



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-190300 NMCTA Monitoring, Reporting and
Evaluation of Operations and Training Programs

Issued: 08/31/05
Effective: 08/31/05

Reviewed: 06/30/20
Revised: 04/20/15

Alisha Tafoya Lucero, Cabinet Secretary

Original Signed and Kept on File

AUTHORITY:

- A. Policy *CD-010100*
- B. Policy *CD-010600*

REFERENCES:

- A. ACA Standards 1-CTA-1A-14, 1-CTA-1A-15 and 1-CTA-1D-03, 1-CTA-3A-06, *Standards for Correctional Training Academies*, 1993.

PURPOSE:

The purpose of this policy is to set forth guidelines for the regular reporting and review of the New Mexico Corrections Training Academy (NMCTA) accomplishments and goal achievements, and for evaluation of overall NMCTA operations.

APPLICABILITY:

This policy applies to all employees of the New Mexico Corrections Training Academy, particularly the Director and Section Chiefs.

FORMS:

- A. **NMCTA Weekly Course Evaluation** form (*CD-190301.1*)
- B. **NMCTA Class Evaluation** form (*CD-190301.2*)
- C. **Instructor on Instructor Critique** form (*CD-190301.3*) (2 pages)
- D. **Staff Review of Cadet/Student Course Evaluations** form (*CD-190301.4*)

ATTACHEMENTS:

None

DEFINITIONS:

- A. *Section Chiefs*: Basic Section Chief, Advanced Section Chief, Recruitment Section Chief

POLICY:

- A. The New Mexico Corrections Training Academy shall monitor operations and training programs through inspection and reviews. This monitoring is conducted by the Director or designated staff at least annually. **[1-CTA-1A-14]**
- B. The New Mexico Corrections Training Academy shall ensure the quality and effectiveness of instruction through an established standard of ongoing evaluation.
- C. Ongoing formal evaluation of all pre-service, in service, and specialized training programs shall be conducted by the NMCTA. A written report is prepared annually and includes input from operational units. **[1-CTA-3A-06]**
- D. The Director shall provide the Secretary of Corrections written management reports as directed, but at least annually, and shall include at a minimum major progress developments, objectives, and other significant items relating to NMCTA activities.



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AUTHORITY:

Policy *CD-190300*

PROCEDURE:

A. Operations Monitoring: [1-CTA-1A-14]

1. A member of the management staff conducts an inspection of all areas of the Academy on a quarterly basis.
2. The Fire Safety & Sanitation Officer (FSSO) conducts an inspection of all areas of the Academy on a monthly basis.
3. On an annual basis all areas of the NMCTA are inspected by officials from the State Fire Marshal's Office, or as required by jurisdictional regulations.
4. The NMCTA's Food Services are inspected by officials from the State Environment Department at least annually.
5. A formal audit shall be conducted at least annually by the NMCTA Director and/or designated staff. The criteria for evaluating operations shall be the ACA standards, Corrections Department policies and procedures, and NMCTA's established performance measures. The results of the audit shall be made available in writing to the Secretary of Corrections, if requested, and shared with NMCTA staff as information helpful to achieve Academy goals. [1-CTA-1D-03] [1-CTA-1A-15]
6. Ongoing formal evaluation of all pre-service, in-service, and specialized training programs shall be conducted by the Academy. A written report is prepared annually and includes input from operational units. [1-CTA-3A-06]

B. Training:

1. Written reports shall be prepared annually by the Designated Section Chief. These reports shall be provided to the NMCTA Director and /or Deputy Director by June 30th of each year and shall include but not be limited to the following information: [1-CTA-1D-03]

- a. Name and number of classes offered;
 - b. Students enrolled and graduation statistics.
2. All courses offered by the Academy shall be evaluated in writing by the students attending the course, using the **NMCTA Weekly Course Evaluation** form (*CD- 190301.1*) and the **NMCTA Class Evaluation** form (*CD-190301.2*). Evaluations shall be filed with the records of the course to which they pertain. A written report shall be prepared annually by the Director or designee. [**1-CTA-3A-06**]
 3. At the end of the week the designated staff member shall hand out the **Staff Review of Cadet/Student Course Evaluations** form (*CD-190301.4*) to all NMCTA Staff for review and signature. If necessary, an NMCTA staff member will be assigned to follow up and respond in writing in regards to specific comments, suggestions, discrepancies, etc, that are noted within the course evaluation for that week.
 4. Periodically, the NMCTA Director, Deputy Director, Section Chiefs, and/or instructional staff shall monitor and critique training using the **Instructor on Instructor Critique** form (*CD-190301.3*). Evaluations shall be reviewed by the appropriate section chief and considered for course revision and/or corrective action. [**1-CTA-3A-06**]
 5. A formal audit shall be conducted at least annually by the NMCTA director and/or designated staff. Policies and ACA Standards will be the guidelines used for this audit. The results of this audit shall be in writing. [**1-CTA-3A-06**]

C. Reporting to the Secretary:

The Director shall provide the Secretary of Corrections written management reports through the Deputy Secretary they report to as may be required that include activities, objectives met and major developments at the NMCTA. [**1-CTA-1A-15**]

NEW MEXICO CORRECTIONS DEPARTMENT
NMCTA Weekly Course Evaluation

CLASS #: _____ **WEEK #:** _____ **COURSE TITLE:** _____
DATE: _____ **INSTRUCTOR(S):** _____
LOCATION: _____

Using the following rating system, please answer question 1 through 10 on the answer sheet.

A. (Strongly Agree) **B.** (Agree) **C.** (Disagree) **D.** (Strongly Disagree)

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- | | | |
|-----|-----------------------------------------------------------|-------|
| 1. | The objective in these classes was understandable. | _____ |
| 2. | The course content was appropriate to the objective. | _____ |
| 3. | Methods of instruction were helpful in learning. | _____ |
| 4. | These classes were challenging to me. | _____ |
| 5. | The sequence of topics appeared logical. | _____ |
| 6. | I felt free to express and explain my own views in class. | _____ |
| 7. | The classes provided opportunities for me to participate. | _____ |
| 8. | Audio-visual aids helped me to learn. | _____ |
| 9. | I would recommend these classes to others. | _____ |
| 10. | Examples, handouts and/or notebooks were helpful. | _____ |
| 11. | Course length was: A) too long B) too short C) just right | _____ |
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Please write answers to the questions below in the space provided.

12. As an overall impression, I would describe this week's course as:

13. If I had to make one improvement in this week's courses it would be:

14. The thing I liked best about this week's courses was _____
15. The thing I liked least was _____
16. Which topics were too short? _____
17. Which topics were too long? _____
18. Which topics would you like added to the curriculum that would be beneficial to your training?

19. Other comments, (facilities, coordination, sequence, equipment, practical exercises, food service, housing, parking, etc.)

NEW MEXICO CORRECTIONS DEPARTMENT
NMCTA Class Evaluation

The purpose of this section is to elicit information that can be used to improve individual instructional skills. In your rating of each instructor, take into account whether the instructor was: motivated, clearly stated the course objectives, followed a lesson plan, used training aids, demonstrated professionalism toward trainees, summarized course content, and met course objectives. Be objective; this information will serve, in part, as a guide in our efforts to identify Instructor strengths and those areas and/or skills that may need improvement.

A. (Excellent) B. (Good) C. (Satisfactory) D. (Needs Improvement)

Class title and Instructor's name	Rating A. To D.	Comments: (please be constructive in nature) suggestions, good/bad, etc. (Elaborate on instructor and class.)
1. Defensive Driving	B	Very good class. Enjoyed films but need more clarity on speed limits.
1. Instructor Doe	C	Instructor Doe followed the lesson plan but didn't elaborate much.
<i>THE ABOVE IS AN</i>	<i>EXAMPLE</i>	<i>OF WHAT IS EXPECTED ON THE EVALUATIONS.</i>
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NEW MEXICO CORRECTIONS DEPARTMENT
Instructor on Instructor Critique

Topic: _____ **Presenter:** _____ **Date:** _____

KEY

	4 = Excellent	3 = Good	2 = Fair	1 = Poor	0 = Not Evident
I. INTRODUCTION:					
A. Motivation (grabber)	4	3	2	1	0
B. Statement of clear, measurable objectives	4	3	2	1	0
C. Outline of content	4	3	2	1	0
II. CONTENT PRESENTATION:					
A. Knowledge of subject matter	4	3	2	1	0
B. Clear organization	4	3	2	1	0
C. Appropriate strategies	4	3	2	1	0
D. Use of training aids	4	3	2	1	0
E. Audience Involvement	4	3	2	1	0
F. Eye contact	4	3	2	1	0
G. Voice (volume, speed, etc.)	4	3	2	1	0
H. Non-verbal movement (gestures, movement)	4	3	2	1	0
I. Sincerity	4	3	2	1	0

NEW MEXICO CORRECTIONS DEPARTMENT
Instructor on Instructor Critique
(Continued)

III. SUMMARY:

A. Objectives	4	3	2	1	0	_____
B. Content summarized	4	3	2	1	0	_____

IV. EVALUATION:

A. Objectives Met	4	3	2	1	0	_____
B. Post-test administered	4	3	2	1	0	_____

V. BEST PART OF PRESENTATION:

VI. SUGGESTED IMPROVEMENTS:

VII. EVALUATOR COMMENTS:

VIII. INSTRUCTOR COMMENTS:

EVALUATOR: _____

NEW MEXICO CORRECTIONS DEPARTMENT
Staff Review of Cadet/Student Course Evaluations

I have read and reviewed the evaluations submitted in writing on the student/cadet course evaluations pertaining to the Class curriculum and the Instructional staff.

Class # _____ Week # _____ Date of week's courses: _____

Director: _____	Date: _____
Deputy Director: _____	Date: _____
Chief of Staff: _____	Date: _____
Asst. Chief of Staff: _____	Date: _____
Instructor: _____	Date: _____
Instructor: _____	Date: _____
Instructor: _____	Date: _____
Instructor: _____	Date: _____
Instructor: _____	Date: _____
Human Resources Supervisor: _____	Date: _____
Human Resources: _____	Date: _____
Psychologist: _____	Date: _____
Psychologist: _____	Date: _____

The Academy staff member below has been assigned to follow up in regards to the response marked on the course evaluation(s) of week _____ by the Academy:

Director _____ Deputy Director _____ Chief of Basic _____ Assistant Chief _____

Assigned to: _____

Resolved by the following:

Approved by: _____ Title: _____