



# National Highway Institute

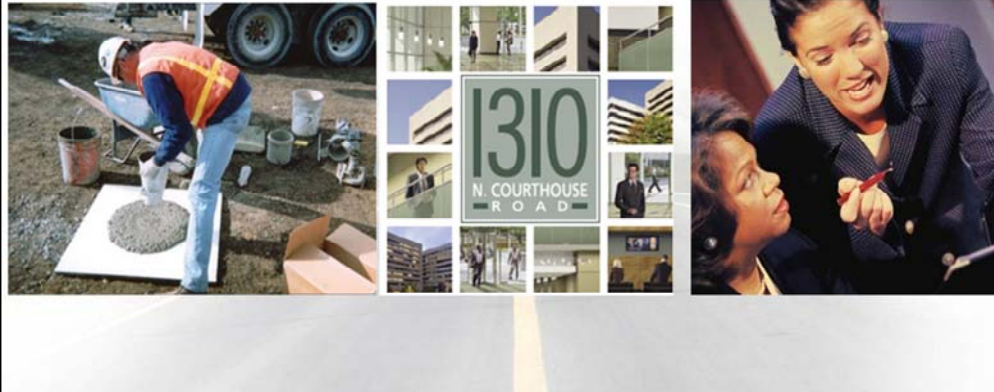
*Improving the Performance of the Transportation  
Industry Through Training*

M-TRAC

August 2010

Welcome to the National Highway Institute overview for M-TRAC 2010.

# Who is NHI now?



Let's get started with the first question: Who is NHI now?

Last year during M-TRAC I told you about a lot of new things coming from NHI. Today I will talk about who we are now, what's new since the last M-TRAC meeting, and what's coming very soon.

# NHI Mission

- Providing leadership and resources to guide the development and delivery of transportation-related training via classroom and distance learning
- Improve the performance of the transportation industry through training

Our mission is the same.

NHI's mission is to provide leadership and resources to guide the development and delivery of transportation-related training via classroom and distance learning.

We work to educate, train, and develop the current and future transportation workforce to improve the safety, efficiency, effectiveness, and quality of America's surface transportation system.

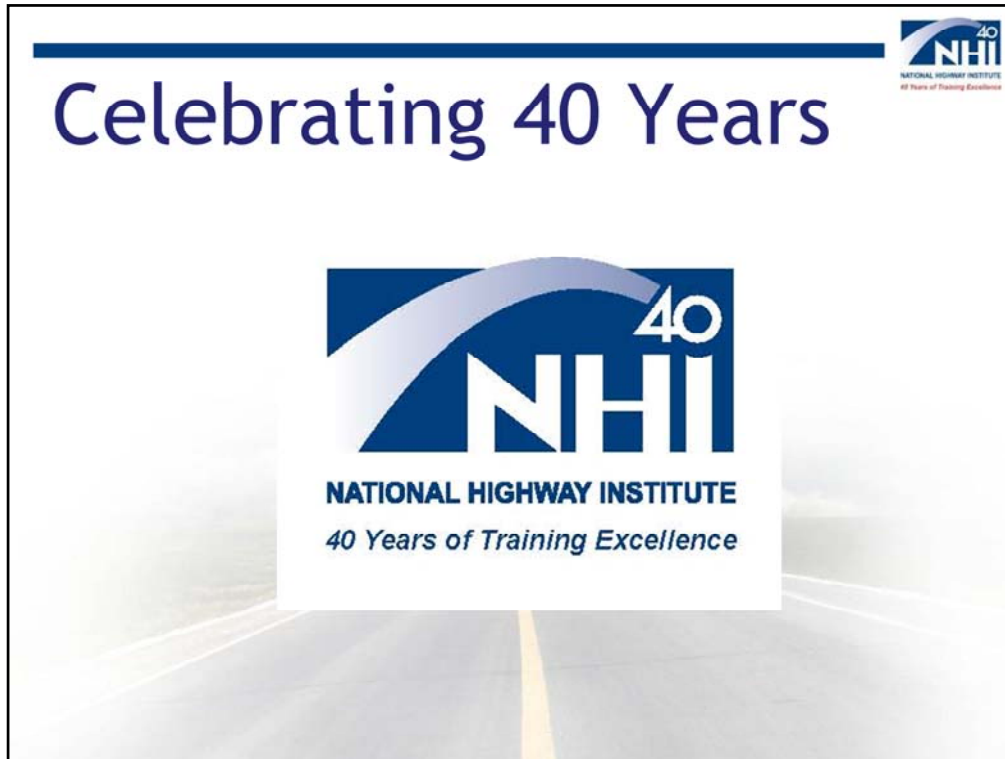
In the current economy, we face extraordinary challenges in fulfilling the mission to agencies and personnel that must produce more work with fewer resources. We must creatively solve issues, such as travel restrictions, time constraints, and a reduced workforce. NHI also maintains high quality and cost effective instructors through a competitive procurement process.

# New Location

- New Training Facilities
- Available Private Workstations
- Full Kitchen
- Video Conferencing
- Available Now for Scheduling Upcoming Trainings



NHI has a new address. This new location has state of the art training facilities, that include video conferencing, full kitchens, private workstations, etc.



We are celebrating 40 years of training services for the transportation community. We are very proud of this and have change our logo to reflect the years of dedication and experience in developing and delivering training products.

# Training Options

- Instructor-led, classroom-based training
- Web-conference training
- Web-based training
- Blended training



NHI offers training in three primary formats.

Instructor-led training, sometimes referred to as ILT, is held in person in a classroom, and is led by one or more instructors.

Web-conference Training, or WCT, involves a live, online training session that takes place at a set time in a virtual meeting or classroom and over the phone.

Web-based Training, known as WBT, is a self-paced, online course that is available to the participants at any time after registration. That means you can access the course when most convenient for you, and you can learn at your own pace.

# Instructor-led Training

- Classroom setting with experienced instructors
- Targeted toward a wide range of audiences from technicians to engineers
- Approximately 200 ILTs available on the NHI Web site
- NHI schedules approximately 600 trainings per year
- From 1-day courses to 3-week academy
- Continuing Education Units (CEUs) offered

These courses are designed to encourage participants to be engaged in the session and apply their new skills on the spot. NHI uses discussions, best practice sharing, calculations, exercises, case studies, and skill building, such as equipment operation and lab testing, to reinforce new skills. ILTs reach a wide range of audiences and skill levels, from technicians to engineers.

NHI offers approximately 200 ILTs, which are available on the NHI Web site. NHI scheduled 600 classroom trainings across the country last year, and over 400 have already been scheduled for 2010. Instructors travel to scheduled location for these courses, and training materials shipped by NHI to the training location prior to the course. These courses range in length from 1-day courses to a 3-week academy. Many ILTs also offer Continuing Education Units (CEUs) for successful completion of the course.

# Web-conference Training

- Instructor/facilitator driven training in a Web format
- Targeted toward a wide range of audiences from technicians to engineers
- Currently have 8 WCTs with several other under development
- From 1-day courses to 3-day courses
- Continuing Education Units (CEUs) offered

Web-conference Training is a type of e-learning known as synchronous because everyone is online, participating in the same thing, at the same time. A skilled facilitator manages the classroom. Participants can engage in many of the same activities as in a classroom because NHI uses the Adobe platform that allows breakout groups, whiteboard usage, document sharing, PowerPoint slides, and other Web-conferencing features. For example, participants can “raise their hands” in the room and can work together to make learning meaningful.

NHI currently has 8 WCT offerings with several more under development. These courses typically range in length from 1- to 3-day courses. Like ILTs, many WCT courses offer CEUs for successful completion of the course.



# Web-based Training

- Over 80 WBTs (NHI and TCCC) available on the NHI Web site in the last 4 years
- Targeted toward a wide range of audiences from technicians to engineers
- From 1-hour courses to 12-hours series
- Since 2007, participation in Web-based trainings has risen dramatically
  - FY 07: 487 participants
  - FY 09: 5746 participants
  - FY 10 (as of June 2010): 8088 participants!

Here are some things we have been hearing over the past few years:

- My training budgets have reduced
- We can not get travel approved
- I have a demanding schedule with minimal staff
- It is difficult to carve out time to travel and attend an ILT or schedule a WCT during your busy day

We heard these comments and started developing several self-paced, Web-based trainings over the last four years. We now have over 70 WBTs (NHI and TCCC) that NHI currently offers. More are added every month.

The Web courses meet many needs. There are one-hour stand-alone sessions that could provide guidance on one activity, such as seal coating. There are also series of training sessions that, together, provide a course that comprehensively covers a topic from many aspects.

Like the other training formats, WBTs cover a range of audiences, from technicians to engineers.

Since 2007, participation in Web-based trainings has risen dramatically

FY 07: 487 participants

FY 09: 5746 participants

FY 10 (as of April 2010): 6086 participants!

# What's new at NHI?



What's new at NHI?

# Web Site Improvements

- NHI Web site is used as the main tool for scheduling courses and offering public seats in sessions
- Comprehensive Usability Study was conducted to identify customer needs and improvements
- NHI has begun implementing changes based on this research

NHI uses the NHI Web site as the main method of scheduling courses and offering public seats in sessions held across the country and online. A comprehensive Usability Study was conducted on the site in 2009 to identify customer needs and desired improvements. NHI has begun implementing changes based on this research.

# My Training Project

- Launched “My Training” feature to improve the experience of Web-based training
- “My Training” features include:
  - “Single Sign-on” connection that registers the participant in their training and launches the course with a single click
  - One page that displays all of a customer's Web-based and Web-conference training courses
  - Personalized completion certificates and unofficial transcripts

NHI launched the My Training page in March 2010 to improve the experience of Web-based training  
My Training features include:

- A streamlined “Single Sign-on” connection to the FHWA Adobe Connect server that automatically registers the participant in their training and launches the course with a single click
- Easy-to-use Web page that displays all of a customer's Web-based and Web-conference training courses
- Personalized completion certificates and unofficial transcripts based on a customer’s course progress

See the next page for an example.

# My Training Project

## Welcome to My Training

My Courses | Unofficial Transcript | Official Transcript | My Downloads | My Training Help

### My Courses

	Course Title	Course Number	Type	Start Date	End Date	Progress	Launch	Certificate
<a href="#">Show Additional Information</a>	Outdoor Advertising Control: Bonus States - WEB-BASED	FHWA-NHI-141048	WBT	4/8/2010	N/A	Completed	<a href="#">Launch</a>	<a href="#">View Download</a>
<a href="#">Show Additional Information</a>	Pavement Preservation Treatment Series: Ultra Thin HMA Bonded Wearing Course - WEB-BASED	FHWA-NHI-131110J	WBT	3/31/2010	N/A	In Progress	<a href="#">Launch</a>	
<a href="#">Show Additional Information</a>	TCCC Fundamentals of Materials Used for Concrete Pavements - WEB-BASED	FHWA-NHI-134084	WBT	4/12/2010	N/A	Not Started	<a href="#">Launch</a>	
<a href="#">Show Additional Information</a>	TCCC HMA Paving Field Inspection - WEB-BASED	FHWA-NHI-131129	WBT	4/5/2010	N/A	Completed	<a href="#">Launch</a>	<a href="#">View Download</a>

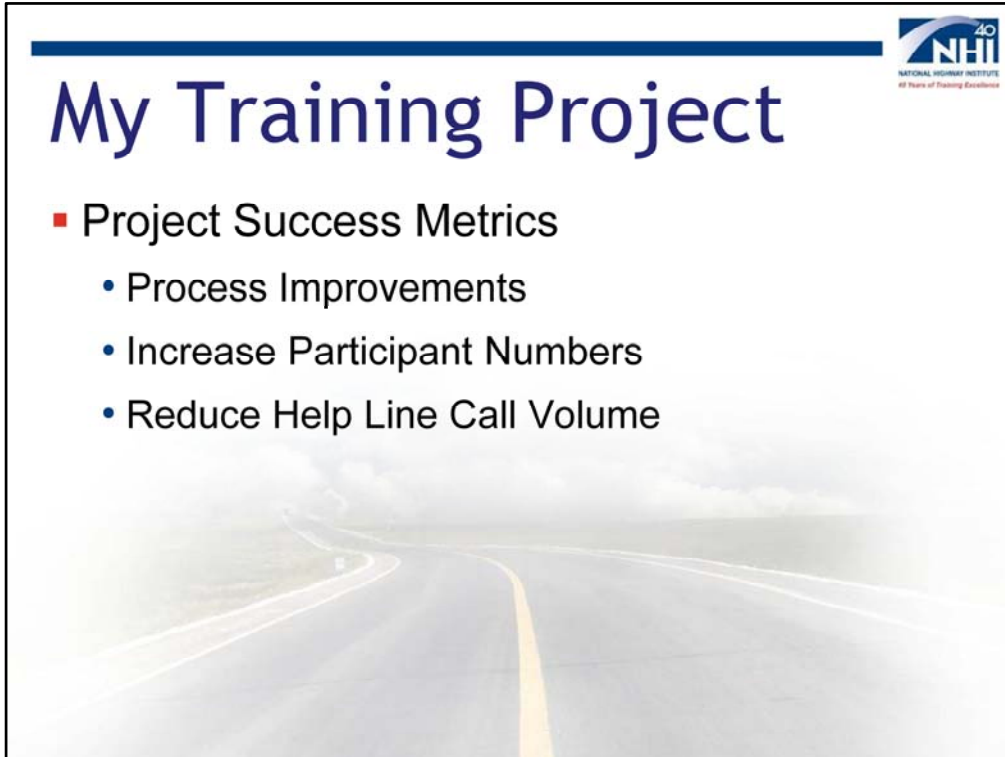
**Please note:**

- Please allow up to 12 hours for your course progress to update and/or your course certificate to upload.
- My Courses will only display the Web-based and Web-conference training that you have enrolled in since Thursday, March 25, 2010.
- Flash Player is necessary for the course to run properly. Test your machine for Flash Player by clicking on this link: [http://FHWA.acrobat.com/common/help/en/support/meeting\\_test.htm](http://FHWA.acrobat.com/common/help/en/support/meeting_test.htm)  
\*This may require the help of your IT support person if Flash needs to be installed.\*

This is a screen capture for the new "My Training" page.

# My Training Project

- Project Success Metrics
  - Process Improvements
  - Increase Participant Numbers
  - Reduce Help Line Call Volume



# My Training Project

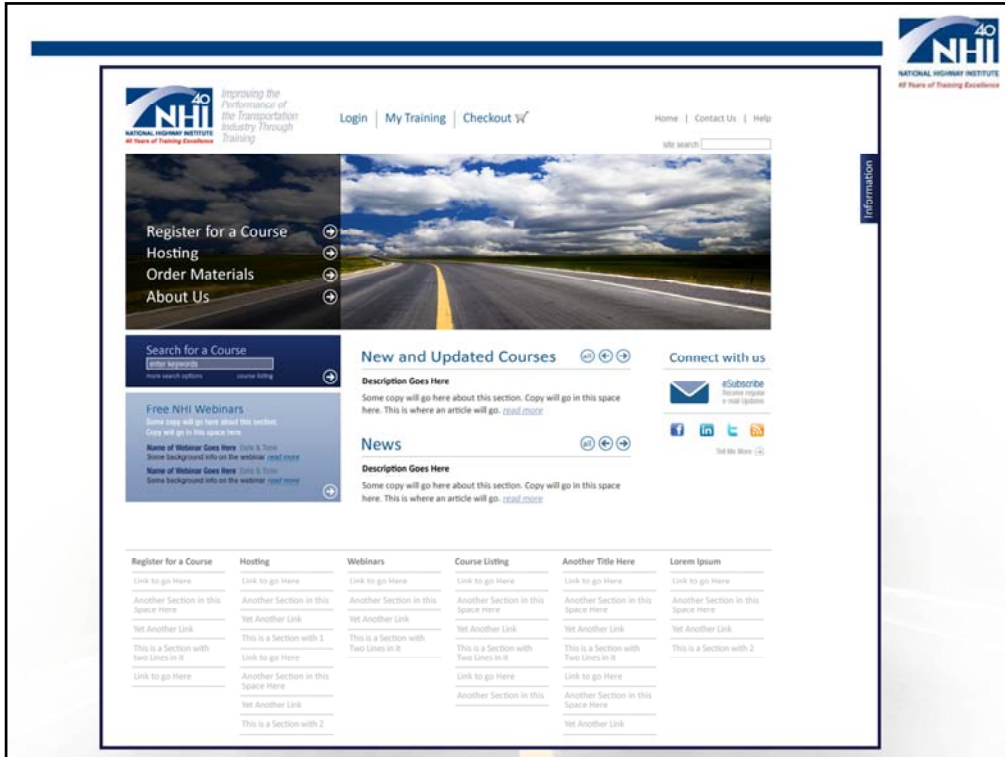
<b>Measure</b>	<b>Pre-My Training (before 3/25/2010)</b>	<b>Post-My Training (after 3/25/2010)</b>
<i>Time to Complete WBT Enrollment and Access Process (from NHI Home Page to WBT Access) at Optimal Process Performance by User and Optimal processing by email servers (Seconds)</i>	240 seconds	40 seconds
<i># Process Steps from NHI Home Page to WBT Access (# Tasks Required by User)</i>	12	6
<i># Unique Logins and Accounts Required</i>	2	1
<i># Applications Required to Complete Process (User-Facing)</i>	3	1
<i># Possible Error Types in Process (# Customer Inquiry Issue Categories Related to Process)</i>	12	6

# Site Redesign Project

- Customers wanted changes to the overall look and navigation of the site
- New home page concept shown to customers received positive feedback
- Work on the site style and navigation redesign project is currently underway

After the improvements included in My Training, customers most wanted changes to the overall look and navigation of the site. A draft design of a new home page concept shown to customers during the Usability Study interviews received strong positive feedback. Work on the site style and navigation redesign project is currently underway.






Here is a draft design of the new NHI Web site.

# Site Redesign Schedule

- Preview was made available on the NHI Web site in June 2010
- Project will be complete by September 2010
- Site changes will improve accessibility for customers and NHI's overall Web presence



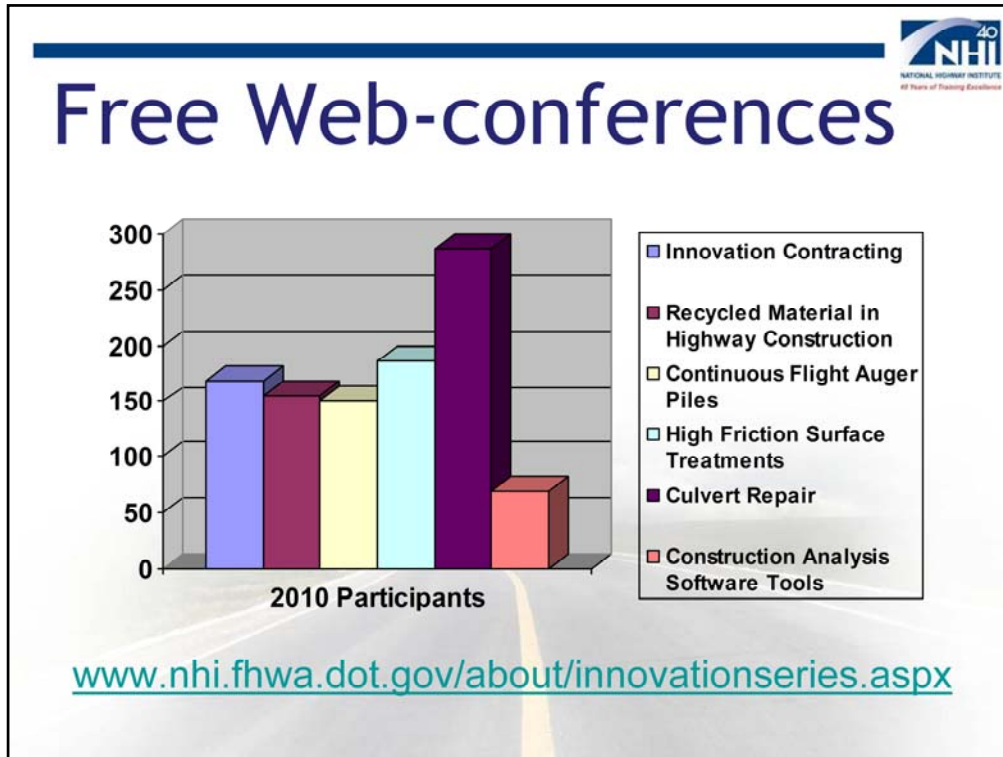
Preview was made available on the NHI Web site in late June 2010. Project will be complete by early September 2010. Changes will vastly improve NHI's Web presence and make training products more easily accessible to customers.

# Free Web-conferences

## ■ Innovations

- Highways for LIFE partners with NHI to provide this FREE monthly Web conference series
- 90 minute Webinars on Emerging Technologies
- 17 Webinars have been conducted, recorded, and posted on NHI Website
- Reached over 3,800 participants since November 2008

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In addition to ILTs, WCTs, and WBTs, NHI partners with Highways for LIFE to provide a free monthly Web conference series, featuring a panel of experts in a discussion of innovations in the transportation industry. During the conference, speakers describe the key factors for successful implementation of those innovations.

In 2010 we have conducted:

Innovative Contracting – Feb 2010 – 168

Recycled Material in Highway Construction – March 2010 – 155

Continuous Flight Auger Piles – May 2010 – 151

High-friction surface treatments – April 2010 – 186

Culvert Repair – June 2010 – 287

Construction Analysis Software Tools – July 2010 - 69

The past conferences have attracted hundreds of people in the transportation community and continue to grow.

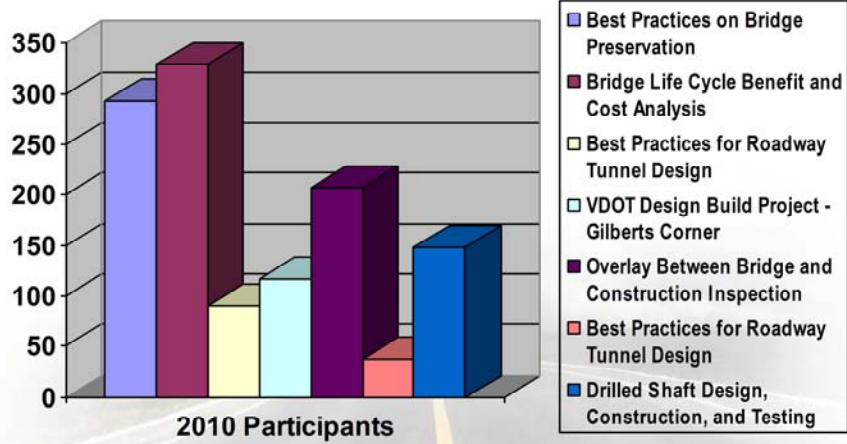
# Free Web-conferences

## ■ Real Solutions

- Features guest speakers who are practitioners in the transportation industry
- Present solutions to issues faced in the field and how problems were solved
- 28 Webinars hosted by NHI have been conducted, recorded, and posted on NHI Website
- Reached over 3,100 participants since March 2008

Each month, NHI hosts a free, monthly Webinar called a Real Solutions Seminar. These seminars feature a guest speaker who presents problems or issues faced in the field and delineates steps that were taken to solve the problem.

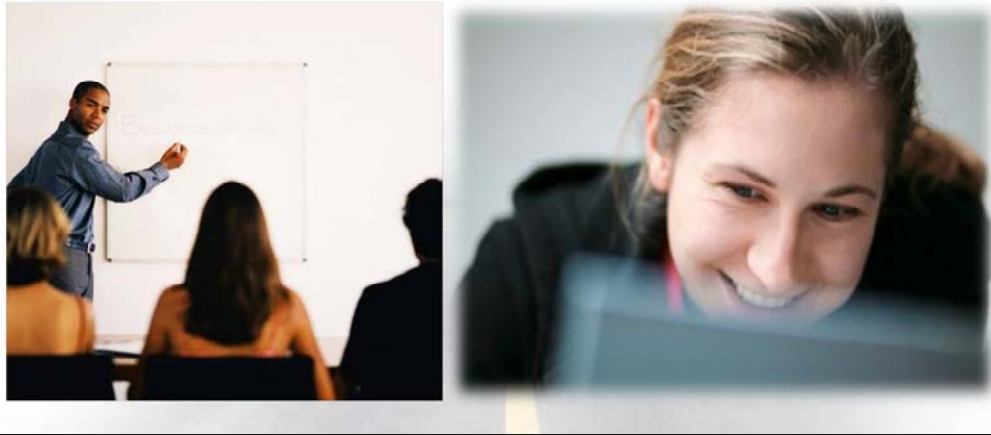
# Free Web-conferences



[www.nhi.fhwa.dot.gov/about/realsolutions.aspx](http://www.nhi.fhwa.dot.gov/about/realsolutions.aspx)

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# What's next?



Now that we have explained who we are and what we offer you should know what is currently available and what we are working on for 2011.

# Delivery Solutions

- Regional Trainings
- State Partnership Trainings
- New NHI Facility Trainings





# Research

- Technology
  - WBT Development Tools Research
  - WBT Template Research
  - Mobile Training Research
  - Mobile Training Prototype Project
- Marketing
  - TPM and Program Office Interviews
  - New Ideas

We are in the process of conducting several research projects and marketing efforts to better understand the tools, technology, and FHWA Program Offices and States training needs.

# Stay Connected

- Social Media

- FaceBook
- Twitter



- RSS Feeds



If you would like to receive notice when a new course is offered, send a note to this address. Or, simply visit the NHI home page and select the button, “Join our mailing list.”

And don’t forget—you can find us on Facebook!

# Contact Us

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Thank you for taking the time to view this presentation. If you have any questions or need more information, please visit the NHI Web site or contact NHI.

# Questions



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