



National Park Service

Experience Your America

National Park Service Employee Training & Development Annual Report for Fiscal Year 2004



Horace M. Albright Training Center
at Grand Canyon National Park,
Arizona



Capital Training Center at National
Park Service Eye Street Building,
Washington, DC



Historic Preservation Training
Center at Gambrell Mansion,
Monocacy NB, Maryland



Stephen T. Mather Training Center
at Harpers Ferry National Historical
Park, West Virginia



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From the Chief of Training & Development



I am pleased to present *the Servicewide Training & Development Annual Report for FY 2004*. This time period completes my second full year as the National Park Service Chief of Training & Development and I am quite proud of our accomplishments.

You will find specifics about Training & Development's activities elsewhere in this document. Allow me to emphasize some general thoughts and trends about our program.

If FY 2004, we saw the Servicewide implementation of *My Learning Manager*, the NPS learning management system. Over six thousand employees used *My Learning Manager* to review training opportunities, register for training, and create automatic, official transcripts of their training.

Training Managers reviewed competencies for their various Career Fields and began entering them into *My Learning Manager*. When the process is complete, employees and supervisors will see what competencies each training opportunity focuses upon as well as

discover the variety of training that incorporates a particular competency.

The NPS Fundamentals Training Program reached over three thousand employees this fiscal year. This program delivers the NPS Universal Competencies expected of all employees regardless of career field and it creates a workforce dedicated to achieving the **mission** of the Service.

The Technology Enhanced Learning Program (TEL) saw over eight thousand employees participate in nearly one hundred programs this year, providing learning at or near over a hundred and fifty home sites.

In partnership with the Washington Partnership Office, we established the first Partnership Training Manager position and offered a fledgling Partnership curriculum. Partnership training will continue to grow, reflecting its significance to the agency.

I represent the NPS on the Interior Training Director's Council with my counterparts from the other bureaus. We are setting standards for the evaluation of our training programs, investigating ways to incorporate the Secretary's 4C's Program throughout our various training programs, and planning the adoption of a Department-wide learning management system.

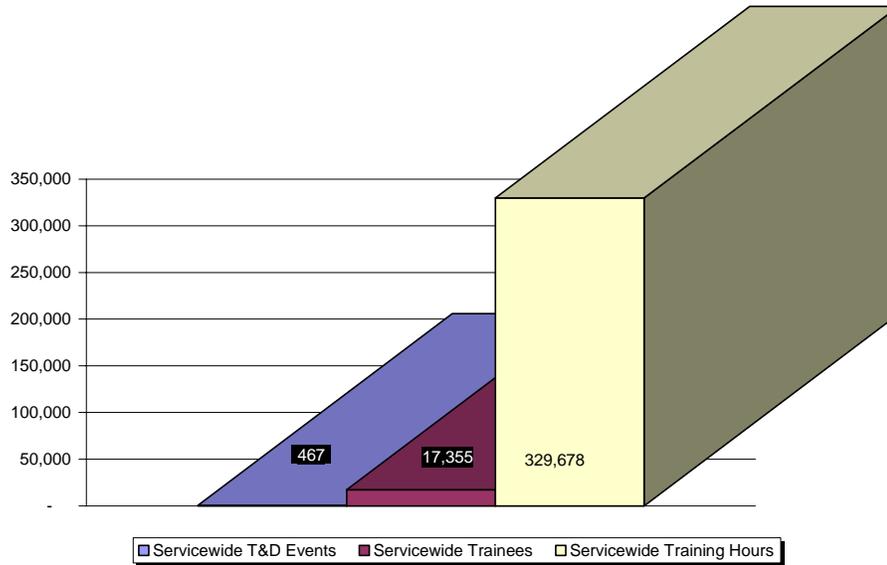
My colleagues and I are in business to provide an annual program of learning opportunities to meet organizational and employee needs. This responsibility and commitment to professional growth and performance excellence necessitates seeking guidance and direction from employees, NPS leadership, the Department and other customers. As you review a few of the highlights of our year, you will see evidence of this influence and our progression toward building a sustainable learning organization and creating a culture that values learning as an investment.

Martha B. Aikens

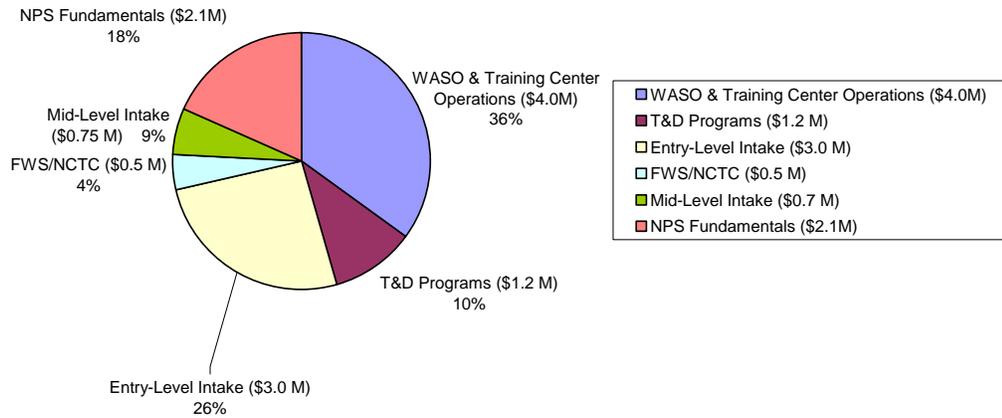
NPS Training & Development Highlights, FY 2004

- Sixteen (16) NPS Career Fields and Special Programs conducted 467 Servicewide Training & Development Events in FY 2004. Seventeen thousand, three hundred fifty-five (17,355) NPS employees attended these T&D events, generating an output of 329,678 Training Hours.
- Three (3) NPS Career Fields and Special Programs (MNT, PAR, UNC) provided 10 Self-Paced T&D Programs in FY 2004. One thousand, eight hundred forty-two (1,842) NPS employees participated in these self-paced programs, generating an output of 42,400 Training Hours.
- The Universal Competencies/NPS Fundamentals Training Program held 66 Servicewide training events in FY 2004. Three thousand, one hundred fifty (3,150) NPS employees participated in NPS Fundamentals training, an increase of 424% over FY 2003. Training hours output increased by 175% over FY 2003 for NPS Fundamentals.
- Servicewide training delivered through the NPS Technology Enhanced Learning (TEL) System increased dramatically in FY 2004. Eight thousand, four hundred-seventy (8,470) trainees participated in 98 TEL events this year, an increase of 84% over FY 2003. Training hours output increased by 123% in FY 2004 for NPS TEL training.
- This is the first Fiscal Year that the Servicewide Training & Development Program used the My Learning Manager Program to generate annual outputs. Since this was a transition year for the use of MLM, field reports also had to be gathered to project a complete snapshot of the year. In the future, these reports will place more reliance on MLM and less on field reports. The goal is to use MLM for all reports.
- Until FY 2004, annual reports used Training Units (1 student x 1 day of training) to report and compare outputs for the Training & Development Program. Since My Learning Manager accounts for training in Training Hours, all numbers in this year's report uses Training Hours. On charts that compare outputs over several Fiscal Years, former outputs were converted to Training Hours.

Figure 1: Summary Chart--Servicewide Training & Development Outputs, FY 2004



**Figure 2: Servicewide Training & Development Funding, FY 2004
(Total = \$11.65 M)**



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Figure 3: Number of NPS Trainees Participating in Servicewide Training & Development Programs by Specific Career Fields & Special Programs (FY 2004)

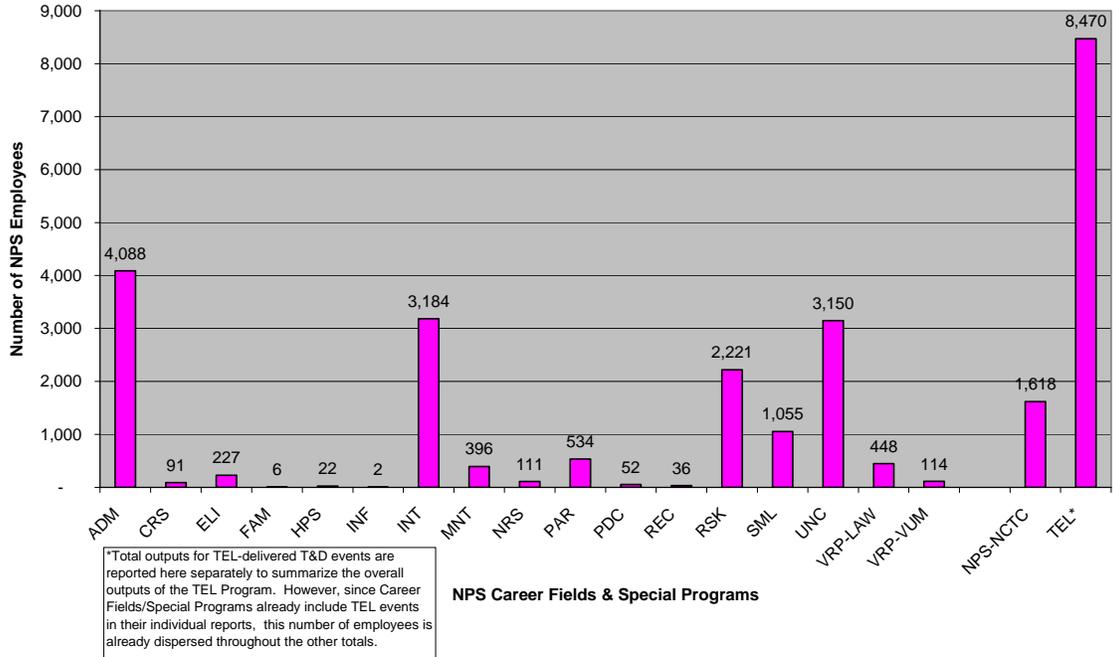
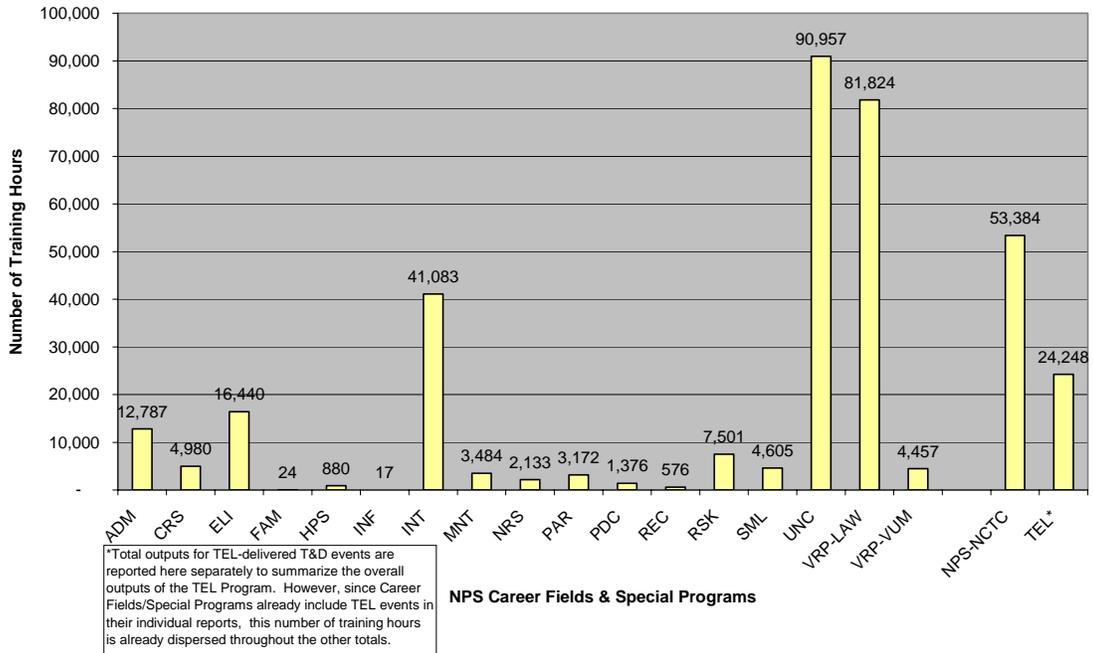


Figure 4: Training Hours Generated by Specific Servicewide NPS Career Fields & Special Programs FY 2004



APPENDIX A

NPS CAREER FIELDS & SPECIAL PROGRAM ABBREVIATIONS

Table 1: NPS Career Fields and Special Program Abbreviations

Abbreviation	NPS Career Fields and Special Programs
ADM	Administration & Office Management Support
CRS	Cultural Resources Stewardship
EDU	Education
ELI	Entry-Level Intake Program
FAM	Fire & Aviation Management
HPS	Historic Preservation Skills & Crafts
INF	Information Management
INT	Interpretation, Education, & Cooperating Associations
LAW	Law Enforcement & Resource Protection
MNT	Maintenance
MLI	Mid-Level Intake Program
NRS	Natural Resources Stewardship
ODE	Organizational Development
PAR	Partnerships
PDC	Planning, Design, & Construction
REC	Recreation & Conservation Programs
RSK	Risk Management (Occupational Health & Safety)
SML	Supervision, Management, & Leadership
TEL	Technology Enhanced Learning
UNC	Universal Competencies
VRP	Visitor & Resource Protection
VRP-LAW	Visitor & Resource Protection-Law Enforcement @ FLETC
VRP-VUM	Visitor & Resource Protection-Visitor Use Management
NPS-NCTC	National Park Service—National Conservation Training Center Interagency Programs

Table 2: NPS Training Center Abbreviations

Abbreviation	NPS Regions and Service Centers
CATC	Capital Training Center
HPTC	Historic Preservation Training Center
HOAL	Horace M. Albright Training Center
FLETC	NPS-Federal Law Enforcement Training Center
NIFC	National Interagency Fire Center
STMA	Stephen T. Mather Training Center
NPS-NCTC	NPS-National Conservation Training Center

Table 3: NPS Regions and Service Center Abbreviations

Abbreviation	NPS Regions and Service Centers
AR	Alaska Region
IMR	Intermountain Region
MWR	Midwest Region
NCR	National Capital Region
NER	Northeast Region
PWR	Pacific West Region
SER	Southeast Region
DSC	Denver Service Center
HFC	Harpers Ferry Center

APPENDIX B

SUMMARY FIGURES, FY 1997-FY 2004

**Figure 5: Summary Chart--Servicewide Training & Development Outputs
FY 1997-FY 2004**

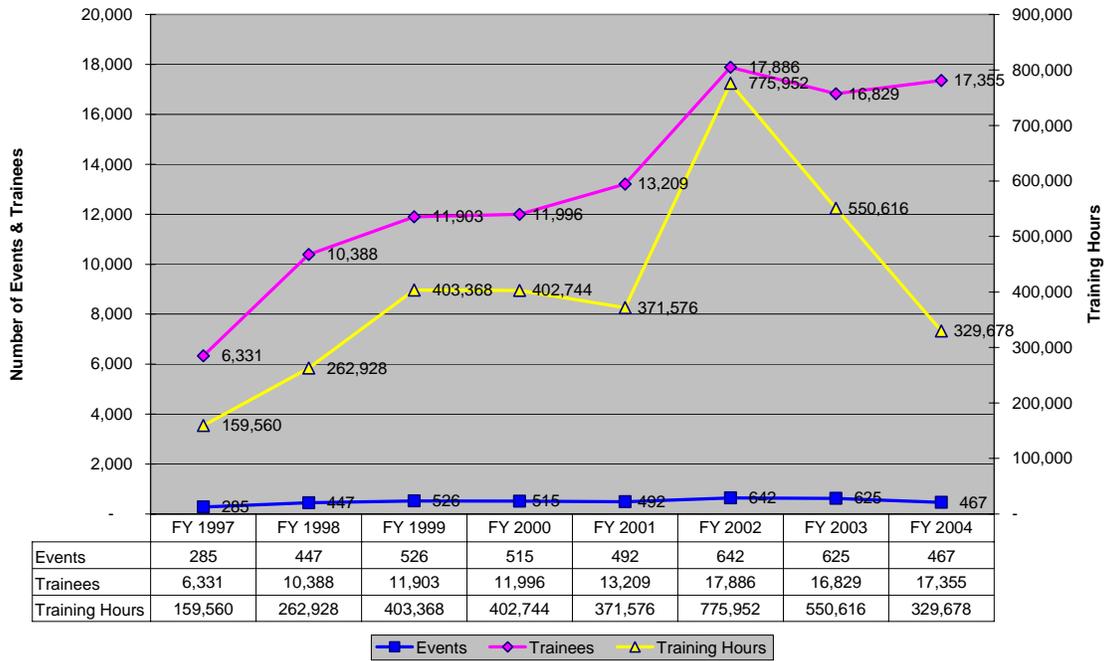
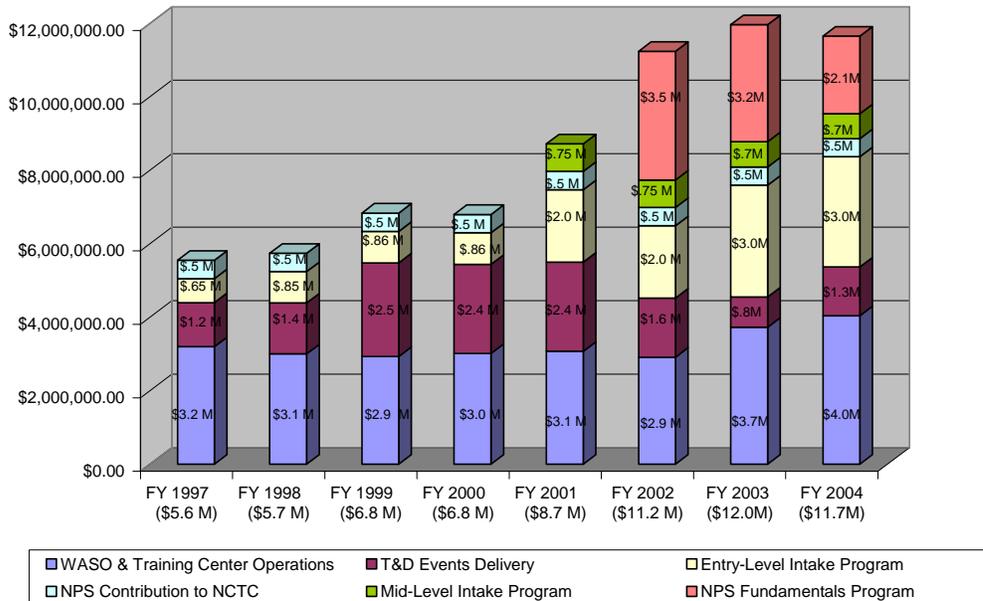
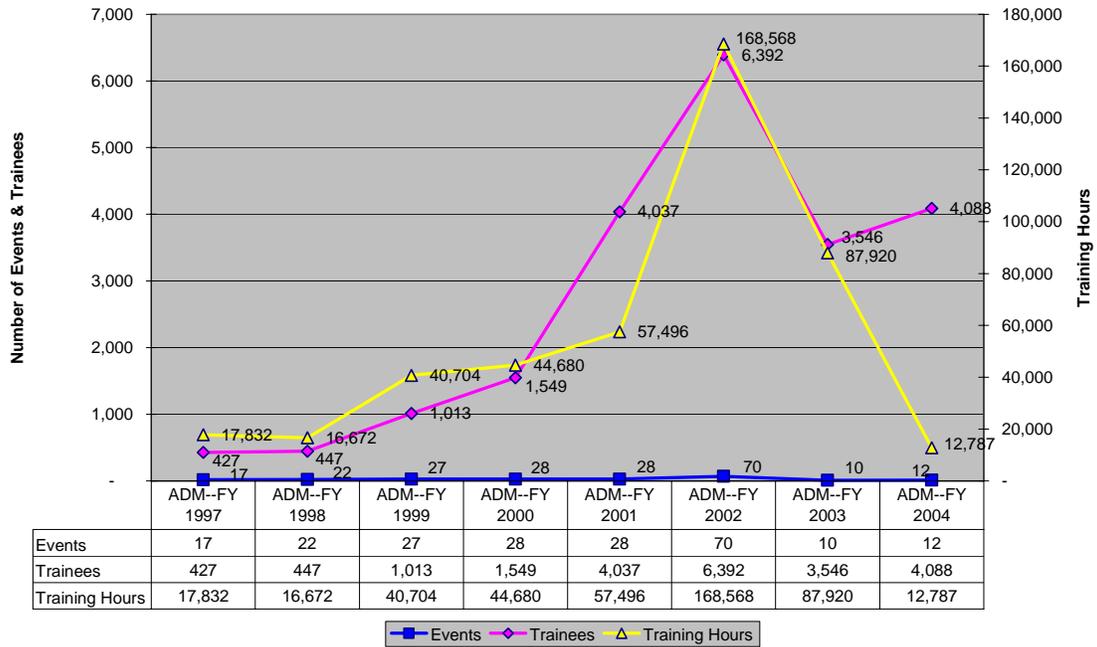


Figure 6: Funding Levels--Servicewide Training & Development Program, FY 1997-FY 2004

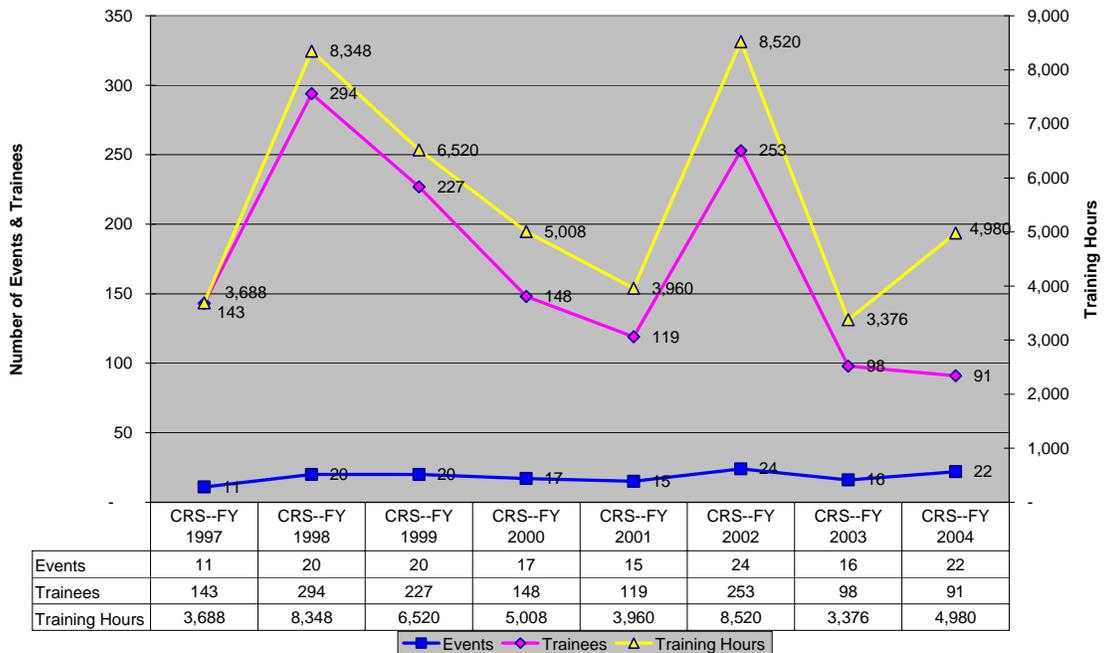


APPENDIX C
Individual Career Field & Special Program Outputs,
FY 1997-FY 2004

**Chart 1: Administration & Office Management Support (ADM) Career Field Statistics
FY 1997-FY 2004**

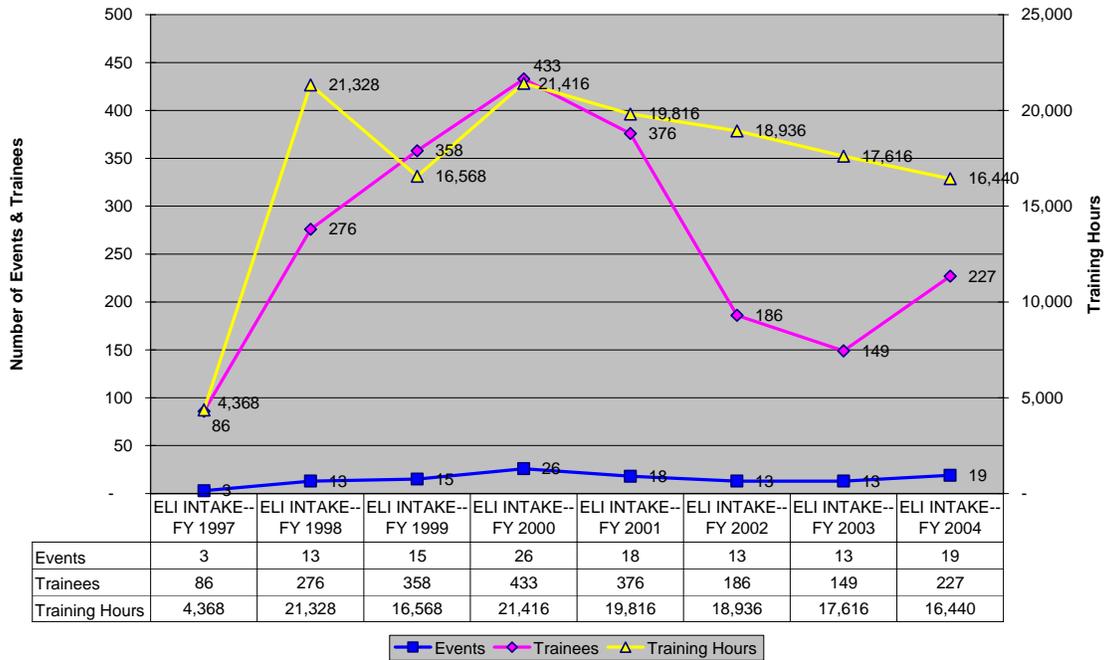


**Chart 2: Cultural Resources Stewardship (CRS) Career Field Statistics
FY 1997-FY 2004**

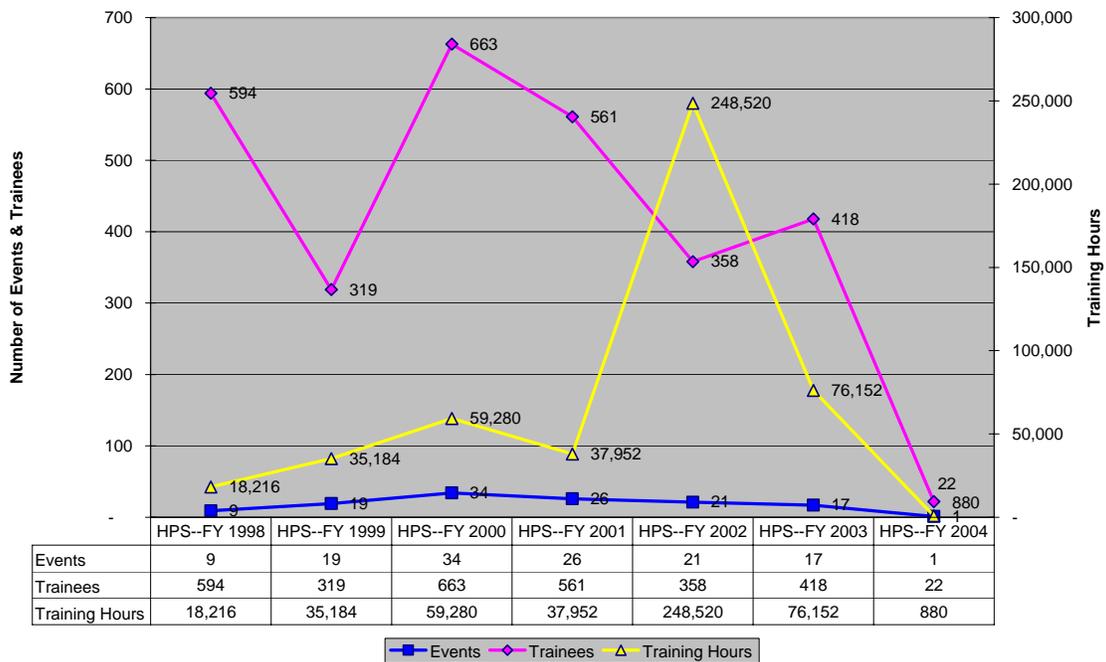


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**Chart 3: Entry Level Intake (ELI) Program Statistics
FY 1997-FY 2004**

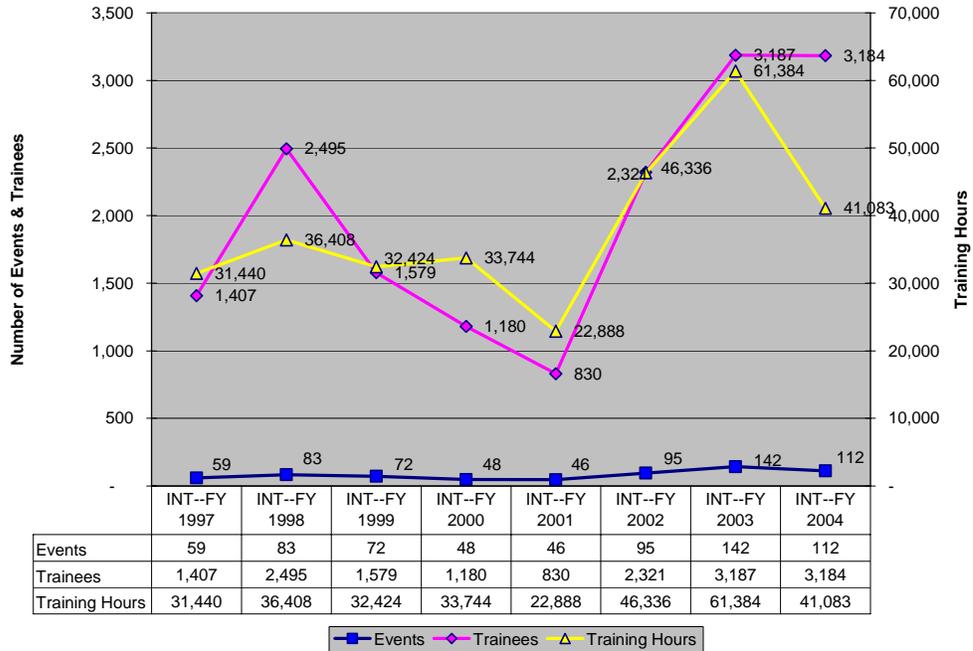


**Chart 4: Historic Preservation Skills (HPS) Career Field Statistics
FY 1998-FY 2004**

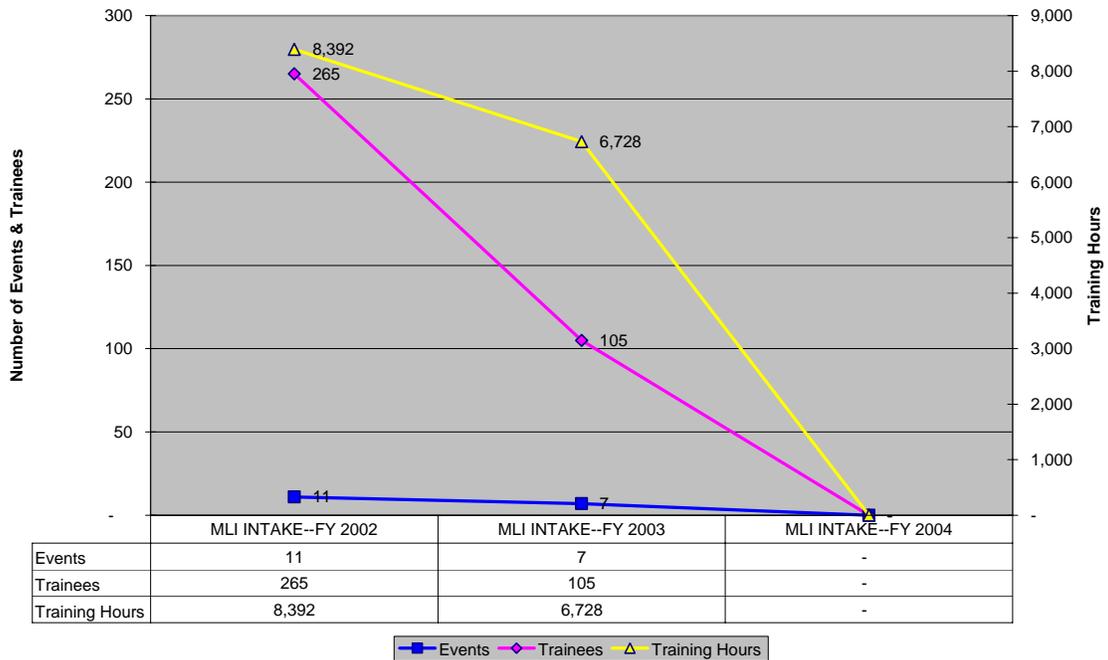


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**Chart 5: Interpretation (INT) Career Field Statistics
FY 1997-FY 2004**

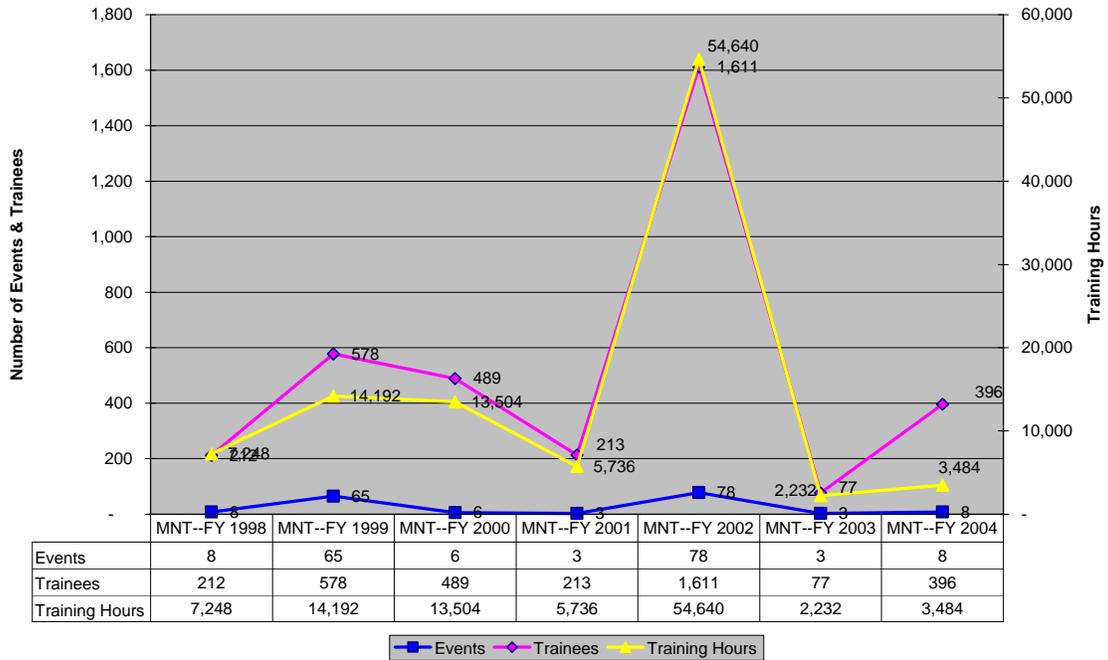


**Chart 6: Mid-Level Intake (MLI) Program Statistics
FY 2002-FY 2004**

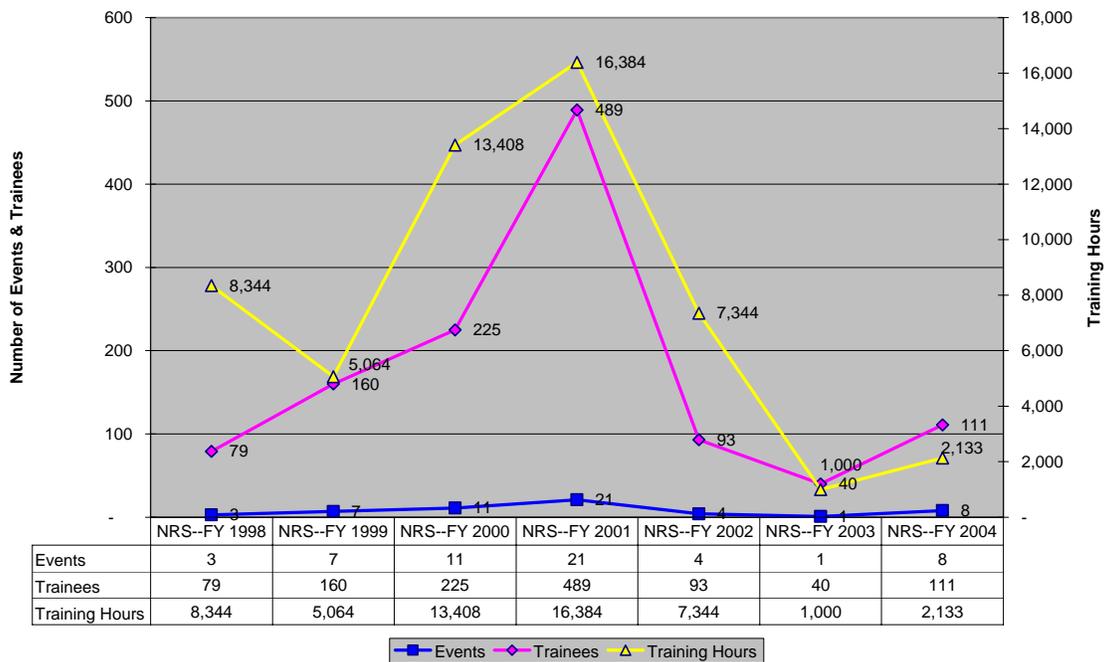


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**Chart 7: Maintenance (MNT) Career Field Statistics
FY 1998-FY 2004**

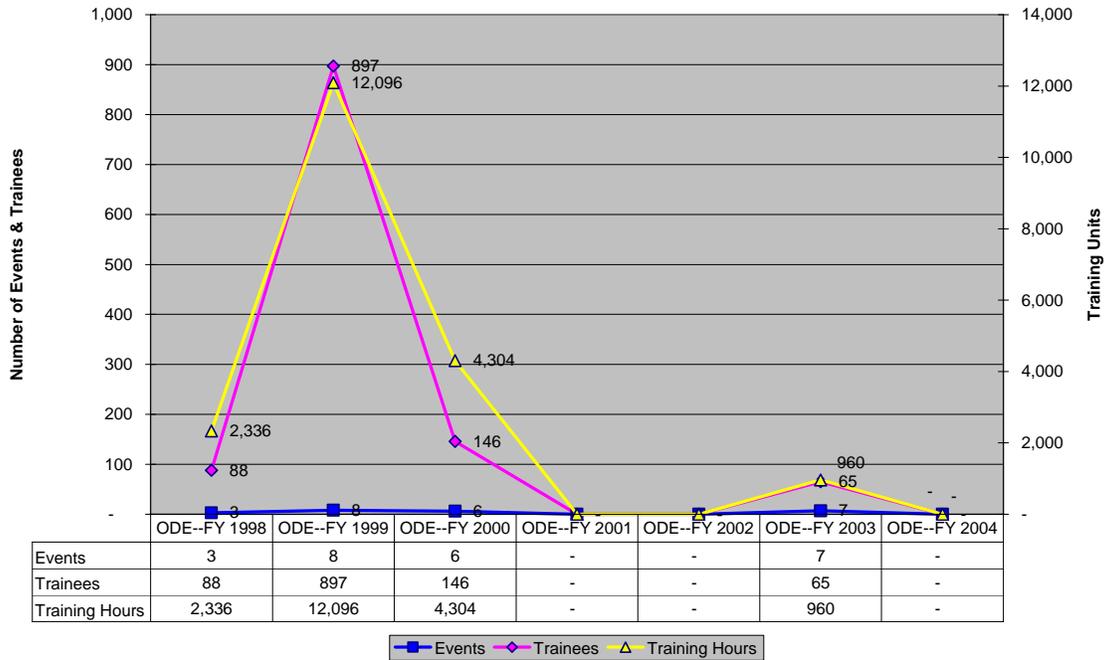


**Chart 8: Natural Resources Stewardship (NRS) Career Field Statistics
FY 1998-FY 2004**

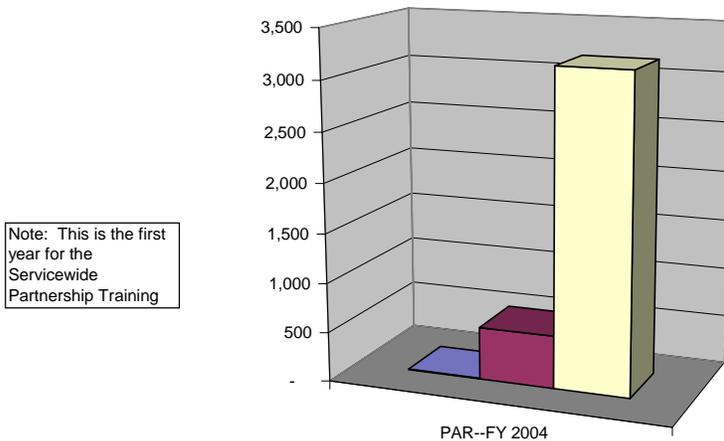


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**Chart 9: Organization Development (ODE) Career Field Statistics
FY 1998-FY 2004**



**Chart 10: Partnerships Career Field (PAR) Program Statistics
FY 2004**



PAR--FY 2004	
Events	7
Trainees	534
Training Hours	3,172

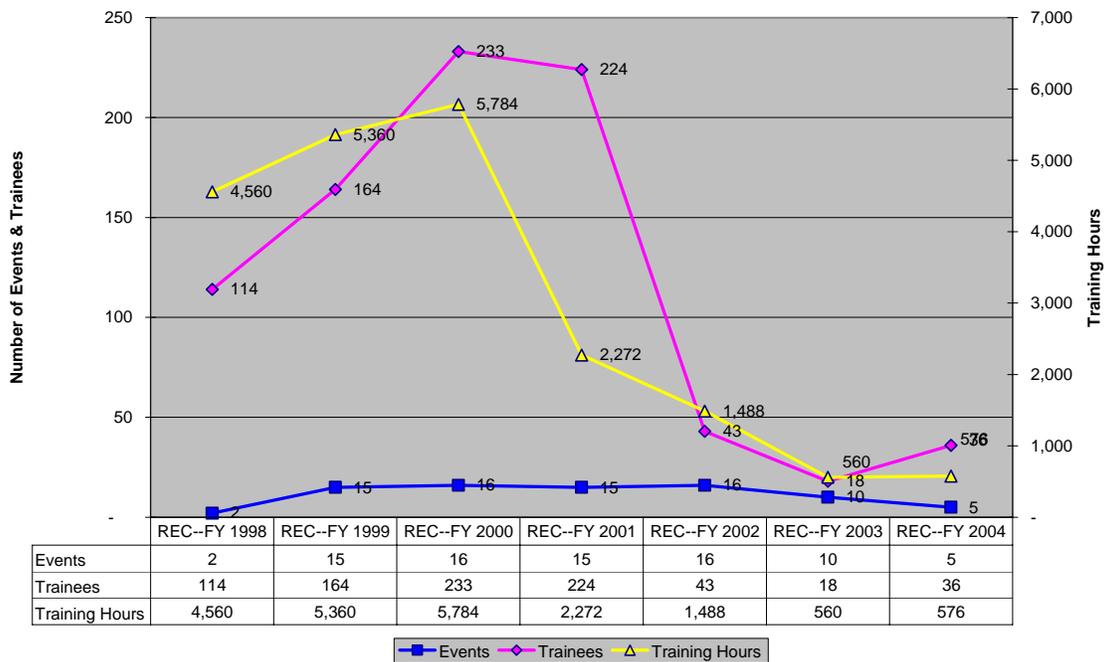
■ Events ■ Trainees □ Training Hours

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Chart 11: Planning, Design, & Construction (PDC) Career Field Statistics
FY 1998-FY 2004



Chart 12: Recreation & Conservation (REC) Career Field Statistics
FY 1998-FY 2004



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Chart 13: Risk Management (RSK) Career Field Statistics
FY 1998-FY 2004

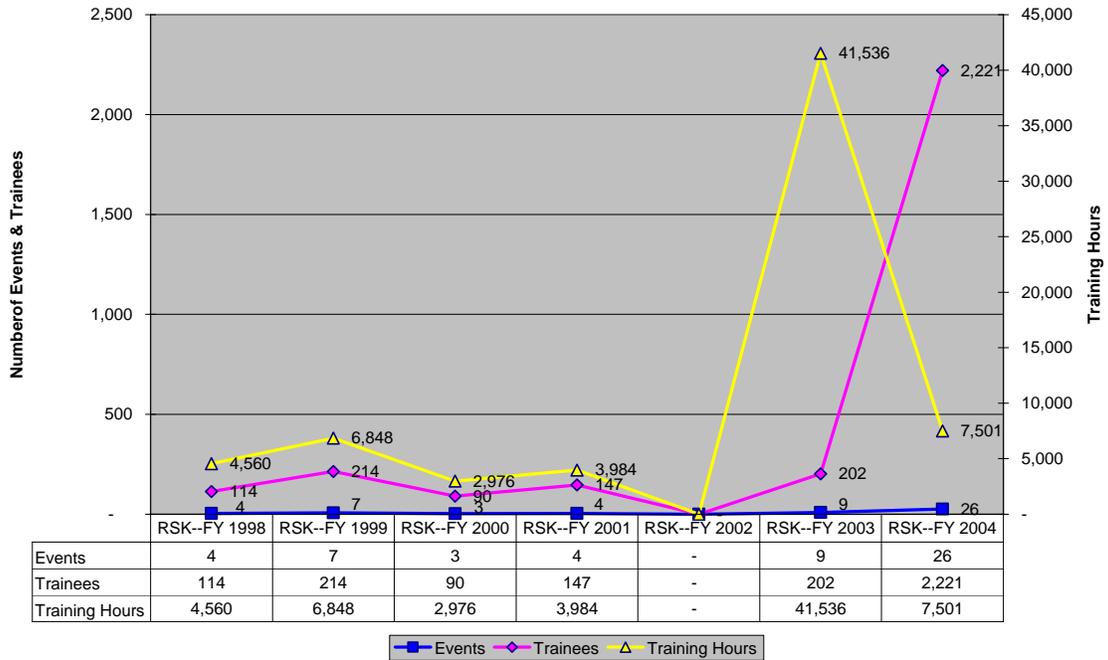
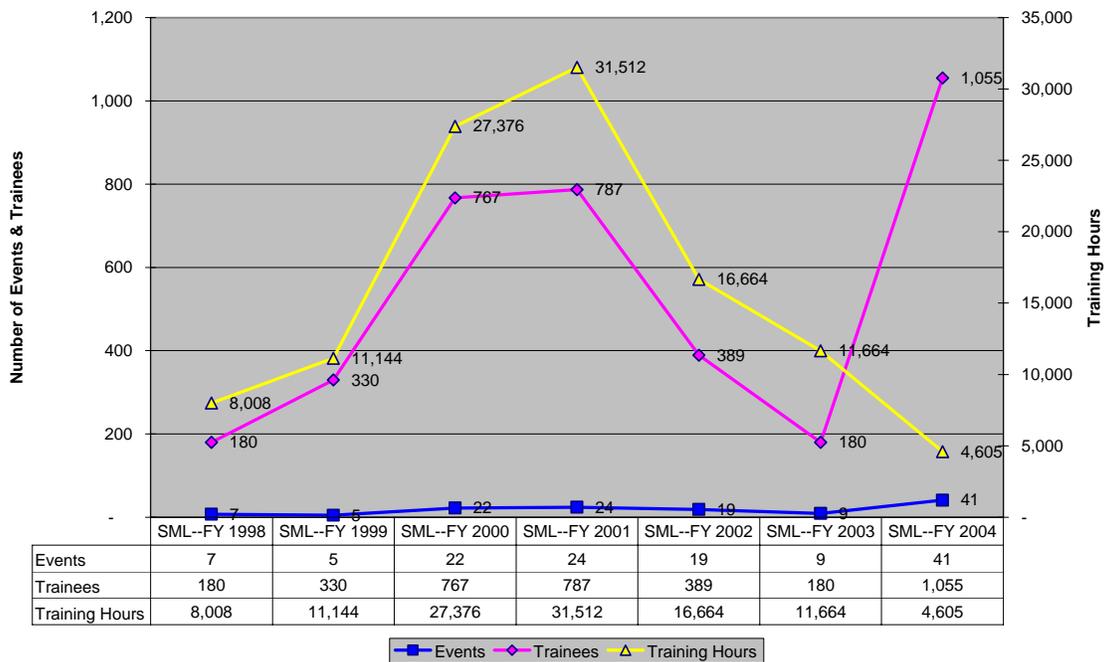
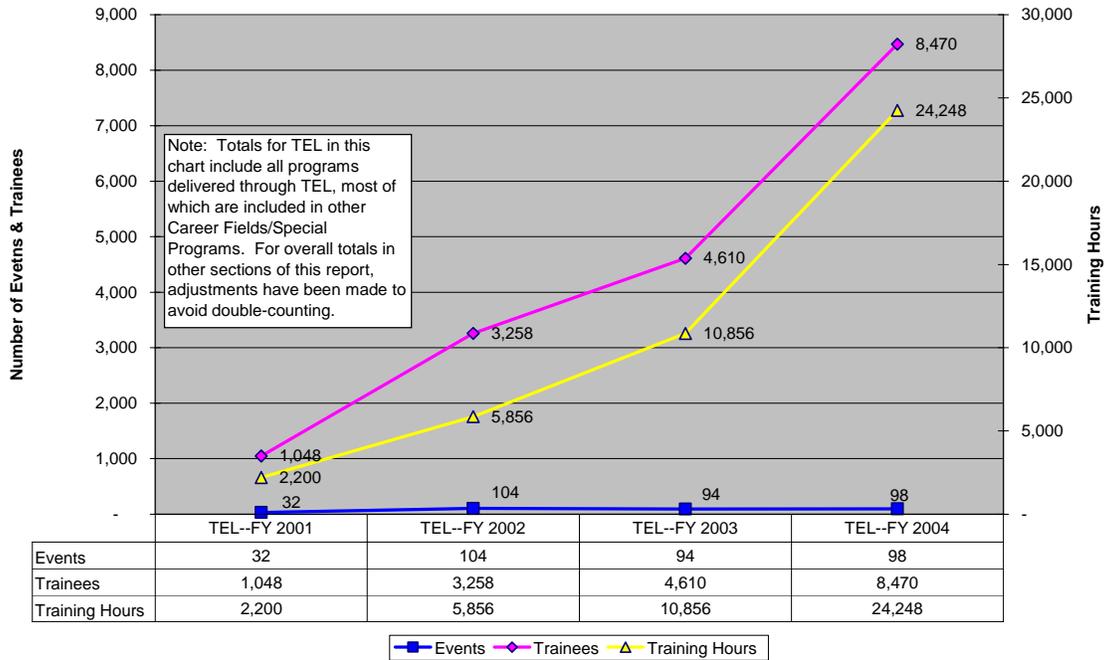


Chart 14: Supervision, Management, & Leadership (SML) Program Statistics
FY 1998-FY 2004

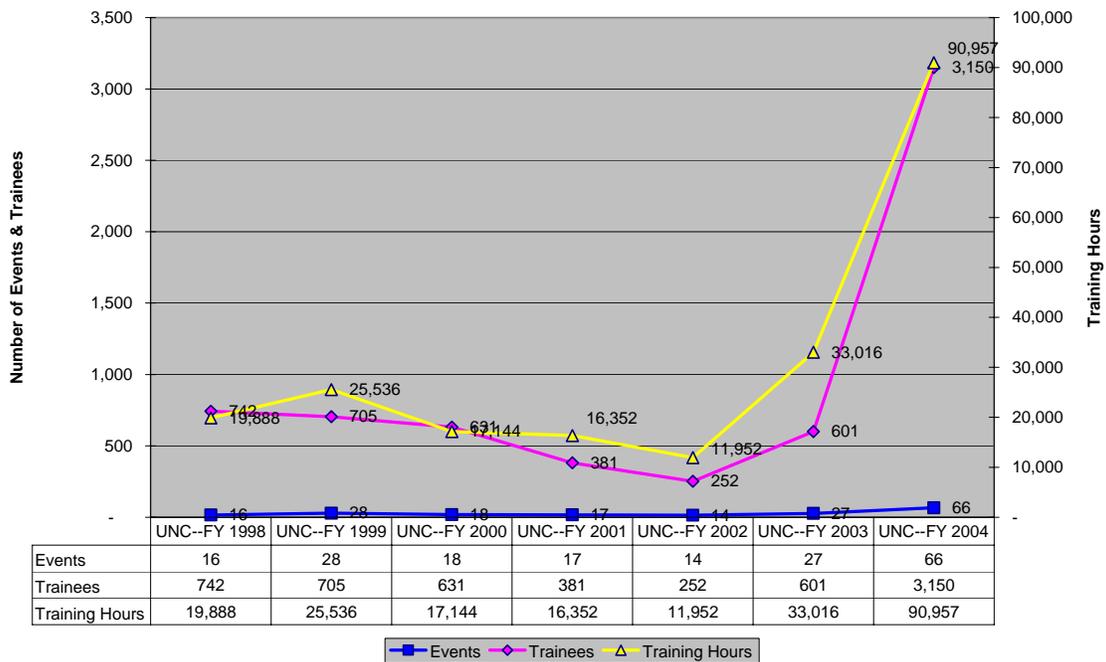


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**Chart 15: Technology Enhanced Learning (TEL) Program Statistics
FY 2001-FY 2004**



**Chart 16: Universal Competencies (UNC) Program Statistics
FY 1998-FY 2004**



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Chart 17: Visitor Resource & Protection-Law Enforcement (VRP-LAW) Career Field Statistics FY 1998-FY 2004

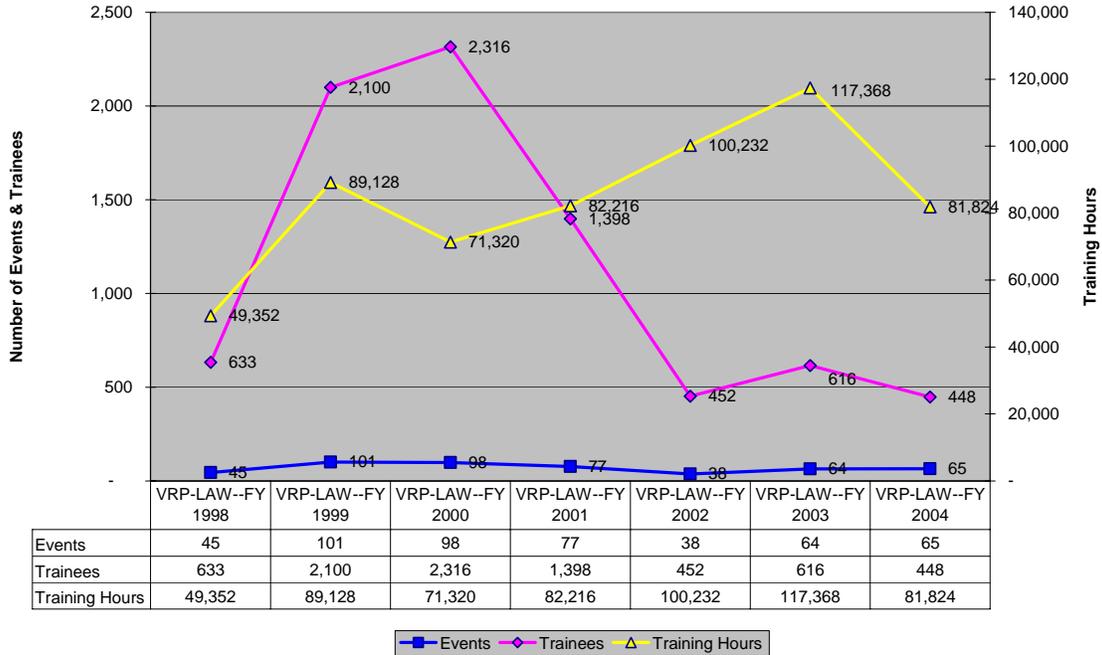
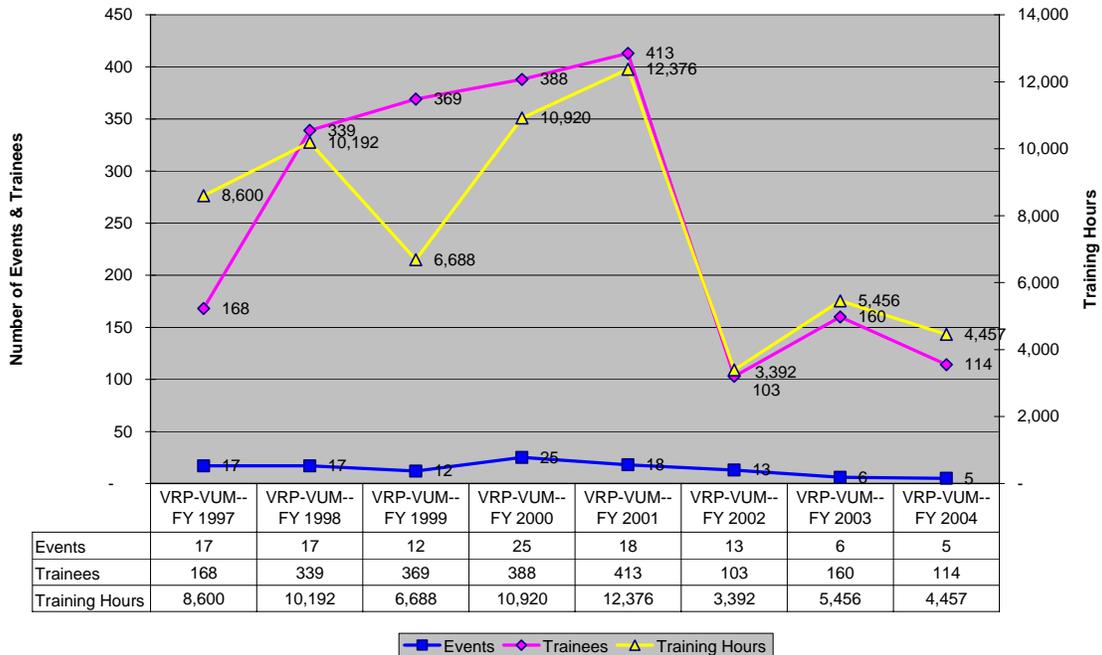
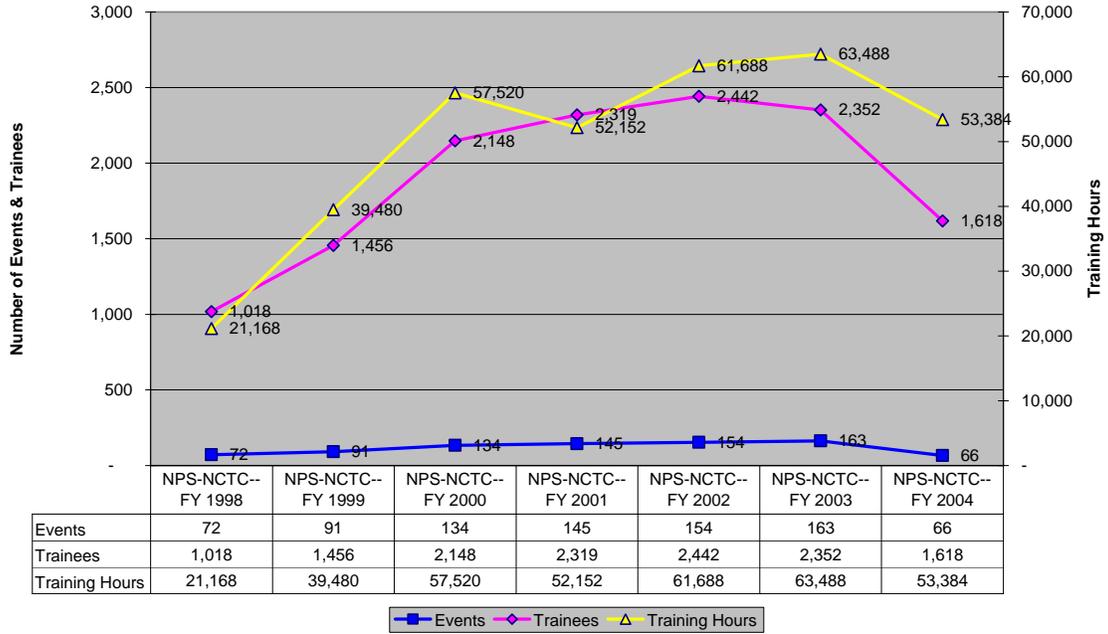


Chart 18: Visitor Resource & Protection-Visitor Use Management (VRP-VUM) Career Field Statistics FY 1997-FY 2004



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**Chart 19: National Park Service-National Conservation Training Center (NPS-NCTC)
Interagency Partnership Program Statistics
FY 1998-FY 2004**



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APPENDIX D

**Overall Servicewide Training & Development Outputs
And
Sources of Reporting**

Career Field Codes (and Source of Reporting)	Events	Trainees	Training Hours
ADM (MLM)	9	550	2,547
ADM (Self-Paced, Field Reports)	3	3,538	10,240
ADM Subtotal	12	4,088	12,787
CRS (MLM)	3	38	2,564
CRS (Gilder Lehrman Field Reports)	19	53	2,416
CRS Subtotal	22	91	4,980
ELI (Field Reports)	19	227	16,440
ELI Subtotal	19	227	16,440
FAM (MLM)	1	6	24
FAM Subtotal	1	6	24
HPS (PAST Field Reports)	1	22	880
HPS Subtotal	1	22	880
INF (MLM)	1	2	17
INF Subtotal	1	2	17
INT (MLM)	20	622	14,613
INT (Field Reports)	92	2,562	24,470
INT Subtotal	112	3,184	41,083
MNT (MLM)	4	8	380
MNT (MLM Self-Paced)	4	388	3,104
MNT Subtotal	8	396	3,484
NRS (MLM)	7	97	1,909
NRS (Field Reports)	1	14	224
NRS Subtotal	8	111	2,133
PAR (MLM)	2	137	548
PAR (MLM Self-Paced)	1	17	136
PAR (Field Reports)	4	380	2,488
PAR Subtotal	7	534	3,172
PDC (MLM)	2	52	1,376
PDC Subtotal	2	52	1,376
REC (MLM)	1	6	72
REC (Field Reports)	4	30	504
REC Subtotal	5	36	576

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RSK (MLM)	26	2,221	7,501
RSK Subtotal	26	2,221	7,501
SML (MLM)	41	1,055	4,605
SML Subtotal	41	1,055	4,605
UNC (MLM)	61	1,308	48,557
UNC (MLM Self-Paced)	5	1,842	42,400
UNC Subtotal	66	3,150	90,957
VRP (MLM-VUM)	2	73	3,285
VRP (MLM Field Reports-VUM)	3	41	1,172
VRP (FLETC-LAW)	65	448	81,824
VRP Subtotal	70	562	86,281
SERVICEWIDE TOTAL (FY 2004)	401	15,737	276,294
NPS-NCTC (NPS-FWS Reports)	66	1,618	53,384
NPS-NCTC Subtotal	66	1,618	53,384
GRAND TOTAL (FY 2004)	467	17,355	329,678
<i>TEL (Field Reports)¹</i>	98	8,470	24,248

¹ *Outputs for TEL-Delivered T&D events are reported here separately to summarize the overall outputs of the TEL Program. However, since Career Fields/Specials Programs already include TEL events in their individual reports, these outputs are already dispersed throughout the Servicewide Totals.*