

## **20P-02 Professional Development Center**

### **Department of Administration**

#### **Audit Objective:**

Does the Professional Development Center provide cost-effective and quality training services consistently utilized by state agencies?

#### **Audit Scope:**

- As the audit objective sounds, the audit will involve looking at three main areas, which are:
  - Utilization of the PDC and reasons agencies do or do not use the PDC for training staff.
  - Cost and funding structure, including a cost comparison on 10 PDC courses. The cost comparison will include both the private sector and the university system. As part of the audit, we will be learning about how other states provide and fund training for state employees.
  - Quality of PDC training, as perceived by agency training coordinators and recent PDC course participants.
- The timeframe for examining PDC enrollment and revenue trends will be FY2015 through FY2020.
- We will focus on a more recent timeframe (i.e., FY2019 and FY2020) for surveys of recent PDC course participants.
- The work will include surveying and contacting staff from other agencies, as state employees are the primary customers of the PDC.
- Due to the impacts of COVID-19 on workforce training, the audit will consider both in-person and remote learning environments

#### **Scope Exclusions:**

- The work will exclude the legislative branch and non-state employee PDC course participants. This is because the PDC's primary customer base is state employees. While the legislative branch has participated in PDC training, we will be excluding the legislative branch from this work to maintain independence.
- For the cost comparison, we excluded specialized courses provided through the PDC that are not taught by PDC staff. For example, there is a course on the State Budget Process that is not taught by PDC staff.