# Computer-Based Training for DLEs to Conduct Non-Commercial Skills Testing

FINAL REPORT

May 10, 2013

By: Mark Hood, P.E., Stephen Thompson, Dr. Robert Vance, Michael Renz, and Robert Peda, P.E.

Pennoni Associates, Inc.

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF TRANSPORTATION

CONTRACT #355I01
PROJECT #110506

| 1. Report No.  PA-2013-002-110506 | 2. Government Accession No. | 3. Recipient's Catalog No. | |
|---|---|---|---|
| 4. Title and Subtitle  Computer-Based Training for DLEs to Conduct Non-Commercial Skills Testing | | 5. Report Date  May 10, 2013 | |
| | | 6. Performing Organization Code | |
| 7. Author(s)  Mark Hood, P.E., Stephen Thompson, Dr. Robert Vance, Michael Renz, and Robert Peda, P.E. | | 8. Performing Organization Report No. | |
| 9. Performing Organization Name and Address  Pennoni Associates, Inc.  2571 Park Centre Boulevard, Suite 2  State College, PA 16801 | | 10. Work Unit No. (TRAIS) | |
| | | 11. Contract or Grant No.  355I01 - 110506 | |
| 12. Sponsoring Agency Name and Address  The Pennsylvania Department of Transportation  Bureau of Planning and Research  Commonwealth Keystone Building  400 North Street, 6th Floor  Harrisburg, PA 17120-0064 | | 13. Type of Report and Period Covered  Final Report: 8/31/2012 – 5/12/2013 | |
| | | 14. Sponsoring Agency Code | |

**15. Supplementary Notes**
PennDOT Technical Contacts: Danielle Klinger, daklinger@pa.gov, 717-346-9510; Scott Shenk, rshenk@pa.gov, 717-705-5358

**16. Abstract**
The purpose of the *Computer-Based Training for DLEs to Conduct Non-Commercial Skills Testing* project was to develop a computer-based, modular training program that would transfer knowledge about the latest driver licensing laws, regulations, and driver's skills test administration procedures to newly hired Driver License Examiners (DLE), as well as experienced DLEs. The training curriculum also includes tips for managing emerging social issues such as language barriers and physiological challenges, and includes examiner intervention strategies. Quick reference material highlighting DLE responsibilities and techniques for administering a non-commercial Class C driver's skills test was also developed as part of this project.

Following an extensive literature search and survey of other state practices for training DLEs, the training curriculum was developed. It includes two separate computer-based courses: a three-hour course for newly hired and promoted DLEs; and a one-hour refresher course for experienced DLEs. Each course is modular in format, with each module containing its own knowledge assessment and evaluation, assisting trainees with retaining new knowledge and gauging their success as they progress through the training. A blended learning experience is planned in a classroom setting for new DLEs. New DLE computer-based training sessions are planned to be facilitated by an experienced DLE who leads group discussion of the training topics. New DLEs will engage the computer-based course modules with other new DLEs present, as well as an experienced DLE, facilitating in-person discussion about the training content. The modular format of the refresher course will serve experienced DLEs who will be able to engage the content as they are able to fit modules into their busy schedules. The new DLE course includes five modules: (1) The Driver License Examiner; (2) The Applicant; (3) Driver's Skills Test Preparations; (4) The Driver's Skills Test, and; (5) Post-Test and Tools. The refresher course includes these three modules: (1) Introduction, DLE Overview, and Applicants; (2) Driver's Skills Test Preparation and Procedures, and; (3) Scoring a Driver's Skills Test, and DLE Interventions.

| 17. Key Words  Driver License Examiner; Class C License; Driver's Skills Test; Training; Computer-Based Training; Curriculum; Learning; Knowledge; Regulations; Procedures; Quick Reference Guide | | 18. Distribution Statement  No restrictions. This document is available from the National Technical Information Service, Springfield, VA 22161 | |
|---|---|---|---|
| 19. Security Classif. (of this report)  Unclassified | 20. Security Classif. (of this page)  Unclassified | 21. No. of Pages  3 | 22. Price  N/A |

**Form DOT F 1700.7**  (8-72)  **Reproduction of completed page authorized**

## Executive Summary

The Pennsylvania Department of Transportation (PennDOT) sought to develop a standardized training program for Driver License Examiners (DLE) to administer the non-commercial Class C driver's skills test. This Computer-Based Training for DLEs to Conduct Non-Commercial Skills Testing project was accomplished with the following guiding goals:

1. To research and provide an effective, standardized computer-based training course for newly hired/promoted DLEs that teaches them how to administer a noncommercial Class C driver's skills test;
2. To develop a refresher course for DLEs that PennDOT can administer on an as-needed basis; and
3. To develop quick reference material of DLEs responsibilities and techniques for administering a non-commercial Class C driver's skills test.

Standardized training will help to ensure that all of the requirements for administering the test are communicated in an effective and consistent manner. A computer-based, modular training program will offer knowledge about the latest laws, regulations, and test administration procedures. The training curriculum that was developed also includes tips for managing emerging social issues such as language barriers and physiological challenges, and includes examiner intervention strategies.

To complete this project, the Research Team accomplished five tasks:
- Task 1: Literature Search and Survey of Other States
- Task 2: Develop Training Curriculum for Newly Hired/Promoted DLEs
- Task 3: Develop Refresher Training for DLEs
- Task 4: Presentation of Findings and Training Materials
- Task 5: Final Report: Finalize the New DLE Training and Refresher Training Curriculum

Literature from several domains was reviewed for pertinence to the development of training for DLEs. The literature domains included:
- Instructional design and methods
- Psychology, health, and human factors
- Driving safety and crashes
- Assessment and evaluation
- Adult education
- Vehicle technologies and equipment
- Driver licensing policies and practices

Pertinent articles were separated into two major categories: Training Practices, and; Driver License Trainees – Knowledge, Skills, Training, and Testing. The literature was further divided into subcategories within these main categories. The Training Practices literature included the categories:

- Training Methods
- Training Content
- Computer-based Training
- Self-paced Learning
- Training Effectiveness
- Driver Examiner Practices and Professionalism
- Emotional Labor

The Driver License Trainees: Knowledge, Skills, Training, and Testing literature included these categories:
- Testing and Licensing/Evaluation
- Driving Skills and Driver Age
- Declarative and Procedural Knowledge
- Controlled and Automatic Cognitive Processing
- Driver Training
- Self-assessment of Driving Skills
- Health and Driving
- Test Anxiety and Hands-on Task Performance
- ADA Accommodations
- Vehicle Technologies

As part of the research task, a survey of other state DOTs was conducted. The Project Team received responses from 23 state DOTs in the US and five responses from provincial DOTs in Canada. The survey queried DOT staff about:
- Driver examination components
- DLE Training
- DLE Manual/Handbook
- Changes/Updates to the DLE training program
- Best Practices

The training curriculum includes two separate computer-based courses: a three-hour course for newly hired and promoted DLEs; and a one-hour refresher course for experienced DLEs. Each course is modular in format, with each module containing its own knowledge assessment and evaluation to assist trainees with retaining new knowledge and gauging their success as they progress through the training.

For new DLEs, a blended learning experience is planned in a classroom setting. New DLE computer-based training sessions are planned to be facilitated by an experienced DLE who leads group discussion of the training topics. New DLEs will engage the computer-based course modules with other new DLEs present, as well as an experienced DLE, facilitating in-person discussion about the training content.

Note that the training is also built to be stand-alone training that can be completed individually. The new DLE course includes these five modules: (1) The Driver License Examiner; (2) The

Applicant; (3) Driver's Skills Test Preparations; (4) the Driver's Skills Test; and (5) Post-Test and Tools.

The modular format of the refresher course will serve experienced DLEs, who will be able to engage the content as they can fit modules into their busy schedules. The refresher course includes these three modules: (1) Introduction, DLE Overview, and Applicants; (2) Driver's Skills Test Preparation and Procedures; and (3) Scoring a Driver's Skills Test, and DLE Interventions.

While brief, the new DLE training gives a solid base of job-specific knowledge that should prepare the Department's DLEs to provide the level of customer service expected by the Commonwealth's citizens. The refresher training will keep working DLEs current on regulatory and procedural changes, enhancing the service they provide. It also provides additional attention to DLE intervention strategies. Using a computer-based format will reduce scheduling challenges for busy employees. The sum of these enhancements will improve the delivery of Department services to the citizens of the Commonwealth by better preparing DLEs for licensing competent drivers.

All deliverables have been completed, reviewed and accepted by the PennDOT project technical team. For access to the final deliverables for this project, please contact:

Danielle Klinger
Training and Development Division Manager
PennDOT Safety Administration
1101 South Front Street
Harrisburg, PA 17104
717-346-9510
daklinger@pa.gov