COURT LEADERSHIP INSTITUTE OF ARIZONA (CLIA)

Judicial Education Center
541 E. Van Buren Street, Suite B4
Phoenix, AZ 85004
Minutes of the
March 1, 2012 Committee Meeting

Committee Members Present:	
Kent Batty, Chair	Court Administrator, Superior Court in Pima County
Don Jacobson, Vice Chair	Court Administrator, Flagstaff Municipal Court
Mike Baumstark	Deputy Director, Administrative Office of the Court
Judy Aldrich, Ed. D.	Professor, Chandler/Gilbert Community College
Randolph A. Bartlett	Judge, Superior Court in Mohave County, Division II
Maria L. Felix	Presiding Judge, Tucson Justice Court
Billie Grobe	Chief Probation Officer, Yavapai County Adult Probation
Sue Hall (teleconference)	Clerk of the Court, Superior Court in Apache County
Phil Hanley	Director of Human Resources/Administrative Services, Judicial Branch of Arizona in Maricopa County
David Sanders	Chief Probation Officer, Pima County Adult Probation
Committee Members Absent:	
Margaret Downie	Judge, Arizona Court of Appeals, Division I
Jolene Hefner	Detention Administrator, Yuma County Juvenile Justice Center
Michael Malone	Court Administrator, City of Phoenix
Douglas Rayes	Associate Presiding Judge, Superior Court in Maricopa County
CLIA Staff Present:	
Jeff Schrade	Director, Arizona Supreme Court, Education Services Division
Gabe Goltz	Program Manager, Arizona Supreme Court, Education Services Division
Anthony Cornay	Specialist V, Arizona Supreme Court, Education Services Division
Kathy Curl	Administrative Assistant, Arizona Supreme Court, Education Services Division
Julie Binter	Specialist V, Arizona Supreme Court, Education Services Division

Call to Order, Administrative Business

Mr. Kent Batty called the meeting to order at 9:40 a.m., at the Judicial Education Center, in Phoenix, Arizona. Members introduced themselves before starting the meeting. There are no proxies present.

Mr. Batty commented on the delay in the distribution of the August minutes, noting the challenges Deb King has faced. He reported that staff will make an effort to distribute them in a timelier manner.

The August 5, 2011 minutes were reviewed. Mr. Mike Baumstark motioned that the minutes be approved as is. The motion was seconded. The August 5, 2011 minutes were approved. *MOTION 2012-01 passed.*

Mr. Batty noted staff will get minutes to the committee earlier in the process. Ms. Sue Hall inquired as to the availability of Leadership Institute calendar online. The calendar is currently online and staff will forward calendar to her.

ESD/Staff Updates

Mr. Gabe Goltz updated the committee on CLIA programs held since the last meeting. Participant evaluations were distributed and reviewed by members.

Highlights:

- *AZ Plus- Diversity* class was held November 28, 2011- noted correction of overall rating to 4.35
- *AZ Plus- Specialty* class was held November 28, 2011- noted correction of overall rating to 4.51
- *AZ Plus-Capstone* class was held November 29-December 1, 2011- Staff noted:
    - The framework for AZ Plus Capstone needs to be tightened up.
    - 41 graduates
    - Paul Julien was last minute replacement and evaluations don't reflect his ability**.**

  Some discussion centered on applicability of an evaluation tool.
    - Does it apply to all audience members?
    - Does it apply to participant's job and career development?
    - Does ICM have a standard evaluation template?
    - Does ESD have an evaluation database as a reference point?

    - Members discussed the use of standard performance evaluations. The question was raised whether there is a standard ICM evaluation.
    - Mr. Batty suggested that the committee take on the task of reviewing evaluation questions, in particular: What is the likelihood that I will use the presented information in my job? Should it read: What is the relevance to my future/career development?
    - Mr. Jeff Schrade noted several observations: 1. The current evaluation form is the standard COJET form used for just about every program that the Education Services Division conducts. 2. We recently used the standard evaluation form as a handout at ICM Education & Training Course. The activity was to compare & contrast other state's evaluations and a critique of ours. Mr. Schrade recommended that the review of standard evaluations be taken to COJET.
    - Mr. Batty commented that there are enough comments notating a disconnect between certain classes and how they relate to the participant's current job. He feels we need to do a better job at conveying applicability of content covered to their work. Mr. Gabe Goltz suggested in the future, participants be explained why CLIA selected the classes, why they are taking them, and how they fit into the larger framework.

- *Institute for Court Management (ICM) Court Certified Executive (CCE) Essential Components* class was held January 18-20, 2012.
    - In regards to how ICM curriculum can be improved, Mr. Batty reported that the NCSC has a process to evaluate and update or enhance content. A conference call with faculty and developers is held to discuss and review the content of the course. As a result of that call, revisions may be made. He provided an example of the Purposes and Responsibilities of Courts, where portions of content were replaced with other material. While minor corrections to factual errors can be made in the interim, it is at least a year, if not 2 years before the course would be reviewed again.
- *NCSC evaluation comparisons between states:*

  Mr. Schrade reported that we have been provided some comparison data from other states, which is a compilation of overall score averages from courses taught by the NCSC and the other consortium states. An email was sent by Ms. Mary Salmon for the NCSC, complimenting the "CMP consortium states for upholding the highest standards of quality in presenting ICM courses."

  Mr. Goltz informed members of the upcoming classes for the Arizona Court Executive (ACE), Arizona Court Manager (ACM) and Arizona Court Supervisor (ACS) programs:
  - March 7-9, 2012- ACE ICM Education and Development
  - March 29, 2012- ACS Supervisor's Roll in Caseflow Management
  - April 3-5, 2012- ACM ICM Caseflow Management
  - April 5, 2012 ACM AZ Plus ADR and Specialty Courts
  - May 30-June 1, 2012- ACE ICM Visioning and Strategic Planning

<u>Online Registration Implementation</u>

Mr. Schrade reported that the online registration was launched and is working very well. At this point, there are only 2 classes available for online registration. Online registration will have the effect of reducing staff time in notifications of classes and processing registration manually. Classes are posted online and open for registration by anyone in the program 30 days prior to class date. This change has the effect of changing our registration from a priority system whereby participants with more classes completed, may be given priority in a class, to a first come, first served system. The question to CLIA is whether we need to consider a process that would be first come, first served but still have the ability to manually priority register someone who only needs that course or a couple of courses to complete the program.

- Member's discussion regarding registration process concluded the following:
    - The process will allow for a pre-registration option for participants who have 2 or less classes needed for certificate completion. Staff will send an email invitation two weeks prior to open registration date to give these participants preference. They would have to respond to the email to register. This solution has the benefit over the alternative of leaving class seats open and pulling people in from waitlists.
    - ACTION ITEM: Staff will look into whether we can change the programming in the online system to open registration at 60 days before the class date, rather than 30 days. This will provide an additional benefit of addressing the concern of having sufficient time for financial decisions– especially at year-end.
    - A schedule of classes will continue to be posted well in advance and online so participants are aware of when classes are being held. ACTION ITEM: Staff will look into how we might provide an opt-in list serve notification system for automatic reminders that classes are open for registration.
    - Quarterly emails to advise staff of upcoming trainings would also be helpful in reminding participants of upcoming schedule.

- The discussion on chronic no-shows of missing two or more classes without notice was tabled to allow for further data on how extensive this problem is. Discussed options to deal with the problem included: telling chronic no-shows that their future registrations will be accepted on a waitlist status only; overbooking classes by one or two people with the expectation that there will be no shows.
- Mr. Batty noted that as the registration numbers start to taper off, we should provide some availability of these classes to non-participants, especially when the content is directly related to their job responsibilities.

Testing

Mr. Schrade referred to the history of test results (handout) for classes that have piloted testing which includes all ACM management level courses. We are currently piloting testing for the ACE executive level classes. Piloting testing included holding a review process each morning using Option Finder voting on sample test questions. At the conclusion of class, we follow-up with a paper and pencil test that includes the review questions and additional questions. The history shows that we do need to improve some of the questions. Mr. Schrade asked CLIA to discuss what the standard should be for passing after we have adjusted out any questions that have less than 60% answering the question correctly. Additionally the other questions to be addressed are the consequences of failing and the remediation process after failing?

- Members conclusions regarding testing included:
  - *MOTION 2012-02* The standard for passing should be 70% to be consistent with the standard for judges and probation officers, and to hold a high standard of quality for our leadership. *Motion passed.*
  - Retesting can be done online and proctored by the employee's supervisor. It will not be open book. Only one retest per participant per class. If the retest is failed, the participant would need to retake the class. Test questions and answers will be randomized from the in-class test, although the optimum would be to have two complete tests with validated questions.
  - Self-remediation is the option of the participant to prepare for the retest. They will be provided the option to retest within two weeks. This will allow sufficient time to retest before the 30 day deadline to submit class completions to the NCSC.
  - Certified faculty will develop and revise questions as needed. Validation of test questions will be set at 70% or more of the participants answering the question correctly.

ICM Classes- Requests for local classes

Mr. Schrade noted that we have drafted regional certification requirements for classes not sponsored by the AOC. (Handout) Mr. Don Jacobson added that the Yuma class had 16 participants and was well received. This class was proctored by Yuma staff that had already completed the class. Mr. Jacobson suggested that if this is done again in the future, there should be at least a month's lead time to the Education Services Division. Future concerns will be tracking attendance and submission to the NCSC within the timeframe. We should also watch for impact on ESD staff and on competition for faculty resources.

Excellence in Education Awards

Mr. Batty opened discussion on what CLIA plans are for the Excellence in Education awards. Mr. Schrade mentioned that we have a flyer with a website for the nomination forms. CLIA discussed previously that we have many committee members that would qualify for these awards and entertained

the idea of having a subcommittee to review the nominations. CLIA has the option of awarding up to 7 awards.

- Discussion included:
  - The CLIA award can be done at the October Court Leadership Conference if cleared by the Chief Justice.
  - Nominations from CLIA would be due by the September COJET meeting for their review and approval to meet the October conference date.
  - The general criteria for all awards includes: program must have occurred during the previous calendar year. Nominations must come from a court employee. Persons paid to provide training (i.e. vendors) are not eligible. The Judicial College wants to give preference to previous achievements over multiple years and look at a life-time achievement focus.
  - We can build on the online nomination form. We can also use other sources for evaluating nominations such as class evaluations.
  - ACTION ITEM: Follow-up with COJET to verify whether non-court "public" committee members can make nominations. CLIA would prefer that all committee members be allowed to nominate.
  - ACTION ITEM: Follow-up with COJET to allow court system former employees who are not vendors but who may be paid for training, to be nominated/considered for this award. An example would be a retired judge being compensated for time spent in preparing and providing training.
  - CLIA recommended that the review subcommittee have a cross-section of volunteers, but the subcommittee was not formed.
  - ACTION ITEM: Staff might begin reaching out for nominations from participants.
  - ACTION ITEM: A nomination strategy and criteria template can be worked on with the chair and staff between CLIA meetings and provide recommendations at the next CLIA meeting.

Program Development Updates

- ACS is anticipating start date very soon. Ms. King is in the process of developing the Transition to Supervisor class which is the required kick-off class. Mr. Tony Cornay has reviewed online classes to ensure they met the learning objectives and created worksheets for each class. During this time, Element K was purchased by Skills Soft and Mr. Cornay is now creating worksheets for replacement classes.

- The Presiding Judge Academy may need to be rescheduled until 2013.

Call to Public and CLIA Meeting Schedule

The Chair made a call to the public. There was no response. The next CLIA Committee Meeting is scheduled for June 8, 2012 at the Judicial Education Center. The 2012 CLIA meeting schedule is:

- October 12, 2012

The meeting adjourned at 2:00 PM.