

[REDACTED] BASIC OPERATIONS COURSE
(08/05/02 - 08/09/02)
AGENDA

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00 am to 9:00 am Admin/Course Intro Staff	8:00 am to 9:00 am [REDACTED]	8:00 am to 9:00 am WMD [REDACTED]	8:00 am to 9:00 am [REDACTED]	8:00 am to 9:00 am [REDACTED]
9:00 am to 9:15 am BREAK	9:00 am to 9:15 am BREAK	9:00 am to 9:15 am BREAK	9:00 am to 9:15 am BREAK	9:00 am to 9:15 am BREAK
9:15 am to 10:15 am [REDACTED] Admin/ Policy Issues [REDACTED]	9:15 am to 12:30 pm Investigative Support [REDACTED]	9:15 am to 10:30 am WMD (cont.) [REDACTED]	9:15 am to 11:00 am [REDACTED]	9:15 am to 10:15 am [REDACTED]
10:15 am to 12:00 pm Overview of Significant Cases [REDACTED]		10:30 am to 11:45 am [REDACTED] Special Events [REDACTED]		10:15 am to 11:00 am Review/Dismissal Staff
			11:00 am to 12:00 pm Explosives Unit [REDACTED]	
12:00 pm to 1:00 pm LUNCH	12:30 pm to 1:30 pm LUNCH	11:45 am to 1:15 pm LUNCH	12:00 pm to 1:00 pm LUNCH	
1:00 pm to 3:00 pm AG Guidelines/ Privacy Act/ Patriot Act [REDACTED]	1:30 pm to 3:00 pm Behavioral Analysis [REDACTED]	1:15 pm to 3:30 pm CUROC/ UC Procedures [REDACTED]	1:00 pm - 5:00 pm State & Local Legal Issues [REDACTED]	
3:00 pm to 5:00 pm Legal Issues: UC Operations [REDACTED]	3:00 pm to 4:00 pm Civil Rights/ Hate Crimes [REDACTED]	3:30 pm to 5:00 pm Computer Forensics [REDACTED]		
	4:00 pm to 5:00 pm [REDACTED] [REDACTED]			

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Class Roster

Last Name First	Middle	Title	FO
			NF
		SA	NK
			PX
			SL
		SA	NY
			CG
			CG
		SA	DE
			MP
		SA	CE
		SA	PD
		SA	MO
		SA	SF
			CG
		SA	JK
		SA	NY
			JK
		SA	HO
		SA	NO
		SA	NY
		SA	NY
		SA	CG
		SA	LS

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SUMMARY OF EVALUATIONS

[REDACTED]
(07/30/2002 - 08/02/2002)

(Note: Copies of individual course evaluations can be obtained by contacting [REDACTED] IOS
[REDACTED] at [REDACTED])

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Overall Average of Scores (based on 1-5 scale, with 5 being the highest rating): [REDACTED]

Overview:

The overall high average score for this course reflects that it was very well-received by attendees. Students advised they found the course to be informative and interesting. Many noted that the case studies presented during the course contained valuable information that highlighted

Review of Attendee Feedback (Each *Feedback* entry is followed by related student comments.):

- Agents noted that the segment entitled, [REDACTED] was well-presented and contained useful information that would help them [REDACTED]

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[REDACTED]
(Speaker) *has invaluable knowledge and should be (asked to) return as an instructor.*"

"Good real-world info."

[REDACTED]
Handouts were excellent, this is what we need in the field."

- Students advised the segment [REDACTED] was informative and well-presented. Many noted that the speaker provided valuable material that would assist them [REDACTED]

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"Excellent concepts. Speaker with experience makes a big difference."

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"Excellent presentation. Brought into focus the essential fundamentals

*"Knowledgeable and entertaining. Relevant material.
(Speaker) brings experience and credibility."*

- Although [redacted] segment was interesting, some students noted that the instructor did not clearly link the information he presented [redacted]

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"Did not really structure lecture

"Interesting but not too relevant...show more connections

"Delivery was OK but speaker gave absolutely no tie-in

[redacted] **Comment:** The instructor was given verbal guidance regarding areas to address during his presentation. In the future, the instructor will be provided with a written outline concerning specific topics that should be covered in his block. Consideration is also being given to replacing this instructor with another.)

- Some attendees indicated [redacted] segment was interesting and beneficial, but the presentation seemed rushed. It was suggested that more time be devoted to this segment [redacted]

"Good introduction. More time needed to sift through admin (material)."

*"A lot of useful information, however, not enough time allowed
to discuss practical application...Felt rushed."*

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"Good content and delivery but...too rushed. Not enough time for discussion..."

*"Presentation covered all the fundamentals - but it didn't allow time for detail.
Maybe another hour would have accomplished it all. Overall, a good presentation."*

[redacted] **Comment:** [redacted] will make appropriate alterations to the agenda [redacted] to ensure additional time is allotted to this segment.)

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**STATISTICAL COURSE
EVALUATION FOR [] INSTRUCTION**

Course Title: []

07/30/02 - 08/02/02

Block of Instruction:

5 4 3 2 1 0

Total:

Introduction

Case Study #1

Case Study #2

Case Study #3

Case Study#4

Totals:

Overall Average: []

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Agenda

Time	Tuesday 30	Wednesday 31	Thursday 1	Friday 2
8:00	Intro/Admin; Intro			
9:00				
10:00				Course Summary; Attendee Input; Materials Packing & Mail Prep (Staff)
11:00			Case Study #2 (11:00 - 12:30)	LUNCH
12:00	LUNCH	LUNCH		Bus Leaves
12:30			LUNCH	
1:00				
1:30			Case Study #3	
2:00				
3:00		Case Study #1	Case Study #4	
4:00		Case Study #1 (Con't) (Video Tape)		

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CLASS ROSTER:

Last Name	F. Name	M.Name	Office
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			NY
			NK
			HQ
			HQ
			WF
			SC
			HQ
			PD
			SF
			WF
			WF
			WF
			HQ
			SC
			WF
			WF
			PH
			SU
			WF
			NK
			NY
			SJ
			WF
			WF
			HQ
			RI
			MM
			NF
			NF
			SF

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Block of Instruction: College of Analytical Studies Basic Analysis Course, 02-02
(07/23/2002)

(Note: Copies of evaluations of each independent block of instruction can be obtained by contacting IOS at

Overall Average of Scores (based on 1-5 scale, with 5 being the highest rating):

Overview:

The high overall average score for this block of instruction indicates that it was well-received by the attendees. Students advised they found the blocks to be informative and interesting. Many advised that the instructor was very knowledgeable and highly motivated. This five-week course was conducted by the Training Division's [REDACTED]. The Unit coordinates the FBI's College of Analytical Studies at the FBI Academy, in Quantico, VA.

Statistical Review:

BLOCK OF INSTRUCTION									
College of Analytical Studies Basic Analytical Course, 02-02									
07/23/2002									
Block of Instruction:	5	4	3	2	1	0	Total:		
Case Management									
Totals:									
Overall Average									

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SUMMARY OF EVALUATIONS

[REDACTED]
(07/16/2002 - 07/19/2002)

(Note: Copies of course evaluations can be obtained by contacting [REDACTED] IOS [REDACTED]
[REDACTED] at [REDACTED])

Overall Average of Scores (based on 1-5 scale, with 5 being the highest rating): [REDACTED]

Overview:

The overall high average score for this course reflects that it was very well-received by attendees. Many students advised they received valuable information [REDACTED]
[REDACTED] Course evaluations reflected that attendees suggested additional time be devoted to all the segments covered in the course. It was suggested that this could be accomplished by extending the course to a full week.

Review of Attendee Feedback: (Each *Feedback* entry is followed by related student comments.)

[REDACTED] segment contained valuable information. However, some attendees believed the too much time was spent on [REDACTED] material that that should eliminated in future briefings. Students added that this would allow the instructor to devote more time to addressing [REDACTED]

"Topic was skimmed too much to gain an understanding."

"Info. was too basic for a group of experienced Agents/Analysts."

"Get to the meat faster and (then) there should be enough time to start doing justice to the topic. Overall, good job..."

[REDACTED] Comment: The instructor received verbal instructions concerning topic areas that should be covered in [REDACTED] segment. In the future, the instructor will be provided with a written outline that details those areas that should, and should not be covered.)

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The segment [redacted] was very beneficial and addressed how much of the theoretical material covered in the course could be applied in "real-world" operational settings. Many indicated that future presentations would be strengthened by the use of visual aids, such as PowerPoint.

"Well done. Informative....easy to follow."

*"Excellent, (instructor's) experience (brings) reality to the text book theory.
Innovative ideas..."*

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"Great knowledge. Real world experience."

"Some AV would help (the instructor's) obvious talent."

"The presentation was very helpful...could use some visual aids."

"A visual aid would be helpful in presenting the topic material."

[redacted] Comment: Prior to the next [redacted] [redacted] will to assist the instructor in developing a PowerPoint presentation for this block of instruction.)

The segment [redacted] was very well-presented and included useful information that SAs could apply in their investigations. Attendees noted that the presentation was strengthened in that it was developed by an field Agent engaged in active investigations.

"Very useful and practical info. (I) will apply to all types of investigations."

"This material should be taught to all new Agents and those already conducting investigations."

[redacted] *as an Agent, this is the first time that I've heard this (material)."*

"Hearing from a street Agent on such an important subject is very useful/helpful."

*"(After hearing this presentation) I learned I made a number of mistakes
which probably prevented me from obtaining more/better information."*

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b7E

The Panel Discussion block held on the last day of the course was very helpful. Many noted it provided an effective means by which attendees could see how the theoretical and practical examples covered earlier in the course could be applied [redacted]

"Excellent ending to the course."

"It's great hearing info straight from the folks doing the mission."

"The most practical aspect of the whole week...readily applicable info..."

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"With the basics provided earlier in the week, I believe the Agent panel was the cherry on the top of the ice cream sundae. Very good, helpful, informative..."

 **Comment:** The panel was comprised of FBI SAs 


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STATISTICAL COURSE EVALUATION FOR [REDACTED] INSTRUCTION															
Course Title: [REDACTED]															
07/16/2002 - 07/19/2002															
Block of Instruction:	5	4	3	2	1	0	Total:								
[REDACTED]															
								Panel Discussion: [REDACTED] Field SAs)							
								[REDACTED]							
								Totals:							
Overall Average: [REDACTED]															

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(07/16/02- 07/19/02)

AGENDA

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00 am to 9:00 am Admin/Course Intro <i>Staff</i>	8:00 am to 9:30 am 	8:00 am to 10:00 am 	8:00 am to 9:00 am Panel Discussion: <i>TBA</i>
9:00 am to 9:15 am BREAK	9:30 am to 9:50 am BREAK	10:00 am to 10:15 am BREAK	9:00 am to 9:15 am BREAK
9:15 am to 12:00 pm 	9:50 am to 12:00 pm 	10:15 am to 12:00pm 	9:15 am to 10:30 am Panel Discussion: <i>TBA</i>
12:00 pm to 1:00 pm LUNCH	12:00 pm to 1:00 pm LUNCH	12:00 pm to 1:00 pm LUNCH	10:30 am to 11:00 am Review/Dismissal <i>Staff</i>
1:00 pm to 5:00 pm 	1:00 pm to 3:00 pm 	1:00 pm - 3:00 pm 	
	3:00 pm to 5:00 pm Case Study <i>TBA</i>	3:00 pm to 5:00 pm Case Study/Film <i>TBA</i>	

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Class Roster:

Last Name	First Name	Middle Name	Title	FO
			IOS	HQ
			SA	NO
			SA	CV
			IRS	HQ
			SA	AT
			IRS	NK
			IRS	HQ
			SA	HO
			SA	WF
			SA	SE
			SA	WF
			SA	DN
			SA	HO
			IRS	HO
			SA	TP
			SA	NK
			SA	MM
				PX
			SA	WF
			SA	CG
			SA	LA
			SSA	QT
			IRS	CE
			SA	MM
			SA	AT
			IRS	NK
			IRS	PX
			SA	WF
			IRS	DN
			SA	PX

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SUMMARY OF EVALUATIONS

Operations (02-02)

(07/08/2002 - 07/12/2002)

(Note: Copies of individual course evaluations can be obtained by contacting [redacted]
IOS [redacted] at [redacted]

Overall Average of Scores (based on 1-5 scale, with 5 being the highest rating): [redacted]

Overview:

This course was attended by [redacted] Special Agents (SAs) [redacted]
[redacted] The overall score reflects that the course was well-received by
attendees. However, many attendees indicated that one week was not adequate to effectively
cover all the material included on the Course's agenda. Students suggested that the instructional
blocks for segments such as [redacted] Attorney General Guidelines, and Interviews be
expanded.

[redacted] Comment: [redacted]
[redacted] All the topics mentioned above will be covered in expanded instructional blocks, and
will be augmented with practical exercises.)

Review of Attendee Feedback: (Each *Feedback* entry is followed by related student comments.)

- [redacted] segment was very well received with many attendees noting that the presenter
did an exceptional job addressing a very complex topic.

"Great speaker/teaching ability. Great knowledge base."

"Presenter provided information in an effective and enthusiastic manner."

"Excellent speaker. He managed to turn a dry subject...into an interesting topic."

"Very effective and entertaining instructor. Knows his stuff."

"Outstanding information...Very well organized."

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[redacted] segment was valuable and was supported by excellent handout material.

"Handouts were excellent"

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"Good talk [redacted] Great handouts."

"This is a great class...probably the most important. Excellent instruction."

- Attendees advised the Interview segment was beneficial and included important information that would assist them in conducting interview in the field.

"Both presenters were excellent. The presentation was well done."

"(Interview segment) probably the most important and beneficial topic for the week. Great techniques and fabulous instructors."

"Excellent training. The most practical portion of the curriculum thus far. Instructor's knowledge and experience truly enhanced this course."

"This (topic) is the difference is the difference between success and failure. This kind of interviewing (training) is exactly what we need."

- The Case Management segment was well presented and covered, in the general opinion of the students, a very critical area. Many attendees suggested additional time be allotted to this topic at future course.

"Way too short. This is a KEY topic."

"...presenter provided valuable information..."

"Good talk. like the highlights on the cases."

"Very helpful -- would've liked additional time..."

"What I came here for. Need more of it."

[redacted] **Comments:** The topics covered in this segment will receive expanded coverage [redacted]
[redacted]

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- Although the segments devoted to [] included interesting information, some attendees noted that both presentations primarily addressed historical issues and included little material []

[] class was more historical.
Did not touch on [] involved when working []

"Not much [] mainly just intel history."

"Material really was not [] it was more case history."

[] Comment: Both instructors received verbal guidance concerning the topical areas to address prior to their presentations. [] does not anticipate using these instructors for this topic area at future courses.)

- The majority of the attendees found the segment entitled [] Case Studies, to be valuable. Many noted that the Case Agent and former SA did an exceptional job outlining the [] cases and highlighting critical learning points. However, attendees found the presentation, which was separated into three separate segments, to be disjointed. Many attributed this to the performance of the participating [] whom many attendees found to be ineffective during presentation. Some students expressed the opinion that [] appeared to be condescending in answering their questions, monopolized much of the time, and was generally disruptive to the flow of information during the block.

"Content was excellent. The presentation was informative...excellent in explaining the case."

"Good presentation. Nice to hear case strategy from case Agent."

"Recent case -- applicable to day-to-day operations."

"Very informative. This is the way we like to hear about cases. This is from an investigative standpoint from an Agent. Exceptional speaker (SA). This was a great overview."

"Very confusing at times,...presenters fought and interrupted each other frequently."

"Presenters...a bit awkward when making transitions to each other."

[] needs to work on delivery and speak to audience
as opposed to speaking down to (them)."

[] should've talked []
[] seemed reluctant/bothered to answer questions."

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[] was a little too eager...long-winded."

[] was mind numbing. []..was too detailed...presented frivolous details."

[] comments (during Case Studies segment) adversely affected this section of the course.
I felt speaker was grandstanding. Find a more down-to-earth speaker..."

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[] Comment: [] believes that [] who have worked [] can provide very valuable information to FBI investigative personnel. In future courses, participating [] will be advised to focus specifically [] This was the first time [] used [] in a training course. [] will not be used at future in-services that use a similar instructional format. [] would most likely perform more effectively in a panel setting.)

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STATISTICAL COURSE EVALUATION FOR [REDACTED] INSTRUCTION

[REDACTED] BASIC OPERATIONS (02/01)

07/08/2002 - 07/12/2002

Block of Instruction: 54 3 2 1 0 Total:

AGG

Considerations:

Considerations:

Considerations:

Investigative Techniques

Information Security/Classification

Case Management/Report Writing

Interviews

Investigations

Totals:

Overall Average:

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b7C
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b7E

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[] **BASIC OPERATIONS (BOPS)**
COURSE AGENDA
(July 8 - 12, 2002)

Monday

0815 - 0900

Course Introduction / Administrative Matters /
Pre-Course Knowledge Assessment [] (Staff)

0900 - 1000

Attorney General Guidelines (SSA [])

1000 - 1300

[] [] []

1300 - 1400

Lunch

1400 - 1700

[] Considerations for [] Investigations
[]

Tuesday

0800 - 0815

Review of Previous Day / Admin Matters [] (Staff)

0815 - 0900

(SSA []) Other Investigative Techniques & Resources

0900 - 1000

[] [] (FBI)

1100 - 1200

Information Security & Classification (UC [])

1200 - 1300

Lunch

1300 - 1500

(SSA []) [] Case Studies

1500 - 1700

(SSA []) Case Management & Report Writing

Wednesday

0800 - 0815

Review of Previous Day / Admin Matters [] (Staff)

0815 - 1200

Interviewing & Elicitation Techniques

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Wednesday (Continued)

1200 - 1300

Lunch

1300 - 1700

(SSA) [redacted] Investigations & Case Studies
[redacted]

Thursday

0800 - 0815

Review of Previous Day / Admin Matters [redacted] Staff)

0815 - 1000

[redacted]

1000 - 1100

[redacted] (SSA) [redacted]

1100 - 1200

[redacted]

1200 - 1300

Lunch

1300 - 1500

[redacted] (SSA) [redacted]

1500 - 1700

[redacted] (SSA) [redacted]

1700 - 1730

Course Review / Post-Course Knowledge
Assessment [redacted] Staff)

Friday

0800 - 0930

[redacted]

0930

Course Completion / Departure

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Class Roster:

<u>Last Name</u>	<u>First</u>	<u>Middle</u>	<u>Title</u>	<u>FO</u>
			SA	MM
			SA	IP
			SA	SJ
			SA	NY
			SA	BS
			SA	DL
			SA	DN
			SA	LA
			SA	NY
			SA	NY
			SA	BA
			SA	NY
			SA	NY
			SA	NY
			SA	SF
			SA	ME
			SA	NY
			SA	NY
			SA	NY
			SA	DL
			SA	PG
			SA	MM
			SA	PG
			SA	AT
			SA	NY
			SA	EP
			SA	AQ
			SA	NY
			SA	NF
			SA	BS
			SA	NY
			SA	BH
			SA	NY
			SA	WF
			SA	LA
			SA	LA
			SA	NY
			SA	SF
			SA	NY
			SA	MM

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Roster (cont.)

	SA	KX
	IRS	HO
	SA	NY
	SA	SF
	SA	SF
	SA	KC
	SA	NY
	SA	SF
	SA	SL
	SA	NY
	UC	
	SA	LV
	SA	NY
	SA	DL
	SA	WF
	SA	KC
	SA	CO
	SA	AQ
	SA	LA
	SA	KC

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SUMMARY OF EVALUATIONS

Introduction to [] Investigations (02-01)
(06/10/2002 - 06/14/2002)

(Note: Copies of course evaluations can be obtained by contacting [] IOS []
[] at [])

Overall Average of Scores (based on 1-5 scale, with 5 being the highest rating) []

Overview:

The very high overall average score for this course reflects that it was well-received by attendees. Agents advised that the course presentations were extremely comprehensive in content, well-organized, and presented in an effective manner. Many indicated they received valuable information concerning investigative tools that they could employ []

Review of Attendee Feedback: (Each *Feedback* entry is followed by related student comments.)

- [] segment was very well-received by attendees. Students advised that the presentation enhanced their understanding of how to conduct [] investigation. Agents added that the segment clearly detailed how various operational techniques/tools (taught earlier in the course) were employed in an actual case. Some suggested that additional time be allocated to this presentation at future [] courses.

"Well done. Allowed class to see the myriad of tools used and techniques mentioned in previous (course segments) put into practice. (Also) illustrated the complexity (of) a big case."

"Would have liked (instructor) to have more time to go into case and what worked and didn't work."

"...the most valuable and well-done presentation of the course. (Segment) was hurried due to lack of time."

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- [redacted] segment included valuable information that Agents could use in their own investigations.

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"Great nuts and bolts! Truly the heart of the course that I was anticipating."

"The FBIHQ perspective was extremely helpful...now I have a better understanding of...why certain reporting is time sensitive to FBIHQ."

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STATISTICAL COURSE EVALUATION FOR [] INSTRUCTION

Course Title: INTRODUCTION TO [] INVESTIGATIONS (02-01)

6/10/2002 - 06/14/2002

Block of Instruction:	5	4	3	2	1	0	Total:
Objectives of [] Investigations							
[] Statutes							
Satisfying Elements of Crime							
Building [] Case							
Statement Content Analysis							
[]							
[] Practicum							
[] Considerations							
Plan./Conducting [] Interviews							
[] Case Practicum							
Issues - FBIHQ							
Issues -							
Issues -							
Totals:							
<i>Overall Average:</i> []							

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INTRODUCTION TO [] INVESTIGATIONS
JUNE 10 - 14, 2002
AGENDA

Monday, June 10

AM Administrative Matters
Welcome - []
Objectives of [] Investigations []
[] Statutes []
Satisfying the Elements of the Crime []

PM Building [] Case Practicum - "A to Z" []
[]

Tuesday, June 11

AM Building [] Case Practicum (cont.) []

PM Statement Content Analysis Practicums []

Wednesday, June 12

AM []
[] Practicum - []

PM [] Considerations and Practicum []

Thursday, June 13

AM Planning and Conducting [] Interview []

PM [] Case Practicum - An analysis of []
vis a vis concepts developed during prior sessions []

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Friday, June 14

AM

[] FBIHQ Issues []
[] Issues []
[] Issues []

PM

Case Discussion ("Staff")
Class Evaluation ("Staff")

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SUMMARY OF EVALUATIONS

Basic Operations (02-03)
(06/03/2002 - 06/07/2002)

(Note: Copies of individual course evaluations can be obtained by contacting

IOS at

Overall Average of Scores (based on 1-5 scale, with 5 being the highest rating):

Overview:

The overall score reflects that the course was well-received by attendees. Students indicated that the course provided an effective basic overview of the topic, and that individual presentations contained information that was pertinent and valuable.

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Course participants were given a Knowledge Assessment Questionnaire prior to and after the course. A review of the results are listed below:

- The Pre-Course Assessment averaged correct answers out of for a score.
- The Post-Course Assessment averaged correct answers out of for a score.

(Note: A copy of the questionnaire can be found on pages seven through nine.)

Review of Attendee Feedback: (Each *Feedback* entry is followed by related student comments.)

- The segment on received good scores. However, some students suggested that more information concerning paperwork/reporting procedures be added at future courses.

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"I could have used more (information) on what paperwork is required."

"A lot more time should be spent on this topic, especially where paperwork, reporting, etc., are concerned."

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"...spend more time...on how to do the paperwork [redacted]"

[redacted] Comment: All attendees receive a comprehensive [redacted] at the beginning of the [redacted] instructional block. This booklet is designed to guide Agents through the process of completing and filing [redacted] paperwork. Attendees most likely drafted their evaluations prior to reviewing the Manual.)

- Attendees found the segment on Case Management/Report Writing to be very informative and beneficial. (This block of instruction received [redacted] score.)

"This is the most important info (after AG Guidelines) for people new [redacted]"

"...could have spent all day on talking practical applications of policies related to working [redacted] The information was very helpful."

- Although students noted the segment entitled, The FBI's Role [redacted] Investigations [redacted] Case Study, was well presented, several indicated the material was not pertinent, and that they were unclear on the information could be assistance to their investigations.

b7D
b7E

"The presentation was very good and informative, but not too pertinent to our jobs."

"Interesting and informative, but not very pertinent to the job."

"Case study was interesting, not particularly relevant..."

- Many students requested that a segment that addressed classification issues (i.e., what is classified, and why) be added to future courses. Agents noted there is a great deal of confusion regarding this topic in the field.

"(Include a) block on classification."

"(Include) more training on classifications (i.e., [redacted])"

"(Include) more time on...clarification of classification requirements."

*"(Include) a briefing on marking and classification...
there is much confusion about this in the field."*

[redacted] Comment: Prior to this course [redacted] had already begun work to develop a segment on classification matters. This new segment will now be included at all [redacted] basic courses.)

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- The segment on [] contained valuable material. Students suggested that additional time be spent on how to []

b7E

*"More needs to be put into (teaching how to) []
and all the steps one has to go through."*

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06/03/2002-06/07/2002

Overall Average:

(S)

**BASIC OPERATIONS (BOPS)
COURSE AGENDA**

Monday

0815 - 0900 Course Introduction / Administrative Matters [] (Staff)

0900 - 1200 []

1200 - 1300 Lunch

1300 - 1400 Attorney General Guidelines (SSA [])

1400 - 1530 FBI's Role []

1530 - 1700 Case Study: []

Tuesday

0800 - 0815 Review of Previous Day / Admin Matters [] (Staff)

0815 - 0900 [] (SA [] WFO)

0900 - 1000 [] (SSA [] FBI)

1000 - 1200 []

1200 - 1300 Lunch

1300 - 1500 [] Case Management & Report Writing (SSA [])

1500 - 1700 [] Case Presentation: []
[] (FBIHQ)

Wednesday

0800 - 0815 Review of Previous Day / Admin Matters [] (Staff)

0815 - 1000 []

(S) 1000 - 1200 []

b6
b7C
b7E

b1
b7D
b7E

Wednesday (Continued)

1200 - 1300 Lunch

1300 - 1400 SSA Staff)

1400 - 1700

Thursday

0800 - 0815 Review of Previous Day / Admin Matters Staff)

0815 - 1000 Technical Support / Capabilities

1000 - 1130 Weapons of Mass Destruction

1130 - 1300

1300 - 1400 Lunch

1400 - 1700

1700 - 1730 Course Review Staff)

Friday

0815 - 0945

0945 - 1000 Course Wrap Up Staff)

b6
b7C
b7E

Class Roster

Last Name	First	Middle	Title	FO
			SA	SJ
			SA	LR
			SA	LR
			SA	NO
			SA	SC
			SA	HO
			SA	HO
			SA	NF
			SA	TP
			SA	JK
			SA	LS
			SA	NY
			SA	DL
			SA	LA
				DL
			SA	CG
			SA	CG
			SA	WF
			SA	LA
			SA	BH
			SA	LA
			SA	DN
			SA	SF
			SA	NF
			SA	BA
			SA	NY

b6
b7C
b7E

SUMMARY OF EVALUATIONS

Basic [redacted] Operations (02-01)
(05/20/2002 - 05/24/2002)

(Note: Copies of individual course evaluations can be obtained by contacting [redacted]
IOS [redacted] at [redacted]

Overall Average of Scores (based on 1-5 scale, with 5 being the highest rating): [redacted]

Overview:

The high overall score reflects that the course was well-received by attendees. The majority of students advised they found the investigative-related material provided during the various instructional blocks to be valuable and pertinent. Some attendees suggested that separate training courses be developed for [redacted] to provide basic instruction concerning FBI administrative matters (i.e., paperwork, terminology, organizational structure, etc.) matters, and legal issues/basic investigative guidelines.

Review of Attendee Feedback: (Each *Feedback* entry is followed by related student comments.)

- Attendees found all the legal presentations to be very instructive and helpful. In particular, students noted the State and Local Legal Issues segment was extremely effective and well-presented.

"Provided real-life applications for material. Information provided is backbone for [redacted] investigations." [redacted] (Legal Issues)

"Good job of relating AGG and statutes to either real cases or very realistic scenarios." (AGG/Privacy Act)

"Timely, up-to-date info. Information necessary for properly conducted investigations." (Patriot Act)

"Best legal/law enforcement lecture I've ever had." (State/Local Legal Issues)

"Good speaker, knowledge of material, very pertinent, excellent presentation." (State/Local Legal Issues)

- [] segment was very informative. Students indicated the presenter gave an excellent overview [] its' mission, and operating procedures.

"Inspiring presentation. gave a great overview of current national picture."

- [] segment was well received and contained very useful material.

*"Relayed benefit []
Wealth of knowledge on [] matters and investigations."*

- Although the Behavioral Analysis and [] segments contained valuable data, students believed that additional time should be added to both these blocks at future Basic schools.

"A lot of good content, but not enough time to present it all." (Behavioral Analysis)

*"Time slot was too short for info that needed to be covered.
This was a treasure trove of info!" []*

- More time should be spent reviewing []
[]

*"Spend some time going over []
[] information should be included."*

"...more about []

- Consideration should be given to include a case study exercise during which the instructor would walk the class through an entire case, from the opening communication to trial. Attendees believed that such an exercise would enhance a student's understanding of administrative matters, legal issues, and investigative techniques that can be applied during [] case.

*"...utilize a completed, closed [] case to coincide with the training material presented.
Dissect the case where certain tools could be used..."*

*"(Include) a mock [] case and incorporate legal issues,
investigative techniques, and support mechanisms."*

STATISTICAL COURSE EVALUATION FOR INSTRUCTION							
BASIC OPERATIONS (02/01)							
05/20/2002 - 5/24/2002							
Block of Instruction:	5	4	3	2	1	0	Total:
Admin/Policy Issues							
AGG/Privacy Act							
Patriot Act							
Legal Issues							
Behavioral Analysis							
Civil Rights/Hate Crimes							
WMD							
UC Operations							
State/Local Legal Issues							
Explosives Unit							
Bomb Data Unit							
TACOPS							
Surveillance							
Cyber Technology							
CART							
Aviation Support							
HRT							
Totals:							
Overall Average:							

b6
b7C
b7D
b7E

[REDACTED] **BASIC OPERATIONS COURSE**
(05/20/02- 05/24/02)

AGENDA

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00 am to 9:00 am Admin/Course Intro Staff	8:00 am to 9:30 am Issues; Admin/Control Files; Restricted Files [REDACTED]	8:00 am to 9:00 am Standard WMDOU Response [REDACTED]	8:00 am to 9:00 am Explosives Unit [REDACTED]	8:00 am to 9:00 am Aviation Support [REDACTED]
9:00 am to 9:15 am BREAK	9:30 am to 9:45 am BREAK	9:00 am to 9:15 am BREAK	9:00 am to 9:15 am BREAK	9:00 am to 9:15 am BREAK
9:15 am to 10:15 am [REDACTED] Admin/Policy Issues [REDACTED]	9:45 am to 12:30 pm [REDACTED]	9:15 am to 10:15 am Contingency Plan (CONPLAN) [REDACTED]	9:15 am to 10:15 am Bomb Tech Program/ Bomb Data Unit [REDACTED]	9:15 am to 10:15 am HRT [REDACTED]
10:15 am to 12:00 pm Overview of Significant Cases [REDACTED]		10:15 am to 11:15 pm [REDACTED] Special Events [REDACTED]	10:15 am to 11:15 am [REDACTED]	10:15 am to 11:00 am Review/Dismissal Staff
		11:15 am to 12:15 pm [REDACTED]	11:15 am to 12:15 pm [REDACTED]	
12:00 pm to 1:00 pm LUNCH	12:30 pm to 1:30 pm LUNCH	12:15 pm to 1:15 pm LUNCH	12:15 pm to 1:15 pm LUNCH	
1:00 pm to 3:00 pm AG Guidelines & Privacy Act [REDACTED]	1:30 pm to 2:30 pm Behavioral Analysis [REDACTED]	1:15 pm to 2:15 pm CUROC Procedures [REDACTED]	1:15 pm - 4:00 pm TACOPS/Surveillance Cyber Tech/CART [REDACTED]	
3:00 pm to 5:00 pm Patriot Act [REDACTED]	2:30 pm to 3:30 pm Civil Rights/Hate Crimes TBA [REDACTED] 3:30 pm to 4:30 pm [REDACTED]	2:15 pm to 5:00 pm State & Local Legal Issues [REDACTED]		

b6
b7C
b7D
b7E

Class Roster

Last Name	First Name	Middle	Title	FO
			IOS	HQ
				NY
			SA	JN
				HO
			SA	NO
				BS
			SA	OC
				TP
			SA	PX
			SA	CG
			SA	DE
			SA	LS
				HO
			SA	NY
			SA	JN
				SL
				NO
				PX
				NW
			SSA	NY
				HQ
				SL
			SA	MO
				PX
				NY
				SL
				NY

b6
b7C
b7E

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SUMMARY OF EVALUATIONS

[REDACTED] Operations (02-01)
(05/13/2002 - 05/17/2002)

(Note: Copies of individual course evaluations can be obtained by contacting [REDACTED]
IOS [REDACTED] at [REDACTED]

Overall Average of Scores (based on 1-5 scale, with 5 being the highest rating): [REDACTED]

b6
b7C
b7E

Overview:

The overall score reflects that the course was well-received by attendees. Students indicated the course was well-organized and the blocks of instruction presented in an effective and professional manner. Many believed additional time should be devoted to future Basic classes. Suggestions ranged from adding one-to-three weeks to the current course agenda.

Review of Attendee Feedback: (Each *Feedback* entry is followed by related student comments.)

The Investigative Tools segment was well-received. Attendees noted that they received valuable information that would help them with current cases.

"...provided information and resources didn't know existed."

"A lot of valuable information that will assist me in my daily job performance."

Agents indicated the Case Management segment contained very useful and pertinent data that could be directly applied to their investigations. Many believed that more time should be added to this topic.

"This was exactly what I was looking for out of the class."

"Excellent - good advice - the checklist is great."

"So many questions. More time could be devoted to this area."

"...exactly what is needed for a Basic course."

~~SECRET~~ WORKING PAPERS

Many Students advised they received very valuable information from the Interview segment, and that additional time should be devoted to this block of instruction at future Basic courses.

"Excellent presentation. Need to expand his time."

"Very practical and useful to all applications and investigations."

Some suggested a segment that addressed classification issues and guidelines be added the course agenda. Agents indicated they would like to receive a basic overview that defines different classification levels, and details the factors that determine classification levels. Students also asked that information that defined basic [] terminology and acronyms be provided at future courses.

*"Include classification and administrative issues...
Teach an Agent what the classifications mean, acronyms,...."*

"...more info on the meaning of acronyms, []"

"I would like to know more about classifications - what they mean, when to use them, ..."

*"...must be a discussion on the classification of documents
and how and when documents or cases should be classified."*

Agents requested that additional time be added to address basic administrative issues, such as paperwork []

[] Many recommended that an active or fictional case be used in a practical exercise. During the practical, the instructor would emphasize not only investigative methods, but also the various administrative details that need to be addressed as an investigation progresses.

b7E

"...use a practical exercise that walks through the process from EC to LHM..., "

"...more info re step-by-step process of conducting investigations..."

"(Spend more time on) how to take an investigation from square one-to-end."

~~SECRET~~ WORKING PAPERS

"The initial concept of (Case Management) presentation with hypothetical case was excellent, however was not detailed enough."

Discuss paperwork, the format for opening ECs, and the various reporting requirements and authorities required.

b7E

and again discuss paperwork, reporting requirements...

segment was well-received. Agents noted it provided them with excellent material that would be of benefit when conducting investigations.

"Instructor's knowledge of investigations and signs to look for were extremely worthwhile. It provided me with a number of notes on what to look for during investigations. segment)"

"Great presentation with real world applications about a current case. (Case Study segment)"

Although the block contained interesting information, some Agents believed that the topic was too advanced for a Basic course.

"Informative - but other programs may have been more practical to us, such as lengthening of Interview presentation."

b7E

"While the information provided was very interesting and informative, I think there is more Basic information related to summary cases that would have been more appropriate than a presentation of this kind."

"Informative, but not useful on our level."

~~SECRET~~ WORKING PAPERS

STATISTICAL EVALUATION

INSTRUCTION

BASIC OPs (02-01)

05/13/02 - 5/17/02

Block of Instruction:

5 4 3 2 1 0

Total:

AGG

Considerations:

Considerations:

Investigative Techniques

Case Management/Report Writing

Interviews

Investigations

Case Study

Totals:

Overall Average:

b1
b6
b7C
b7D
b7E

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**BASIC OPERATIONS (BOPS)
COURSE AGENDA**

(May 13 - 17, 2002)

Monday

0815 - 0900 Course Introduction / Administrative Matters / Pre-Course Knowledge Assessment [] Staff)

0900 - 1000 Attorney General Guidelines (SSA [])

1000 - 1300 [] [] []

1300 - 1400 Lunch

(S) 1400 - 1700 [] Considerations for [] Investigations

FBI []

Tuesday

0800 - 0815 Review of Previous Day / Admin Matters [] Staff)

0815 - 0915 Other Investigative Techniques & Resources (SSA [])

0915 - 1030 [] [] [] FBI; []

1030 - 1200 [] SSA []

1200 - 1300 Lunch

1300 - 1500 [] [] Case Studies (SSA [])

1500 - 1700 [] Case Management & Report Writing (SSA [])

Wednesday

(S) 0800 - 0815 Review of Previous Day / Admin Matters [] Staff)

0815 - 1200 [] Interviewing & Elicitation Techniques [] []

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b1
b6
b7C
b7E

Wednesday (Continued)

1200 - 1300 Lunch

(S)

1300 - 1400

1400 - 1700

Investigations & Case Studies (SSA

Thursday

0800 - 0815

Review of Previous Day / Admin Matters (Staff)

0815 - 1000

1000 - 1200

1200 - 1300

Lunch

1300 - 1400

1400 - 1500

(SA

WFO)

1500 - 1700

SSA

SSA

1700 - 1730

Assessment

Course Review / Post-Course Knowledge

(Staff)

Friday

0800 - 0945

Technical Support / Capabilities (SSA

0945

Course Completion / Departure

b1
b6
b7C
b7D
b7E

CLASS ROSTER

Last Name	First	Middle	FO
			PD
			SD
			NO
			OC
			CO
			CO
			DN
			CG
			NO
			SF
			AQ
			LV
			PX
			MM
			PH
			CG
			LA
			NY
			DL
			SF
			NF
			OM
			MM
			HQ
			RH
			RH
			CE
			HQ
			SI
			SF

b6
b7C

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