Inspector General Criminal Investigator Academy Training Programs
Level 3 Feedback Summary Report
October 2014

This report briefly summarizes the “Level 3” results-oriented feedback gathered from 39 iterations of nine different Inspector General Criminal Investigator Academy (IGCIA) Training Programs that were conducted in fiscal years 2013 - 2014. The IGCIA sends electronic surveys to graduates and their supervisors, 30-120 days following completion of each regularly scheduled IGCIA training program to assess whether learning transferred to the work setting and impacted the graduate’s performance on the job. This summary report illustrates graduate and supervisor responses as to whether IGCIA training programs achieved their intended goals, and whether the graduate is using the material learned to improve job performance. On average, 95% of supervisors and 91% of graduates assert that the training improved job performance.

IGCIA response rates are considered better than industry average for electronic level 3 surveys (e.g., the Federal Law Enforcement Training Center achieves an average response rate of approximately 23% on their electronic level 3s). The IGCIA level 3 surveys reported herein achieved average response rates of 57% for graduates, and 29% for supervisors.

Although the data summarized in this report cannot be considered representative of all IGCIA graduates, the feedback is a valuable part of the curriculum revision and job task validation process. This effort is also responsive to the Federal Law Enforcement Training Accreditation Standard 3.56: “The applicant gathers and reviews feedback (Level 3 of the Kirkpatrick model or an equivalent) from graduates and their supervisors to evaluate the effectiveness of the program.”

<table>
<thead>
<tr>
<th>Training Program</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspector General Investigator Training Program (IG-ITP)</td>
<td>2-4</td>
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<tr>
<td>Periodic Refresher Training Program (PRTP)</td>
<td>5-6</td>
</tr>
<tr>
<td>Transitional Training Program (TTP)</td>
<td>7-10</td>
</tr>
<tr>
<td>Advanced Interviewing for IG Investigators (AIIGI)</td>
<td>11-12</td>
</tr>
<tr>
<td>IG Interviewing for Fraud; Auditors, Inspectors &amp; Evaluators (IG-IFA)</td>
<td>13-15</td>
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<td>Public Corruption Investigations Training Program (PCITP)</td>
<td>16-17</td>
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<tr>
<td>Essentials of IG Investigation (EIGI)</td>
<td>18-19</td>
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<td>Hotline Operator Training Program (HOTP)</td>
<td>20-21</td>
</tr>
<tr>
<td>Undercover Investigations Training Program (UCITP)</td>
<td>22-23</td>
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</table>

Report prepared by Angela Hrdlicka, Director, IGCIA
Graduates from five iterations of the **IG Investigator Training Program (IG-ITP)** were surveyed electronically approximately 90-120 days following their completion of the program to assess the training impact. **All responding supervisors (100%) and 97% of graduates reported that IG-ITP improved job performance.** Of the 58 graduates surveyed, 38 responded, for a response rate of 66%. The respondents represented 19 CIGIE-member OIGs. The graduates’ supervisors were also surveyed, and 17 of 50 supervisors responded from eleven CIGIE-member OIGs, for a 32% response rate. Their summary responses are illustrated below.

**Graduate responses to the following question:**

*This training program was designed to provide OIG special agents with required basic training specific to the Inspector General community following completion of the Criminal Investigator Training Program (or equivalent). Please rate this program’s achievement of that goal.*

Outstanding Excellent Good Fair Poor

<table>
<thead>
<tr>
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<tr>
<td>Outstanding</td>
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<tr>
<td>Excellent</td>
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<td>Good</td>
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<td>Fair</td>
<td>2</td>
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**Supervisor responses to the following question:**

*This training program was designed to provide OIG special agents with required basic training specific to the Inspector General community following completion of the Criminal Investigator Training Program (or equivalent). Please rate this program’s achievement of that goal.*

Outstanding Excellent Good Fair Poor

<table>
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<tr>
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<tbody>
<tr>
<td>Outstanding</td>
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<td>Good</td>
<td>4</td>
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<td>Fair</td>
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<tr>
<td>Poor</td>
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</table>
Graduate responses to the following question:

This training program (IG-ITP) was designed to introduce Special Agents to the IG Act of 1978, as amended, and the multitude of authorities, duties, responsibilities, and obligations that stem from this Act. Please rate this program’s achievement of that goal.

Supervisor responses to the following question:

This training program (IG-ITP) was designed to introduce Special Agents to the IG Act of 1978, as amended, and the multitude of authorities, duties, responsibilities, and obligations that stem from this Act. Please rate this program's achievement of that goal.
Graduate responses to the following question:

I am using the material learned (in IG-ITP) to improve my job performance.

Supervisor responses to the following question:

My employee is using the material learned (in IG-ITP) to improve his/her job performance.
Graduates from five iterations of the Periodic Refresher Training Program (PRTP) were surveyed electronically approximately 30-60 days following their completion of the program to assess the training impact. Among both responding graduates and supervisors, 94% reported that the PRTP increased knowledge and understanding of legal issues relevant to the graduate’s job. Of the 123 graduates surveyed, 49 responded, for a response rate of 40%. The respondents represented 20 CIGIE-member OIGs, and three other organizations (two state OIGs and one military OIG). The graduates’ supervisors were also surveyed, and 18 of 77 supervisors responded from ten CIGIE-member OIGs and one state OIG, for a 23% response rate. Their summary responses are illustrated below.

Graduate responses to the following question:

*This training program was designed to provide IG-specific legal update training and to satisfy the periodic refresher training requirements specified in the Attorney General Guidelines for OIGs with Statutory Law Enforcement Authority. Indicate to what degree you believe the program achieved that goal.*

Supervisor responses to the following question:

*This training program was designed to provide IG-specific legal update training and to satisfy the periodic refresher training requirements specified in the Attorney General Guidelines for OIGs with Statutory Law Enforcement Authority. Indicate to what degree you believe this program achieves that goal.*
Graduate responses to the following question:

*My participation in the PRTP increased my knowledge and understanding of legal issues relevant to my job.*

![Graduate response chart]

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Count</th>
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<tr>
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<td>28</td>
</tr>
<tr>
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<td>15</td>
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<tr>
<td>Slightly Agree</td>
<td>3</td>
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<tr>
<td>Moderately Disagree</td>
<td>1</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>1</td>
</tr>
<tr>
<td>No Opportunity to Use yet</td>
<td>0</td>
</tr>
</tbody>
</table>

Supervisor responses to the following question:

*My employee’s participation in the PRTP increased his/her knowledge and understanding of legal issues relevant to my job.*

![Supervisor response chart]

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Count</th>
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<tbody>
<tr>
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<td>Moderately Disagree</td>
<td>0</td>
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<tr>
<td>Strongly Disagree</td>
<td>1</td>
</tr>
<tr>
<td>Not Sure</td>
<td>0</td>
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</table>
Graduates from three iterations of the **Transitional Training Program (TTP)** were surveyed electronically approximately 60-90 days following their completion of the program to assess the training impact. Of responding graduates, 94% reported they were using the material learned in TTP to improve job performance. The remaining respondents reported no opportunity to use as yet. Of the 80 graduates surveyed, 52 responded, for a response rate of 65%. The respondents represented 22 CIGIE-member OIGs. The graduates’ supervisors were also surveyed, and 11 of 53 supervisors responded from eight CIGIE-member OIGs, for a 21% response rate. Nine of 11 supervisors reported their employees were using the material learned to improve job performance, while one moderately disagreed and one was unsure. Their summary responses are illustrated below.

**Graduate responses to the following question:**

*This training program was designed to provide required basic training to experienced criminal investigators on the types of investigations that are specific to Offices of Inspectors General. Please indicate to what degree you believe the program achieved that goal.*

![Graduate responses chart]

<table>
<thead>
<tr>
<th>Grade</th>
<th>Count</th>
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<tbody>
<tr>
<td>Outstanding</td>
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<td>Fair</td>
<td>1</td>
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<tr>
<td>Poor</td>
<td>0</td>
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</table>

**Supervisor responses to the following question:**

*This training program was designed to provide required basic training to experienced criminal investigators on the types of investigations that are specific to Offices of Inspectors General. Indicate to what degree you believe the program achieved that goal.*

![Supervisor responses chart]

<table>
<thead>
<tr>
<th>Grade</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outstanding</td>
<td>3</td>
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<tr>
<td>Excellent</td>
<td>6</td>
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<td>Good</td>
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<td>Fair</td>
<td>0</td>
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<tr>
<td>Poor</td>
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</tr>
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</table>
Graduate responses to the following question:

This training program (TTP) was designed to provide required basic training to experienced criminal investigators in legal matters specific to the IG community. Please rate the program's achievement of that goal.

Supervisor responses to the following question:

This training program (TTP) was designed to provide required basic training to experienced criminal investigators in legal matters specific to the IG community. Indicate to what degree you believe the program achieved that goal.
Graduate responses to the following question:

*This training program (TTP) was designed to provide an orientation to experienced criminal investigators to assist in transitioning to the IG community. Please rate the program's achievement of that goal.*

![Bar Chart showing responses](chart1)

- Outstanding: 24
- Excellent: 20
- Good: 6
- Fair: 2
- Poor: 0

Supervisor responses to the following question:

*This training program (TTP) was designed to provide an orientation to experienced criminal investigators to assist in transitioning to the IG community. Indicate to what degree you believe the program achieved that goal.*

![Bar Chart showing responses](chart2)

- Outstanding: 4
- Excellent: 4
- Good: 3
- Fair: 0
- Poor: 0
Graduate responses to the following question:

I am using the material learned (in TTP) to improve my job performance.

Supervisor responses to the following question:

My employee is using the material learned (in TTP) to improve his/her job performance.
Graduates from four iterations of Advanced Interviewing for IG Investigators (AIIGI) were surveyed electronically approximately 30-60 days following their completion of the program to assess the training impact. Of the 84 graduates surveyed, 47 responded, for a response rate of 56%. The respondents represented 17 CIGIE-member OIGs, as well as several other military and state/local OIGs. The graduates’ supervisors were also surveyed, and 21 of 66 supervisors responded from twelve CIGIE-member OIGs, in addition to a couple of military OIGs and one local police department. The supervisors’ response rate was 32%. Among respondents, 89% of graduates and 91% of supervisors reported that AIIGI improved job performance. Summary responses are illustrated below.

Graduate responses to the following question:

This training program was designed to provide criminal investigators from the IG community with the knowledge and ability to better elicit truthful information from witnesses, and truthful admissions and confessions from suspects. Indicate to what degree you believe the program achieved that goal.

![Graduate responses chart]

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
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<tbody>
<tr>
<td>Outstanding</td>
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<td>13</td>
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<td>Fair</td>
<td>2</td>
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Supervisor responses to the following question:

This training program was designed to provide criminal investigators from the IG community with the knowledge and ability to better elicit truthful information from witnesses, and truthful admissions and confessions from suspects. Indicate to what degree you believe the program achieved that goal.

![Supervisor responses chart]

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
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<tbody>
<tr>
<td>Outstanding</td>
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<tr>
<td>Excellent</td>
<td>11</td>
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<td>Good</td>
<td>4</td>
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<tr>
<td>Fair</td>
<td>1</td>
</tr>
<tr>
<td>Poor</td>
<td>1</td>
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</table>
Graduate responses to the following question:

*I am using the material learned (in AIIGI) to improve my job performance.*

![Graph showing graduate responses]

- Strongly Agree: 27
- Moderately Agree: 13
- Slightly Agree: 2
- Moderately Disagree: 2
- Strongly Disagree: 0
- No opportunity to use yet: 2

Supervisor responses to the following question:

*My employee is using the material learned (in AIIGI) to improve his/her job performance.*

![Graph showing supervisor responses]

- Strongly Agree: 12
- Moderately Agree: 5
- Slightly Agree: 2
- Moderately Disagree: 0
- Strongly Disagree: 1
- Not sure: 1
Graduates from seven iterations of the IG Interviewing for Fraud; Auditors, Inspectors & Evaluators (IG-IFA) were surveyed electronically approximately 30-60 days following their completion of the program to assess the training impact. Of the 208 graduates surveyed, 103 responded, for a response rate of 50%. The respondents represented 25 CIGIE-member OIGs, and five other state and military OIGs, and 50% of the respondents identified themselves as auditors. The graduates’ supervisors were also surveyed, and 42 of 132 supervisors responded from 14 CIGIE-member OIGs and one military OIG, for a 32% response rate. Among respondents, 92% of graduates and 95% of supervisors reported that the IG-IFA improved job performance. Their summary responses are illustrated below.

Graduate responses to the following question:

What is your position in the organization?

“Other” responses:

Investigator (5)
Counsel and AIG for Investigations
Audit Data Specialist
Auditor/Inspector
Investigative Analyst
Financial Analyst
Investigative Review Specialist
Investigative Archivist
Senior Communications Analyst
Special Agent
Complaint Resolution Investigator
Senior Investigator
Special Investigator
Criminal Investigator
Graduate responses to the following question:

This training program (IG-IFA) was designed to provide you with tools to enable you to conduct more effective interviews during the course of audits, inspections or evaluations. Indicate to what degree you believe the program achieved that goal.

Supervisor responses to the following question:

This training program (IG-IFA) was designed to provide your employee with tools to enable him/her to conduct more effective interviews during the course of audits, inspections or evaluations. Indicate to what degree you believe the program achieved that goal.
Graduate responses to the following question:

*I am using the material learned (in IG-IFA) to improve my job performance.*

![Bar chart showing graduate responses]

- Strongly Agree: 41
- Moderately Agree: 33
- Slightly Agree: 21
- Moderately Disagree: 2
- Strongly Disagree: 1
- No opportunity to use yet: 7

Supervisor responses to the following question:

*My employee is using the material learned (in IG-IFA) to improve his/her job performance.*

![Bar chart showing supervisor responses]

- Strongly Agree: 18
- Moderately Agree: 15
- Slightly Agree: 7
- Moderately Disagree: 0
- Strongly Disagree: 0
- Not Sure: 2
Graduates from three iterations of the Public Corruption Investigations Training Program (PCITP) were surveyed electronically approximately 60-90 days following their completion of the program to assess the training impact. Of the 83 graduates surveyed, 41 responded, for a response rate of 49%. The respondents represented 19 CIGIE-member OIGs, as well as three other local, foreign and federal law enforcement organizations. The graduates’ supervisors were also surveyed, and 20 of 81 supervisors responded from 13 CIGIE-member OIGs, and one local OIG, for a 25% response rate. Among respondents, 95% of supervisors and 83% of graduates reported that PCITP improved job performance. Their summary responses are illustrated below.

Graduate responses to the following question:

This training program was designed to instruct the IG investigator in the procedures, techniques and legal issues associated with investigating allegations of employee and agency corruption. Indicate to what degree you believe the program achieved that goal.

Supervisor responses to the following question:

This training program was designed to instruct the IG investigator in the procedures, techniques and legal issues associated with investigating allegations of employee and agency corruption. Indicate to what degree you believe the program achieved that goal.
Graduate responses to the following question:

*I am using the material learned (in PCITP) to improve my job performance.*

Supervisor responses to the following question:

*My employee is using the material learned (in PCITP) to improve his/her job performance.*
Graduates from six iterations of the Essentials of IG Investigations (EIGI) were surveyed electronically approximately 60-90 days following their completion of the program to assess the training impact. Of the 166 graduates surveyed, 116 responded, for a response rate of 70%. The respondents represented 26 CIGIE-member OIGs, in addition to seven other federal, state/local and military organizations. The graduates’ supervisors were also surveyed, and 44 of 137 supervisors responded from 22 CIGIE-member OIGs and five other organizations, for a 32% response rate. Among respondents, 100% of supervisors and 93% of graduates reported that EIGI improved job performance. Their summary responses are illustrated below.

Graduate responses to the following question:

This training program (EIGI) was designed to familiarize you with basic criminal, civil, and administrative legal concepts and procedures, common fraud schemes, and investigative techniques typical to the IG community. Indicate to what degree you believe the program achieved that goal.

Outstanding 69
Excellent 40
Good 8
Fair 0
Poor 0

Supervisor responses to the following question:

This training program (EIGI) was designed to familiarize your employee with basic criminal, civil, and administrative legal concepts and procedures, common fraud schemes, and investigative techniques typical to the IG community. Indicate to what degree you believe the program achieved that goal.

Outstanding 22
Excellent 20
Good 2
Fair 0
Poor 0
Graduate responses to the following question:

*I am using the material learned (in EIGI) to improve my job performance.*

![Bar chart showing responses to the graduate survey question]

- Strongly Agree: 64
- Moderately Agree: 39
- Slightly Agree: 5
- Moderately Disagree: 0
- Strongly Disagree: 2
- No Opportunity to Use Yet: 1

Supervisor responses to the following question:

*My employee is using the material learned (in EIGI) to improve his/her job performance.*

![Bar chart showing responses to the supervisor survey question]

- Strongly Agree: 31
- Moderately Agree: 13
- Slightly Agree: 0
- Moderately Disagree: 0
- Strongly Disagree: 0
- Not Sure: 0
Graduates from three iterations of the Hotline Operator Training Program (HOTP) were surveyed electronically approximately 60-90 days following their completion of the program to assess the training impact. Of the 58 graduates surveyed, 32 responded, for a response rate of 55%. The respondents represented 21 CIGIE-member organizations, in addition to six other federal, state/local and military organizations. The graduates’ supervisors were also surveyed, and 22 of 51 supervisors responded from 18 CIGIE-member OIGs and four other federal and military organizations, for a 45% response rate. Among respondents, 100% of supervisors and 93% of graduates reported that the HOTP improved job performance. Their summary responses are illustrated below.

Graduate responses to the following question:

This training program was designed to instruct Hotline Operators in the basic skills, techniques and knowledge needed to accurately collect critical information via telephonic and electronic (email) interviews. Indicate to what degree you believe this program achieved that goal.

![Graduate responses graph]

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Outstanding</td>
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<tr>
<td>Excellent</td>
<td>13</td>
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<tr>
<td>Good</td>
<td>4</td>
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<tr>
<td>Fair</td>
<td>0</td>
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<tr>
<td>Poor</td>
<td>0</td>
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</table>

Supervisor responses to the following question:

This training program was designed to instruct Hotline Operators in the basic skills, techniques and knowledge needed to accurately collect critical information via telephonic and electronic (email) interviews. Indicate to what degree you believe this program achieved that goal.

![Supervisor responses graph]

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Outstanding</td>
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<tr>
<td>Excellent</td>
<td>7</td>
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<td>Good</td>
<td>7</td>
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<td>Fair</td>
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<tr>
<td>Poor</td>
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</table>
Graduate responses to the following question:

*I am using the material learned (in HOTP) to improve my job performance.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
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<tbody>
<tr>
<td>Strongly Agree</td>
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<tr>
<td>Moderately Agree</td>
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</tr>
<tr>
<td>Slightly Agree</td>
<td>3</td>
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<tr>
<td>Moderately Disagree</td>
<td>1</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>0</td>
</tr>
<tr>
<td>No Opportunity to Use</td>
<td>2</td>
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Supervisor responses to the following question:

*My employee is using the material learned (in HOTP) to improve his/her job performance.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
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<tbody>
<tr>
<td>Strongly Agree</td>
<td>16</td>
</tr>
<tr>
<td>Moderately Agree</td>
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</tr>
<tr>
<td>Slightly Agree</td>
<td>3</td>
</tr>
<tr>
<td>Moderately Disagree</td>
<td>0</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>0</td>
</tr>
<tr>
<td>No Opportunity to Use</td>
<td>0</td>
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</table>

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Graduates from three iterations of the Undercover Investigations Training Program (UCITP) were surveyed electronically approximately 60-90 days following their completion of the program to assess the training impact. Of the 60 graduates surveyed, 35 responded, for a response rate of 58%. The respondents represented 11 CIGIE-member organizations, in addition to three local police departments. The graduates’ supervisors were also surveyed, and 11 of 47 supervisors responded from 8 CIGIE-member OIGs, for a 23% response rate. Among respondents, 100% of supervisors and 83% of graduates reported that the UCITP improved job performance. Their summary responses are illustrated below.

Graduate responses to the following question:

This training program was designed to provide OIG criminal investigators with the basic skills and knowledge to conduct short-term and brief undercover activities under the supervision of experienced undercover agents and/or law enforcement supervisors. Indicate to what degree you believe the program achieved that goal.

![Graduate Survey Results]

Supervisor responses to the following question:

This training program was designed to provide OIG criminal investigators with the basic skills and knowledge to conduct short-term and brief undercover activities under the supervision of experienced undercover agents and/or law enforcement supervisors. Indicate to what degree you believe the program achieved that goal.

![Supervisor Survey Results]
Graduate responses to the following question:

*I am using the material learned (in UCITP) to improve my job performance.*

![Graph showing responses]

- Strongly Agree: 20
- Moderately Agree: 8
- Slightly Agree: 1
- Moderately Disagree: 2
- Strongly Disagree: 0
- No Opportunity to Use Yet: 4

Supervisor responses to the following question:

*My employee is using the material learned (in UCITP) to improve his/her job performance.*

![Graph showing responses]

- Strongly Agree: 5
- Moderately Agree: 6
- Slightly Agree: 0
- Moderately Disagree: 0
- Strongly Disagree: 0
- Not Sure: 0