



E-learning: experiences of a starter

The itinerary of an e-learning project

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Content

1. The particular demand of a prison
2. The proposal of the training academy
3. The development of the training
4. The evaluation of the training
5. What have we learned?

1. The particular demand of a prison

Particularities of the prison

- 121 individual cells
- 148 employees: 121 security and 27 administration
- 135 male detainees
- long sentences

Specific training demand

A/ The initial training demand

B/ The existing organisational problem

C/ The final training demand

A/ The initial training demand

- Demand: (obligatory) training on making disciplinary reports towards detainees
- Targetgroep: teamleaders (17)
 - 16 between the age of 35-54
 - 1 between the age of 35 -54
 - 1 never worked with a pc

B/ The existing organisational problem

- No ICT-equipment on the wings
 - prison officers could not type reports/ everything was handwritten
 - only teamleaders disposed of a PC
- Staff demanded only typed reports
- Teamleaders had to copy the handwritten reports without being witness of the event

B/ The existing organisational problem

- Teamleaders didn't had the competence of giving feedback on the written reports
- At the end: a small amount of succesfull disciplinary procedures because of the inaccurate reports

C/ The final training demand

- Rules and regulations concerning disciplinary procedures
- How to observe well
- How to give feed back

2/ The proposal of the training academy

A mixed proposal in three steps: e-learning + classical learning:

Step 1: by e-learning in the prison:

- Test: making an observational report
- Disciplinary procedure
- Observational techniques

The time spent: 2 hours

2/ The proposal of the training academy

Step 2: by a classroom lesson in the prison

- The writing of a report (exercises)
- Coach your officers, how to give feed back

2/ The proposal of the training academy

Step 3: by e-learning in the prison

- Short review
- 5 small exercises
- The making of a observational report

The time spent: 1h30

3/ The development of the training

- No private firm was involved
- Storyline articulate must be bought
- 264h spent for 1h e-learning
 - Writing the e-module
 - Preparatory Meetings
 - We payed money to learn

4/ The evaluation of the training

Participation

Step 1: 100% started, 74% ended

Step 2: 100% started, 100% ended

Step 3: 59% started, 70% ended

only 30% ended the whole training



4/ The evaluation of the training

Better reports?

- Analysis of 100 reports before and after
- Reduction of 29,04% faults (based on analysis of 9 characteristic faults)
- improvement on chronology and objectivity

5/ What have we learned?

4 topics tot consider

- E-modules
- Communication
- Support



5/ What have we learned?

E-modules

- using good didactics, variation
- simple structure
- a visible timeline
- managing the length of a module
- working with a test public



5/ What have we learned?

Communication

- just email is not enough
- local contact important
- Local promotional action



5/ What have we learned?

Support

- local ict contact
- be sure of the logistics
- the project should be visibly supported by the management
- local management should work on motivation





time for **questions**