



State of Vermont Court Administrator's Office

“High-quality programs and first-rate instructors... KnowledgeWave consistently delivers”

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Deputy Director of Judicial Branch Education
Office of the Court Administrator

of Employees: 350

Type of Business: Government

Background

The Office of the Court Administrator provides administrative staff support to the Supreme Court to assist in the overall management of the court system and to ensure that judges have the resources and trained support staff that are needed in order to resolve the disputes that come to the courts. The Office monitors the operation of the Judiciary and works to improve its operation through: long-term planning; identifying and analyzing workload trends; identifying, obtaining and allocating needed resources; and identifying the need for and then implementing new procedures, rules and legislation.

In May 2007, the judicial branch education division of the Court Administrator's Office contacted KnowledgeWave to assist a group of approximately 20 judges in the transition from WordPerfect to Microsoft Word 2003. The group included both trial court and appellate level judges; their skill level ranged from beginner to intermediate. The established goal was to equip the judges with the knowledge required to feel comfortable with the conversion to Word, which was scheduled to be finalized by fall 2007. The primary challenge was that the judges were very content with the WordPerfect application already in place, thus reluctant to the conversion and required training.

Solution

KnowledgeWave met with judicial educators to determine the skill level of each judge, place them in the appropriate session level and develop customized courseware. The IT department performed assessments and KnowledgeWave customized manuals to reflect the needs of both groups. The Court Administrator's office utilizes unique macros toolbars which KnowledgeWave took screenshots of and inserted into the books, along with applicable tips and tricks unique to the judges for the transition.

Results

The result was the successful completion of two half-day sessions including beginner and intermediate users. The initially unenthusiastic judges were transformed into fervent students looking forward to continuing their training and the final conversion. They were able to relate to the customized materials and instructor-led environment to make the best use of their time spent training.



Comments by the judges included, but are not limited to:

- *“This was extremely beneficial. The tools from the seminar will save dozens of hours.”*
- *“This was excellent. Did not look at my watch once.”*
- *“This was a good instructor – I thought his presentation was perfect for my needs. I no longer fear Word.”*
- *“Very helpful. Good hands on instruction – very good materials.”*
- *“Excellent! The best computer training I have ever had. Written materials were also excellent.”*
- *“Well done and extremely useful. Much appreciated. I learned a lot and will use all of it.”*

Founded in 1990 and headquartered in South Burlington, Vermont, KnowledgeWave Training specializes in education and training, as well as custom database and software development. KnowledgeWave, Inc. is Vermont’s only Microsoft® Certified Learning Partner, a Citrix® Authorized Learning Center, and a Novell® Authorized Education Center and an authorized Cisco® Learning Solutions Partner. KnowledgeWave offers a full-range of authorized Microsoft®, Citrix®, Novell®, and CompTIA courses, plus custom-designed corporate curriculum, by qualified instructors, who rise above industry guidelines. State-of-the-art training and education centers are located in South Burlington, Montpelier and Brattleboro, Vermont, and on-site training at client facilities is available, as well.