Expanding Site Visit Effectiveness

Through Technology

Sherry Williams
Director, Quality Assurance & Research
Motorcycle Safety Foundation

Glenn Kemp
Delaware Motorcycle Rider Education Program

&

Clif Budette
Texas Motorcycle Safety Program

A Presentation to

State Motorcycle Safety Administrators Conference
Austin, TX
August 2006

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

- Mentoring
- RiderCoach Preps / Updates
- Feedback
- RC Prof Devel
- Monitoring
Module Overview

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

• This screen is used to find previous QA reports, edit reports, export reports or enter new reports.
# Standardized Evaluation

**ClassRoom:**

2. Classroom environment was conducive to learner-centered activities (large enough, comfortable, appropriate furniture).

3. The use of AV equipment was appropriate (available, operational).

4. There was a high level of student involvement in the classroom instruction.

5. The RiderCoach demonstrated appropriate communication skills in the classroom.

10. BRC Rider Handbooks were provided to every student at the beginning of the classroom.

11. Overall Assessment of the Classroom:

**Overall:**

6. There was a high level of mutual respect between the students and the RiderCoaches.

7. Objectives were accomplished within an appropriate amount of time.

8. The RiderCoaches appeared to have prepared sufficiently for the class.

9. Administrative aspects of the program are handled effectively (registration, student eligibility, liability forms).

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

- Save
- Done

12. The RiderCoach maintained a safe learning environment.

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

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

15. The RiderCoaches demonstrated good range management skills.

20. Overall Assessment of the Range:

**C. Comments on Range portion:**
Open-Ended Feedback

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

C. Comments on Range portion:
### Compliance Issues

21. Is the range Standard or Adjusted?

22. The range markings were clear and visible.

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

24. The range was clear of debris and contained no safety hazards.

25. Motorcycles were clean, well maintained, in working condition and posed no safety hazard.

26. Students and RiderCoaches wore the appropriate protective gear when on the motorcycles.

27. Appropriate Participant/RiderCoach ratio was observed.

28. The exercises were conducted in the prescribed sequence.

29. The RiderCoaches followed the instructional sequence of the Range Cards.

30. The security of the range area, classroom and student property was maintained.

31. RRC MSF Completion cards were given to successful students at the completion of the skill test.

32. Course evaluation forms were given to each student at the completion of the skill test.

33. If applicable, RiderCoaches completed MSF Incident reports appropriately.

34. Visit Debrief (If yes, enter topics discussed.)
Noncompliance Tracking

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

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

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

- 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

- 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

The icons representing Excel and Text file are used for exporting data.
From Excel to Power Point
From QAV Form to PDF

Motorcycle Safety Foundation

SMSA Annual Meeting - August 2006
From Comma Delimited Export to Word Doc
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
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
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
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?

Swilliams@msf-usa.org
Glenn.Kemp@state.de.us
Clifton.Burdette@txdps.state.tx.us