2022 Biennial Performance Report
Summary of Internet-Based Training

This report addresses Section 2054.055(b)(8) of the Government Code requiring the Texas Department of Information Resources (DIR) to include in the Biennial Performance Report[1] a summary of the amount of internet-based learning and training used by state agencies and institutions of higher education (IHEs).
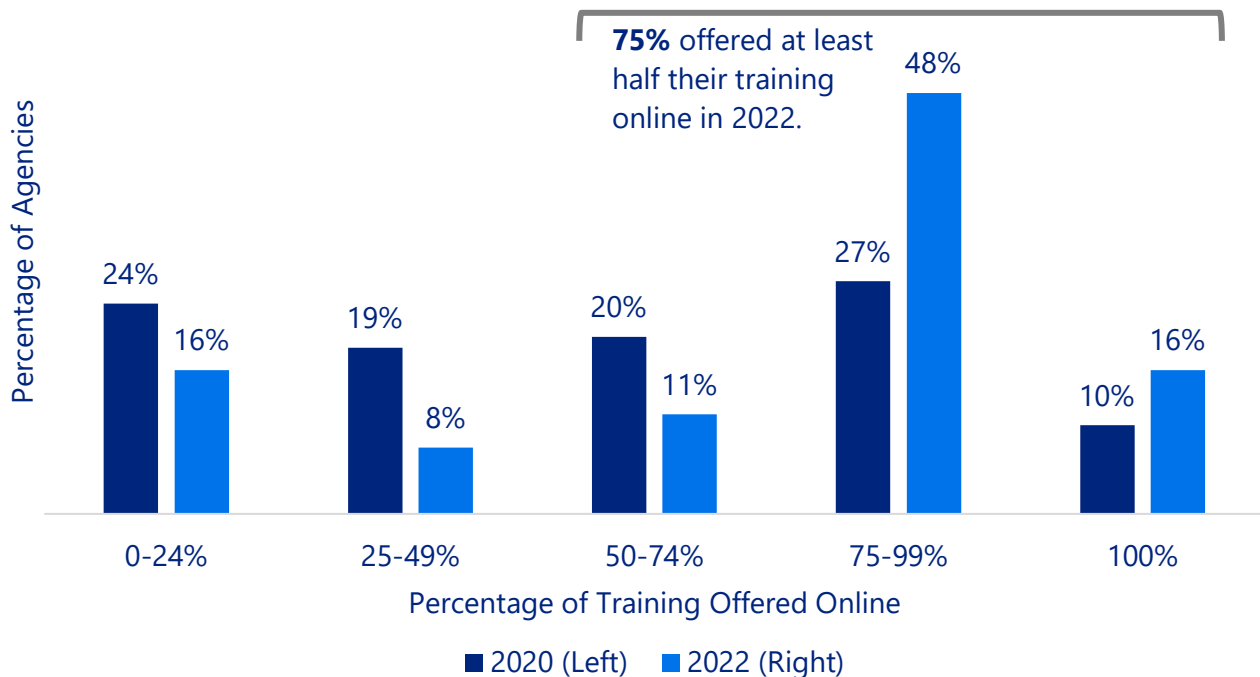
Background

In the aftermath of the COVID-19 pandemic, more than three million people have left the American workforce.[2] As employers compete for workers, state agencies are looking for cost-effective training options. Online tools provide an efficient way to train and build interest in public sector careers.

Summary

In 2022, Texas state agencies increased the use of internet-based training. Seventy-five percent of agencies now offer at least half of their training online, up from 58% in 2020.
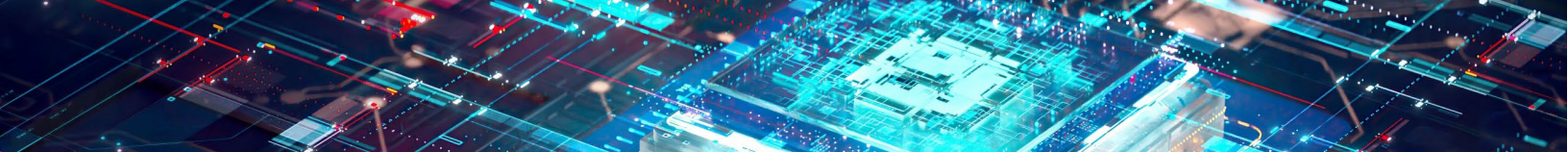
Figure 1: Agencies' Use of Internet-Based Training

75% offered at least half their training online in 2022.

Percentage of Training Offered Online	2020 (Left)	2022 (Right)
0-24%	24%	16%
25-49%	19%	8%
50-74%	20%	11%
75-99%	27%	48%
100%	10%	16%

Sources: 2020, 2022 IRDR

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[1] DIR compiles this report using information from responses to the 2022 Information Resources Deployment Review (IRDR) required by Government Code Section 2054.0965.

[2] U.S. Chamber of Commerce, America Works Data Center, https://www.uschamber.com/workforce/america-works-data-center.
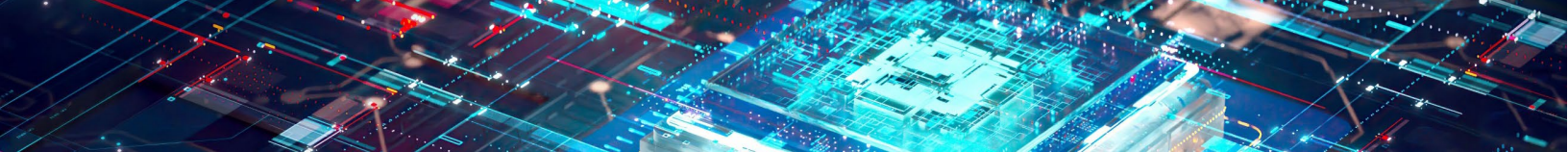
State agencies offer technology-based training programs through a variety of formats, including online training methods and hybrid presentation options that utilize both online and traditional in-person attendance. In the past two years, state agencies reported greater use of every online training method, with the biggest growth occurring in the use of YouTube recordings and live webinar broadcasts.

Figure 2: Training Methods

Training Method	2020 (Top)	2022 (Bottom)
Recording available on YouTube	54%	63%
Live broadcast via webinar	56%	62%
Recording available on agency website	49%	59%
Technology-based training through agency	43%	58%
Live teleconference	46%	56%
Online Software-as-a-Service solution	34%	43%
Recording available via podcasting	13%	17%
Other	15%	14%
None	9%	9%

Percentage of Agencies

■ 2020 (Top) ■ 2022 (Bottom)

Sources: 2020, 2022 IRDR

State agencies also use a variety of online sources and tools to train their employees. As shown in Figure 3, online training developed by a third party is the most frequently used technology for personnel training and is used by 94% of state agencies. State agencies reported increases in developing their own training, using tracking systems for employee training and certifications, and using tools for curriculum development and content management.
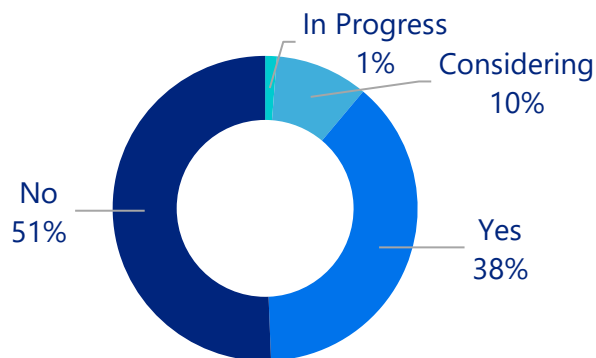
Figure 3: Training Development and Tools

Category	2020 (Top)	2022 (Bottom)
Online third-party training	90%	94%
Online agency-developed training	48%	56%
Tracking systems for training/certifications	43%	49%
Curriculum development & content management	34%	42%

Percentage of Agencies

■ 2020 (Top) ■ 2022 (Bottom)

Sources: 2020, 2022 IRDR

Learning management systems (LMS) are software applications that develop, administer, deliver, and track training programs. In 2022, just under half of state agencies reported they were either using, developing, or considering an LMS.

Figure 4: Agencies Using Learning Management Systems

- In Progress 1%
- Considering 10%
- No 51%
- Yes 38%

Source: 2022 IRDR

Although DIR attempts to collect data for internet-based learning and training used by IHEs[3] through optional questions in the IRDR, few IHEs responded to these questions in 2022; however, other sources indicate IHEs may be experiencing a nationwide increase in student demand for online learning.[4] Among public postsecondary institutions, the percentage of Texas students enrolled in distance education jumped from 38% in fall 2019 to 77% in fall 2020.[5]

Conclusion

Online tools and training provide an efficient method of delivering the professional development and training needed to attract and retain a highly skilled workforce. Through the tools and systems described above, state agencies are offering employees increased opportunities for continuous learning and formalized training programs to gain specialized skills through internet-based training programs.

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[3] Government Code Section 2054.1211 excludes IHEs from reports or plans generally mandated for a state agency under Chapter 2054 unless required by department rule. 1 Texas Administrative Code 201.8 identifies specific plans and reports that IHEs must prepare and submit to DIR. This list does not include the IRDR; therefore, IHEs' responses to the questions used to collect the data for this report are optional by law.

[4] https://www.insidehighered.com/news/2021/10/13/new-us-data-show-jump-college-students-learning-online

[5] U.S. Department of Education, National Center for Education Statistics, Integrated Postsecondary Education Data System (IPEDS), Fall Enrollment component final data (2012-2019) and provisional data (2020), available at nces.ed.gov/ipeds.