

Mature Driver Town Hall Meeting July 30, 2020

Organizer: Stacey Thompson-Program Administrator-Driver Training Program Office

Attendees: Julia Tipple-Administrative Professional-Driver Training Program Office

Valerie Wald-State Administrator of Driver Training-Driver Training Program Office

Kellie O'Riordan-AAA Ohio Auto Club

Topic 1: Virtual Classrooms: how is the virtual classroom going for your program? What is the good and bad?

Kellie: It is awesome to be able to run this virtually. I connect so well with my participants and I offered to hop on about a half hour before the classroom starts because I am worried about their isolation. I sent a letter beforehand explaining how to use teams and that they can hop on ahead of time to be able to sit and talk with each other and myself so that we can have time to make sure they are doing okay emotionally. There are parts of the class that I get up and show them different things, but it is going really well. The class sizes are pretty small right now because some want to wait until it is in person. I assure them that I am an enthusiastic instructor who is going to keep their interest whether in person and online. The two hour split out is good and bad. Some really like that it is shorter and some really like all at once. I am happy to cater to what everyone wants. I am also finding that the in-cars in the parking lot are also going well even though I am not in the car. Some of them want to see their quizzes, which we cannot do, but everyone passed.

Stacey: How were the students in regards to anxiety behind the wheel with you not being with them in the car?

Kellie: Not at all. They came into the parking lot and I had signs all over for them to read and know what to do. I think I am going to make some better signs laminated and put them on poles beforehand to have already out there rather than running alongside the car and shouting instructions. Signs like lights and intersections to try to help them out a little more than trying to shout. I think also that I was able to ease their anxiety because I prepared them so well. I go over the requirements my first day of class and try to avoid their hot words to help ease the anxiety. I make sure to tell them that if at any time they are anxious or scared to make sure to tell me. I also let them know if they are too scared to drive and don't want to get behind the wheel for any reason that they are more than willing to just take the classroom, they just won't receive a certificate. Compassion and encouragement are the most important things in teaching this class.

Topic 2: Structure of Program: do you like the mobile portion of the program? What about other aspects?

Kellie: I travel to different locations to hold the course. I complete site surveys first to make sure that it is a safe option. I don't care where it is I will travel there first. If I cannot do then I ask one of our AAA managers to make sure there is enough space and what the traffic is like on the time of day that I will be teaching the course. I don't tend to do them at AAA stores because there are no classrooms. I travel to YMCA's and retirement parks. Absolutely no complaints about the traveling at all.

Stacey: Is there anything else about the structure you have concerns with?

Kellie: My concern are the manuals that we have. I have been an instructor for so long in child-passenger safety. I do not like that our manuals are not matching with the instructor manuals. I think I am going to be getting them binders so that they can write down all of the great information that is not in the student guide. This is a AAA thing though.

Topic 3: Certificates: Once upon a time it was a big issues with insurance companies not accepting the certificates, is this still an issue?

Kellie: I don't find that it is a problem anymore that certificates are not being accepted at insurance companies. I only have issues with reprinting because they have lost them.