



## NATIONAL INSTITUTE OF CORRECTIONS SCALES UP NATIONWIDE TRAINING WITH TALEO LEARN

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### **Industry**

Government

### **Number of Employees**

112,500

### **Products/Services**

The U.S. Department of Justice established the National Institute of Corrections (NIC) in 1974. The mission of the agency – an arm of the federal Bureau of Prisons – is to provide federal, state, and local corrections agencies with staff training and support. The NIC offers training in correctional leadership, jail and prison management, offender management and training, and other areas of corrections management. The agency also performs surveys, site reviews, and other evaluations. All of its services are taxpayer-supported and are provided to correctional facilities free of charge.

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*“Our research and reports illustrate that we have realized significant training ROI. We have discovered that 32% of our users have completed courseware online versus zero just 24 months ago because of using Taleo Learn.”*

**Chief of Communication  
and Publications,**

The National Institute of Corrections

## Challenges

- > The National Institute of Corrections (NIC) has approximately 250,000 employees of local, state, and federal correctional institutions that are eligible for training.
- > The government agency has only 60 training employees and a modest budget.
- > Besides some distance learning opportunities via satellite television, most of the training involved dispatching instructors to classrooms around the country.
- > Consequently, the agency had been able to train only about 60,000 people per year prior to 2001.

## Solution

NIC selected Taleo Learn™ as its learning management system. Among the factors that led to the selection were:

- > The ability to process registrations for courses delivered in several modes, including classes delivered via satellite, online and in instructor-led classrooms
- > The ability to easily import and export user information
- > The availability of Web-based assessment tools
- > Ease of administration
- > The inclusion of professional support in the total package price

## Results

NIC was able to use Taleo Learn to upload courses, create course catalogues and create new reports. The project manager indicated that the agency has gathered basic statistics on system usage, with qualitative evidence indicating that the program has a growing number of users.

For example, the NIC recorded 11,843 course registrations from November 1, 2004 to September 30, 2005 – an increase of 94 percent from registrations during the same period a year earlier.

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### ABOUT TALEO

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