



UGA PD

User Research

PHOTO TAKEN FROM THE UGA POLICE DEPARTMENT WEBSITE

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OVERVIEW

For our user research, we wanted to use several information gathering methods to ensure we are creating a product that best meets the needs of our client. Our main point of user research was a group interview. We met in-person with the UGA Police Department and the UGA School of Social Work to get a more clear understanding of their priorities and expectations for the course. We believed this would be the best way for us to understand the style and platform of their current training. To gain more insight on their existing training, we viewed one of their previous training courses to make note of their learning habits, and how we can create our program to enhance their platform and facilitate authentic engagement with the material. Finally, we wanted to allow them to partake in our beta training course to see if they had any early feedback. By conducting research throughout this process, we hope to have a strong foundation to advance our project. Throughout the semester, we will continue with different research methods to further understand our client and their needs.

METHODOLOGY

To gain the best background research for our training course, we met with the UGA Police Department and the UGA School of Social Work to discuss their previous and current training programs as well as what they hope to achieve in the future by working with us. We also allowed them to use a beta to see what they liked best.

In-Person Meetings

By meeting in person with both clients, we are able to discuss expectations, needs, and concerns directly with UGA PD and the School of Social Work. Meetings are garnered to offer more clarification and address any confusion from emails. ectations, needs, and concerns directly with UGA PD and the School of Social Work. Meetings are garnered to offer more clarification and address any confusion from emails.

Interviews

Our primary method of research for our project is based through interviews. Interviews serve a direct purpose in which we can gather information from our clients and sources by asking insightful questions that will help move this project forward.

Conference Calls

Conference calls work in support of emails and meetings. In the event no one can attend a meeting, conference calls would be the ideal method of communication along with emails.

The client meeting provided us with feedback on our beta, as well as details of their needs for the training program. We were able to meet with three members of the UGA Police Department, as well as two women from the University of Georgia School of Social Work. Originally, we planned to administer a survey; however, we were able to re-purpose those survey questions into the group interviews and follow-up meetings.

We met with:

Jeff Hammock, UGA PD Head of Criminal Investigations

Lance Tipton, UGA PD Captain

Dustin Smith, UGA PD Sergeant of Police Training

Adrienne Baldwin-White, Assistant Professor at the UGA School of Social Work

Deanna Walters, Health Promotions and Behavior Instructor at the UGA College of Public Health

We were able to receive ample feedback on previous training courses, course expectations, and course information, which will be helpful moving forward in making the course. The group interview was all held at one time with all five new media team members. The interview took place at the University Police Department where everyone felt comfortable sharing their views, and asking questions.

IMPORTANCE OF TRAINING

The University Police Officers expressed their main concern for this project being that they want a training course created for their patrol officers and investigators, in which they learn how to appropriately respond to incidents of sexual assault or violence. Although they have training that already exists focusing on sexual assault, most of the information is geared towards investigative procedures and reporting. Instead of an investigative approach, UGA PD would like to learn how to respond to survivors of sexual violence through a trauma-informed approach and center the training on human interaction, empathy, and the survivor's best interest.

UGA POLICE DEPARTMENT

The police officers understand that each victim went through trauma when the crime happened. But it is important to know that these victims are experiencing trauma again as they explain the incident to police officers. Therefore, it is extremely important to tread carefully when asking questions to the survivor. UGA PD want to learn better ways to interact with the victim, not just verbally but physically, so that they do not add to the trauma of the survivor. The School of Social Work stressed that they want the officers to treat each incident independently from one another since survivors cope with trauma differently. The first interaction and response to the victim is the most difficult and significant.

TRAINING STYLE

The police officers discussed how they are required to participate in many different training programs each year, whether they are administered by the University, the Georgia Department of Public Safety, or the United States. Officers try to participate in in-person training to get more hands on instruction, but believe that it is difficult to get every officer to go through this training due to the need of officers on duty. The officers felt as although their training is sufficient, they would like the new training program to be interactive and keep the viewer engaged. They expressed that their current training is normally lectures and readings that do not allow them to retain the information. They believe that they are a well educated group of individuals who have many degrees such as bachelors, masters, and doctorates, so they would like the tests and quizzes to be challenging and force them to pay attention.

- The officers have expressed their need for a training program to always be accessible.
- They want us to be mindful of “wrong” choices when creating questions and answers; to positively reinforce why there is a better answer or response.
- They want thought-provoking and challenging questions to ensure officers are paying attention to the content.
- Officers want more interactive training as opposed to lecture style courses.
- Training course needs to have a minimum passing score on the assessment in order to move to the next module.

IN-DEPTH INTERVIEW

We administered an in-depth interview with Sergeant Dustin Smith, Captain Lance Tipton, and Captain Jeff Hammock of the UGA Police Department. We assessed the goals and concerns they have for the training module as well as their expectations. We asked about their previous and current programs relating to sexual assault survivors. We discussed the learning styles of the police officers and what works best in grabbing their attention.

- Training Units in police departments, UGA's are trending towards electronic and interactive courses
- Because it is difficult to get all officers together at once, online training is more convenient and useful
- With the amount of responsibilities officers have to tend to, they expressed time is their biggest constraint (there are few people capable of building online modules)
- UGA PD wants a training program where patrol officers can complete modules while on the clock
- The best way to administer training to ensure users are engaging and learning is to incorporate some form of progress checks or a graded assessment

OBSERVATIONS

Our observations consisted of analyzing both users as they interacted with the beta and the first training module example. The clients described their needs composing of an online training module for patrol officers that allow them to practice interactions with sexual assault survivors. Since they currently have an abundant amount of training programs for crisis intervention, they want to apply the knowledge they receive in more engaging and authentic ways.

PERSONAS

Course Creator - Adrienne

- Research focuses on sexual assault and prevention.
- Obtained PhD in Social Work.
- Trained in sexual assault prevention.

Training Officer - Dennis

- Superior Officers: Sergeant, Captain, or Chief
- Administers training to patrol officers.

Patrol Officers/Response Officers - John

- Educated with college degree.
- Young adult (21 - 35 years old)
- First respondent to sexual violence investigations.

FUTURE PLANS

We will be using PowerDMS, a policy management system utilized by law enforcement officers, as our primary medium for uploading content. Because this medium comes with limitations, we will explore a second software, Adapt Learning, to create a Choose Your Own Adventure module and incorporate it into PowerDMS. We believe this will be useful for adding to the interactivity need that the officers expressed in our group interview. The course information and quizzes will be provided by our client, the School of Social Work. We will then use their content to make an interactive and engaging training module that allows officers to put what they learn into practice. We aim to provide officers with the necessary training to ensure that they are able to interact with survivors in a trauma-informed way and avoid victim blaming. After the semester, we will provide a set of guidelines for our client on how to edit the course content for future uses.