

ANNUAL REPORT

FY 2017-2018

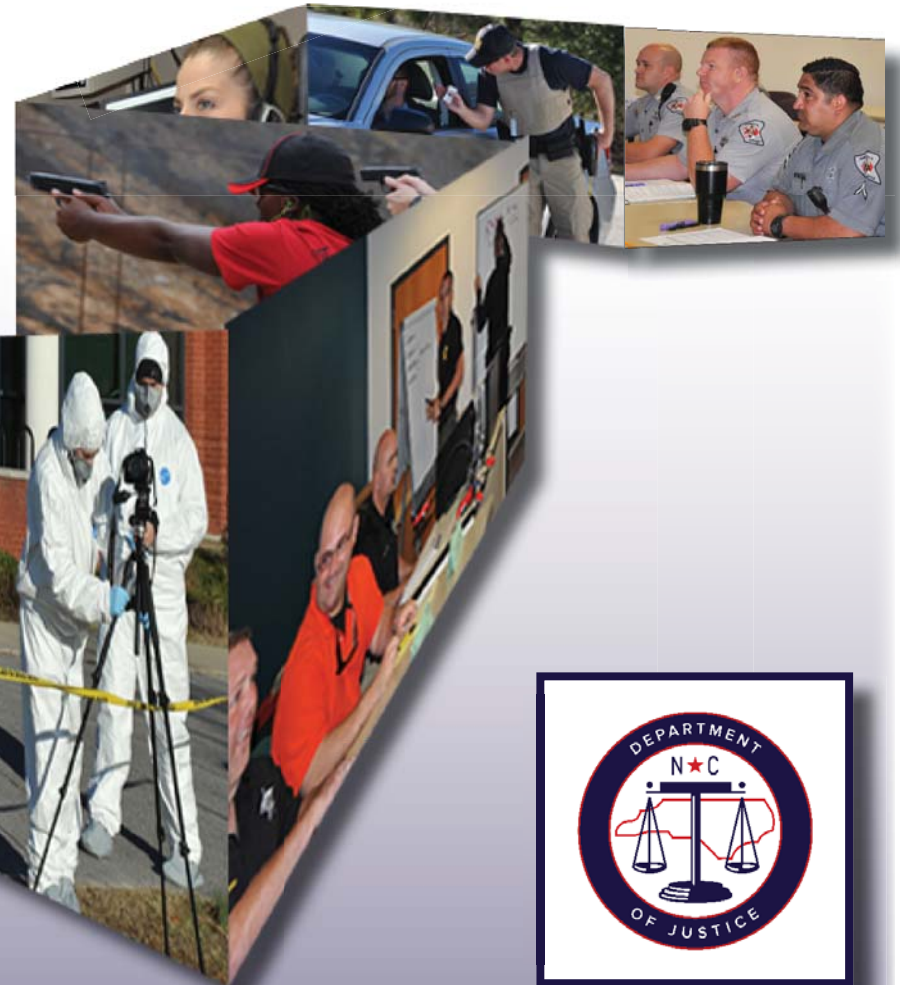
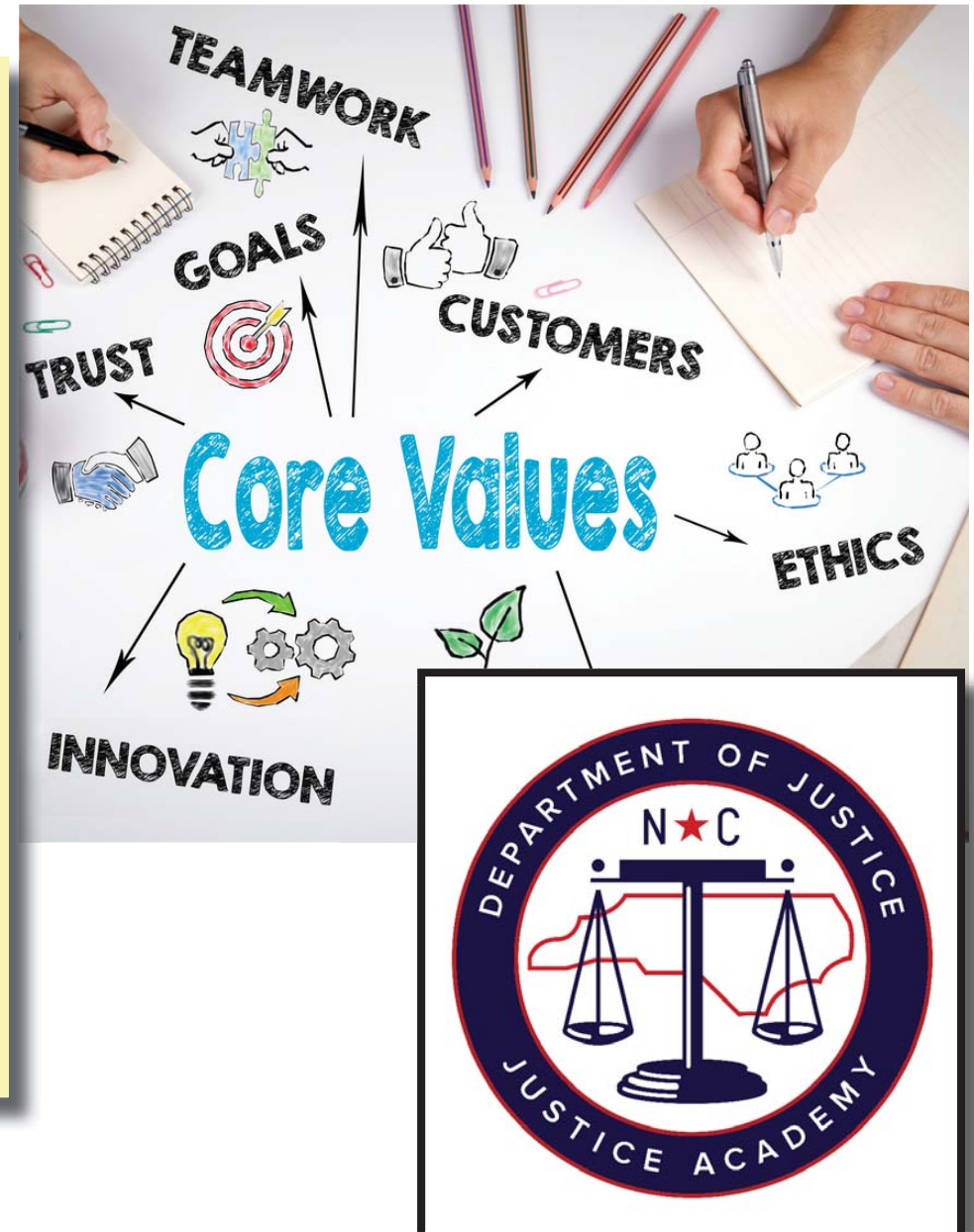


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EXECUTIVE REPORT

Renowned psychologist Abraham Maslow wrote, “In any given moment we have two options: to step forward into growth or to step back into safety.” As the premier law enforcement training academy in North Carolina we have 49 sister academies across the country. Here we strive to be ‘#1 in 50’ as opposed to simply one of the 50. Taking the step forward into growth is necessary in order to do that.

On March 5 NCJA introduced a 3-year strategic plan designed to meet the evolving training needs of our stakeholders. We have reorganized our staff to ensure we are offering the best services, while adding additional Instructor/Developers. We are refocusing our training menu to ensure the most critical courses are made available to NC officers. Online and blended delivery of our courses continues to grow, making mandated and career development training more convenient. On January 25, 2019 we will unveil our brand-new Telecommunications Simulator, and in spring of 2019 begin renovating the ‘C’ Residence Hall on our Salemburg Campus. Add to that a future NCJA smartphone ‘App’ and an online version of our bookstore, and our growth is evident in ways both large and small. Recommend adding to the looking ahead section of the report.

In keeping with our mission of enhancing the careers of criminal justice officers, our primary focus is in the development and delivery of training. To that end we are also stepping forward into growth. New courses such as Crime Prevention Specialist, Forensic Analysis for Patrol Officers, Critical Incident Stress Management, Basic and Tactical Patrol Rifle Operator, and newly re-written Basic Narcotics Investigator and First Line Supervision courses represent our commitment to providing professional and relevant training. We have partnered with the Department of Health and Human Services, resulting in an enhancement of our Acadis training management system. This enhancement is inclusion of the ‘Workforce Portal’, which will provide our partner agencies the ability to manage the training of their officers more efficiently, while reducing the workload on NCJA staff.

The Academy would not be able to achieve the successes we have if not for our greatest asset – our collective team of dedicated professionals. Promotions earned on both the Support Services and Training sides have strengthened our leadership cadre. We also added key members to our training staff. On our West Campus we were awarded from the General Assembly an additional firearms instructor; and on the East Campus we have added an Instructor/Developer to our Research & Development team.

Finally, the Academy reached out in multiple ways to help others in need. Academy fundraising in support for the Concerns of Police Survivors increased to an all-time high. I could not be more proud of the NCJA team for their willingness to help provide resources for the families of officers killed in the line of duty. Having the opportunity to represent this fine organization as NCJA Director is my greatest professional honor. It is exciting to consider the great things our team will accomplish in Fiscal Year 2018-19!



Trevor Allen, Director of the NCJA

ORGANIZATIONAL VALUES

Our Mission: “To serve the citizens of North Carolina by enhancing the careers of criminal justice officers through research, education, and training.”

Organizational History and Core Duties

The North Carolina Justice Academy is a division of the N.C. Department of Justice. The Academy’s enabling legislation establishes its duties as providing training for criminal justice personnel and technical assistance to aid them in the discharge of our responsibilities while developing, publishing and distributing educational and training materials. The Academy’s trainings in-person at our Eastern and Western Campuses and online facilitated by subject matter experts result in the completions of over 100,000 courses annually.

Trevor Allen, Director of the NCJA



STRATEGIC PLAN UPDATE

Launched in March of 2018, the NCJA's Strategic plan rests on 5 Pillars.

1. Establish and deliver a menu of cutting-edge training courses most critical to stakeholder needs.
 - a. Advanced School Resource Officer Survival
 - b. Patrol Riffle
 - c. Crime Prevention Specialist
 - d. Opioid Awareness & Response
 - e. Basic Narcotics
 - f. Interview & Interrogations
2. Increase NCJA commitment to research and development of training materials
 - a. 4 Articles released and published by NCJA staff in criminal justice publications
 - b. Newly established Senior Developer hired to lead Research and Development team
3. Diversify NCJA training delivery platform
 - a. Scholarly peer-reviewed journal, podcast, and NCJA smartphone app in development
4. Establish a priority list of academy service enhancements which improve the overall student experience
 - a. Extended bookstore hours
 - b. Improved sleeping quarters in one of our residence halls
 - c. Updated campus map
 - d. Increased student enhancements such as grills, social areas, and grounds improvements
5. Organize and conduct annually a minimum of four (4) events in support of the Concerns of Police Survivors (C.O.P.S.).
 - a. Third Annual NCJA Motorcycle Ride
 - b. Soup and Sandwich Day for NC COPS (Both Campuses)
 - c. NC Peace Officers Memorial Day
 - d. Balloon release to recognize National Law Enforcement Appreciation Day



TRAINING HIGHLIGHTS

This year the North Carolina Justice Academy experienced many changes in our training division. Our reorganization for increased effectiveness and efficiency took place on March 5th, 2018. This restructuring includes all instructors reporting to training managers on their respective campus. In addition, we created a research and development team focused on ensuring the Academy's quality and assurance of cutting edge materials.



SUPPORT SERVICES HIGHLIGHTS



The Support Services division had a fantastic 17/18 FY. Among the many accomplishments we would like to highlight the following 7 Initiatives to streamline processes and improve the North Carolina Justice Academy.

Acadis Software migration

- Increased ease of use for increased customer satisfaction
- Leading to increased usership of NCJA courses

Customer Satisfaction surveys

- Course evaluation surveys are now digital allowing easier and more convenient venues for feedback

Scholarly Journal

- The Academy's first academic journal is in development set to release in early of 2019

Technology

- The Academy is making training more modern, convenient, and enjoyable with podcasts currently in development and piloting
- Website and Social Media platforms now managed by NCJA Support Staff

RETIREMENTS, PROMOTIONS, AND NEW HIRES

Retirements

- Gary Dudley - Retired as Training Manager
- Michael Kudrick - Retired as Senior Developer
- Connie Lee - Retired as Program Assistant V
- Josh Phillips - Retired as CJ Training Coordinator
- Gail Jerson - Retired as Security Supervisor
- Jane Ellsworth - Retired as Purchasing Agent

Promotions

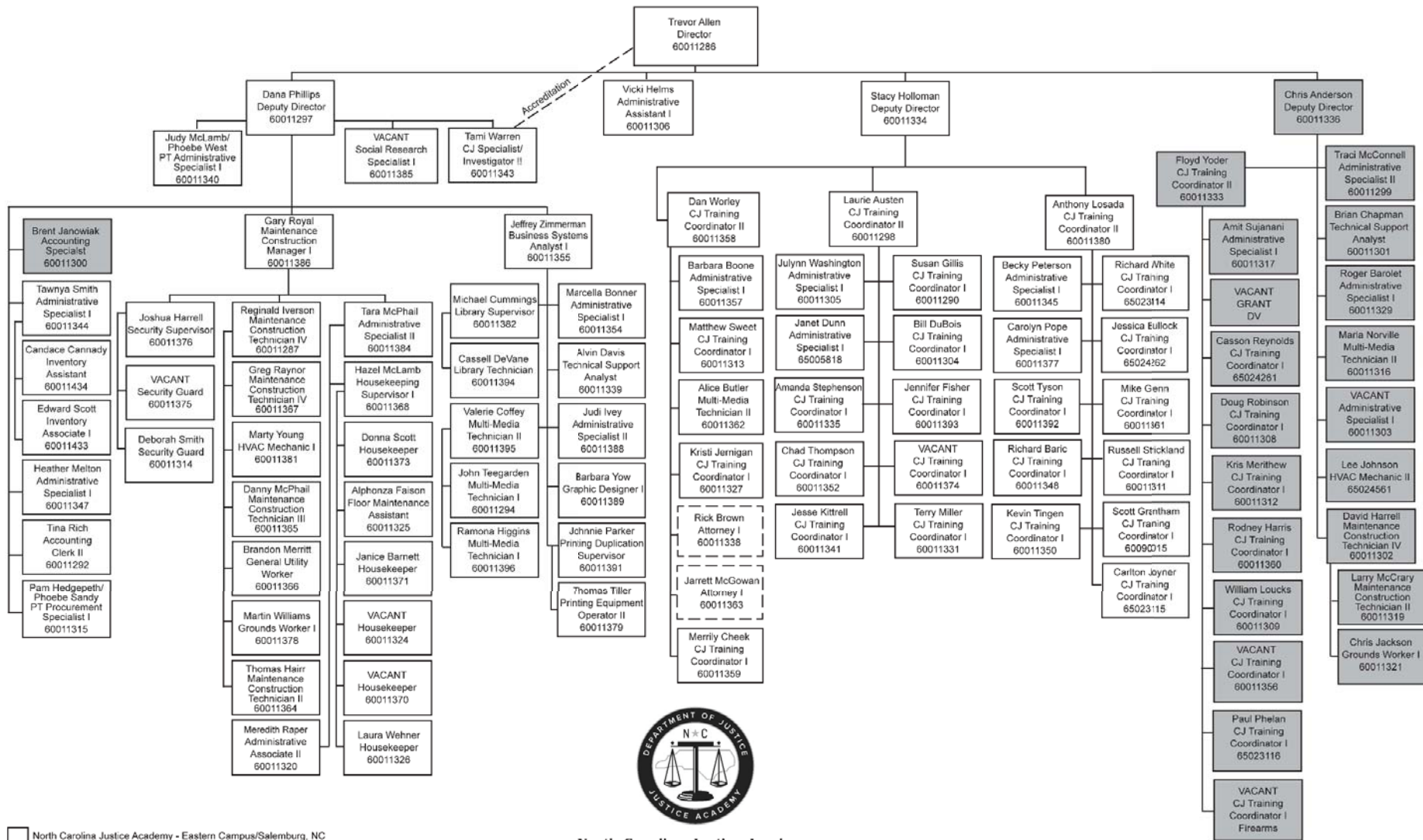
- Laurie Austen - CJ Training Coordinator II (Training Manager)
- Dr. Jeffrey Zimmerman - ISS Manager
- Josh Harrell - Security Supervisor

New Hires

- Rodney Harris - CJ Training Coordinator I
- Michael Cummings - Library Supervisor
- Brandon Merritt - Groundskeeper



ORGANIZATIONAL CHART



HIGHLIGHTS FROM FY 17/18

The North Carolina Justice Academy's Business Office continued to provide excellent support and service this past year. The NCJA Business Office conducts itself via its 5 sections.



We would like to highlight the following from FY 17/18

- All Business Office Personnel report to the Deputy Director of Operations
- Implemented new digital requisition and purchasing procedures
- All accounts payable are processed and managed at the East Campus

FY 17/18 BY THE NUMBERS INFOGRAPHICS

Academy Classes Offered:
409



Outside Agency Classes: 374

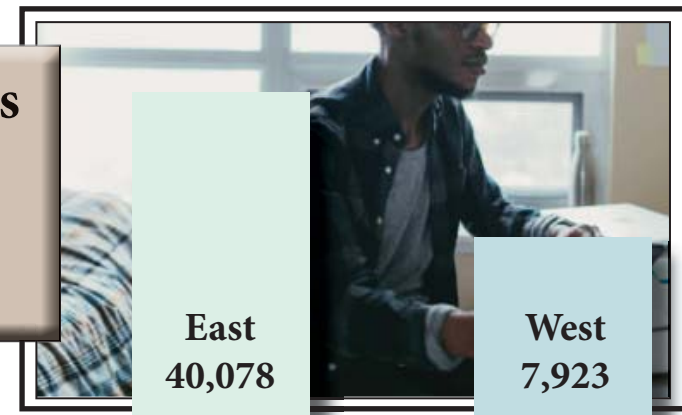
Academy Students Trained in Person:
11,386



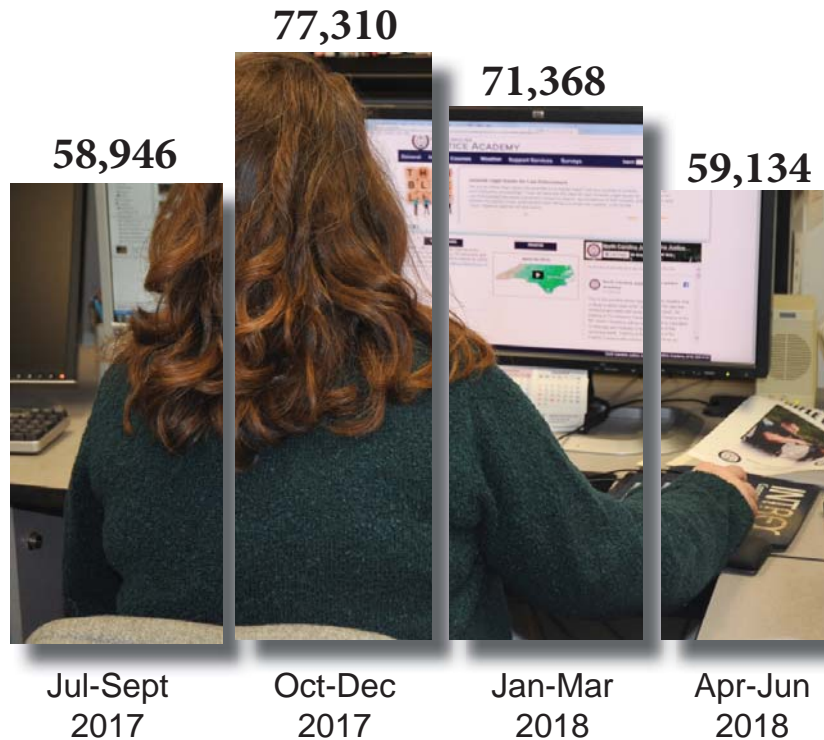
Online Course Completions:
92,153



Bed Nights spent on Campus:
48,001

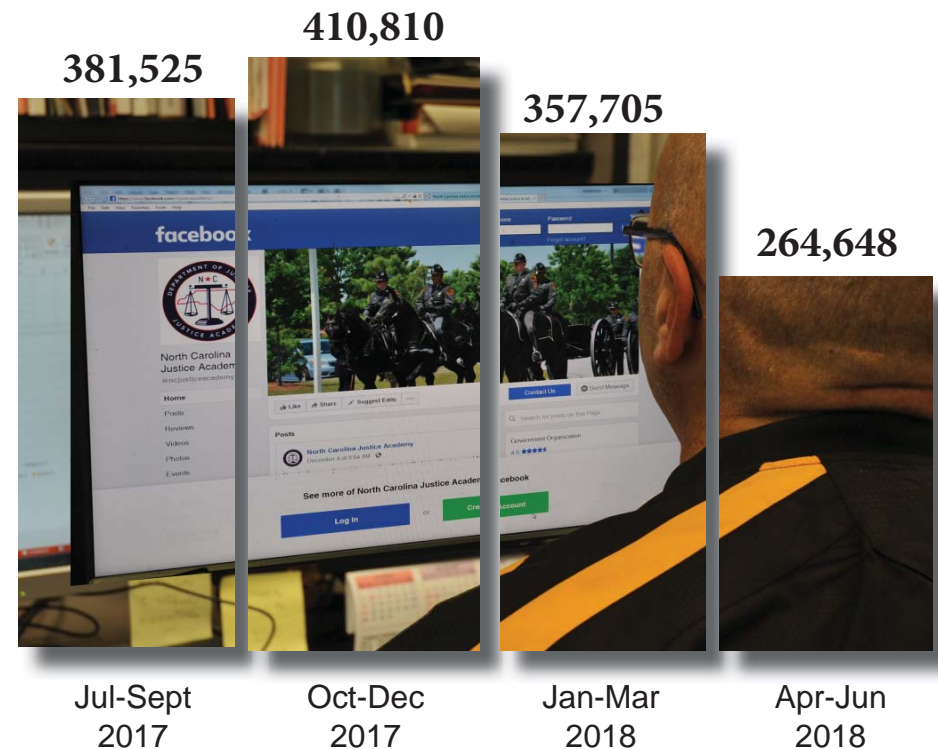


FY 17/18 BY THE NUMBERS INFOGRAPHICS

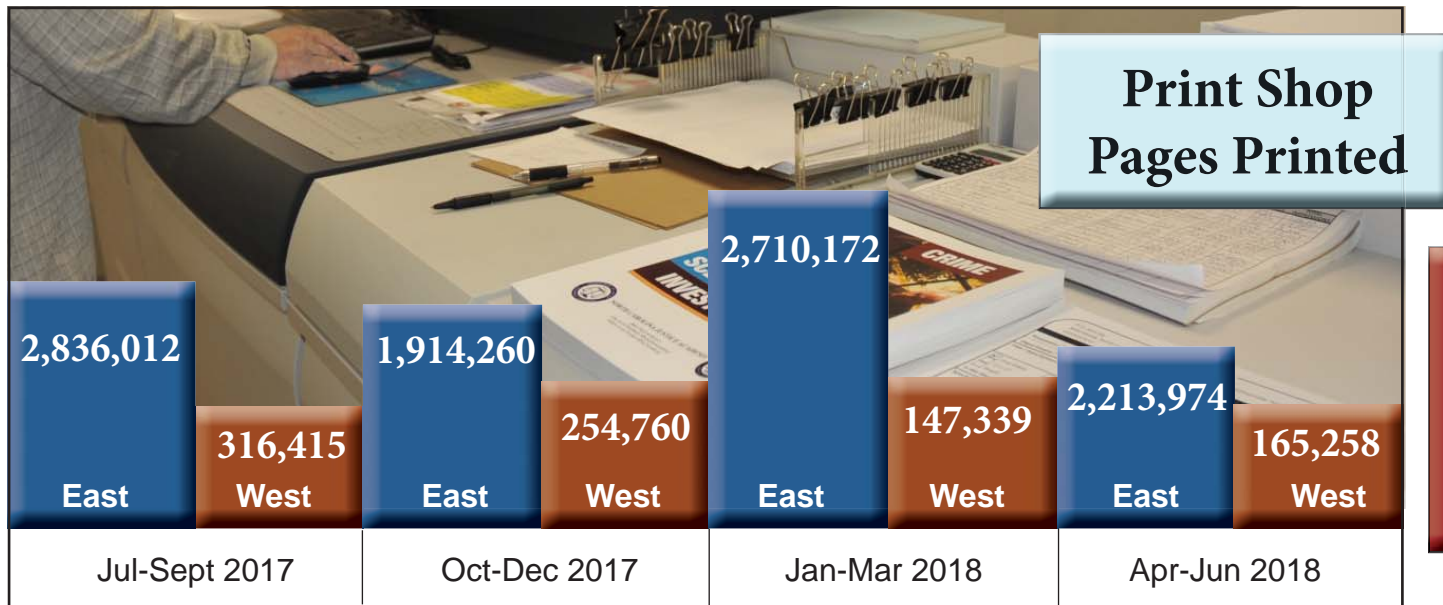


**Academy Website Visits
(Home Page Visits)**

**Academy Facebook
(Total Page Views)**

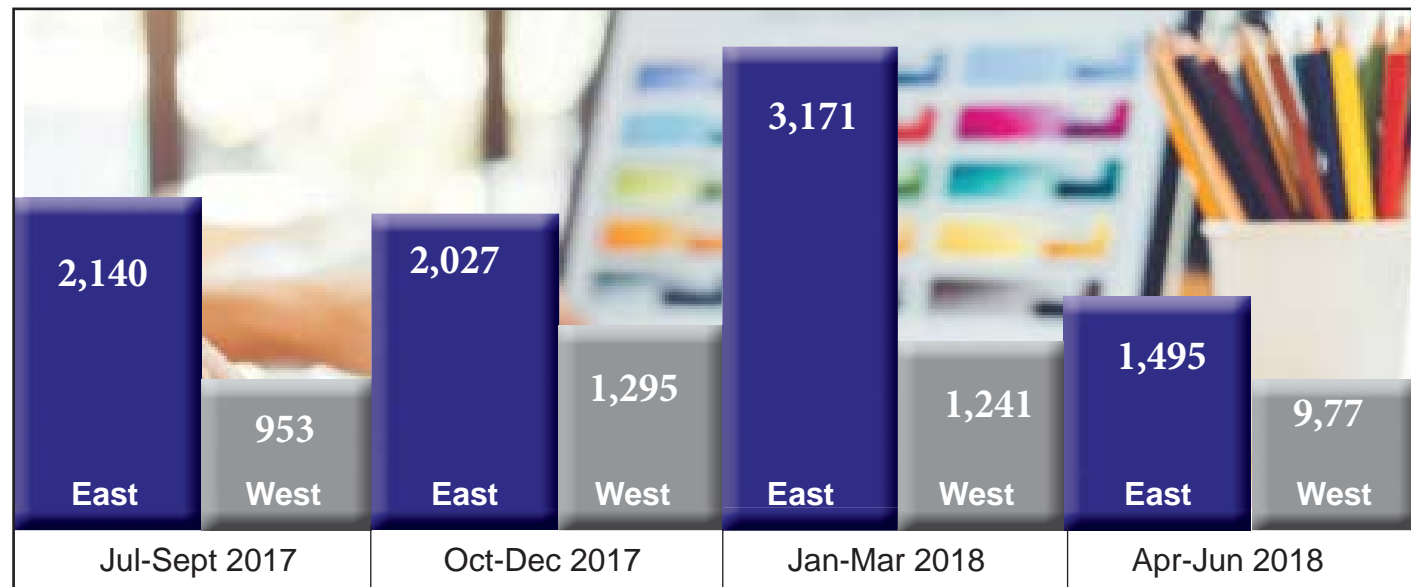


FY 17/18 BY THE NUMBERS INFOGRAPHICS



**Total Number
of Pages
Printed:
10,558,190**

Graphics Jobs

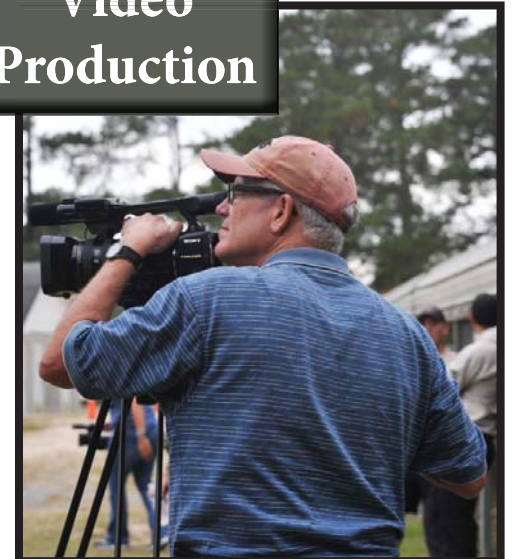


FY 17/18 BY THE NUMBERS INFOGRAPHICS



Agencies Served

Video Production



52 videos
Total: 97 hours, 26 minutes,
and 59 seconds of footage

NCJA Bookstore Numbers

Books:	48,024	\$1,071,649.35
Pieces of merchandise:	2,281	\$30,925.17
Misc (drinks, snacks, medicine):	1,806	\$2,080.53
Total:	52,111	\$1,104,655.05



LOOKING AHEAD

Partnerships, Growth, and continued service to those who serve us

As the NC Justice Academy continues to progress into the new fiscal year, it is excited to celebrate new projects to serve the citizens of North Carolina.

Strategic Partnerships

- Acadis Software partnership with DHHS to streamline training registration for shared law enforcement clientele while sharing the cost of the software maximizing state funds
- Partnership with School of Government to deliver NCJA Leadership Training

Upcoming Construction

- Renovations on Residence Hall “C” to provide the best residential areas for our students to rest and study.

Technology

- January 25, 2019 we will unveil our brand-new Telecommunications Simulator
- Smartphone ‘App’ and an online version of our bookstore

Strategic Plan

- Continue to progress on our newly implemented strategic plan.

