

# District of Columbia Court Systems:

## SUCCESSFULLY IMPLEMENTING AN ONLINE SOLUTION FOR ALL THEIR ORGANIZATIONAL NEEDS

## CASE STUDY

### PROFILE

District of Columbia Courts consists of the D.C. Superior court, a very high volume metropolitan court of general jurisdiction, as well as the D.C. Court of Appeals, D.C. Court Systems and all support divisions. The Center for Education and Training (CET) provides for the training needs of the Courts' over 1,000 employees and over 100 judges.



### CUSTOMER CHALLENGES

- D.C. Courts system passed a mandatory annual training requirement for all new employees
- Center for Education and Training (CET) needed a quick solution
- Relied on cumbersome paper processes

### SOLUTION

Certain Meetings enabled CET to implement a single online solution for Courts employees to find information on upcoming training programs. This streamlined the enrollment, approval, confirmation and reminder process, allowing CET to greatly reduce turn-around by days and even weeks and ensure full classes.

### BUSINESS RESULTS

- District of Columbia Courts revolutionized their entire system
- Transitioned CET staff to an online system quickly and easily

“Almost overnight, we became streamlined, efficient, and modern.”

- Merideth Hofford  
Director Center for  
Education and  
Training  
D.C. Court Systems

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CET previously relied on cumbersome paper processes that involved several approvals and signatures that wound their way back and forth throughout the Courts' inter-office mail network. Often approvals were incomplete, enrolled students were not notified of approval in time to attend classes or CET was not notified on approval status. No-shows and cancellations were high. Record-keeping was virtually nonexistent. Certificates of completion were not received for many months.