



A Statewide E-Learning Report: Findings from the *Organizational Readiness (Director) Survey* and the *Technical Capacity (IT Manager) Survey*

Fact Sheet



This Fact Sheet highlights the main findings of the Organizational Readiness (Director) Survey and the Technical Capacity (IT Manager) Survey that were administered to California county child welfare departments in 2009–2010. Recommendations for building a coordinated statewide structure for e-learning are also provided.

Organizational Readiness Findings (Director Survey)

1. Directors strongly support e-learning as a staff development medium.
2. Directors support substantial use of work time for e-learning courses.
3. Directors identify multiple benefits of e-learning.
4. Directors favor facilitated group learning and interaction among learners.
5. Directors envision an increased role for e-learning in the next five years.
6. Directors indicate limited past and current usage of e-learning.
7. Directors are somewhat hesitant about allocating technical support.
8. Directors believe that it is easy for staff to find a work space for e-learning, but harder to find time during the work day to take e-learning courses without being interrupted.
9. Directors' greatest concern for e-learning is ensuring staff participation.

Technical Capacity Findings (IT Manager Survey)

1. IT staff support in child welfare agencies is limited.
2. E-mail and Internet access vary across the state.
3. E-mail security restrictions could impact e-learning.
4. Internet Restrictions could impact e-learning.
5. The ability to hear sound in e-learning courses varies across the state.
6. The ability to view video components in e-learning courses is limited across the state.
7. Software compatibility varies in the state.
8. A variety of platforms are used in California to access e-learning.
9. Staff with disabilities may require accommodations for accessing e-learning.

Overall Recommendations

Support will be needed to build a coordinated infrastructure utilizing human resources and technical components to promote the production, delivery and management of e-learning courses on a statewide scale. The following recommendations apply to California's child welfare training system as a whole.

1. Support staff development of trainers while creating a new culture of learning for trainees.
2. Establish plans for evaluation of e-learning courses commensurate to those used for written curricula and classroom training.

3. Continue to develop e-learning partnerships.
4. Establish organizational capacity and technical capacity policies and procedures that encourage and ensure participation in e-learning courses.
5. Develop the skills of current IT staff or hire more IT staff with e-learning knowledge and skills.
6. Provide accommodations for staff with disabilities.
7. Continue to provide a variety of options for accessing the Internet for the purpose of taking e-learning courses.
8. Acquire a document reader for word processing and PowerPoint.
9. Fully investigate the technical capacity of the dedicated counties to participate in e-learning.
10. Consider e-learning capacity when making technical/computer upgrades.
11. Make investments in SCORM compliant learning management systems or content management systems.

