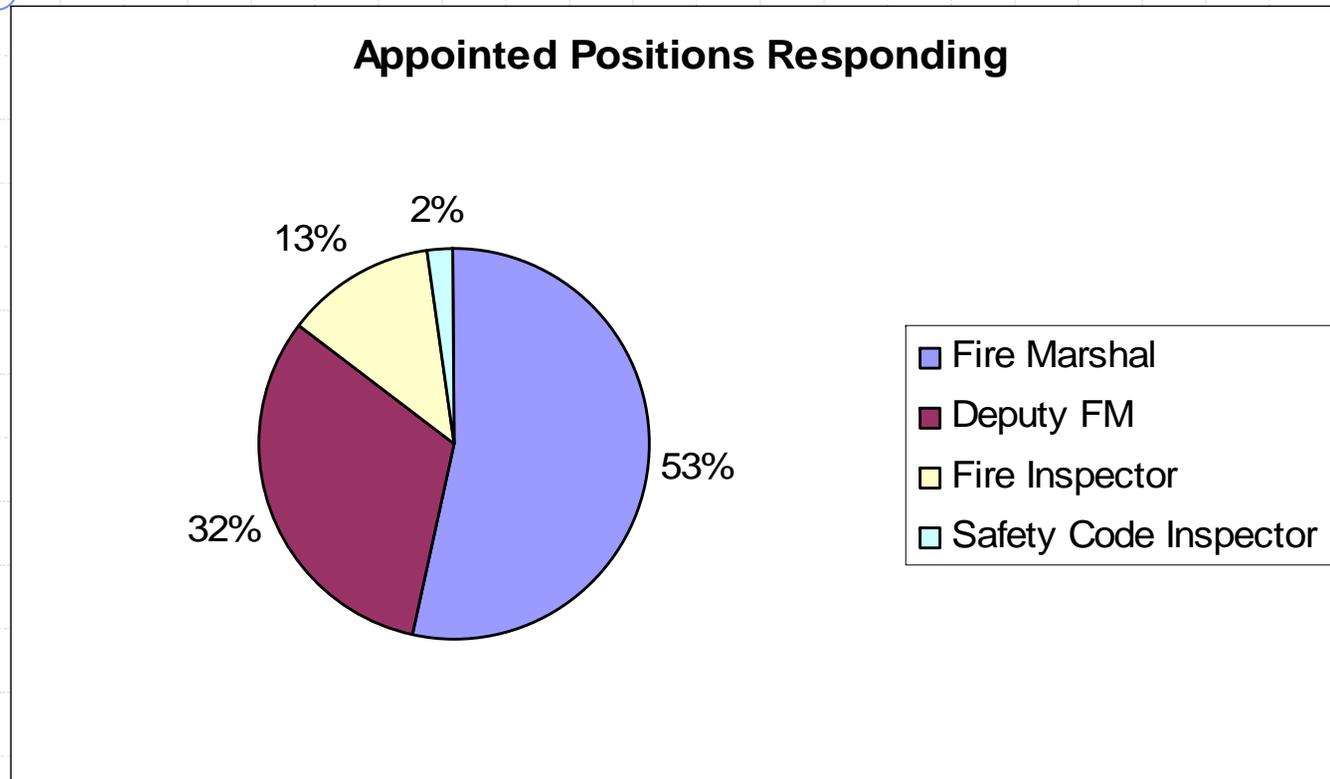
## Objective

- ◆ Assess training needs for each part of the New Fire Safety Code Guidebook.
- ◆ Rank these training needs for each part of code from 1 to 5.
  - 1 being the Highest Priority for training to 5 being the Lowest Priority for training.
- ◆ Evaluated level of official's participation in past training programs.

# Actual Responses

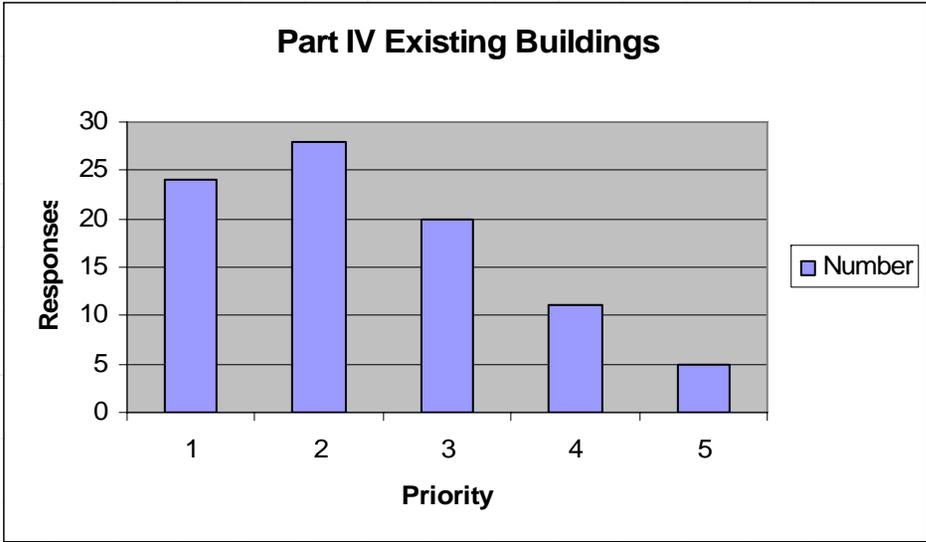
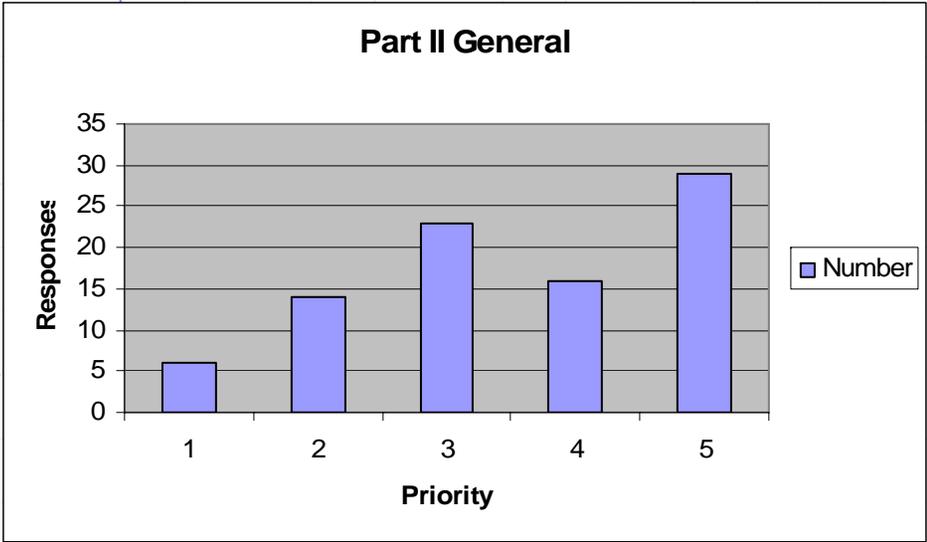
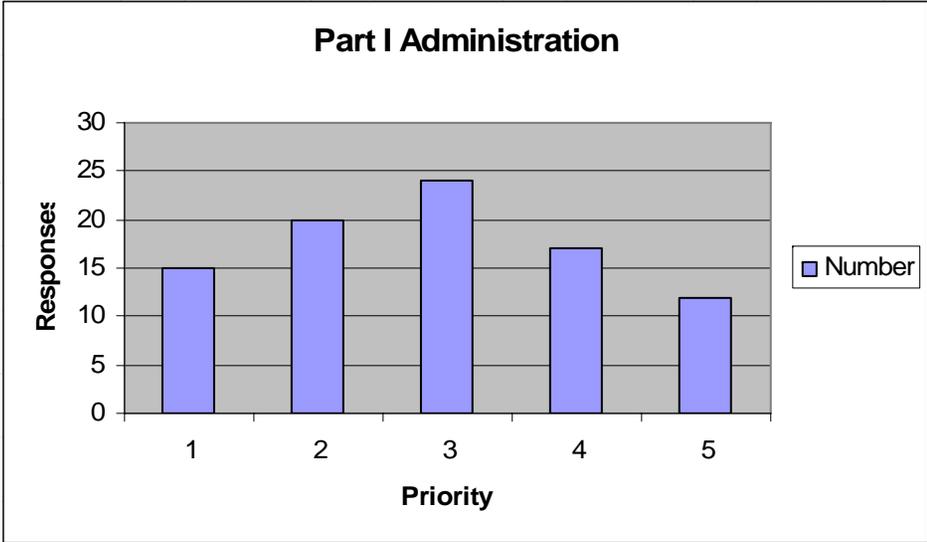
- ◆ 626 surveys were mailed out in the beginning of May 2006.
- ◆ 88 surveys were returned by the end of June 2006.
- ◆ Percent Returned: 14.1 %

# Who Responded

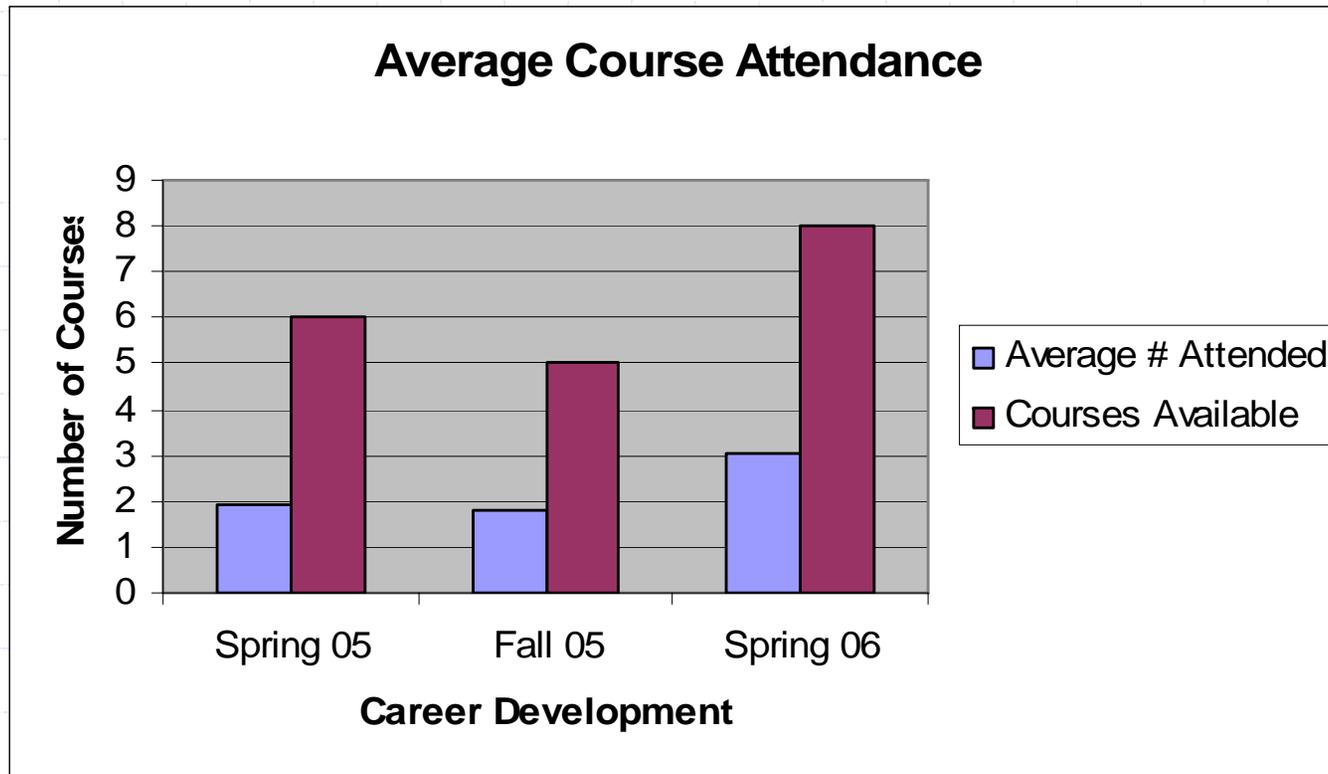


What does this tell us?

# Survey Results



# Past Course Attendance



# Energy Code Impact Evaluations

- ◆ Can be used to assess current construction practices.
- ◆ Can be compared to code to determine where training should focus.

# Current Construction Practices

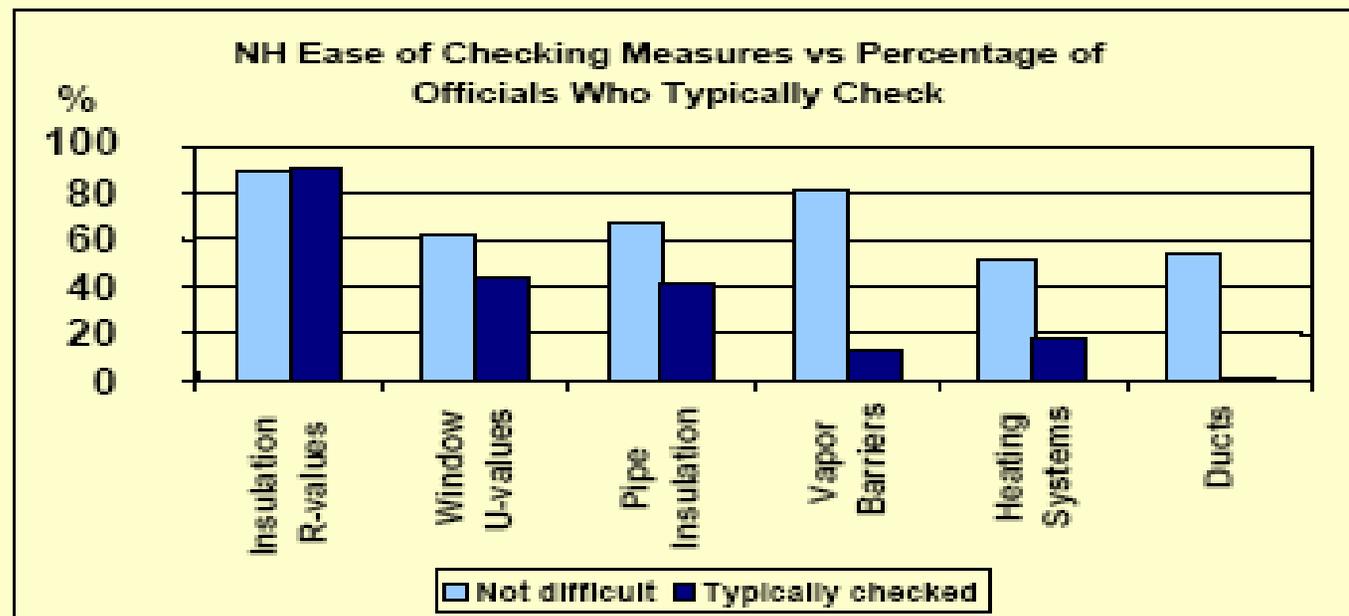
- ◆ Performance Evaluation – identifies weaknesses and areas of improvement associated with energy conservation.
- ◆ Performance Problems – can target areas where additional training is needed.
- ◆ Observations – observe current construction techniques and practices.
- ◆ Site Inspections – identifies areas of compliance and non-compliance to code.

# 2001 Survey of Knowledge, Practices and Needs of Energy Code Officials in NH & RI

## Inspection Ease versus Practice

Almost every local code official conducts on-site inspections. We asked officials to rate the difficulty of inspecting a number of measures. The following table presents the measures rated "not at all difficult", the percentage of officials making that rating and the percentage who say they typically check the measure in residential construction.

New Hampshire:



# Comparing Practices to Code

- ◆ Construction and Inspection Practices:
  - Insulation Values
  - Window U-values
  - Pipe Insulations
  - Vapor Barriers
  - Heating Systems
  - Duct Construction and Sealing
- ◆ Where to focus training.

# Site Education Program

Determine issues with code compliance through:

## ◆ Staff Interviews:

- Plan reviewers
- Inspectors

## ◆ Building Plan Review:

- Review of Plans and Specifications.
- Review Submitted Code Compliance Documents.

## ◆ Field Assessment:

- Evaluate field inspection process.

# Site Education Program

- ◆ Must have very specific Goals and Objectives.
- ◆ Results can be used to assess level of code and construction knowledge of staff.
- ◆ Can identify areas of staff training needs.
- ◆ Can identify past training and evaluate the learning impact on code compliance.
- ◆ Multiple sites programs may be require to establish trends.

# Staff Interviews

- ◆ Use of questions to verify staff 's knowledge level and understanding of the code.
- ◆ Discuss office policies and procedures *including but not limited to permit application, plan review, permit approval, inspections and certification of occupancies.*

# Building Plan Review

- ◆ Review Building Plans and Specifications:
  - Use plan review sheet to identify key areas of code compliance or non compliance.
  - Compare plan review sheet with plan review process to identify discrepancies.
- ◆ Review submitted code compliance documents:
  - REScheck
  - COMcheck
  - Other

# Field Assessment

- ◆ Random selection of building sites throughout the jurisdiction.
- ◆ Various stages of construction.
- ◆ Residential and Commercial.
- ◆ Assess for Code Compliance Issues.
- ◆ Identification of Discrepancies between plans, permit and actual construction.

# Close Out Meeting

- ◆ Review findings with staff.
- ◆ Institute changes in procedures and policies if necessary.
- ◆ In-service training for staff on code and updates as required.
- ◆ Establish process for future checks and balances.
- ◆ Evaluate site education program.

# How Best to Deliver Training

- ◆ Classroom verses Field Training:
  - Pros and Cons of Learning Environments.
  - Target Audiences and their learning skills.
- ◆ Use of electronic media for training:
  - Computer based training.
  - Web based training.
- ◆ Assessing Adult Learning Styles:
  - Establishing positive connections between new materials and individuals knowledge.

# Summary - Needs Assessment

- ◆ A “Needs Assessment” is a critical first step in the development of training.
- ◆ Have very specific Goals and Objectives.
- ◆ Results will allows training objectives to be set by answering two simple questions:
  - Who, if anyone, needs training?
  - What training is needed?
- ◆ Taking it to the next step – “*Designing Training Programs for Your Target Audience*”