

VOICE OF THE CUSTOMER

FEBRUARY 2019





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EXECUTIVE SUMMARY

The Voice of the Customer survey was developed to gather input from stakeholders regarding key items affecting the Fire & Public Safety Academy Training System. The survey was generated to capture information on training delivery, partnerships, information systems and avenues for sustainment.

The initial survey push went out to 7,000+ individuals, and from there was sent from a variety of email platforms, including IDHS, Indiana Fire Chiefs Association and the Indiana Volunteer Fire Association. The true number of participants who received the survey is hard to determine based on the circulation. During the 10 days the survey was open, it was filled out by 842 participants.

The survey indicated large support for increased trainings, training to be presented in an alternative method such as online courses and delivery of localized material. The information system Acadis was analyzed for use and enhancements, which yielded several improvement ideas. Partnerships with higher education institutions were discussed as well. The survey showed the majority of participants agreed IDHS should partner to deliver training, even if there was a small fee assessed. Finally, the survey looked at a potential method for sustainment in training through a fee structure for certification. These results varied from paying a fee specific to the type of certification or for a specific type of course. Due to this, there are some inconsistencies in the output data. A range had to be used based on comments and figures given in the freeform answer.

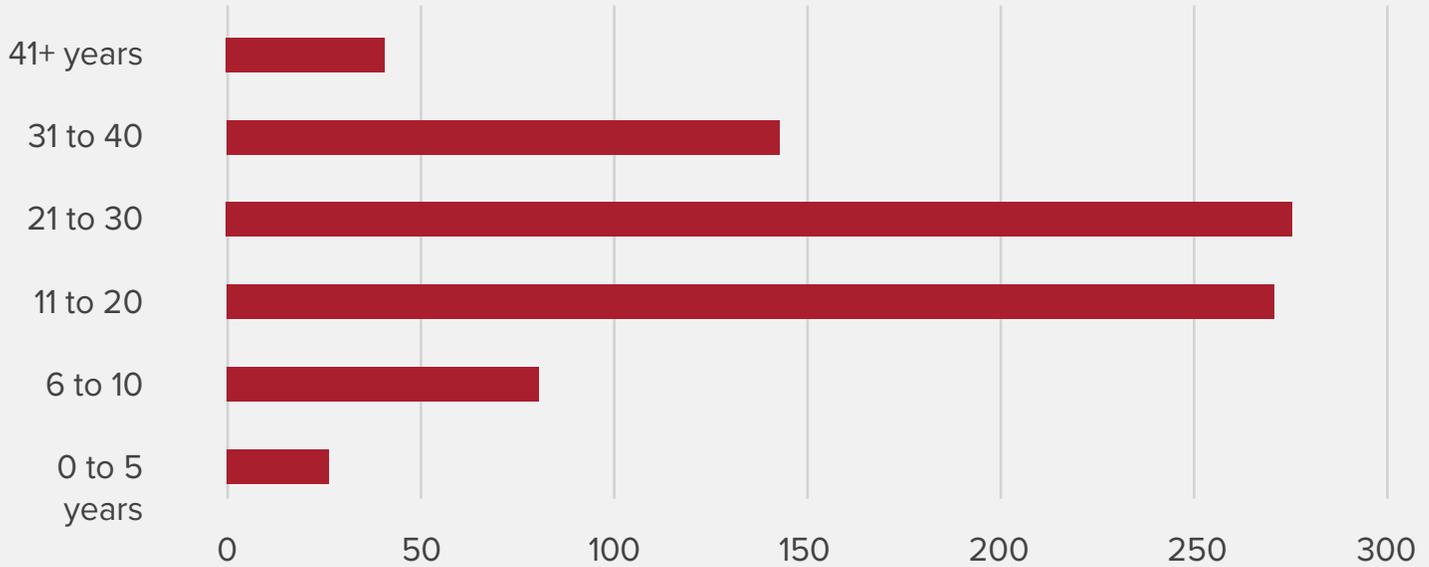
Going forward, the information and suggestions received through this survey will be used to enhance the current Academy strategy. Collaboration with institutions of higher learning is under way to provide classes at convenient, regional locations throughout Indiana. The IDHS training staff will be working closely with the 10 District Training Coordinators to ensure training is delivered consistently in all districts to complement a central training location of the Academy. IDHS understands distance learning is the future of reaching the public safety community, and a strategy to offer these options as part of the Academy system is forthcoming.



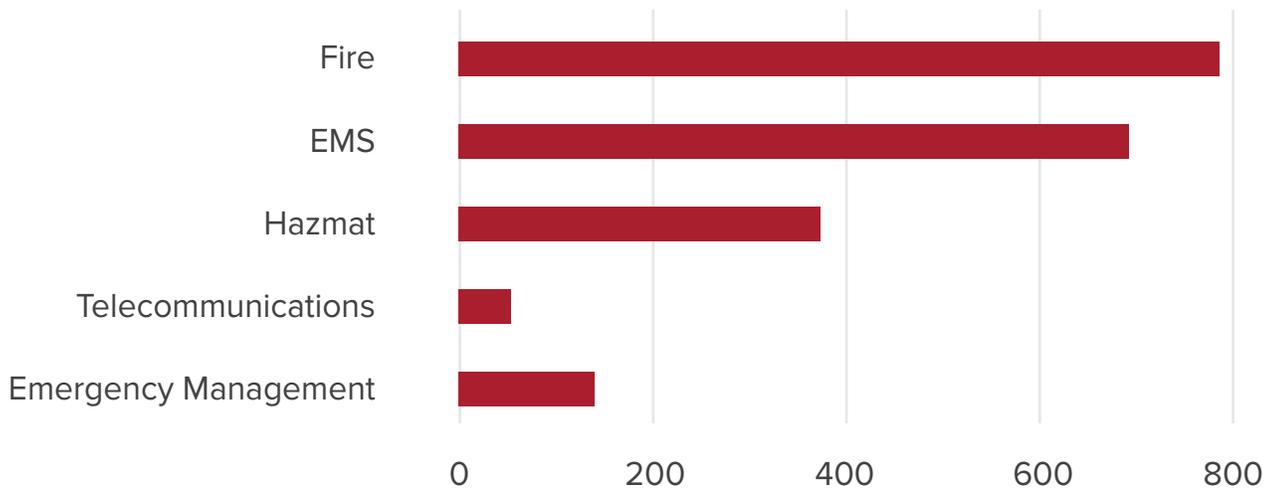


RESPONSE DEMOGRAPHICS

HOW LONG HAVE YOU BEEN A FIRST RESPONDER?



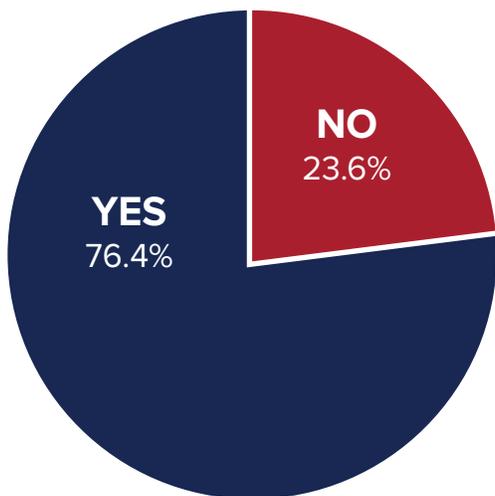
WHAT IS YOUR DISCIPLINE?



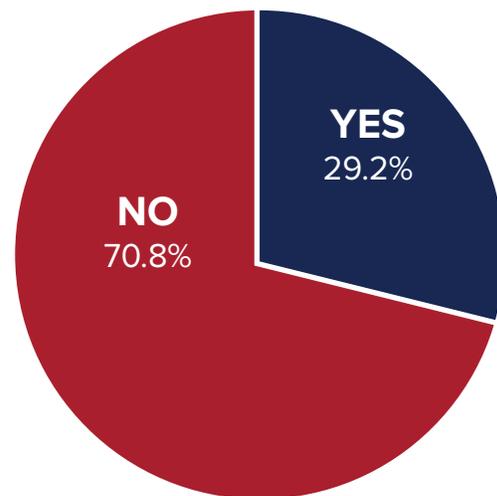


TRAINING DELIVERY

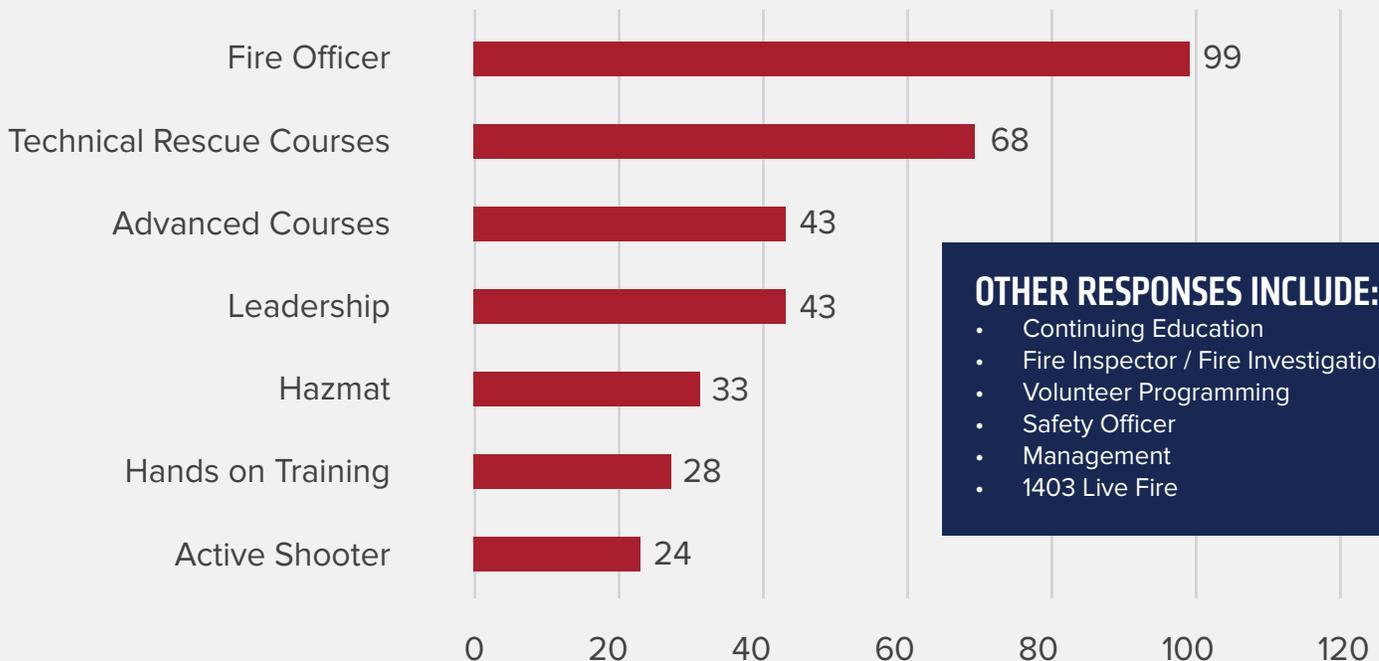
DO YOU UNDERSTAND THE MISSION AND PURPOSE OF THE INDIANA FIRE & PUBLIC SAFETY ACADEMY?



IN YOUR OPINION, DOES THE ACADEMY OFFER ENOUGH TRAINING PROGRAMS AROUND THE STATE?



WHAT ADDITIONAL COURSE OFFERINGS WOULD YOU LIKE TO SEE FOR INDIANA FIRST RESPONDERS?

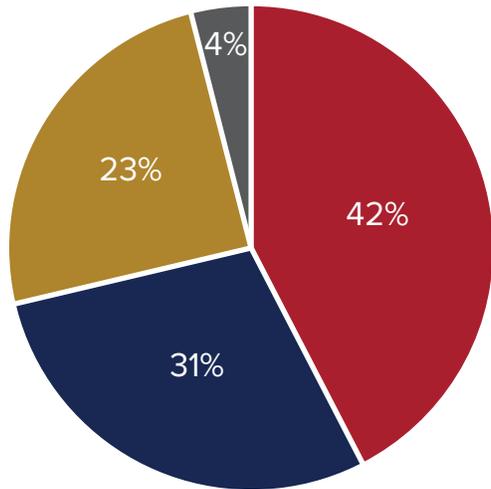


OTHER RESPONSES INCLUDE:

- Continuing Education
- Fire Inspector / Fire Investigation
- Volunteer Programming
- Safety Officer
- Management
- 1403 Live Fire

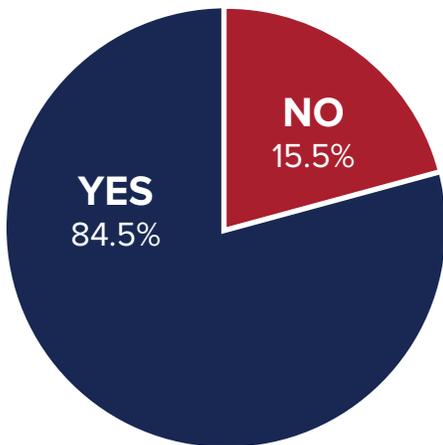


WHAT IS YOUR TOP PRIORITY FOR PUBLIC SAFETY TRAINING IN INDIANA?

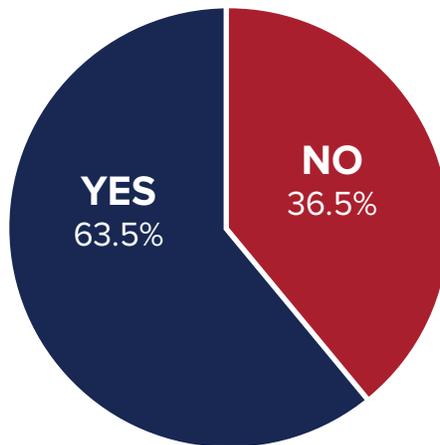


- Improved access to hands-on or in-person training (529)
- Ability to take courses and apply for certifications through online or virtual training portal (393)
- Advanced courses and curriculum (289)
- Other (53)

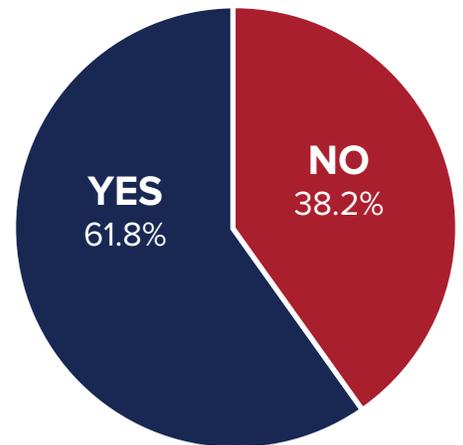
WOULD YOU LIKE TO SEE COURSES DELIVERED IN AN ONLINE OR HYBRID FORMAT?



DO YOU KNOW WHO YOUR DISTRICT TRAINING COORDINATOR IS?

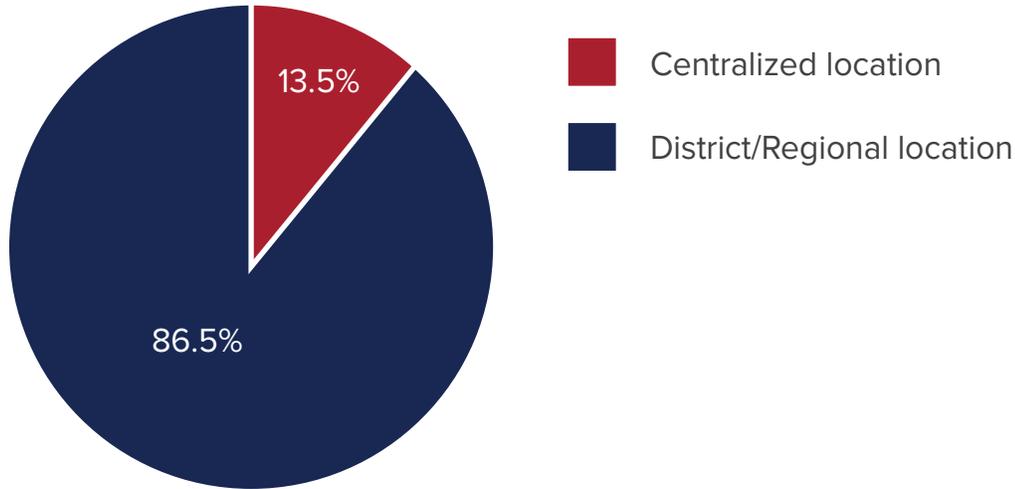


DO YOU KNOW WHERE YOUR PRIMARY REGIONAL TRAINING SITE IS LOCATED?

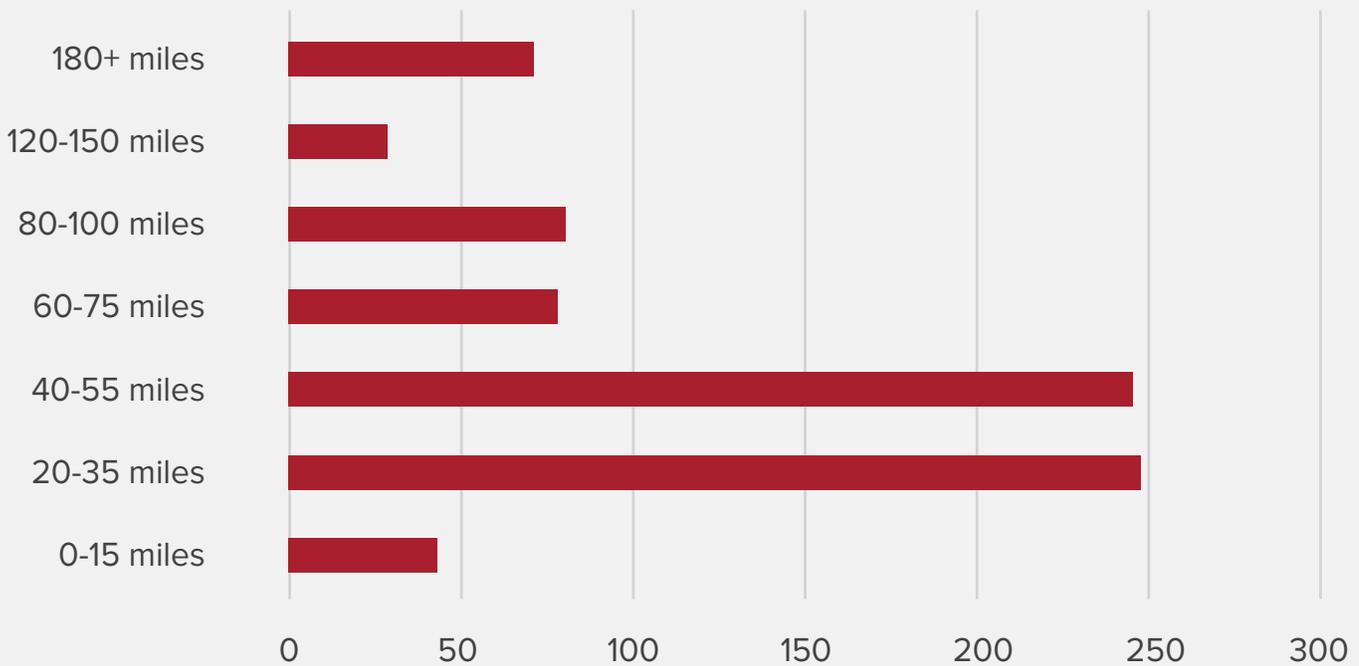




WHERE WOULD YOU PREFER TRAINING BE DELIVERED?



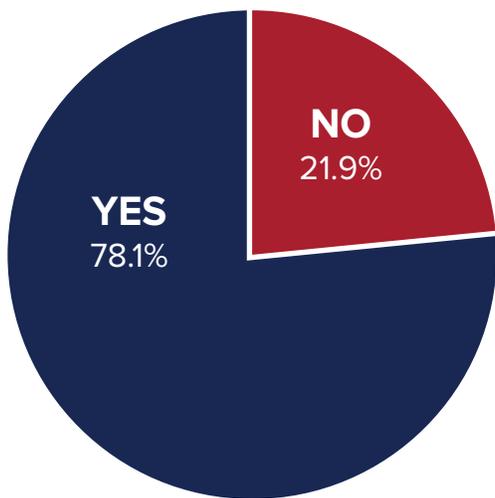
HOW FAR ARE YOU WILLING TO TRAVEL FOR A TRAINING?



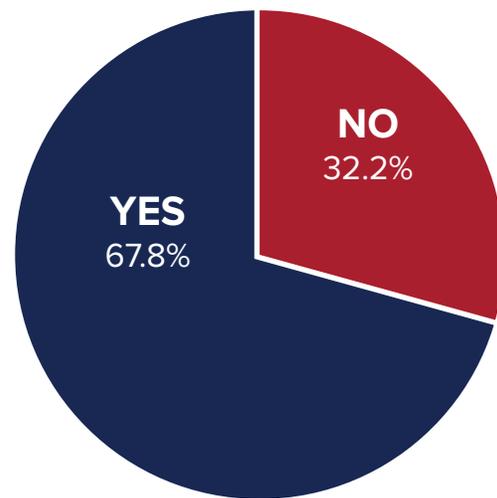


PARTNERSHIPS

DO YOU THINK THE ACADEMY SHOULD PARTNER WITH COLLEGES SUCH AS IVY TECH, PURDUE UNIVERSITY OR VINCENNES UNIVERSITY IN OFFERING COURSES?



IF A PARTNERSHIP WITH A COLLEGE MEANT YOU MAY HAVE TO PAY A SMALL FEE FOR YOUR TRAINING OR CERTIFICATION, WOULD YOU BE WILLING TO PAY THAT FEE?



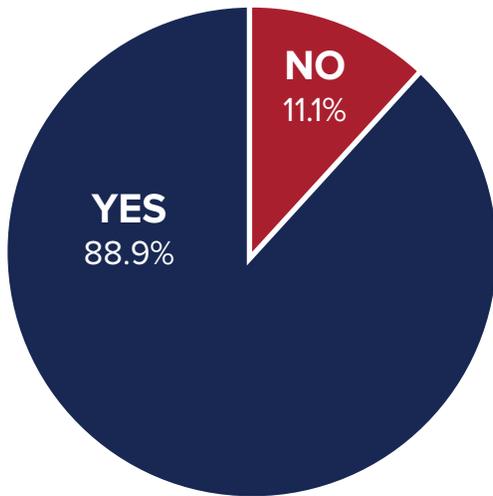
SOME ADDITIONAL PARTNERSHIPS PEOPLE WOULD LIKE TO SEE HAPPEN

- 5 Alarm
- 911 Dispatchers
- School Systems
- Volunteer Departments
- Advanced Rescue Solutions
- Agriculture Community
- Airports
- Public Safety Entities
- State Fire Organizations
- EMS
- Indiana Training Network
- ATF
- FBI
- NFA
- Cardiology
- City Services and Police Departments
- Department of Justice
- Department of Health
- Department of Defense
- DNR
- TEEK

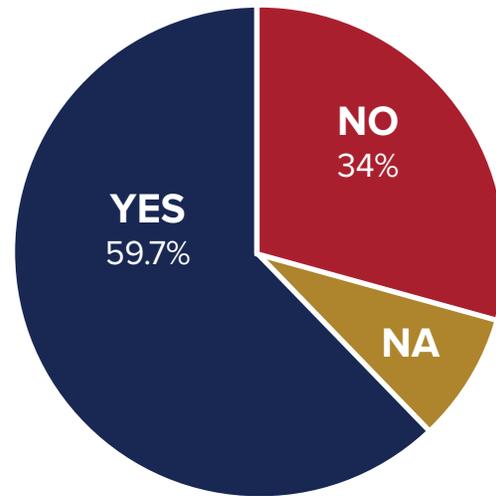


INFORMATION SYSTEMS: ACADIS

DO YOU KNOW HOW TO FIND AVAILABLE TRAINING COURSES IN YOUR AREA?



DO YOU LIKE USING THE ACADIS PLATFORM TO BROWSE AND SIGN UP FOR CLASSES?



ADDITIONAL FEATURES PEOPLE WOULD LIKE TO SEE IN THE ACADIS PLATFORM

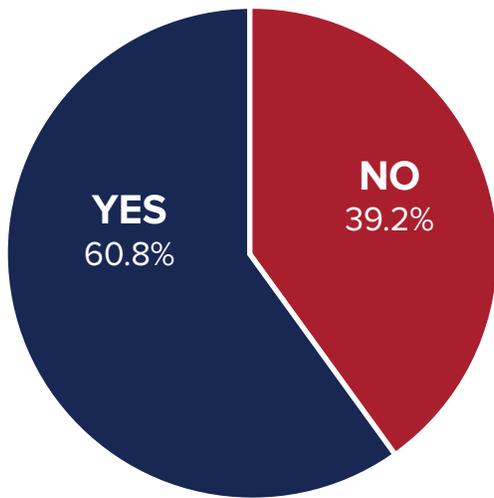
- Search Features
- Roster Visibility
- Online Courses
- Notifications/Subscription
- Consolidated Calendar
- Better Class Descriptions
- Course Advertisements
- Points of Contact
- Easier Interface





AVENUES FOR SUSTAINMENT

WOULD YOU BE WILLING TO PAY A SMALL FEE FOR CERTIFICATIONS IF YOU KNEW THOSE FUNDS WOULD BE USED TO BRING MORE TRAINING OR IMPROVED SERVICES TO INDIANA?



IF YOU ANSWERED YES TO THE PREVIOUS QUESTION, WHAT IS THE MAXIMUM AMOUNT YOU WOULD BE WILLING TO SPEND TO RECEIVE YOUR CERTIFICATION?

