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THE USE OF TECHNOLOGY AS A DELIVERY METHOD FOR COURT CLERK EDUCATION PROGRAMS IN THE STATE OF MISSOURI

This study is designed to evaluate the benefits of a court clerk training program for court clerks and support personnel. The study is based on the emerging view that there are increasing turnover rates in the clerk's offices. As a result, there is a need to consider the impact that it has on the efficiency of the employees and the organization. This paper will also focus on training as a solution that creates an independent and knowledgeable workforce in the judiciary. In the judicial offices of many states, including Missouri, the impact of increasing technology and the need to focus on staff development are central points that define the significance of this study.

The central goals for this study are to determine the benefits of educational programs for court clerks and support personnel, and to determine the link between providing educational programs and the increasing emphasis on technological development nationwide. The central objectives defined by this process are: (1) the assessment of the necessity for training programs, (2) the importance of technological training, 3) the impacts of human resources development in the clerk's office, and (4) an assessment of the overall programming options.

The methodology used in this study includes the integration of the current literature to the assessment of the claims made in the current literature. This will be compared to the findings in the survey that was sent electronically to ten different courts in the State of Missouri, which included both rural and urban courts. All of this will be done in conjunction with the development of a court clerk training program. These methods correspond to the focus of the

study and provide a beneficial bias from which an understanding can be made concerning the interest of human resources management regarding the necessity for training.

There are three specific points/objectives that must be evaluated in order to determine if the program satisfies the necessary criteria for a positive outcome. These include the determinations that: 1. training has improved job function; 2. training is warranted; and 3. training defines an occupational focus based on the use of the integration of educational technology training offered through alternative delivery methods(for example, web based learning, CD ROMS, interactive television). These elements promote a greater sense of the positive impacts of the training program and the necessity for training across different workforce populations in the court clerk's offices.

The conclusions and recommendations drawn from this study will be used to support the integration of a training program for court clerks and support personnel that includes both core elements and the integration of technology into the curriculum, in order to best address the needs of the courts. Recommendations will also outline an agenda for future studies.

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