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CMA Testing Group Training for NCC Staff:
Progress Report
Intercom
Contract No. 263-C-00-95-00134-00
Administration of Justice Support Project
AMIDEAST/ AOJS Cairo
August 2000

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AOJS CASE MANAGEMENT APPLICATION: DATA ENTRY TRAINING PROGRAM FOR THE MINISTRY OF JUSTICE NORTH CAIRO COURT

Progress Report covering training conducted to the CMA Pilot Training Group

Funded by the
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1. BACKGROUND

In an effort to automate and enhance case administration in the Egyptian court system, AMIDEAST's Administration of Justice Support (AOJS) Project sub-contracted INTERCOM, a software development supplier, to Arabize the Case management Application (CMA) software package for Egyptian courts of first instance The CMA constitutes a series of databases developed in Lotus Notes. It will be used by court clerks and data entry staff to input case-related data, and to output information for case data entry and administration/management purposes, with a view to reducing delays in case administration.

The CMA stores and displays case data in user-friendly forms. The application is comprised of case, event and litigant/party forms, as well as attorney/representative forms. These forms are linked together into an integrated Case History from which all information about a particular case can be displayed and updated

The use of the CMA is expected to contribute directly to improving the reliability and accessibility of case-related data, and improving case management and turnaround.

To initiate this process, a CMA Implementation Committee (IC) was formed by the North Cairo Court (NCC) and AOJS to oversee the implementation of the software in the NCC Initially, this Committee was trained to use the CMA for both data entry and case management purposes The CMAIC was then able to determine categories of court staff who should be responsible for particular types of data and specific CMA operations

Following the training of the CMAIC, relevant court staff were scheduled to receive training on specific CMA data entry and case management operations assigned to them The Institute of International Education's Development Training 2 (IIE/DT2) Project is managing this training The current progress report describes training implementation with four pilot groups that received training in June-July 2000

2. PARTICIPANTS

The total participant group for the pilot training was composed of 41 participants (10 in Group 1, 10 in Group 2, 11 in Group 3 and 10 in Group 4) The following are the main categories of participants in the CMA Data Entry training program:

- NCC Front Office Staff (Indexing Department)
- NCC Information Desk Personnel and Supervisors
- Data Entry Staff at the Computer Unit
- Data Entry Staff at the NCC Library
- Circuit Clerks
- Chief Clerks
- Legal Order Clerks
- Supervisors and Department Heads
- Case Statistics Staff

The above types of court staff have specific responsibilities with regard to case data entry and administration that necessitate their receiving training on data entry, retrieval and administration operations They will thus all have Level 1 or Level 2 data access rules in the CMA. These data access rules, and their corresponding technical operations, are the core of the CMA Data Entry training program

With regard to the computer proficiency of the target participants, it is worth noting that most of them have limited experience in utilizing computers, although they received basic training on Windows prior to this training

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For names of participants per pilot group, and the status of their participation, please refer to Appendix A.

3. EXPECTED RESULTS

The following is the main purpose of the CMA Data Entry training program.

- To improve work performance at the NCC with specific reference to case-related data entry and maintenance/updating, access to reliable data, and speed of access. This, in turn, will lead to improved case administration and management in the target court.

The following table lists the main results sought from the CMA Data Entry training, and the indicators for measuring the achievement of these results:

EXPECTED RESULTS	INDICATORS OF ACHIEVEMENT
3.1 Increased access to accurate and reliable case-related data; and 3.2 Increased speed of access to case-related data.	• Accuracy of data inputted in the CMA; • Rate of data retrieval; • Frequency of updating case events and related data; • Number of cases processed through the CMA.

Table (i): Training Results and Indicators

4. BEHAVIORAL AND ENABLING OBJECTIVES

The following table outlines the behavioral objectives underlying the CMA Data Entry training program, and the enabling objectives that constitute the building blocks for achieving the terminal behavior sought. These objectives constitute the basis of the Participant Evaluation Sheet used by the trainer in the four pilot events (please refer to Appendix B for details)

Behavioral Objectives	Enabling Objectives
At the end of the CMAIC training, the participants will be able to:	
4.1 work with Lotus Notes views, documents and form elements, given a Lotus-based database, with a high degree of ease and confidence;	• start Lotus Notes • recognize the Lotus Notes workspace menus, smart icons, database bookmarks and status bar • identify the Lotus Notes database building blocks • open documents and categories in different views • identify basic operations for creating, editing, saving and closing documents • recognize and utilize different field types in database forms text fields, drop menus and dialogue lists, number fields, calendar fields and rich-text fields • manipulate font characteristics in rich text fields for data emphasis • identify and utilize action buttons, hotspots, sections and embedded views

Behavioral Objectives	Enabling Objectives
4.2 use basic features of Lotus Notes Mail to communicate case events to CMA users, given a pending event or a schedule of events, with a high degree of ease, confidence and accuracy;	• select recipients of mail from the CMA Address Book • send mail • receive mail and recognize old versus new (unread) mail • read mail • reply to mail • forward or delete mail • attach documents to mail
4.3 create case documents using the CMA Case Database, given case-related data, with a high degree of accuracy.	• initiate a case document • enter case details • enter party data (for single- and multiple-party cases) • transfer data from party documents to case documents • select or enter a case number • confirm, save and close case documents
4.4 view case documents, given different sorting criteria and categories, with a high degree of ease, confidence and competence.	• view cases categorized by case number • view cases categorized by subject • view cases categorized by circuit • view pending/current cases categorized by year filed • view past/closed cases
4.5 edit and update case status in existing case documents, given case number, details and new status, with a high degree of accuracy;	• open and edit an existing case document • open and edit party documents from an existing case • update case status
4.6 print case documents, given completed case details and forms, with a high degree of competence.	• print case labels • convert case documents to print form • print case forms and documents • switch between the non-editable print version and the editable full version of a case document
4.7 create and confirm events, given case details and event schedules/written notifications, with a high degree of accuracy.	• create an event from a case document • create an event from a view • attach documents to case events • access the full case document from an event document • confirm an event • notify users of an event • save and close an event document
4.8 view past and pending events, given different sorting criteria and categories, with a high degree of ease, confidence and competence;	• view past events under different sorting criteria • view pending events under different sorting criteria • use event views to monitor case progress

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Behavioral Objectives	Enabling Objectives
4.9 edit existing event documents, given new event details and status, with a high degree of accuracy;	• open and edit events from the full case document • open and edit events from views • update event status • save changes to event documents
4.10 create and view party/litigant documents, given party data, with a high degree of accuracy	• create new party forms for a case • transfer attorney/representative data from the CMA Representative Database to party documents • access the full case form from a party document • view party documents categorized by party name or by party ID
4.11 edit existing party documents, given new party data and status, with a high degree of accuracy,	• edit a party document from a full case document • open and edit a party document from views • save changes to party documents • print party documents • refresh case documents to reflect changes made to party documents
4.12 utilize the CMA Representative database, given attorney/ representative data, with a high degree of ease, accuracy and competence.	• create representative documents • save and close representative documents • view representative documents categorized by name, city/ region/governorate or postcode • edit existing representative documents • use the Representative Database in relationship to party documents for data entry
4.13 conduct search operations in the various CMA databases, given a search item or criterion, with a high degree of ease, accuracy, and speed.	• search for case documents by case number • search for case documents by case subject • search for case documents by circuit number • search for party documents by party name • search for party documents by party ID • search for attorney/representative forms by attorney name • search for attorney/representative forms by attorney ID • search for attorney/representative forms by region/governorate

Behavioral Objectives	Enabling Objectives
4.14 address questions and problems that arise while using the CMA databases, given the CMA User's Manual as a reference tool, with a high degree of confidence and accuracy, and	• utilize the User's Manual to address questions and problems with Lotus Notes operations for the CMA • utilize the User's Manual to address questions and problems with case documents • utilize the User's Manual to address questions and problems with event documents • utilize the User's Manual to address questions and problems with party documents • utilize the User's Manual to address questions and problems with attorney/representative documents
4.15 identify the functions of the CMA for data management and case administration with a high degree of competence and conviction.	• identify the roles and responsibilities of CMA users • briefly describe issues of data access control for different CMA users • explain the importance of data accuracy and integrity • describe the value of the CMA in facilitating and expediting data maintenance, retrieval and management

Table (ii): Terminal Behavioral Objectives and Enabling Objectives of the CMA Training Program

5. PROGRAM OUTLINE

The four CMA Data Entry pilot events followed the training outline in Table (iii)

Module 1: Introduction to the CMA (1 training day)

This module introduced the participants to the main objectives and content of the training program, and to the main functions of the CMA. It familiarized them with the role of the CMA in facilitating data entry, maintenance and retrieval, and overall case administration. The participants outlined the current problems with paper-based case administration and processing. They then discussed how the data entry and processing operations they would perform using the CMA addressed these problems and supported the work of case managers and judges.

Module 2: Data Entry Training (15 training days)

In this module, participants received basic training in Lotus Notes for CMA operation. Participants were exposed to the different case, event and party forms in the CMA Case Database, and the attorney/representative forms in the Representative Database. Participants briefly previewed the CMA Databases, then focused on the Case and Representative Databases (the main databases they will utilize at the workplace).

This module provided the participants with training in creating, editing, saving, updating and printing the different forms, and enabled them to conceptualize the links between data and forms across CMA databases. Participants also practiced viewing case data, accessing statistical information provided in the CMA system, and informing other users of updates in case events using the Lotus Mail function in the CMA system.

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This module thus comprised the following components.

- Lotus Notes Basics
- Lotus Mail
- Overview of the CMA System and Databases
- The Case Database: Case, Event and Party Documents
- The Representative Database Forms, Views and Operations
- The Importance of the CMA in Data Management and Case Administration

Throughout these components, the participants received hands-on practice at their stations, coupled with reference practice using the CMA User's Manual.

The training program followed this content outline:

MODULE	DAY	SESSION	TENTATIVE FOCUS AREA(S)
Module I: Introduction to the CMA	1	1	• Introduction to the CMA training, program objectives and outline • Mini-workshop, problems with paper-based data entry and case administration
		2	• Introduction to the CMA, purpose and main functions of the new software • Introduction to the CMA User's Manual: discovery tasks
Module II: Data Entry Training Component II-A: Lotus Notes Basics	2	1	• The Lotus Notes workspace menus, icons, bookmarks and status bars • The Lotus Notes database building blocks • Creating database bookmarks on the Lotus Notes workspace
		2	• Working with views • Working with documents • Review of Lotus Notes terms
	3	1	• Lotus Notes form elements and different field types
		2	• Application: working with different field types
Component II-B: Lotus Mail	4	1	• Accessing the Lotus Mail database • Basic Lotus Mail functions and operations
		2	• Application: • Accessing and reading mail • Sending mail • Replying to mail • Forwarding mail • Attaching documents to mail messages

MODULE	DAY	SESSION	TENTATIVE FOCUS AREA(S)
Component II-C: Overview of the CMA System and Databases	5	1	• Preview of the CMA Case Database: case, party and event documents • CMA views • Document links
		2	• Preview of the CMA Representative Database • Data and document links across databases • Preview, the role of the CMA Administration/Log Database in supporting the system
Component II-D: The Case Database: Case, Event and Party Documents	6	1	• Creating and confirming case documents
		2	• Application tasks
	7	1	• Viewing and working with existing case documents
		2	• Application tasks
	8	1	• Editing, "refreshing" and saving case documents • Printing case labels and reports
		2	• Application tasks
	9	1	• Creating and confirming events (links to case documents) • Notifying users of pending events
		2	• Application tasks
	10	1	• Viewing past and pending events: categorization and statistical information under different views
		2	• Application tasks
	11	1	• Editing, "refreshing" and printing events • Changing event and case status
		2	• Application tasks
	12	1	• Creating party documents (review of creating case documents: cases with multiple parties) • Links to case documents
		2	• Application tasks
	13	1	• Viewing and editing party documents
		2	• Application tasks
Component II-E: The Representative Database: Forms, Views and Operations	14	1	• Creating representative documents
		2	• Application tasks
	15	1	• Viewing and editing representative documents • Application tasks

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MODULE	DAY	SESSION	TENTATIVE FOCUS AREA(S)
Component II-F: The Importance of the CMA in Data Management and Case Administration	15	2	• Mini-workshop: The importance of the CMA software package in data entry and case administration
Evaluation and Participant Demonstrations	16	1	• End-of-training evaluation: paper-based instruments • First part of participant demonstrations.
		2	• End of training evaluation, second part of participant demonstrations

Table (iii): CMA Training Program Outline

6. TRAINING SCHEDULE

As per DT2's training specifications, the pilot CMA Data Entry training program was to have consisted of 3 events of 9 participants each, for a total of 27 participants. However, as a result of a request from the North Cairo Court (NCC), the number of pilot events was increased to 4, for a total of 41 participants

Each of the pilot events consisted of 16 training days. Each training day was divided into two sessions of 1.5 hours each, for a total of 3 contact hours per day and 32 sessions per event.

The following table provides a breakdown of pilot event start dates and end dates, and the time of the training sessions. Based on instructions from DT2, two training events were scheduled in parallel on the same days, to be offered at different times. Training was scheduled Saturdays through Thursdays, with Mondays off, except in the case of national holidays

Event	Start Date	End Date	Time
Pilot 1	June 4, 2000	June 26, 2000	9.00 a.m. - 12.30 p.m.
Pilot 2	June 4, 2000	June 26, 2000	1:00 p.m. - 4:30 p.m.
Pilot 3	June 29, 2000	July 20, 2000	9.00 a.m. - 12:30 p.m.
Pilot 4	June 29, 2000	July 20, 2000	1.00 p.m. - 4.30 p.m.

Table (iv): Start and End Dates of the CMA Pilot Training Events

7. TRAINING VENUE

All training took place in a courtroom at the NCC. The courtroom was equipped with computers for the participants and the trainer. In addition, the courtroom was equipped with a data show for demonstrations throughout the training, an overhead projector (OHP) and a printer. A flipchart and a whiteboard were available throughout

Overall, the training facilities were judged to be perfectly adequate for the purpose of the training

8. ATTENDANCE

Participants' attendance was generally very good, with the majority attending every session. Several candidates missed sessions because of work pressure and/or court/judges' demands on their time. In Group 2, one

candidate failed to attend the training, while two others failed to attend the majority of the sessions Further details regarding participant attendance are presented in Appendix A

9. ADHERENCE TO CONTENT OUTLINE

For all the pilot training events, training content and development adhered almost completely to the program outline in Table (iii) above. There was one exception, which was that on day 8 session 1 The trainer who conducted all the training sessions reported that the trainees were unable to print case labels When the trainees attempted to do this, the option was shown as "not valid" on the print screen This happened in all 4 pilot events and has been reported to technical support staff, who are investigating the problem

10. PARTICIPANTS' PERFORMANCE

In each pilot event, there were 3 measures of the participant's performance:

- Participant Observation Sheets, which showed the number of participants who could carry out particular CMA operations and meet specific training objectives (see Appendix B for complete details)
- Observed demonstrations of CMA functions at the end of the course These demonstrations were assessed by the trainer and given a total score out of 10
- A written test of CMA-related terminology and features. This was marked by the trainer and had a total of 25 points. See Appendix C for complete details of observed demonstrations and written tests

Group 1

Participant Observation Sheets: The vast majority of the participants in this group could perform the basic functions of the CMA The main exception to this was Behavioral Objective 4.14 (address questions and problems that arise while using the CMA databases, given the CMA User's Manual as a reference tool) It was observed that the participants were not using the manual This was observed in all 4 of the pilot events Some participants stated in the DT2 Training Program Exit Evaluation Form that the manual was rather complicated The following are the most probable reasons for this:

- The participants are not used to reading technical manuals, and therefore find it difficult to use the CMA User's Manual If this is the case then participants' perceptions of difficulty should diminish with time and increased familiarity with the document
- The participants were more interested in the practical aspects of the training
- The participants had little time to read the manual due to work and training commitments
- The manual is designed to be used as a reference and not to be read in parts Participants were therefore attempting to assimilate too much technical information per reading assignment

Observed demonstrations: 8 of the trainees performed satisfactorily in their observed demonstrations, while 2 performed less than satisfactorily The trainer felt that this was due to a lack of familiarity with computers in general

Written test: All of the participants performed well or satisfactorily (20 points and above) in the written test, with 2 achieving full points

Group 2

Participant Observation Sheets: This appeared to be a less successful group in spite of the fact that there were several very strong trainees Between 40 and 70% of trainees could perform the basic operations of the

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CMA This was mainly because several of the trainees were reluctant to accept new technology and several others were lacking in basic computer skills

Observed demonstrations 6 of the trainees performed well or satisfactorily (6 points and above) but 2 performed unsatisfactorily due to the reasons mentioned above. Two trainees were not present at the final session

Written test: 7 of the trainees performed well or satisfactorily in the test (20 points and above) One trainee would not take the test and 2 were not present.

Group 3

Participant Observation Sheets: The vast majority of trainees could perform the basic operations of the CMA. This was, overall, a very able group

Observed demonstrations: All the trainees performed well or satisfactorily

Written test: Again all of the trainees performed well or satisfactorily, except for 2 trainees who were not present for the written test

Group 4

Participant Observation Sheets: Between 40 and 70% of trainees could perform the basic operations of the CMA Again the same reasons can be found as in Group 2.

Observed demonstrations: 9 out of the 10 participants performed well or satisfactorily.

Written test: All of the participants performed satisfactorily in the written test

11. PARTICIPANTS' FEEDBACK

Participants' feedback was solicited using two instruments

- An On-Going Training Assessment Form, which had a list of 12 positive comments about the CMA training for the participants to rate, showing agreement/disagreement The reaction to this, in all 4 pilot events, was extremely positive, with the vast majority of replies being "fully agree" or "usually agree". Please see Appendix D for further details

- The DT2 Training Program Exit Evaluation. Again participants showed a very positive attitude to the training, with all participants in the 4 pilot events who completed the questionnaire being very satisfied or satisfied For detailed information, see Appendix E.

Participants' comments conveyed to the trainer:

- The court should provide participants with enough free time for extra practice on the computers after the end of the sessions
- There should be at least one free session for the participants to practice without the trainer (the trainees would perhaps feel less self-conscious because of this)
- The training should be after working hours (although the trainer felt that the participants would be rather tired if this happened).
- There should be sufficient PCs to work on after the training
- There should be more time to discuss participants' remarks and suggestions regarding the CMA
- The number of training hours should be higher.

- The CMA User's Manual is too complex (see above)
- There should be more training courses (the exact kind of courses was not mentioned)

12. ACHIEVEMENT OF TRAINING RESULTS

100% of the participants left the training with increased familiarity regarding the technical features and functions of the CMA, with around 90% of the participants being able to perform various technical CMA operations with ease and confidence (see Section 10 above, as well as Appendix B, for details).

In light of the results in Sections 10 and 11 of this report, the pilot CMA training has supported the expected training results of the overall program [see table (i)] Full achievement of training results, however, cannot be measured until the end of the whole CMA Data Entry training program

13. RECOMMENDATIONS

- Before undertaking the CMA training, all trainees should have sufficient basic computer training, since it is extremely difficult for participants to achieve a satisfactory performance without such training
- Every effort should be made to highlight the positive aspects of the CMA and its potential to make court processes more efficient This would help to check the negative reactions to this new technology.
- Post training application tasks should be facilitated at the participants' work units, so that they can augment the skills they have learned on the course

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APPENDIX A: ATTENDANCE

From June 4th 2000 until June 27th 2000

Pilot # 1		Pilot # 2	
NAME	Attendance %	NAME	Attendance %
Ayman Sayed Mohamed	97	Ashraf Abdul Sattar	100
Gamal Fares Gheit	100	Ahmed Kamal Bayoumy	100
Khaled Abdul Hameed Ibrahim	100	Zaher Abul Souad Ali	100
Samir Abdul Moaty	100	Mahmoud Saad Hanafy	94
Amira Mohamed Hanafy	100	Magued Michael Hanna	100
Ikbal Abu EL Nasr	100	Saida Shaker El Desouky	100
Layla Ismail Abou Shousha	100	Fayaza Mahmoud El Mekkawy	97
Maysa Mohamed Salem	97	Aly Sakr	37
Samya El Beshbeeshy	97	Moustafa Rashad	zero
Soufeya Samia Said	100	Sayed Abdul Ghany El Sayed	31

From June 29th 2000 until July 20th 2000

Pilot Group # 3		Pilot Group # 4	
NAME	Attendance %	NAME	Attendance %
Magda Hassan Hafez	100	Layla Om Ibrahim Ibrahim Abdou	100
Magda Farouk Al Sayed	100	Ahmed Mohamed Kadah	75
Howaida Abdul Maksoud	88	Moustafa Abdul Razek Ibrahim	97
Aly Mohamed Khaled	88	Mohamed Darweesh El Gamal	100
Youssef Nagub Israil	81	Ahmed Sayed Mohamed	94
Mervat Fathi El Sayed	100	Hesham Ahmed Omran	100
Mona Mohamed Abbass	100	Adel Saber El Dib	100
Nasima Abdul Gayed Eid	100	Youssef Ashour	94
Ossama Saad El Garhi	100	Magdy El Sayed Ibrahim	100
Samira Mohamed Mohamed	100	Adel Reyed Gheith	94
Rofia Mohamed Mostafa	100		

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APPENDIX B: PARTICIPANT OBSERVATION SHEET

PILOT #1

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Work with Lotus Notes views, documents and form elements.			✓	
• Start Lotus Notes			✓	
• Recognize the Lotus Notes work space: menus, smart icons, database book marks and status bar.		✓		
• Identify the Lotus Notes database building blocks.			✓	
• Open documents and categories in different views.			✓	
• Identify basic operations for creating, editing, saving and closing documents.			✓	
• Recognize and utilize different field types : text fields, drop menus and dialogue lists, number fields, calendar fields and rich text fields			✓	
• Manipulate font characteristics in rich text fields for data emphasis			✓	
• Identify and utilize action buttons, hotspots, sections and embedded views.		✓		
• Use basic features of Lotus Notes Mail to communicate case events to CMA Users, giving Pending event or schedule of events			✓	
• Select recipients of mail from CMA Address book.			✓	
• Send Mail.			✓	
• Receive Mail and recognize old versus new (unread) mail			✓	
• Read mail.			✓	
• Reply to mail.			✓	
• Forward or delete mail			✓	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Create case document using the CMA Case Database, given Case-related data.			✓	
• Initiate a case document			✓	
• Enter case details			✓	
• Enter party data (for single-party and multiple cases).			✓	
• Transfer data from party documents to case documents.		✓		
• Select or enter a case number.			✓	
• Confirm, save and close case documents.		✓		
View case documents, given different sorting criteria and categories.			✓	
• View case categorized by case number.			✓	
• View case categorized by case subject			✓	
• View case categorized by circuit.			✓	
• View pending/current cases categorized by year filed.		✓		
• View past/closed cases.		✓		
Edit and update case status in existing case document, given case number, details and new status.			✓	
• Open and edit an existing case document.			✓	
• Open and edit party document from an existing case.			✓	
• Update case status.			✓	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Print case documents, Given completed case details and forms.			✓	
• Print case labels	x	x	x	Option not valid in print screen reported.
• Convert case document to print form			✓	
• Print case forms and documents.			✓	
• Switch between the non-editable print version and the editable full version of case document			✓	
Create and confirm event, given case details and event schedule / written notifications.			✓	
• Create an event from a case document.			✓	
• Create an event from a view			✓	
• Attach documents to case events.			✓	
• Access the full case document from an event document.			✓	
• Confirm an event			✓	
• Notify users of an event using Lotus Notes mail.			✓	
• Save and close an event document.			✓	
View past and pending events, given different sorting criteria and categories.			✓	
• View past events under different sorting criteria			✓	
• View pending events under different sorting criteria.			✓	
• Use event views to monitor case progress.			✓	
Edit Existing event documents, given party data.			✓	
• Open and edit events from the full case document.			✓	
• Open and edit events from views.			✓	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
• Update event status.			✓	
• Save changes to event documents			✓	
Create and view party/litigant documents.			✓	
• Create new party forms for a case			✓	
• Transfer attorney / representative data from the CMA Representative Database to party documents.			✓	
• Access the full case form from a party document.			✓	
• View party documents categorized by party name or by party ID.			✓	
Edit existing party documents, given new party data and status.			✓	
• Edit a party document from a full case document.			✓	
• Open and edit a party document from views.			✓	
• Save changes to party documents.			✓	
• Print party documents.'			✓	
• Refresh case documents to reflect changes made to party documents.			✓	
Utilize the CMA Representative Database			✓	
• Create representative documents.			✓	
• Save and close representative documents.			✓	
• View representative documents categorized by name, city, region, government or Post code.			✓	
• Edit existing representative documents.			✓	
• Use the Representative Database in relationship to party documents for data entry.			✓	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Conduct search operations in the various CMA database.			✓	
• Search for case documents by different search and sorting criteria.			✓	
• Search for party documents by different search and sorting criteria.		✓		
• Search for attorney/representative documents by different search and sorting criteria.			✓	
Address Questions and problems that arise while using the CMA Databases, given The CMA user's manual as a reference tool.	✓			
• Utilize the user's manual to address questions and problems with Lotus Notes operations for the CMA.		✓		
• Utilize the user's manual to address questions and problems with case documents.	✓			
• Utilize the user's manual to address questions and problems with event documents.	✓			
• Utilize the user's manual to address questions and problems with party documents	✓			
• Utilize the user's manual to address questions and problems with attorney/representative documents.	✓			
Identify the functions of the CMA for data management and case administration.			✓	
• Identify the roles and responsibilities of CMA users.			✓	
• Briefly describe issues of data access control for different CMA users.		✓		
• Explain the importance of data accuracy and integrity.			✓	
• Describe the value of the CMA in facilitating and expending data maintenance, retrieval and management.			✓	

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PILOT #2

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Work with Lotus Notes views, documents and form elements.		✓		
• Start Lotus Notes		✓		
• Recognize the Lotus Notes work space· menus, smart icons, database book marks and status bar.		✓		
• Identify the Lotus Notes database building blocks.		✓		
• Open documents and categories in different views.		✓		
• Identify basic operations for creating, editing, saving and closing documents.		✓		
• Recognize and utilize different field types : text fields, drop menus and dialogue lists, number fields, calendar fields and rich text fields		✓		
• Manipulate font characteristics in rich text fields for data emphasis		✓		
• Identify and utilize action buttons, hotspots, sections and embedded views.		✓		
• Use basic features of Lotus Notes Mail to communicate case events to CMA Users, giving Pending event or schedule of events.		✓		
• Select recipients of mail from CMA Address book.		✓		
• Send Mail.		✓		
• Receive Mail and recognize old versus new (unread) mail.		✓		
• Read mail.		✓		
• Reply to mail.		✓		
• Forward or delete mail.		✓		
• Attach document to mail.		✓		

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED			
	0 – 3	4 – 7	8 - 10	
Create case document using the CMA Case Database, given Case-related data.		✓		
• Initiate a case document		✓		
• Enter case details		✓		
• Enter party data (for single-party and multiple cases).		✓		
• Transfer data from party documents to case documents		✓		
• Select or enter a case number.		✓		
• Confirm, save and close case documents.		✓		
View case documents, given different sorting criteria and categories.		✓		
• View case categorized by case number.		✓		
• View case categorized by case subject.		✓		
• View case categorized by circuit.		✓		
• View pending/current cases categorized by year filed.		✓		
• View past/closed cases.		✓		
Edit and update case status in existing case document, given case number, details and new status.		✓		
• Open and edit an existing case document.		✓		
• Open and edit party document from an existing case.		✓		
• Update case status.		✓		
Print case documents, Given completed case details and forms.		✓		
• Print case labels.	x	x	x	Option not valid in print screen reported

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
• Convert case document to print form.		✓		
• Print case forms and documents.		✓		
• Switch between the non-editable print version and the editable full version of case document	✓			
Create and confirm event, given case details and event schedule / written notifications.		✓		
• Create an event from a case document.		✓		
• Create an event from a view.		✓		
• Attach documents to case events.		✓		
• Access the full case document from an event document.		✓		
• Confirm an event.		✓		
• Notify users of an event using Lotus Notes mail.		✓		
• Save and close an event document.		✓		
View past and pending events, given different sorting criteria and categories.		✓		
• View past events under different sorting criteria.		✓		
• View pending events under different sorting criteria.		✓		
• Use event views to monitor case progress.		✓		
Edit Existing event documents, given party data.				
• Open and edit events from the full case document.		✓		
• Open and edit events from views.		✓		
• Update event status		✓		
• Save changes to event documents.		✓		

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Create and view party/litigant documents.				
• Create new party forms for a case.		✓		
• Transfer attorney / representative data from the CMA Representative Database to party documents.		✓		
• Access the full case form from a party document.		✓		
• View party documents categorized by party name or by party ID.		✓		
Edit existing party documents, given new party data and status.				
• Edit a party document from a full case document.		✓		
• Open and edit a party document from views.		✓		
• Save changes to party documents.		✓		
• Print party documents.		✓		
• Refresh case documents to reflect changes made to party documents.		✓		
Utilize the CMA Representative Database				
• Create representative documents.		✓		
• Save and close representative documents.		✓		
• View representative documents categorized by name, city, region, government or Post code.		✓		
• Edit existing representative documents.		✓		
• Use the representative Database in relationship to party documents for data entry.		✓		
Conduct search operations in the various CMA database.				
• Search for case documents by different search and sorting criteria.		✓		
• Search for party documents by different search and sorting criteria.		✓		

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
• Search for attorney/representative documents by different search and sorting criteria.		✓		
Address Questions and problems that arise while using the CMA Databases, given The CMA user's manual as a reference tool.				
• Utilize the user's manual to address questions and problems with Lotus Notes operations for the CMA.	✓			
• Utilize the user's manual to address questions and problems with case documents.	✓			
• Utilize the user's manual to address questions and problems with event documents.	✓			
• Utilize the user's manual to address questions and problems with party documents.	✓			
• Utilize the user's manual to address questions and problems with attorney/representative documents.	✓			
• Briefly describe issues of data access control for different CMA users.		✓		
• Explain the importance of data accuracy and integrity.		✓		
• Describe the value of the CMA in facilitating and expending data maintenance, retrieval and management		✓		
Identify the functions of the CMA for data management and case administration.		✓		
• Identify the roles and responsibilities of CMA users.		✓		
• Briefly describe issues of data access control for different CMA users.		✓		
• Explain the importance of data accuracy and integrity.		✓		
• Describe the value of the CMA in facilitating and expending data maintenance, retrieval and management.		✓		

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PILOT #3

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Work with Lotus Notes views, documents and form elements.			✓	
• Start Lotus Notes			✓	
• Recognize the Lotus Notes work space: menus, smart icons, database book marks and status bar			✓	
• Identify the Lotus Notes database building blocks.		✓		
• Open documents and categories in different views.			✓	
• Identify basic operations for creating, editing, saving and closing documents.			✓	
• Recognize and utilize different field types : text fields, drop menus and dialogue lists, number fields, calendar fields and rich text fields		✓		
• Manipulate font characteristics in rich text fields for data emphasis			✓	
• Identify and utilize action buttons, hotspots, sections and embedded views.		✓		
• Use basic features of Lotus Notes Mail to communicate case events to CMA Users, giving Pending event or schedule of events.			✓	
• Select recipients of mail from CMA Address book.		✓		
• Send Mail.			✓	
• Receive Mail and recognize old versus new (unread) mail.			✓	
• Read mail.			✓	
• Reply to mail			✓	
• Forward or delete mail.		✓		

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Create case document using the CMA Case Database, given Case-related data.			✓	
• Initiate a case document.			✓	
• Enter case details			✓	
• Enter party data (for single-party and multiple cases).			✓	
• Transfer data from party documents to case documents.			✓	
• Select or enter a case number.			✓	
• Confirm, save and close case documents.		✓		
View case documents, given different sorting criteria and categories.			✓	
• View case categorized by case number.			✓	
• View case categorized by case subject.			✓	
• View case categorized by circuit.			✓	
• View pending/current cases categorized by year filed.			✓	
• View past/closed cases,			✓	
Edit and update case status in existing case document, given case number, details and new status.			✓	
• Open and edit an existing case document.			✓	
• Open and edit party document from an existing case.			✓	
• Update case status.			✓	
Print case documents, Given completed case details and forms.			✓	
• Print case labels	x	x	x	Option not valid in print screen reported.
• Convert case document to print form.			✓	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
• Print case forms and documents.			✓	
• Switch between the non-editable print version and the editable full version of case document		✓		
Create and confirm event, given case details and event schedule / written notifications.			✓	
• Create an event from a case document.			✓	
• Create an event from a view.		✓		
• Attach documents to case events.		✓		
• Access the full case document from an event document.			✓	
• Confirm an event.			✓	
• Notify users of an event using Lotus Notes mail.		✓		
• Save and close an event document.			✓	
View past and pending events, given different sorting criteria and categories.			✓	
• View past events under different sorting criteria.			✓	
• View pending events under different sorting criteria.			✓	
• Use event views to monitor case progress.			✓	
Edit Existing event documents, given party data.			✓	
• Open and edit events from the full case document.			✓	
• Open and edit events from views.			✓	
• Update event status.			✓	
• Save changes to event documents.			✓	

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED			
	0 – 3	4 – 7	8 - 10	
Create and view party/litigant documents.				
• Create new party forms for a case			✓	
• Transfer attorney / representative data from the CMA Representative Database to party documents			✓	
• Access the full case form from a party document.			✓	
• View party documents categorized by party name or by party ID.			✓	
Edit existing party documents, given new party data and status.			✓	
• Edit a party document from a full case document.			✓	
• Open and edit a party document from views.			✓	
• Save changes to party documents.			✓	
• Print party documents.			✓	
• Refresh case documents to reflect changes made to party documents.		✓		
Utilize the CMA Representative Database			✓	
• Create representative documents.			✓	
• Save and close representative documents.			✓	
• View representative documents categorized by name, city, region, government or Post code.			✓	
• Edit existing representative documents.			✓	
• Use the representative Database in relationship to party documents for data entry.			✓	

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Conduct search operations in the various CMA database.			✓	
• Search for case documents by different search and sorting criteria.			✓	
• Search for party documents by different search and sorting criteria.			✓	
• Search for attorney/representative documents by different search and sorting criteria.			✓	
Address Questions and problems that arise while using the CMA Databases, given The CMA user's manual as a reference tool.	✓			
• Utilize the user's manual to address questions and problems with Lotus Notes operations for the CMA.	✓			
• Utilize the user's manual to address questions and problems with case documents.	✓			
• Utilize the user's manual to address questions and problems with event documents.	✓			
• Utilize the user's manual to address questions and problems with party documents.	✓			
• Utilize the user's manual to address questions and problems with attorney/representative documents.	✓			
Identify the functions of the CMA for data management and case administration.		✓		
• Identify the roles and responsibilities of CMA users.		✓		
• Briefly describe issues of data access control for different CMA users.		✓		
• Explain the importance of data accuracy and integrity.		✓		
• Describe the value of the CMA in facilitating and expending data maintenance, retrieval and management.		✓		

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PILOT #4

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Work with Lotus Notes views, documents and form elements.		✓		
• Start Lotus Notes			✓	
• Recognize the Lotus Notes work space: menus, smart icons, database book marks and status bar.		✓		
• Identify the Lotus Notes database building blocks.		✓		
• Open documents and categories in different views.		✓		
• Identify basic operations for creating, editing, saving and closing documents.		✓		
• Recognize and utilize different field types : text fields, drop menus and dialogue lists, number fields, calendar fields and rich text fields		✓		
• Manipulate font characteristics in rich text fields for data emphasis		✓		
• Identify and utilize action buttons, hotspots, sections and embedded views.		✓		
• Use basic features of Lotus Notes Mail to communicate case events to CMA Users, giving Pending event or schedule of events.		✓		
• Select recipients of mail from CMA Address book.		✓		
• Send Mail.		✓		
• Receive Mail and recognize old versus new (unread) mail.		✓		
• Read mail.		✓		
• Reply to mail		✓		
• Forward or delete mail.		✓		
• Attach document to mail.		✓		

OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED			
	0 – 3	4 – 7	8 - 10	
Create case document using the CMA Case Database, given Case-related data.		✓		
• Initiate a case document		✓		
• Enter case details		✓		
• Enter party data (for single-party and multiple cases).		✓		
• Transfer data from party documents to case documents.		✓		
• Select or enter a case number.		✓		
• Confirm, save and close case documents.		✓		
View case documents, given different sorting criteria and categories.		✓		
• View case categorized by case number.		✓		
• View case categorized by case subject.		✓		
• View case categorized by circuit.		✓		
• View pending/current cases categorized by year filed.		✓		
• View past/closed cases.		✓		
Edit and update case status in existing case document, given case number, details and new status.		✓		
• Open and edit an existing case document.		✓		
• Open and edit party document from an existing case		✓		
• Update case status		✓		
Print case documents, Given completed case details and forms.				
• Print case labels.	x	x	x	Option not valid in print screen reported

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
• Convert case document to print form.		✓		
• Print case forms and documents.		✓		
• Switch between the non-editable print version and the editable full version of case document	✓			
Create and confirm event, given case details and event schedule / written notifications.		✓		
• Create an event from a case document		✓		
• Create an event from a view.		✓		
• Attach documents to case events.		✓		
• Access the full case document from an event document.		✓		
• Confirm an event.		✓		
• Notify users of an event using Lotus Notes mail		✓		
• Save and close an event document.		✓		
View past and pending events, given different sorting criteria and categories.		✓		
• View past events under different sorting criteria.		✓		
• View pending events under different sorting criteria		✓		
• Use event views to monitor case progress.		✓		
Edit Existing event documents, given party data.		✓		
• Open and edit events from the full case document.		✓		
• Open and edit events from views.		✓		
• Update event status.		✓		
• Save changes to event documents.		✓		

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
Create and view party/litigant documents.		✓		
• Create new party forms for a case		✓		
• Transfer attorney / representative data from the CMA Representative Database to party documents.		✓		
• Access the full case form from a party document.		✓		
• View party documents categorized by party name or by party ID		✓		
Edit existing party documents, given new party data and status.		✓		
• Edit a party document from a full case document.		✓		
• Open and edit a party document from views.		✓		
• Save changes to party documents.		✓		
• Print party documents.		✓		
• Refresh case documents to reflect changes made to party documents.		✓		
Utilize the CMA Representative Database		✓		
• Create representative documents.		✓		
• Save and close representative documents.		✓		
• View representative documents categorized by name, city, region, government or Post code.		✓		
• Edit existing representative documents.		✓		
• Use the representative Database in relationship to party documents for data entry.		✓		
Conduct search operations in the various CMA database.		✓		
• Search for case documents by different search and sorting criteria.		✓		
• Search for party documents by different search and sorting criteria.		✓		

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OBJECTIVE	NUMBER OF PARTICIPANTS ACHIEVING OBJECTIVE / STANDARD REQUIRED 0 – 3	4 – 7	8 - 10	
• Search for attorney/representative documents by different search and sorting criteria.		✓		
Address Questions and problems that arise while using the CMA Databases, given The CMA user's manual as a reference tool.	✓			
• Utilize the user's manual to address questions and problems with Lotus Notes operations for the CMA.	✓			
• Utilize the user's manual to address questions and problems with case documents	✓			
• Utilize the user's manual to address questions and problems with event documents.	✓			
• Utilize the user's manual to address questions and problems with party documents.	✓			
• Utilize the user's manual to address questions and problems with attorney/representative documents.	✓			
Identify the functions of the CMA for data management and case administration.		✓		
• Identify the roles and responsibilities of CMA users.		✓		
• Briefly describe issues of data access control for different CMA users.		✓		
• Explain the importance of data accuracy and integrity.		✓		
• Describe the value of the CMA in facilitating and expending data maintenance, retrieval and management.		✓		

APPENDIX C: FINAL PARTICIPANT PERFORMANCE

Notes: The observed demonstration was assessed by the trainer and given a score out of 10
The final test had a total of 25 points.

Pilot Group # 1			Pilot Group # 2		
NAME	Observed demonstration	Final Test	NAME	Observed demonstration	Final Test
Ayman Sayed Mohamed	6	24	Ashraf Abdul Sattar	9	24
Gamal Fares Gheit	6	23	Ahmed Kamal Bayoumy	8	25
Khaled Abdul Hameed Ibrahim	7	25	Zaher Abul Souad Ali	8	24
Samir Abdul Moaty	6	24	Mahmoud Saad Hanafy	7	22
Amira Mohamed Hanafy	8	25	Magued Michale Hanna	7	23
Ikbal Abu EL Nasr	5	22	Saida Shaker El Desouky	6	22
Layla Ismail Abou Shousha	8	24	Fayaza Mahmoud El Mekkawy	5	21
Maysa Mohamed Salem	8	23	Aly Sakr	4	0
Samya El Beshbeeshy	7	23	Moustafa Rashad	0	0
Soufeya Samia Said	5	21	El Sayed Abdul Ghany El Sayed	0	0

Pilot Group # 3			Pilot Group # 4		
NAME	Observed demonstration	Final Test	NAME	Observed demonstration	Final Test
Magda Hassan Hafez	8	23 5	Layla Om Ibrahim Ibrahim Abdou	5	22 5
Magda Farouk Al Sayed	6	21	Ahmed Mohamed Kadah	8	21 5
Howaida Abdul Maksoud	7	21.5	Moustafa Abdul Razek Ibrahim	6	25
Aly Mohamed Khaled	8	0	Mohamed Darweesh El Gamal	6	20
Youssef Naguib Israil	8	0	Ahmed Sayed Mohamed	7	22
Mervat Fathi El Sayed	7	23	Hesham Ahmed Omran	8	22 5
Mona Mohamed Abbass	6	25	Adel Saber El Dib	6	22 5
Nasima Abdul Gayed Eid	7	22 5	Youssef Ashour	7	23 5
Ossama Saad El Garhi	8	24	Magdy El Sayed Ibrahim	7	23 5
Samira Mohamed Mohamed	9	23 5	Adel Reyed Gheith	8	21
Rofia Mohamed Mostafa	8	24			

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APPENDIX D: ON-GOING TRAINING ASSESSMENT

Rating Scale

4 Fully agree
3 Usually agree
2 Sometimes disagree
1 Disagree completely

Note. Number in columns indicates number of participants who selected this rating.

PILOT #1

	4	3	2	1
a) Each training session has a clear aim and focus.	8	2		
b) The content in each training session is suitable with regard to the time available	8	2		
c) The training make the technical aspects of the CMA clear.	9	1		
d) There is an adequate balance of presentation on the part of the trainer and practice on the part of the participants	9	1		
e) There is sufficient use of visual and other training aids to make the concepts underlying the training accessible.	9	1		
f) The training starts and ends on time	9	1		
g) The training venue is well equipped	9	1		
h) There is adequate technical support throughout the training sessions to address any technical problems with the computers or the software.	10	0		
i) The trainer uses effective training methods to suit the participants learning needs	9	1		
j) The trainer gives sufficient examples	8	2		
k) The trainer has good rapport with the participants	10	0		
l) The trainer provides ample opportunities for participants to ask questions	9	1		

PILOT #2

	4	3	2	1
a) Each training session has a clear aim and focus.	4	2		
b) The content in each training session is suitable with regard to the time available	4	3		
c) The training make the technical aspects of the CMA clear.	5		2	
d) There is an adequate balance of presentation on the part of the trainer and practice on the part of the participants	4	2	1	
e) There is sufficient use of visual and other training aids to make the concepts underlying the training accessible	5	2		
f) The training starts and ends on time.	5		1	
g) The training venue is well equipped	5	2		
h) There is adequate technical support throughout the training sessions to address any technical problems with the computers or the software	6	1		
i) The trainer uses effective training methods to suit the participants learning needs	4	3		
j) The trainer gives sufficient examples.	5	2		
k) The trainer has good rapport with the participants	5	2		
l) The trainer provides ample opportunities for participants to ask questions.	6	1		

Notes: There were three participants absent

For items a and f, there were 2 unclear answers (totals 6 out of 7)

PILOT #3

	4	3	2	1
a) Each training session has a clear aim and focus	8	1		
b) The content in each training session is suitable with regard to the time available	8		1	
c) The training make the technical aspects of the CMA clear	8	1		
d) There is an adequate balance of presentation on the part of the trainer and practice on the part of the participants.	8		1	
e) There is sufficient use of visual and other training aids to make the concepts underlying the training accessible	8		1	
f) The training starts and ends on time	9			
g) The training venue is well equipped	8		1	
h) There is adequate technical support throughout the training sessions to address any technical problems with the computers or the software	8	1		
i) The trainer uses effective training methods to suit the participants learning needs	8	1		
j) The trainer gives sufficient examples	8	1		
k) The trainer has good rapport with the participants	9	0		
l) The trainer provides ample opportunities for participants to ask questions	8	1		

Note: There were two inspectors who did not complete the form

PILOT #4

	4	3	2	1
a) Each training session has a clear aim and focus	9	0		
b) The content in each training session is suitable with regard to the time available	9	0		
c) The training make the technical aspects of the CMA clear	9	0		
d) There is an adequate balance of presentation on the part of the trainer and practice on the part of the participants	9	0		
e) There is sufficient use of visual and other training aids to make the concepts underlying the training accessible	9	0		
f) The training starts and ends on time	9	0		
g) The training venue is well equipped	9	0		
h) There is adequate technical support throughout the training sessions to address any technical problems with the computers or the software	9	0		
i) The trainer uses effective training methods to suit the participants learning needs	9	0		
j) The trainer gives sufficient examples	9	0		
k) The trainer has good rapport with the participants	9	0		
l) The trainer provides ample opportunities for participants to ask questions	9	0		

Note One participant was unable to complete the form

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APPENDIX E: DT2 Training Program Exit Evaluation form.

Pilot 1
Number of Participants: 10

ITEM	Not Applicable	Very Satisfied	Satisfied	Neutral	dissatisfied	Very dissatisfied
Program Content						
Content of the training program		9	1			
Relevancy of content to your work		7	3			
Instruction						
Technical expertise of instructors		9	1			
Training expertise of instructors		9	1			
Opportunity to interact with instructors		8	2			
Program duration		8	2			
Interpreter/escort expertise	X					
Instructional methods utilized		7	3			
Opportunities to practice skills		8	2			
Opportunities to interact with participants		7	3			
Level of program difficulty		6	4			
Training Facilities						
Audio/Visual aids	X					
Handout materials	X					
Computer Lab equipment		7	3			
Training facilities	X					
Access to resources for independent study		6	4			
Program Objectives						
Objective were stated clearly		9	1			
Objectives support desired results		8	2			
Objectives were achieved		7	3			
Logistics and administrative Support						
Pre-training orientation	X					
IIE assistance	X					
Housing	X					
Travel	X					

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IIE assistance	X					
Housing	X					
Travel	X					
Learning Evaluation	Completely	Almost completely	Partially	Almost not At all	Not at all	
To what extent did the training program give you the knowledge, skills, and the attitudes needed to achieve the anticipated results.	9	1				
How certain are you will apply the knowledge skills, and the attitudes gained in this training to achieve the anticipated results	10					
Overall Satisfaction and Learning	Excellent	Very good	good	Fair	Poor	
Overall, how would you rate your training program experience?	10					
Overall, how would you rate your experience interacting with IIE/DT2	10					
	YES	NO				
Will you recommend the training program to others?	10					

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INTERCOM ENTERRRISES

DT2 Training Program Exit Evaluation form.
Pilot 2.
Number of Participants 10 Two absent Participants

ITEM	Not Applicable	Very Satisfied	Satisfied	Neutral	dissatisfied	Very dissatisfied
Program Content						
Contant of the training program		7	1			
Relevancy of content to your work		6	2			
Instruction						
Technical expertise of instructors		7	1			
Training expertise of instructors		6	2			
Opportunity to interact with instructors		5	3			
Program duration		5	3			
Iterpreter/escort expertise	X					
Instructional methods utilized		5	3			
Oppertunities to practice skills		7	1			
Opportunities to interact with participants		6	2			
Level of program difficulty		6	2			
Training Facilities						
Audio.Visual aids	X					
Handout materials	X					
Computer Lab equipment		7	1			
Training facilities	X					
Access to resources for independent study		6	2			
Program Objectives						
Objective were stated clearly		7	1			
Objectives support desired results		5	3			
Objectives were achieved		6	2			

INTERCOM ENTERRRISES

ITEM	Not Applicable	Very Satisfied	Satisfied	Neutral	dissatisfied	Very dissatisfied
Logistics and administrative Support						
Pre-training orientation	X					
IIE assistance	X					
Housing	X					
Travel	X					
Learning Evaluation	Completely	Almost completely	Partially	Almost not At all	Not at all	
To what extent did the training program give you the knowloage, skills, and the attitudes needed to achive the anticipated results.	7	1				
How certain are you will apply the knowledge skills , and the attitudes gained in this training to achieve the anticipated results	8					
Overall Satisfaction and Learning	Excellent	Very good	good	Fair	Poor	
Overall, how would you rate your training program experience?	6	2				
Overall, how would you rate your experince interacting with IIE/DT2	7	1				
	YES	NO				
Will you recommend the training program to others?	8					

INTERCOM ENTERRRISES

DT2 Training Program Exit Evaluation form.
Pilot 3.
Number of Participants: 11 , Two Inspectors, did not fill the forms / Exam

ITEM	Not Applicable	Very Satisfied	Satisfied	Neutral	dissatisfied	Very dissatisfied
Program Content						
Content of the training program		7	2			
Relevancy of content to your work		6	3			
Instruction						
Technical expertise of instructors		8	1			
Training expertise of instructors		8	1			
Opportunity to interact with instructors		6	3			
Program duration		7	2			
Interpreter/escort expertise	X					
Instructional methods utilized		7	2			
Opportunities to practice skills		8	1			
Opportunities to interact with participants		4	5			
Level of program difficulty		6	3			
Training Facilities						
Audio/Visual aids	X					
Handout materials	X					
Computer Lab equipment		8	1			
Training facilities	X					
Access to resources for independent study		7	2			
Program Objectives						
Objective were stated clearly		8	1			
Objectives support desired results		6	3			
Objectives were achieved		7	2			

INTERCOM ENTERRRISES

ITEM	Not Applicable	Very Satisfied	Satisfied	Neutral	dissatisfied	Very dissatisfied
Logistics and administrative Support						
Pre-training orientation	X					
IIE assistance	X					
Housing	X					
Travel	X					
Learning Evaluation	Completely	Almost completely	Partially	Almost not At all	Not at all	
To what extent did the training program give you the knowledge, skills, and the attitudes needed to achieve the anticipated results.	8	1				
How certain are you will apply the knowledge skills, and the attitudes gained in this training to achieve the anticipated results	9					
Overall Satisfaction and Learning	Excellent	Very good	good	Fair	Poor	
Overall how would you rate your training program experience?	8	1				
Overall, how would you rate your experience interacting with IIE/DT2	8	1				
	YES	NO				
Will you recommend the training program to others?	9					

INTERCOM ENTERRRISES

DT2 Training Program Exit Evaluation form.
Pilot 4
Number of Participants: 10

ITEM	Not Applicable	Very Satisfied	Satisfied	Neutral	dissatisfied	Very dissatisfied
Program Content						
Content of the training program		8	2			
Relevancy of content to your work		3	7			
Instruction						
Technical expertise of instructors		8	2			
Training expertise of instructors		8	2			
Opportunity to interact with instructors		8	2			
Program duration		6	4			
Interpreter/escort expertise	X					
Instructional methods utilized		6	4			
Opportunities to practice skills		8	2			
Opportunities to interact with participants		6	4			
Level of program difficulty		7	3			
Training Facilities						
Audio/Visual aids	X					
Handout materials	X					
Computer Lab equipment		8	2			
Training facilities	X					
Access to resources for independent study		7	3			
Program Objectives						
Objective were stated clearly		8	2			
Objectives support desired results		7	3			
Objectives were achieved		6	4			

INTERCOM ENTERRRISES

ITEM	Not Applicable	Very Satisfied	Satisfied	Neutral	dissatisfied	Very dissatisfied
Logistics and administrative Support						
Pre-training orientation	X					
IIE assistance	X					
Housing	X					
Travel	X					
Learning Evaluation	Completely	Almost completely	Partially	Almost not At all	Not at all	
To what extent did the training program give you the knowledge, skills, and the attitudes needed to achieve the anticipated results.	8	2				
How certain are you will apply the knowledge skills, and the attitudes gained in this training to achieve the anticipated results	9	1				
Overall Satisfaction and Learning	Excellent	Very good	good	Fair	Poor	
Overall, how would you rate your training program experience?	9	1				
Overall, how would you rate your experience interacting with IIE/DT2	10					
	YES	NO				
Will you recommend the training program to others?	10					

Pooled Participant Comments (Pilots 1-4):

What did you like best about this training

I Technical and training expertise of instructor.
II. Clear explanation
III Equipment.
IV. Gain more information.
V. Opportunities to interact with instructor.
VI Learning the electronic mail

DT2 exit evaluation remarks

- Need to rearrange information in the manual in brief and clear steps
- Need more time for training