



Rule of Law Institutional Strengthening Program
Programul de Consolidare a Instituțiilor Statului de Drept

RULE OF LAW INSTITUTIONAL STRENGTHENING PROGRAM

REPORT ON TRAINING ACTIVITIES ORGANIZED IN

JULY, 2012

July, 2012

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OVERVIEW

The evaluation report contains information about the training activity within Rule of Law Institutional Strengthening Program (ROLISP) for the period of July 09-13, 2012. It is a summary of all the training activities for the courts staff (Secretaries).

The courses included trainings in the following software:

- **Integrated Case Management System (ICMS) - Version 2.0;**

The Report consists of several sections:

- **TRAINING TOPICS:** the structure of training course for each specialized program;
- **TRAINING BENEFICIARIES:** list of the courts and number of beneficiaries;
- **MAP OF TRAINING BENEFICIARIES:** graphical presentation of the training beneficiaries - map;
- **PHOTO GALLERY:** banner of photo gallery for the training activities;
- **EVALUATION RESULTS:** graphical presentation of the evaluation results;
- **TRAINING COURSE AGENDA:** general goals of the training course;
- **LISTS OF TRAINEES AND EVALUATION FORM:** lists of trainees in each training day and the training assessment tool;

The training activities have been aimed at developing the abilities and skills of the court staff (secretaries) in the use of the following specialized program: Integrated Case Management System (ICMS) – Version 2.0.

The training courses have been conducted at the National Institute of Justice training room. Interactive methods have been used to teach classes, as follows:

- For the specialized software Integrated Case Management System (ICMS) – registration of simulated cases;

1. TRAINING TOPICS

Topics covered:

1. Integrated Case Management System (ICMS) – Version 2.0

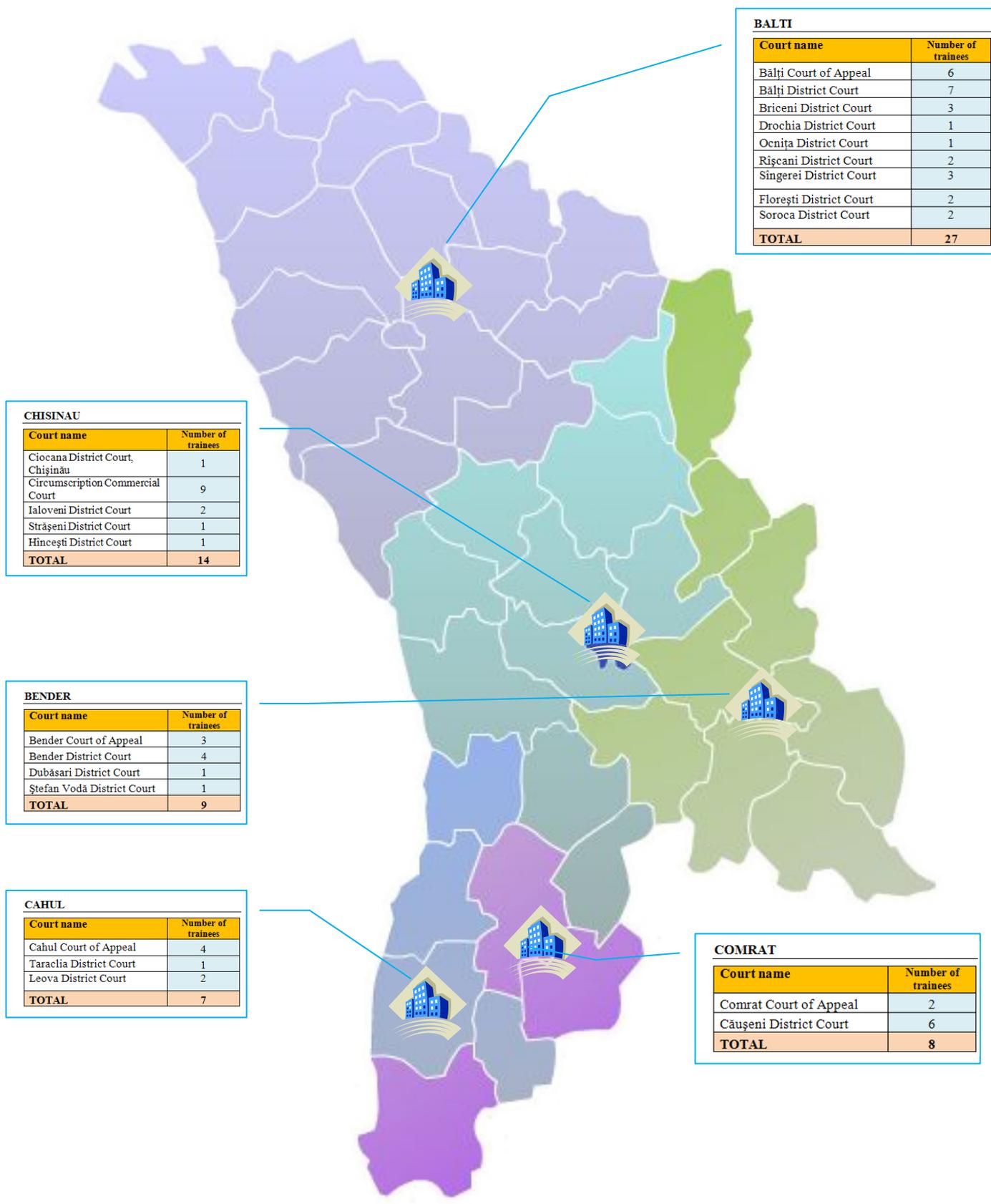
- Main objectives of the Integrated Case Management System (ICMS);
- Integrated Case Management System (ICMS) – functions;
- The possibilities of the system;
- User instructions;
- Case registration;
- Case management;
- Case archiving;
- Listing and editing the circuit of summons;
- Calendar of activities;
- Administration of the Integrated Case Management System (ICMS);
- Settings in the Integrated Case Management System (ICMS);
- My notifications;
- Statistical reports.

2. TRAINING AGENDA

LIST OF THE COURTS AND NUMBER OF TRAINEES: July 09 – 13, 2012:

No	Court name	Total number of trainees (court staff) in ICMS
1.	Bălți Court of Appeal	6
2.	Bender Court of Appeal	3
3.	Cahul Court of Appeal	4
4.	Comrat Court of Appeal	2
5.	Bălți District Court	7
6.	Bender District Court	4
7.	Briceni District Court	3
8.	Circumscription Commercial Court	9
9.	Comrat District Court	6
10.	Drochia District Court	1
11.	Dubăsari District Court	1
12.	Florești District Court	2
13.	Hîncești District Court	1
14.	Ialoveni District Court	2
15.	Leova District Court	2
16.	Ocnîța District Court	1
17.	Rîșcani District Court	2
18.	Ciocana District Court, Chișinău	1
19.	Sîngerei District Court	3
20.	Soroca District Court	2
21.	Ștefan Vodă District Court	1
22.	Strășeni District Court	1
23.	Taraclia District Court	1
	TOTAL	65

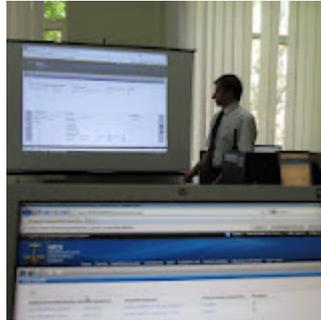
3. MAP OF TRAINING BENEFICIARIES



4. PHOTO GALLERY

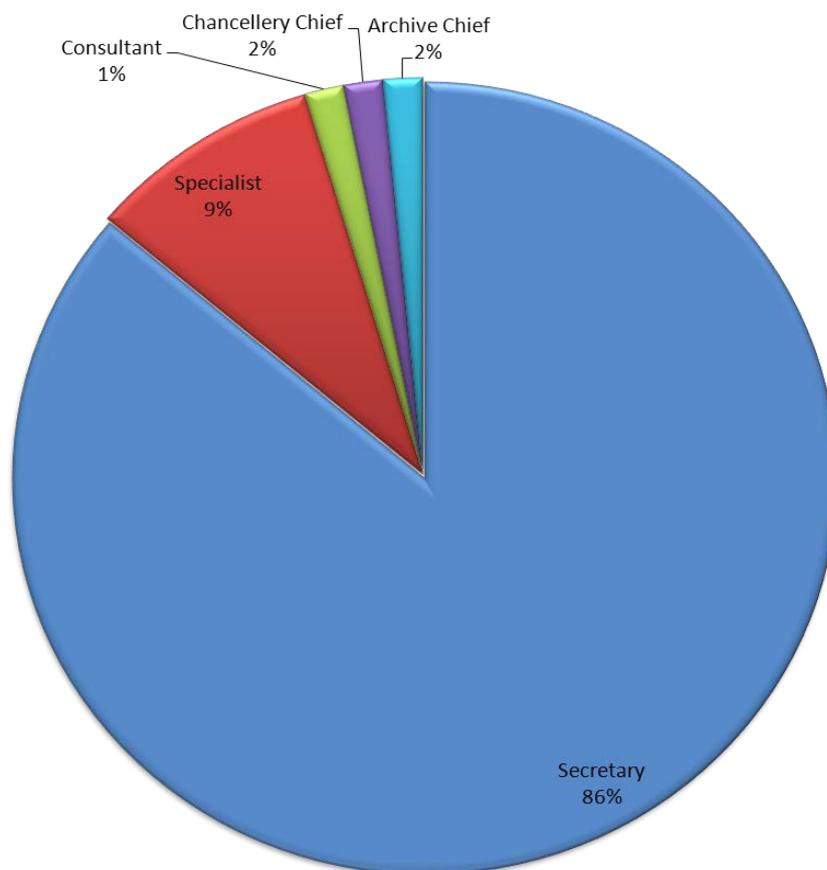
Photo Gallery on Google Picasa web albums:

(Ctrl+Click to follow link)



ICMS Training July 09-13, 2012

List of beneficiaries for each day (see Annex nr. 1)



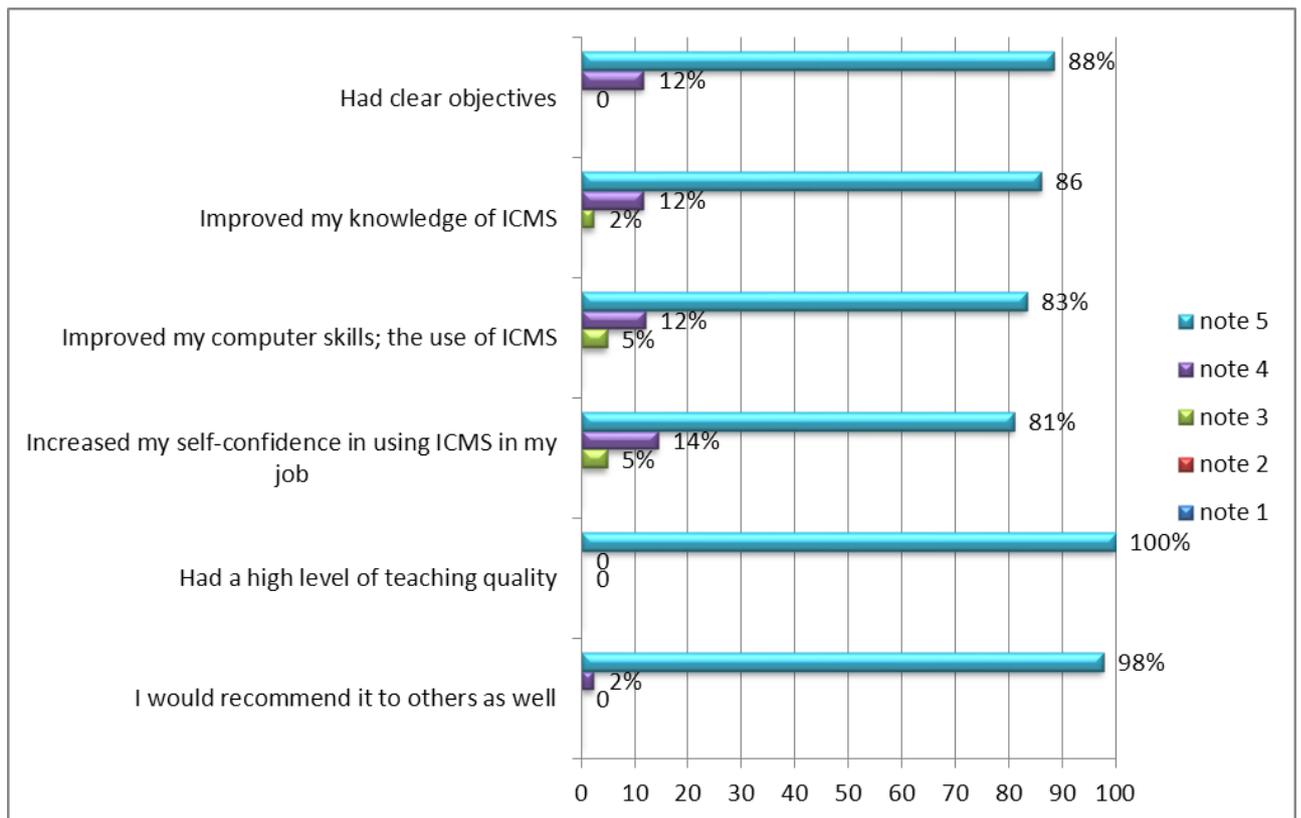
5. EVALUATION RESULTS.

The training activities have been assessed using an assessment tool – the Evaluation Form (See Annex No. 3)

The processed results of the evaluation are graphically presented below, as percentages of the total number of questionnaires completed by the trainees (the court staff).

5.1. THE TRAINING COURSE: (%)

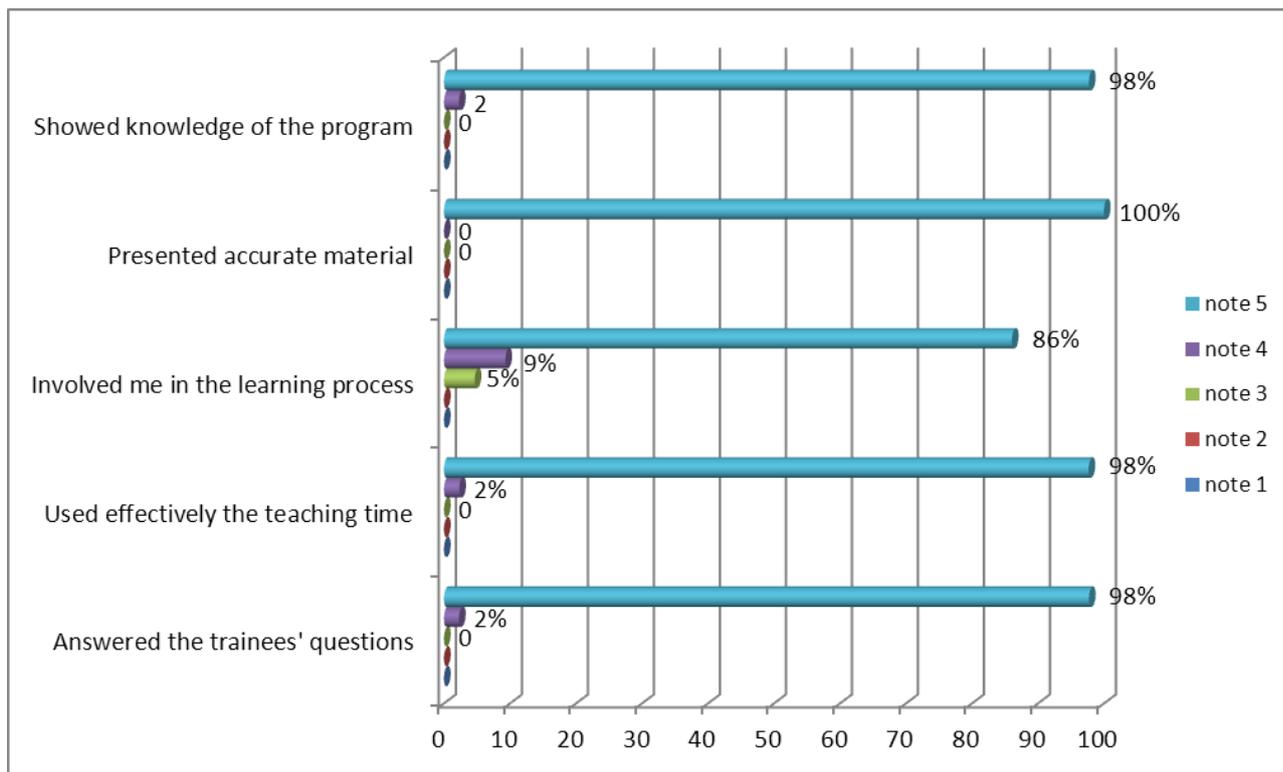
(The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.)



5.1. The training course (No abs)		The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree				
		1	2	3	4	5
1	Had clear objectives	-	-	-	5	38
2	Improved my knowledge of ICMS	-	-	1	5	37
3	Improved my computer skills; the use of ICMS.	-	-	2	5	35
4	Increased my self-confidence in using ICMS in my job	-	-	2	6	34
5	Had a high level of teaching quality	-	-	-	-	44
6	I would recommend it to others as well	-	-	-	1	42

5.2. THE TRAINER: (%)

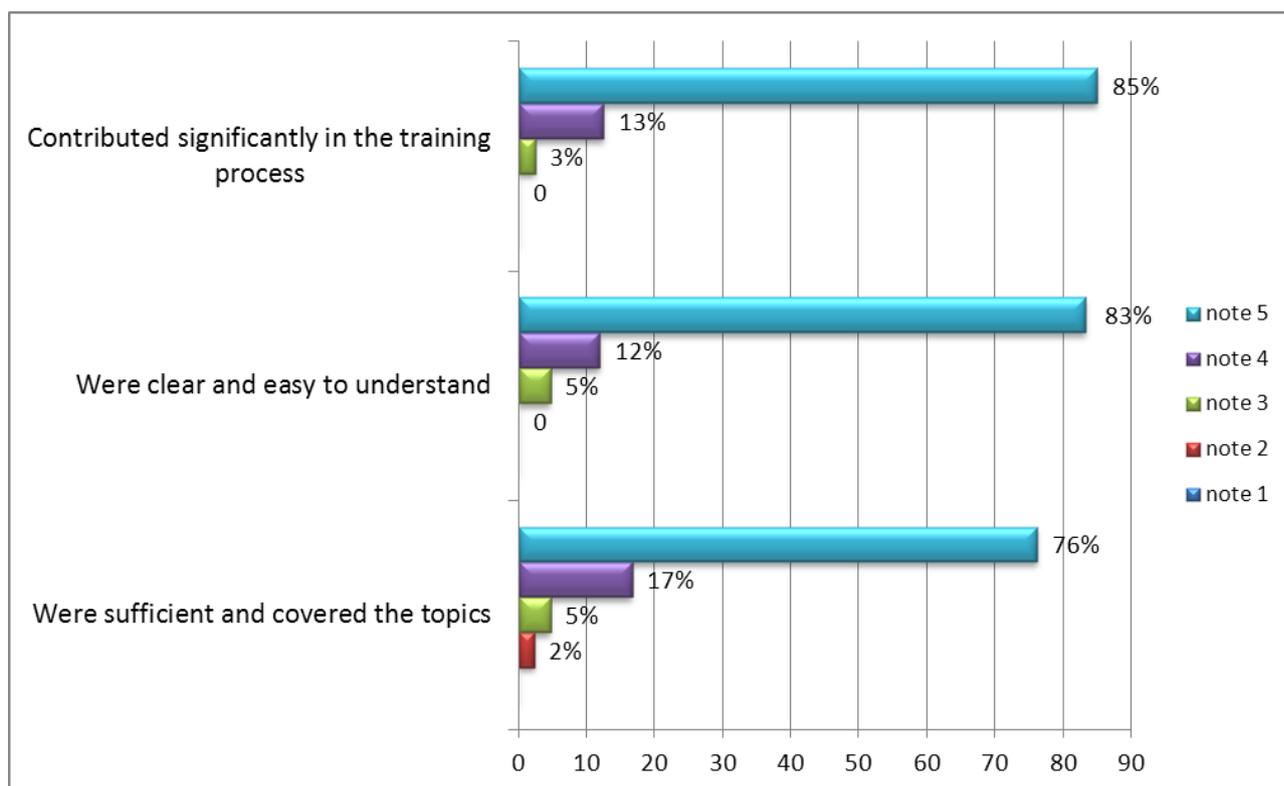
(The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.)



5.2. The Trainer: (No abs)		The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree				
		1	2	3	4	5
1	Showed knowledge of the program	-	-	-	1	43
2	Presented accurate material	-	-	-	-	43
3	Involved me in the learning process	-	-	2	4	37
4	Used effectively the teaching time	-	-	-	1	42
5	Answered the trainees' questions	-	-	-	1	43

5.3. THE TEACHING MATERIALS: (%)

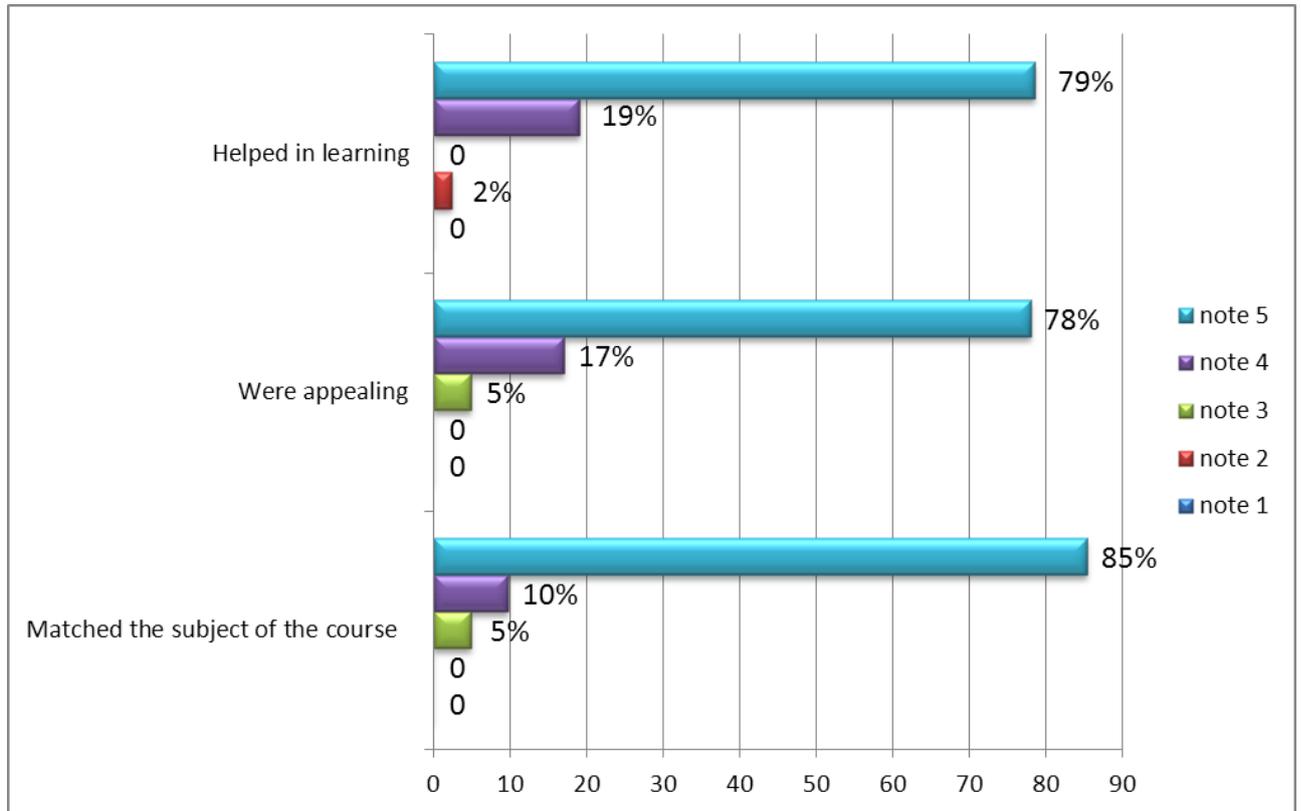
(The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.)



5.3. The teaching materials: (No abs)		The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree				
		1	2	3	4	5
1	Contributed significantly in the training process	-	-	1	5	34
2	Were clear and easy to understand	-	-	2	5	35
3	Were sufficient and covered the topics	-	1	2	7	32

5.4. THE TEACHING METHODS: (%)

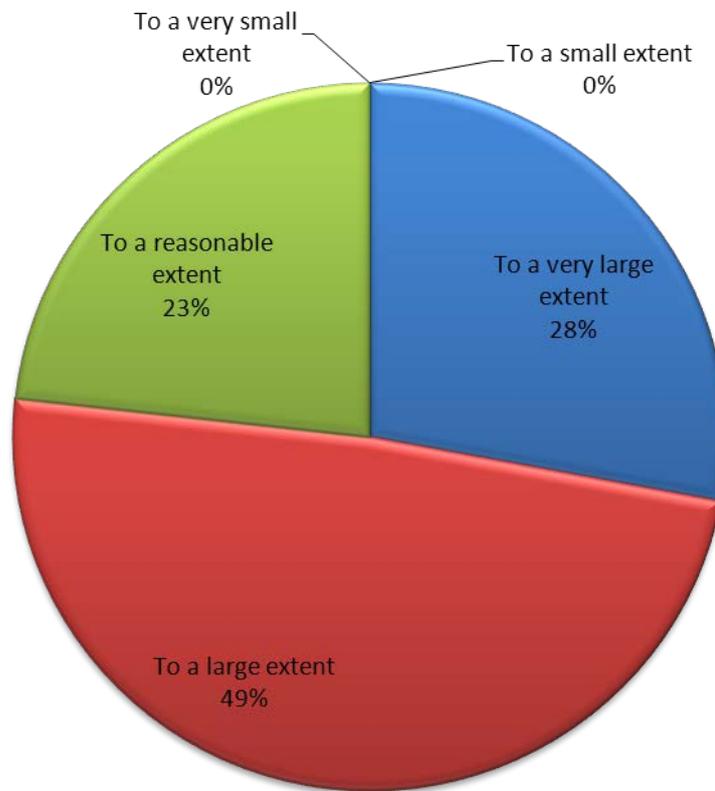
(The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.)



5.4. The teaching methods: (No abs)		The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree				
		1	2	3	4	5
1	Helped in learning	-	1	-	8	33
2	Were appealing	-	-	2	7	32
3	Matched the subject of the course	-	-	2	4	35

5.5. TO WHAT EXTENT HAVE THE TOPICS DISCUSSED WITHIN THE TRAINING MET YOUR EXPECTATIONS? (%)

(1. To a very large extent; 2. To a large extent; 3. To a reasonable extent; 4. To a small extent; 5. To a very small extent.)

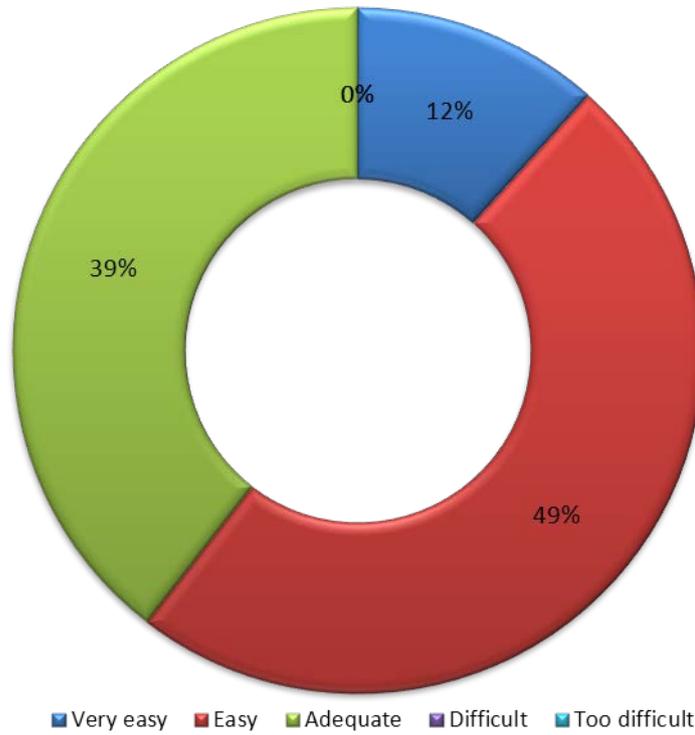


5.5. To what extent have the topics discussed within the training met your expectations? (No abs)

1	To a very large extent	12
2	To a large extent	21
3	To a reasonable extent	10
4	To a small extent	-
5	To a very small extent	-

5.6. EVALUATE THE LEVEL TO WHICH THE TOPICS WERE COVERED: (%)

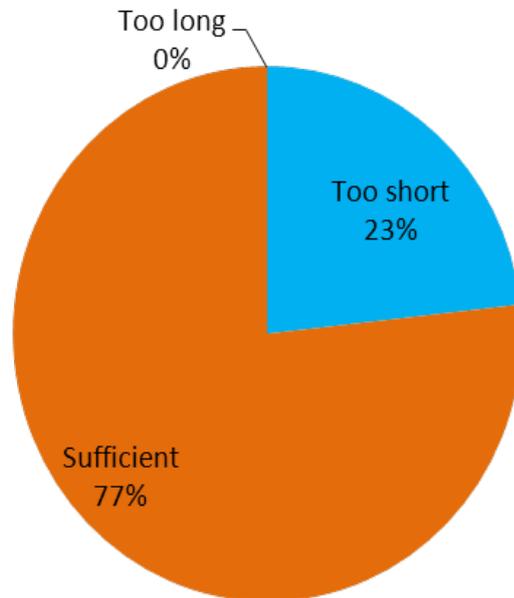
(1. *Very easy*; 2. *Easy*; 3. *Adequate*; 4. *Difficult*; 5. *Too difficult*.)



5.6. Evaluate the level to which the topics were covered: (No abs)		
1	Very easy	5
2	Easy	21
3	Adequate	17
4	Difficult	-
5	Too difficult	-

5.7. THE TEACHING TIME SEEMED TO YOU: (%)

(1. Too short; 2. Sufficient; 3. Too long)



5.7. The teaching time seemed to you: (No abs)

1	Too short	10
2	Sufficient	33
3	Too long	-

5.8. WHAT DO YOU THINK THE STRONG POINTS OF THIS TRAINING COURSE WERE?

- A compact method of teaching the information that otherwise would require more time to be acquired.
- I improved my knowledge on using the Integrated Case Management System (ICMS). (2 comments)
- I learned all stages of the work with the Integrated Case Management System.
- All staff, irrespective of the position held, was trained on all stages and compartments of the software.
- The strong points were that all trainers were highly qualified and used accessible training methods corresponding to the training topic.
- I saw that by using the software our job becomes easier in some cases.
- The trainers explained some rather confusing or difficult aspects in detail.
- The trainer explained in detail how to work with the case management system.
- The teaching tactics; a better and easier way to manage cases; improvement of knowledge.
- Explanation of some questions related to case management.
- The trainers' teaching skills.
- The strong points were that we worked together and learned much new information.
- The Integrated Case Management System itself.
- Improvement of working skills.
- Step-by-step explanation. (2 comments)
- We crammed every section of the Integrated Case Management System.
- The good quality of teaching and the teaching aids used in the training facilitated fast learning.
- The trainers explained us very well how the Integrated Case Management System functions and how to use it.
- Each trainee was paid special attention. Those who did not understand something or lagged behind their mates were explained again.
- Accessible and coherent language used to explain the material.

5.9. WHAT DO YOU THINK THE WEAK POINTS OF THE TRAINING COURSE WERE?

- Limited time for training and the amount of information that is rather large for a new employee.
- The training should have lasted for more than one day. (2 comments)
- I think we have a very large work amount and do not manage to use the software fully in our work.
- Server failure during the training.
- I think there were not weak points. Everything was explained in a pleasant and polite manner.
- I have been employed recently (just for a little more than one month) and it's difficult for me to acquire all information at once.
- Too much information for newcomers.

5.10. HOW DO YOU INTEND TO USE THE KNOWLEDGE AND SKILLS ACQUIRED DURING THE TRAINING COURSE FURTHER?

- As previously. Because I will know how to work with some options when the new version is installed.
- I will use the acquired knowledge and skills responsibly.
- I will try to use the knowledge acquired during the training whenever possible.
- In my work at Balti Court of Appeals.
- In my daily work. *(7 comments)*
- I will use the knowledge acquired during the training in my work, for the benefit of court users.
- We want to implement this software and everything else that makes our work easier.
- I will share it to my colleagues in the court where I work. I will also use the acquired knowledge at the highest level.
- Directly in my work. *(2 comments)*
- I will continue to use this software, as we did it before, because I've got convinced that it answers some questions on cases very quickly.
- I will use the acquired knowledge in my work as a court clerk in the District Commercial Court.
- I would be good to use the acquired skills in practice. *(2 comments)*

5.11. PROPOSALS

- To organize more such trainings in the future, at least when the software version is updated. *(5 comments)*
- To organize training courses teaching us new things regularly.
- To review the list of case categories so as to comply with the latest amendments to the law.
- To further simplify the work of the regular court staff, taking into account the large work amount.
- To implement the software wider in the work, taking into account the large work amount.
- To implement the latest ICMS version as soon as possible.
- To increase the number of scanned pages to be included in documents.
- To train all court clerks and judges in using this software.
- You did very well. I am very content with how we were treated. Proposals: keep up the good job.
- To organize more such trainings (particularly for newcomers). To improve the software.
- To organize a similar seminar introducing in the third version of the software.

6. ANNEXES

6.1. Annex No. 1. List of trainees for each day

Day 1 : July, 09 2012

No	Name, surname	Position	Court name
1	Derivalcova Nadejda	Secretary	Taraclia District Court
2	Inna Cruc	Secretary	Bălți District Court
3	Beghiu Nina	Secretary	Leova District Court
4	Țurcan Fomina	Secretary	Soroca District Court
5	Pușcaș Lilia	Specialist	Bălți Court of Appeal
6	Snatinschii Natalia	Chancellery Chief	Bălți Court of Appeal
7	Semionică Oxana	Specialist	Bălți Court of Appeal
8	Clapco Rodica	Specialist	Bălți Court of Appeal
9	Zaharcu Inga	Specialist	Bălți Court of Appeal
10	Moșneguțu Ramona	Secretary	Florești District Court
11	Coțovițchii Olga	Secretary	Strășeni District Court
12	Costin Aliona	Secretary	Soroca District Court
13	Pocorschi Diana	Secretary	Rîșcani District Court
14	Hapațuc Marina	Secretary	Circumscription Commercial Court
15	Scoarță Ina	Consultant	Circumscription Commercial Court
16	Plugaru Lilia	Secretary	Ialoveni District Court
17	Conea Diana	Secretary	Drochia District Court
18	Ermurache Svetlana	Secretary	Bender District Court

Day 2 : July, 10 2012

No	Name, surname	Position	Court name
1	Albot Victoria	Secretary	Rîșcani District Court
2	Grăjdianu Antonina	Secretary	Bălți District Court
3	Cechina Mariana	Secretary	Sîngerei District Court
4	Clius Ludmila	Secretary	Briceni District Court
5	Danalachi Maria	Specialist	Leova District Court
6	Antohi Galina	Secretary	Bender District Court
7	Ranga Silvia	Secretary	Hîncești District Court
8	Anghel Nadejda	Secretary	Ialoveni District Court
9	Andronic Veronica	Secretary	Ciocana District Court, Chișinău
10	Sarî Tatiana	Secretary	Comrat District Court
11	Gradinar Stepanida	Secretary	Comrat District Court
12	Flocea Margareta	Secretary	Cahul Court of Appeal
13	Camenșcic Rodica	Secretary	Bender Court of Appeal

Day 3 : July, 11 2012

No	Name, surname	Position	Court name
1	Boișteanu Ana	Secretary	Cahul Court of Appeal
2	Tricolici Simion	Secretary	Bender Court of Appeal
3	Valuța Dora	Secretary	Ocnița District Court
4	Țurcan Ala	Secretary	Circumscription Commercial Court
5	Grozdeva Olga	Secretary	Comrat District Court
6	Velicoglo Liubov	Secretary	Comrat District Court
7	Cordun Liliana	Secretary	Briceni District Court
8	Volosciuc Elena	Secretary	Bălți District Court
9	Jelea Andriana	Secretary	Circumscription Commercial Court
10	Vornicescu Olesea	Archive Chief	Circumscription Commercial Court
11	Ciobanu Diana	Secretary	Sîngerei District Court
12	Cîssa Liubovi	Secretary	Comrat District Court
13	Ceban Valeria	Secretary	Bălți District Court

Day 4 : July, 12 2012

No	Name, surname	Position	Court name
1	Russ Eugeniu	Secretary	Dubăsari District Court
2	Pînzari Elena	Secretary	Cahul Court of Appeal
3	Florea Liliana	Secretary	Florești District Court
4	Tizu Svetlana	Secretary	Bălți Court of Appeal
5	Bolduma Meadea	Secretary	Briceni District Court
6	Melnic Mihaela	Secretary	Comrat District Court
7	Ursu Mariana	Secretary	Sîngerei District Court
8	Botezatu Ion	Specialist	Circumscription Commercial Court
9	Danilescu Natalia	Secretary	Circumscription Commercial Court
10	Codreanu Inna	Secretary	Bălți District Court
11	Chistruga Rodica	Secretary	Bălți District Court
12	Ilieș Svetlana	Secretary	Bender Court of Appeal

Day 5 : July, 13 2012

No	Name, surname	Position	Court name
1	Buguleț Irina	Secretary	Cahul Court of Appeal
2	Beșleaga Veaceslav	Secretary	Bender District Court
3	Șagîn Victoria	Secretary	Ștefan Vodă District Court
4	Ilașciuc Olga	Secretary	Bălți District Court
5	Vdovidenco Valentina	Secretary	Circumscription Commercial Court
6	Deleu Ana	Secretary	Circumscription Commercial Court
7	Țiganu Victoria	Secretary	Bender District Court
8	Uzun Natalia	Secretary	Comrat Court of Appeal
9	Satirova Marina	Secretary	Comrat Court of Appeal

6.2. Annex No. 2. Training Course Agenda



Rule of Law Institutional Strengthening Program

Programul de Consolidare a Instituțiilor Statului de Drept



DEPARTMENT OF JUDICIAL ADMINISTRATION
MINISTRY OF JUSTICE OF THE REPUBLIC OF MOLDOVA

Training Course Agenda: INTEGRATED CASE MANAGEMENT SYSTEM Version 2.0

General goals of the training course

In terms of knowledge and understanding:

1. Understanding of the operation and use of the Integrated Case Management System;
2. Knowledge of the regulatory framework in force on use of the Integrated Case Management System;
3. Awareness of the role of the court clerk using the Integrated Case Management System.

In terms of application:

1. Management of cases by the court clerk through the Integrated Case Management System after the case trial is closed.
2. Publication of court judgments on the web page of the court.

In terms of integration:

1. Awareness of the way of cooperation between a court clerk user and other users within the Integrated Case Management System.
2. Contribution to observance of court users' rights and interests by efficient use of the Integrated Case Management System.
3. Contribution to an efficient case management within the court of law.

09.00 – 10.30	<ol style="list-style-type: none">1. Main goals of the Integrated Case Management System and its benefits for users and court users.2. General description of the Integrated Case Management System and the role of a court clerk user.3. Case management (all cases, my cases, challenged cases, cases subject to enforcement) <p>Practical work Questions/answers</p> <p><i>trainers: Mihai GROSU, program assistant, Rule of Law Institutional Strengthening Program (USAID), Tatiana CIAGLIC, consultant of the</i></p>
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	<i>Department of Judicial Administration</i>
10.30 – 10.45	Coffee break
10.45 – 12.15	<p>1 Case management until the hearing (general data on the case, participants, documents).</p> <ul style="list-style-type: none"> • Summons. Listing and editing of the summons flow. Use of templates. <p>Practical work</p> <p>Questions/answers</p> <p><i>trainers: Mihai GROSU, program assistant, Rule of Law Institutional Strengthening Program (USAID), Tatiana CIAGLIC, consultant of the Department of Judicial Administration</i></p>
12.15 – 13.15	Lunch
13.15 – 14.45	<ul style="list-style-type: none"> • Minutes. Use of templates. • Appeals; • Enforcement of judgments. <p>Practical work</p> <p>Questions/answers</p> <p><i>trainers: Mihai GROSU, program assistant, Rule of Law Institutional Strengthening Program (USAID), Tatiana CIAGLIC, consultant of the Department of Judicial Administration</i></p>
14.45 – 15.00	Coffee break
15.00 – 16.45	<ul style="list-style-type: none"> • Case summary. • Case actions card; • Calendar of tasks. Calendar of court hearings. Creation of a personal calendar. Printing the list of cases scheduled for trial. <p><u>Final assessment of the course/knowledge: working with a case by a court clerk user within the Integrated Case Management.</u></p> <p>Practical work</p> <p>Questions/answers</p> <p><i>trainers: Mihai GROSU, program assistant, Rule of Law Institutional Strengthening Program (USAID), Tatiana CIAGLIC, consultant of the Department of Judicial Administration</i></p>

6.3. Annex No. 3. Training evaluation form

Annex no. 3.



Rule of Law Institutional Strengthening Program

Programul de Consolidare a Instituțiilor Statului de Drept



DEPARTMENT OF JUDICIAL ADMINISTRATION
MINISTRY OF JUSTICE OF THE REPUBLIC OF MOLDOVA

TRAINING EVALUATION FORM

Date :

Court:

First name, Last name

Position:

*Please the grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.
Check just one grade for each statement.*

1. The training course:

	1	2	3	4	5
Had clear objectives					
Improved my knowledge of ICMS					
Improved my computer skills; the use of ICMS					
Increased my self-confidence in using ICMS in my job					
Had a high level of teaching quality					
I would recommend it to others as well					

2. The trainer:

	1	2	3	4	5
Showed knowledge of the program					
Presented accurate material					
Involved me in the learning process					
Used effectively the teaching time					
Answered the trainees' questions					

3. The teaching materials :

	1	2	3	4	5
Contributed significantly in the training process					
Were clear and easy to understand					
Were sufficient and covered the topics					

4. The teaching methods:

	1	2	3	4	5
Helped in learning					
Were appealing					
Matched the subject of the course					

5. To what extent have the topics discussed within the training met your expectations?

- To a very large extent To a large extent To a reasonable extent
 To a small extent To a very small extent

6. Evaluate the level to which the topics were covered:

- Very easy Easy Adequate Difficult Too difficult

7. The teaching time seemed to you:

- Too short Sufficient Too long

8. To your opinion, what were the strengths of this training course?

.....
.....

9. To your opinion, what were the weaknesses of this training course?

.....
.....

10. How do you intend to further use the knowledge and skills acquired within the training?

.....
.....

11. Suggestions

.....
.....
.....

Thank you!