

Reducing Law Enforcement Training Costs With Targeted Online Learning



With public sector budgets under pressure at all levels, smart choices must be made in order to continue to provide high-quality services in the areas of policing and corrections. Public safety must be maintained and the public servants who help provide it are under increasing scrutiny.

Recurring training is vital in order to meet compliance standards, reduce ongoing costs, insure safety in operations, avoid legal issues and improve effectiveness. One prominent area where expenses can be driven downward is in the delivery of compliance training and targeted skills enhancement. The FlexTraining Login & Go cloud-based custom training platform delivers those kind of savings.

Many departments, bureaus and agencies face a stark choice: continue costly classroom training for all training objectives, find a cost-effective strategy for delivering targeted education or simply reduce training. And reducing critical training is usually not an option.

The presence of a learning platform with built-in authoring tools opens the door to courses on subjects beyond the required compliance and safety training. With additional custom-built courses, not only does online education reduce training costs significantly, but the content and strategy for your on-demand courses can lead you to cost reductions in other areas.

The growing trend towards targeted E-Learning is poised to deliver cost savings and quality improvements to law enforcement across the nation. If you are incurring the high cost of classroom training, it may be time to consider blending online courses with field exercises and and face-to-face training for maximum benefit.

Cost-effective training options are available now, and seeing is believing. Perhaps you have a PowerPoint presentation or a manual that covers firearm safety, regulatory compliance, ADA rules, or state and local laws. You can see a quick prototype and proof-of-concept with little more than a few PowerPoint slides and some sample test questions. These kind of learning objects can be easily dropped into a learning platform with its templates, navigation, tracking and analysis.

Face-to-face training can be expensive, particularly in terms of instructor cost and travel costs. As computer resources get cheaper and cheaper over the years, the costs of human resources are headed in the other direction. In many

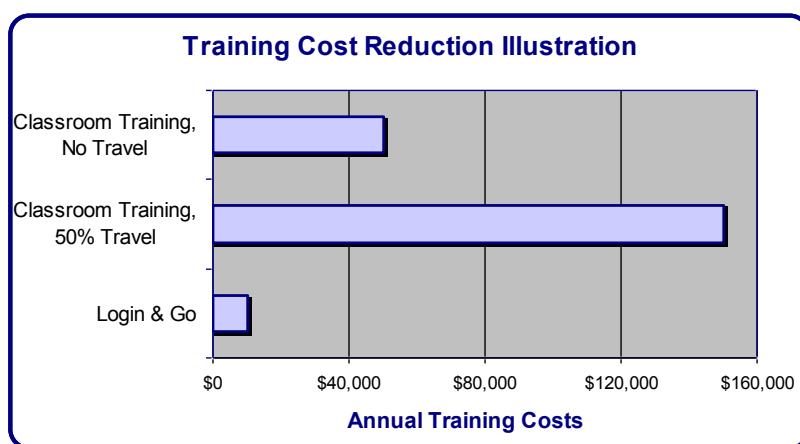
cases where an organization deploys new technology, the human costs - those incurred and those eliminated - are almost the only expenses of any significance.

With the FlexTraining Login & Go program, you define and control your own course curriculum. You might be rolling out new HIPAA courses, pathogen safety procedures, or human trafficking education, or you may be introducing new officers to the Department Manual. You specify course objectives and completion standards and set testing policies. Progress tracking, analysis reporting, completion certificates, and course evaluations provide a robust, professional environment.

This white paper presents realistic examples that demonstrate how online training using the FlexTraining Login & Go system drives down ongoing training costs. Conservative assumptions are made concerning individual cost drivers and the utilization of classroom facilities to insure fairness.

These examples utilize a model where the company needs to offer classroom or online education to 250 learners. Considering 100 users rather than 250 yields consistent results, and an organization with 1000, or even 5000 learners experiences the same benefits, though at a greater magnitude.

Utilizing Login & Go for targeted training reduces costs right away, not in some future year or budget cycle.



The nature of the cost savings inherent in online training is closely tied to scalability. The more training you conduct the more money you save, and the more you improve performance. Most learning systems are priced, as you would

expect, based on user levels. In nearly every case, larger user populations (number of workers and staff trained) result in smaller per-user fees.

But even at fairly small volumes, online courses compare favorably to classroom training. Add the ability to track progress, control quality, and assess knowledge transfer, and you have a very compelling case for the online paradigm.

Operation of a dedicated learning platform can be (highly) summarized as follows:

1. Set configuration options and behaviors
2. Assemble courses and curriculum using built-in authoring tools
3. Schedule and deliver the online training, track learner progress and test knowledge gained
4. Regularly upgrade course material and add scope

FlexTraining and its Login & Go subscription program have been utilized in law enforcement agencies at the local, state, and federal level, and at corrections facilities at the state and county level. We generally use the term “department” below, and the term “learner” in a broad sense to indicate those consuming the training.

Also, for the sake of simplicity and readability, job titles are simplified in our discussion. The term “Officer” may represent a Constable, Detective, Marshal, Police Officer, Deputy, Special Agent, Trooper or Prison Guard.

The examples and numbers presented here are greatly simplified. Any department considering a move to on-demand online training would do well to revise these models to reflect their own situation.

Note that Login & Go, as a SaaS (Software as a Service, or “in the cloud”) program, produces faster cost reduction than other E-Learning solutions due to the elimination of hardware, software and other startup expenses. Scenario details, results and assumptions are identified in the following:

Scenario 1: A department has 250 employees (officers, leadership, staff), to train. Assume each officer or staff member needs just two courses during an average year. Let's be conservative and assume no instructor or learner incurs any travel costs for classroom training. In these circumstances, how does classroom training compare to Login & Go online training?

Item	Login & Go	Classroom Training	Cost Reduction	Total Reduction
Instructor time @ \$50/hour		\$20,000	\$20,000	
Classroom facilities		\$7500	\$7500	
Course Admin: Enrolling, testing, grading		\$15,000	\$15,000	
Printed training materials and/or binders – 500 sets		\$10,000	\$10,000	
Login & Go Annual Fee: 250 users, unlim. Courses, \$37.80 per learner	\$11,556		(\$10,800)	
Total Cost	\$11,556	\$52,500		
Training Cost Reduction				\$40,944

Assumptions:

1. 250 learners, an average of 2 courses per year. Thus 500 enrollments per year.
2. Classroom courses average 20 students per class. Thus 25 separate 2-day classroom classes are conducted to handle the 500 enrollments.
3. Classroom courses are 2 days in length, on average. Thus there are 50 classroom days, or 400 teaching hours for classroom courses.
4. An administrator or assistant accepts and tracks enrollments, administers and grades tests. Assume 1 hour per student enrollment, and thus 500 hours total, costing \$30 each.
5. Classroom is 1000 sq. ft, at \$20 per sq. foot annual cost, plus \$10,000 for audio, video and workstations. Annual costs are thus \$30,000. With 50 training days, you are utilizing $\frac{1}{4}$ of the schedule, and therefore responsible for $\frac{1}{4}$ of the facility costs.
6. Training materials for classroom training are assumed to cost \$20 per set.
7. Learners already have internet connections for other purposes, at work or at home, so no new internet browsers or connections need to be built.
8. Developing course material requires essentially the same effort and cost whether the material is used online or in a classroom.

Scenario 2: Now let's look at a department (or more likely a state or federal agency) that is somewhat distributed, and let's assume that 50% of the students would need to travel to participate in classroom training. All other factors are held constant from the last scenario. Now the cost reductions available with online training are even more dramatic:

Item (Assumptions)	Login & Go	Classroom Training	Cost Reduction	Total Reduction
Instructor time @ \$50/hour		\$20,000	\$20,000	
Classroom facilities		\$7500	\$7500	
Course Admin costs: Enrollments, testing, grading		\$15,000	\$15,000	
Printed training materials and binders – 500 sets		\$10,000	\$10,000	
Login & Go Annual Fee: 250 users, unlim. courses, \$37.80 per learner	\$11,556		(\$9450)	
Airfare & hotel costs (1)(2)		\$130,000	\$130,000	
Total Cost	\$11,556	\$182,500		
Training Cost Reduction				\$170,944

Additional Assumptions:

1. 50% of learners live remote to central facility and need to travel for classroom training. Thus 125 students, two trips each per year, or 250 learner trips.
2. Airfare assumed to average \$300 per student per trip, with two nights hotel @ \$80 per night, \$30 meal allowance. Total \$520 per learner per trip. 250 trips * 520 = \$130,000.

Non-tangible Benefits of Online Training vs. Classroom Training

Some of the most important benefits of online training don't fit neatly into a data table. Consider the following effects of online training which are difficult to quantify, but which have a positive impact on the organization:

24 X 7 availability: The Login & Go system is available 24/7, allowing learners to access the training environment activities at any time, at home or at work.

Asynchronous Learning: Learners and instructors can interact and collaborate without being online at the same time, easing scheduling conflicts.

Concrete results: – Login & Go provides automated testing for every learner and course, something which is often omitted in classroom training.

Consistent Quality: Online Courses are built once and delivered many times, providing a known consistency.

What About Doing No Training at All?

It may be possible to get by without the critical training your organization needs. You could simply mail out some word documents or PowerPoint files, or place some text on a web site and invite people to go out and read it. But the results of this strategy are usually systemic and painful, and may include:

1. Poor performance due to lack of knowledge or skills
2. Low morale
3. High turnover
4. Perception among staff that the department is not committed to excellence
5. Safety, legal and professional non-compliance
6. Higher costs in the long run due to decreased performance and increased errors and omissions

Summary: Can You Afford To Do Nothing?

Most departments simply cannot continue with business as usual. Government leaders at all levels expect costs to be reduced as soon as practical and in every possible area. An emerging solution is the all-in-one online learning framework provided by FlexTraining and Login & Go, a complete online training authoring and delivery system.

It is worth noting that smaller departments with limited budgets and no available technical infrastructure can still provide cost-effective targeted training to their workforces. These companies and organizations can utilize the Login & Go subscription service that provides the same features and benefits as a server-based education system.

For example, many are turning to the Login & Go service simply for its immediate impact on training costs.

The Login & Go program is simple and easy to understand:

1. Complete authoring and training applications with secure menus
2. Flexible configuration and authoring guides, and online Help system
3. Flexible subscription periods and user levels
4. Unlimited courses and enrollments
5. You retain complete control of all courses, material, testing, reports and records

All Login & Go subscriptions come with the following features and options:

Course Templates Lesson Templates Exercise Templates Student Language Test Builder Branding E-Commerce Instructor Module Student Self Registration User Import	Student Import Graphing Reports w/ export options Custom Reporting Content Management Hierarchy Role Based Mgmt Security API Capabilities Custom Certificates Transcripts	Admin Support Technical Support Multimedia Library Authoring Tool Skill Groups Management Module Bulk Enroll Time Logging CD Export Simple password recovery
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