

**Expanding Site Visit Effectiveness  
Through Technology**

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A Presentation to

State Motorcycle Safety Administrators Conference  
Austin, TX  
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The MSF's Quality Assurance Online Module is reviewed, showing features that assist a program in the functions of QA, including benchmarking, compliance tracking, and continuous quality feedback. The module is available 24/7, is web-based to increase remote access, and represents the standards present in MSF curriculum.

Two state program coordinators discuss how they are using the module to guide quality assurance efforts within their rider education providers.

# Expanding Site Visit Effectiveness Through Technology



Sherry Williams, MSF  
Glenn Kemp, DMREP  
Clif Burdette, TX MSP



# Session Objective

Overview of the MSF Online QA Module

Reports from the field

Questions / Comments / Additions /  
Suggestions



# Module Purpose

## Site Visits are Key in QA Plan

- Student Safety, Instructional Effectiveness, Contract Compliance, Administrative Efficiency

## Technology Facilitates

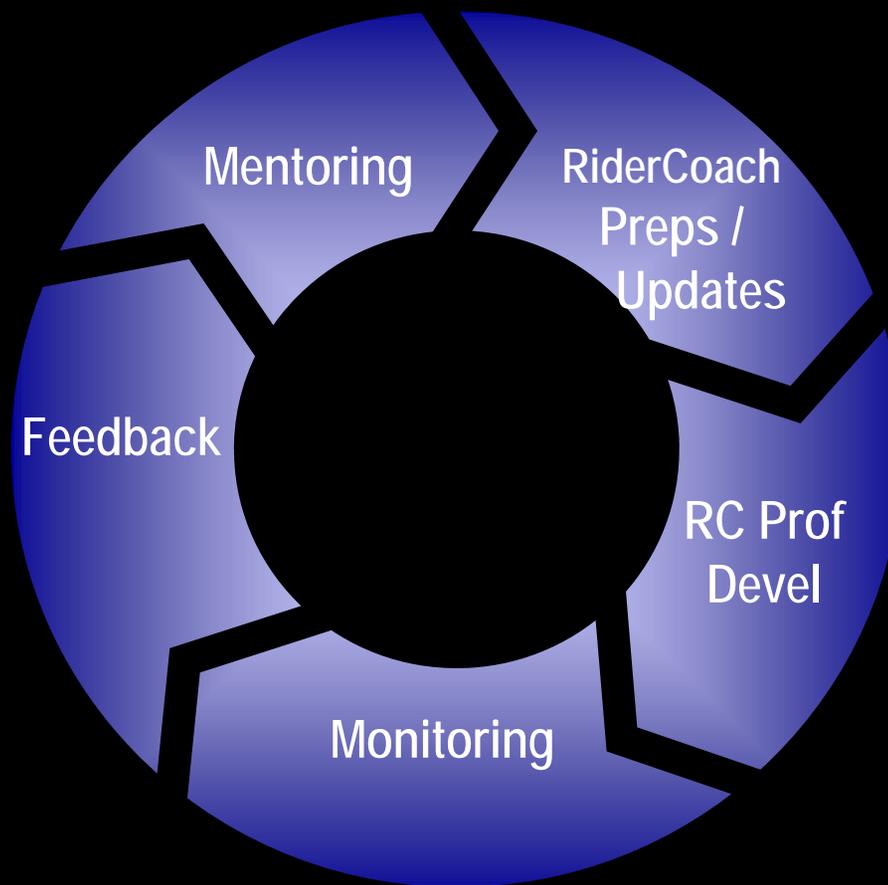
- Remote Work of Field Team
- Easy Completion
- Transparency of Feedback

## Standardization / Consistency





# QA Components





# Module Overview

- Support tool for QA site visits
  - Assesses aspects of Administrative, Classroom, Range, Learning Environment
- Electronic, web-based
- RETSORG
- Linked “real time”

Address <http://localhost/login.aspx?ReturnUrl=%2fdefault.aspx> Go

**RETSORG**  
Rider Education and Training System  
On-line Resource Guide

[MSF-USA.org](#)  
[Online Store](#)

**RETSORG Extranet**

**Please Login**

User Name   
Password

**Some Help?**

- ▶ [First Time User.](#)
- ▶ [Forgot my UserName and/or Password.](#)

Designed exclusively for MSF Certified:  
Rider Coaches DBS Coaches/Trainers  
Rider Coach Trainers Site Sponsors  
State Coordinators Program Administrators

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v.1.0.2180.28067



# Module Overview

- State-based system, controlled by coordinator
- Drop-down menus adapted to state's information in MSF database
- Password-protected access levels based on state-determined individual role
- Compliance issue tracking by site
- Local copies saved via pdf – encourages sharing feedback
- Data exported via Excel and text file

The screenshot shows the RETSORG web application interface. At the top, there is a navigation bar with the RETSORG logo and links for Home, Calendar, News, ListServ, Member Finder, Library, Best Practices, Profile, QA, and Support. The main content area is titled "California Motorcycle Safety Program (Sherry Williams)" and contains a search form with the following fields: Sponsor ID †, Company Name, QA Team Member (dropdown), QAV ID †, Status (dropdown), Instructor ID, and Visit Date Range †. There are "Find", "Clear", and "New" buttons. To the right, there is a "QA Reports" section with a "Year" dropdown, "Yr Summary", and "Tracking" buttons. A note below the tracking section reads: "† Optional criteria that may be applied to the Tracking Report." At the bottom, it says "Search Results" and "0 QA(s) Found".



# Finding / Searching / Creating

ManageAccount Logout

**RETSORG** Home Calendar News ListServ Member Finder  
Library Best Practices Profile QA Support

California Motorcycle Safety Program (Sherry Williams)

Sponsor ID †  Company Name  Find  
QA Team Member  Clear  
QAV ID †  Status  New  
Instructor ID  Visit Date Range †

QA Reports  
Year  Yr Summary  
Tracking  
† Optional criteria that may be applied to the Tracking Report.

Search Results 0 QA(s) Found

Multiple Search Criteria

- This screen is used to find previous QA reports, edit reports, export reports or enter new reports.

# Sponsor/Site/RC Identification



RETSORG [Home](#) [Calendar](#) [News](#) [ListServ](#) [Member Finder](#)  [Logout](#)

[Library](#) [Best Practices](#) [Profile](#) [QA](#) [Support](#)

**MSF** MOTORCYCLE SAFETY FOUNDATION **MSF Quality Assurance Visit (QAV) Form**

Status

RERP#  Date  mm/dd/yy

Site Name

Contact Person  QA Team Member

RiderCoaches

Observed

Classroom Visit  
 I  II  
 III  IV  
 Knowledge Test

Range Visit  
Exercices Level 1  
 1  2  
 3  4  
 5  6  
 7  8  9

Exercices Level 1  
 10  11  
 12  13  
 14  15  16  
 17  Skill Test

Students in Classroom  On Range:  # of Coaches in C/R:

Overall Condition of the Site

Overall Comments:

Drop-down menus  
Linked to state data

Only Active MSF RCs  
RCs with State Address or  
Added by State Coord.  
State Cert. Noted



# Standardized Evaluation

Evaluation criteria based on the BRC

Drop-down ratings

\*VSD=Very Strongly Disagree; SD= Strongly Disagree; D= Disagree; N=Neither Disagree nor Agree; A= Agree; SA=Strongly Agree; VSA= Very Strongly Agree

Classroom:	Overall:
2. Classroom environment was conducive to learner-centered activities (large enough, comfortable, appropriate furniture). <input type="text" value="NA"/>	6. There was a high level of mutual respect between the students and the RiderCoaches. <input type="text" value="NA"/>
3. The use of AV equipment was appropriate (available, operational). <input type="text" value="NA"/>	7. Objectives were accomplished within an appropriate amount of time. <input type="text" value="NA"/>
4. There was a high level of student involvement in the classroom instruction. <input type="text" value="NA"/>	8. The RiderCoaches appeared to have prepared sufficiently for the class. <input type="text" value="NA"/>
5. The RiderCoach demonstrated appropriate communication skills in the classroom. <input type="text" value="NA"/>	9. Administrative aspects of the program are handled effectively (registration, student eligibility, liability forms). <input type="text" value="NA"/>
10. BRC Rider Handbooks were provided to every student at the beginning of the classroom. <input type="text" value="NA"/>	
11. Overall Assessment of the Classroom: <input type="text"/>	
<b>B. Comments on Classroom/Overall portion:</b>	
<input type="text"/>	
<input type="button" value="Save"/> <input type="button" value="Done"/>	
12. The RiderCoach maintained a safe learning environment. <input type="text" value="NA"/>	16. The demonstrations effectively showed path of travel and proper technique. <input type="text" value="NA"/>
13. The coaching was done in a manner that assisted, rather than inhibited, learning. <input type="text" value="NA"/>	17. The RiderCoaches conducted themselves in a friendly and professional manner. <input type="text" value="NA"/>
14. The coaching followed the principles of good motor skill development. <input type="text" value="NA"/>	18. If applicable, counseling-out procedures were conducted appropriately. <input type="text" value="NA"/>
15. The RiderCoaches demonstrated good range management skills. <input type="text" value="NA"/>	19. The Skill Test was administered correctly. <input type="text" value="NA"/>
20. Overall Assessment of the Range: <input type="text"/>	
<b>C. Comments on Range portion:</b>	
<input type="text"/>	

- NA
- 1 VSD
- 2 SD
- 3 D
- 4 N
- 5 A
- 6 SA
- 7 VSA



# Open-Ended Feedback

Boxes expand to conform to a virtually unlimited amount of open-ended comments.

C. Comments on Range portion:

Save Done

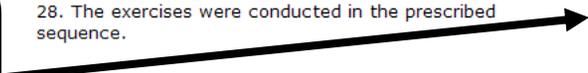


# Compliance Issues

## COMPLIANCE ISSUES

21. Is the range Standard or Adjusted ?	Stan	Have exercise adjustments been filed with MSF?	NA
22. The range markings were clear and visible.	NA		
23. The range was equipped with a first aid kit, fire extinguisher and emergency instructions.	NA		
24. The range was clear of debris and contained no safety hazards.	NA		
25. Motorcycles were clean, well maintained, in working condition and posed no safety hazard.	NA		
26. Students and RiderCoaches wore the appropriate protective gear when on the motorcycles.	NA		
27. Appropriate Participant/RiderCoach ratio was observed.	NA		
28. The exercises were conducted in the prescribed sequence.	NA		
29. The RiderCoaches followed the instructional sequence of the Range Cards.	NA		
30. The security of the range area, classroom and student property was maintained.	NA		
31. BRC MSF Completion cards were given to successful students at the completion of the skill test.	NA		
32. Course evaluation forms were given to each student at the completion of the skill test.	NA		
33. If applicable, RiderCoaches completed MSF Incident reports appropriately.	NA		
34. Visit Debrief (If yes, enter topics discussed.)	NA		

Yes-No Ratings  
With Comment Boxes  
Ample Room for Comments





# Noncompliance Tracking

Create a tracked item for a noncompliance issue by clicking on “Tracking” at the bottom of the QAV form.

A screenshot of a web form titled 'QAV form'. The form contains several sections: a dropdown menu with 'No' selected and a text input field with '0'; a section titled 'Suggestions for Site Improvement' with a large text area; and a section titled 'Site Comments' with another large text area. At the bottom of the form, there are five buttons: 'Save', 'Done', 'Cancel', 'Tracking', and 'Report'. A red arrow points from the text above to the 'Tracking' button.



# Noncompliance Tracking

- Noncompliance area
- Corrective Action
- Deadline
- QA Manager Comments
- Action Taken by Sponsor
- Tracks completion
- Compiled by site

Add	Description	Action Type	Deadline	Completed	Sign Off
	Range	Suggestion			

### Action Details

<b>Area Of Noncompliance</b>	<b>Action Type</b> Suggestion
Range	Submitted <input type="text"/>
	Deadline <input type="text"/>

**Corrective Action Required or Suggested**  
Needs better markings.

**QA Manager Comments**

Sign-Off By  Date

### Action Taken by Sponsor

**Corrective Action**

Completed On

Save Done Cancel



# Submit for Review

- Once report is complete, it is submitted to the QA Manager for review

Visit (QAV) Form		483
Status	Open	▼
▼	Open	
▼	Submit for Review	
	Closed	

- Automatic email to the QA Manager is generated by the system.
- The QA Manager reviews, edits & closes the report.
- Once closed it can only be changed by the QA Manager.
- It can still be viewed or printed by the originator and other users of the QA Module.



# External Report Viewing

- RERP Sponsors receive username & password to view their QAV reports
- Can view QAV reports completed for their sites, none others
- Create pdf and print or save
- Make comments on noncompliance issues
- Upload pictures, scanned images



# Reporting: Output Options

ManageAccount Logout

RETSORG Home Calendar News ListServ Member Finder  
Library Best Practices Profile QA Support

California Motorcycle Safety Program (Sherry Williams)

Sponsor ID †  Company Name  Find  
QA Team Member  Clear  
QAV ID †  Status  New  
Instructor ID  Visit Date Range †

QA Reports  
Year  Yr Summary  
Tracking  
† Optional criteria that may be applied to the Tracking Report.

Search Results 0 QA(s) Found

## ● QA Reports: draw data from reports, put into reporting format

- Yr. Summary: produce a listing of all the sites in the state's/RERP's system & number of QAV reports per site, by date, status and QA Team Member who conducted the visit.
- Tracking: produce a list of all the noncompliance issues from all the reports – listing the site, team member, nature of the noncompliance area and corrective action suggested.



# Reporting: Output Options

ManageAccount Logout

 RETSORG

Home Calendar News ListServ Member Finder  
Library Best Practices Profile QA Support

California Motorcycle Safety Program (Sherry Williams)

Sponsor ID †  Company Name  Find  
QA Team Member  Clear  
QAV ID †  Status  New  
Instructor ID  Visit Date Range †

QA Reports  
Year  Yr Summary  
Tracking  
† Optional criteria that may be applied to the Tracking Report.

Search Results   0 QA(s) Found

The icons representing Excel and Text file  
are used for exporting data

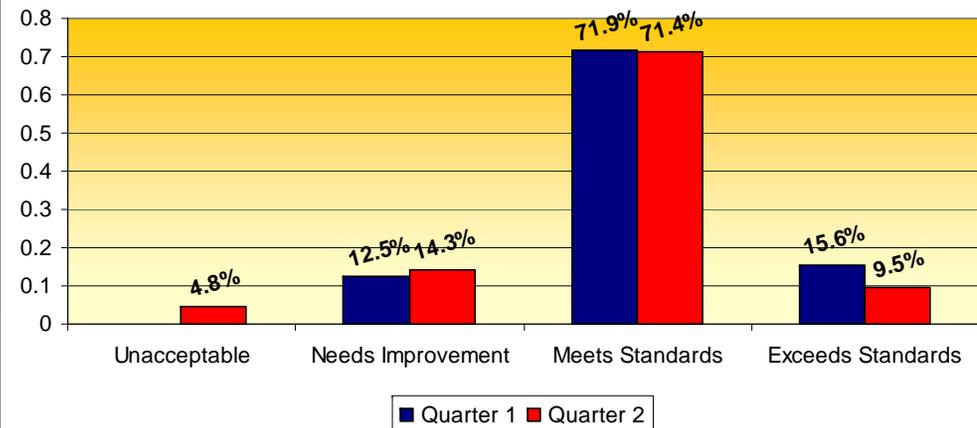


# From Excel to Power Point

Microsoft Excel - QAV full export 2006 Q2

1	QAID	Status	VisitDate	VisitRange	VisitClass	VisitYear	VisitQuarter	SponsorID	Company Name	CompanyFileName	Email
2	568	Closed	4/30/2006 0:00	TRUE	FALSE	2006	2	116482	MOTORCYCLE RIDER EDUCATION	MOTORCYCLE RIDER EDUCATION	beckr bay@h
3	600	Closed	6/9/2006 0:00	FALSE	TRUE	2006	2	116482	MOTORCYCLE RIDER EDUCATION	MOTORCYCLE RIDER EDUCATION	beckr bay@h
4	588	Closed	6/17/2006 0:00	TRUE	FALSE	2006	2	121925	OCMT	OCMT	wayn
5	573	Closed	5/13/2006 0:00	FALSE	TRUE	2006	2	116480	RIDE-RITE	RIDE_RITE	mail@
6	574	Closed	5/13/2006 0:00	TRUE	FALSE	2006	2	116480	RIDE-RITE	RIDE_RITE	mail@
7	582	Closed	6/10/2006 0:00	TRUE	FALSE	2006	2	116445	NELSON MOTORCYCLE TRAINING CENTER INC.	NELSON MOTORCYCLE TRAINING CENTER INC.	erick
8	598	Closed	6/11/2006 0:00	TRUE	FALSE	2006	2	116445	NELSON MOTORCYCLE TRAINING CENTER INC.	NELSON MOTORCYCLE TRAINING CENTER INC.	erick
9	606	Closed	6/24/2006 0:00	TRUE	FALSE	2006	2	120035	BAY AREA MOTORCYCLE TRAINING, INC.	BAY AREA MOTORCYCLE TRAINING, INC.	erick
10	591	Closed	6/16/2006 0:00	FALSE	TRUE	2006	2	119933	WOODLAND ADULT EDUCATION	WOODLAND ADULT EDUCATION	erick
11	592	Closed	6/17/2006 0:00	TRUE	FALSE	2006	2	119933	WOODLAND ADULT EDUCATION	WOODLAND ADULT EDUCATION	erick
12	579	Closed	5/28/2006 0:00	TRUE	FALSE	2006	2	116433	PALOMAR COMMUNITY COLLEGE	PALOMAR COMMUNITY COLLEGE	erick
13	576	Closed	4/30/2006 0:00	TRUE	FALSE	2006	2	116491	CERRITOS COLLEGE COMMUNITY EDUCATION	CERRITOS COLLEGE COMMUNITY EDUCATION	erick
14	604	Closed	6/23/2006 0:00	FALSE	TRUE	2006	2	122335	JOHNSTON'S MOTORCYCLE TRAINING CENTER	JOHNSTON'S MOTORCYCLE TRAINING CENTER	erick
15	605	Closed	6/24/2006 0:00	TRUE	FALSE	2006	2	122335	JOHNSTON'S MOTORCYCLE TRAINING CENTER	JOHNSTON'S MOTORCYCLE TRAINING CENTER	erick
16	599	Closed	6/11/2006 0:00	TRUE	FALSE	2006	2	116455	MT. SAN ANTONIO COLLEGE	MT. SAN ANTONIO COLLEGE	erick

Overall Site Condition: 2006, Quarters 1 & 2





# From QAV Form to PDF

**MSF**  
MOTORCYCLE  
SAFETY FOUNDATION

MSF Quality Assurance Visit (QAV) Form 548

RERP : OCMT  
107570

Site Name: OCMT Date: Sun, Mar 19 2006

Classroom:

**B. Comments on Classroom/Overall portion:**

Did not observe classroom

RiderCoaches appeared to be a bit cavalier in their attitude toward customer service and safety. Standing water on the range indicates that RCs didn't take the required time to prep range for class. Administrative aspects were handled in

Save Done

12. The RiderCoach maintained a safe learning environment. 4 N

13. The coaching was done in a manner that assisted, rather than inhibited, learning. 5 A

14. The coaching followed the principles of good motor skill development. 5 A

15. The RiderCoaches demonstrated good range management skills. 5 A

16. The demonstrations effectively showed of travel and proper technique.

17. The RiderCoaches conducted themselves in a friendly and professional manner.

18. If applicable, counseling-out procedures were conducted appropriately.

19. The Skill Test was administered correctly. NA

20. Overall Assessment of the Range:

**C. Comments on Range portion:**

Talked to students between classes. All had great things to say about the coaching - said there had been no yelling - there was a level of comfort between students and coaches that felt very relaxing.

Spoke with a student whose father had been counseled out the day

Save Done

**COMPLIANCE ISSUES**

21. Is the range Standard or Adjusted ? Adju Have exercise adjustments been filed with MSF? Yes

22. The range markings were clear and visible. No had suffered due to the recent rainy spell. Wayne said he would repaint promptly.

23. The range was equipped with a first aid kit, fire extinguisher and emergency instructions. Yes

24. The range was clear of debris and contained no safety hazards. No s. Brown, Dave, Tanky, the responsiveness to this request was quite slow.

25. Motorcycles were clean, well maintained, in working condition and posed no safety hazard. Yes Very nice fleet of bikes - three brand new Ninja 250's

13. The coaching was done in a manner that assisted, rather than inhibited, learning. 5 A

14. The coaching followed the principles of good motor skill development. 5 A

15. The RiderCoaches demonstrated good range management skills. 5 A

20. Overall Assessment of the Range:

**C. Comments on Range portion:**

Talked to students between classes. All had great things to say about the coaching - said there had been no yelling - there was a level of comfort between students and coaches that felt very relaxing.

Spoke with a student whose father had been counseled out the day before. He reported that his father felt very good about the experience and felt that the coach had handled the counseling out conversation very well and very professionally.

**Compliance Issues:**

Easily e-mailed, printed



# From Comma Delimited Export to Word Doc

A screenshot of a Windows desktop environment. On the left, a Notepad window titled 'QAExport[1] - Notepad' displays a large block of comma-delimited text. On the right, a Microsoft Word window titled 'OCMT Text - Microsoft Word' shows the same text after being imported into a document. The text in the Word document is formatted with line numbers on the left margin and includes several paragraphs of text, such as 'Paint was very faded and lines were very narrow. Range needs to be re-painted as soon as possible...' and 'Very nice fleet of bikes - three brand new Ninja 250's'. The Windows taskbar at the bottom shows the 'start' button and various application icons.



# Security Features

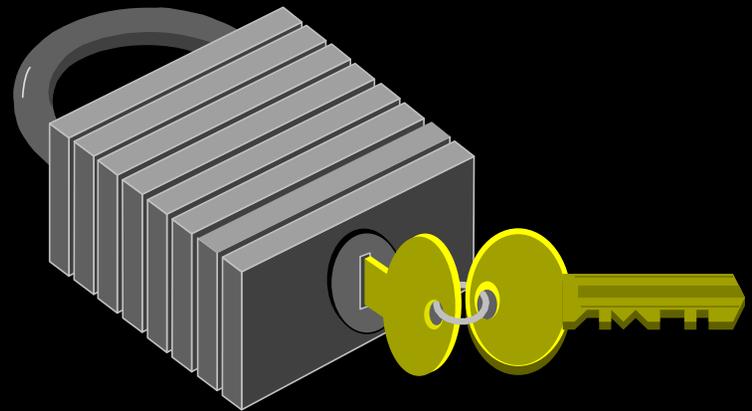
Password-protected

Various levels of access

Encrypted secure server

State or RERP server partition

Access notification





# State / RERP Module Use

Setting up a state-specific or RERP-specific module

- State program coordinator (RCs / RCTs indicate interest to SC)
- Independent RERP
- QA Team Members Named

Team training from MSF Staff

Team meetings prior to visit start-up



# QA Process





# Reports from Two States

## Delaware: How We're Using QA Module

- Monitor RiderCoach performance in the classroom and on the Range
- Track positive and negative trends with RiderCoach performance and facilities
- Source of information of annual updates



# Reports from Two States

## Delaware: Benefits & Challenges

### Benefits

- Reduced paperwork
- All QA members have access to all closed reports
- Completed reports E-mailed to RiderCoaches for review/comments
- Data maintained on MSF's Server

### Glitches in system

- System not automatically sending E-mail to program manager when reports are "Forwarded for Review"
- Some "advanced" features still being developed



# Reports from Two States

## Texas: How We're Using QA Module

- Technical Assistance Visits
- Snapshot of how RCs are presenting curriculum
- Information analyzed to see if RC specific or deeper issue
- Monitor contract compliance by subcontractors
- Source of information of annual safety conference & Lead RiderCoach updates



# Reports from Two States

## Texas: Benefits & Challenges

### Benefits

- Remote access by QA Team at their location
- Allows administrators to edit reports before finalized
- Allows for print and electronic copies for emailing and for filing
- Helps us identify RCs that are inactive (either MSF or TX certification)

### Challenges



Iowa

Texas

Florida

West Virginia

New Mexico

Delaware

# State Beta Tests

To request to be a beta test state / site:

- RC: Work through SC
- Independent: Call MSF

Cathy Rimm

National QA Specialist

[crimm@msf-usa.org](mailto:crimm@msf-usa.org)

[swilliams@msf-usa.org](mailto:swilliams@msf-usa.org)



# Future Iterations

- Designed to meet one state program's needs
- Goal is to make the module applicable nationwide for many purposes (Customization within a basic template)
  - Admin, Classroom, Range, RC, RCT, RC Prep
- Beta testing has resulted in many changes & additions
- Send me your wish lists
  - Questions, Forms, Ratings, Technology Needs



Questions &  
Comments?

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