

Edition 6 Frequently Asked Questions and Answers

As of November 8, 2005

We have developed a list of frequently asked questions related to Edition 6, so you can quickly and easily find the information you need. If you do not see the answer you are looking for, simply send us an email to drive@aarpp.org, and a staff member will respond to you within two business days. Questions and answers in this document will be updated on an as needed basis. Updated versions of this document can be found online at VolunteerNet (www.gomessagecenter.com/volunteers).

Training

Q1: How will the DSP Regional Training rollouts work?

A: There will be four regional trainings starting in late October to be held in Baltimore, MD (Oct 25, 26); San Antonio, TX (Nov 1, 2); San Diego, CA (Nov 8, 9) and Orlando, FL (Nov 15, 16). Each state will have three participants: the State Coordinator, Chief Trainer and another volunteer leader that was selected by the State Coordinator. This team will lead the rollout process for their state.

Q2: How long should the trainings of Instructors within the states be?

A: We strongly recommend allowing one and a half days for ALL training of Instructors in your state. There is much new material to cover and it takes a full 9 to 10 hours of sitting to get through it. We prefer paying for an extra hotel night than to have people travel home in the dark after a very long day. If there is an extra hour or two toward the end of the training you may cover other administrative issues.

Depending on how far trainees must travel, training may be able to be held over two half days (for example, beginning at noon on the first day and ending at noon on the second day) or in a one-day training. The key is to be able to provide at least 9 to 10 hours of quality instruction in Edition 6, regardless of the format or schedule selected.

Q3: By when do all current DSP Instructors need to be trained in Edition 6?

A: All current Instructors need to be trained and certified by May 31, 2006. Edition 5 course materials will be available until this date.

Q4: How soon after the Regional Trainings should I plan to begin training Instructors in my state?

A: It is strongly recommended that you plan your initial Instructor training no sooner than November 21. This will ensure that Edition 6 training materials will be available at your training sites. We have developed an Edition 6 Instructor Training order form. This is a controlled form and must be signed by your State Coordinator. The form can be mailed or faxed to the AARP Order Entry Department for processing. Phone ordering will not be available. Please allow at least two weeks for receipt of your order.

Q5: I have been teaching courses for 10 years. Why do I need to go through retraining to use the new materials?

A: AARP believes in the continuing education of its volunteers. The new AARP Driver Safety Program course and materials are very different and much better than the previous versions. Retraining allows you to learn new course content and enhance your teaching techniques.

Teaching after Certification

Q6: How soon after an Instructor is certified in DSP Edition 6 can he/she teach?

A: Allow a minimum of four weeks before conducting your first class. Remember that it will take at least 21 calendar days from the day you yourself completed Edition 6 training before your flag is set in the volunteer database authorizing you to order Edition 6 course materials. Plan on the normal fulfillment turnaround time of three to four weeks to acquire Edition 6 class kit materials.

Q7: I don't understand. Why do I have to wait 3 weeks (21 days) after training before I can order Edition 6 materials?

A: We want to make sure that you get Edition 6 materials and not get edition 5 materials. Just the time in the mail and processing of your authorization form to teach Edition 6 could take at least two (2) weeks. Also, the DSP office will be processing hundreds of authorization forms weekly.

Q8: What if I call the toll-free number to place an order and am told I do not have authorization yet?

A: First, has it been at least 21 days since the last day of your training workshop? If yes, check with the Trainer to be sure if he/she sent in the certification forms, and then check with your supervisor. He/She can check through the proper channels what the status is. Be sure to keep your copy of the certification form.

Toll-Free Ordering

Q9: What is toll-free phone material ordering?

A: This is a new process which will enable you, as a DSP Volunteer Instructor, to order Course/Certificate Kits and DSP supplies using a toll-free phone number. This process will add another option to complement the mail and fax ordering processes already in place. The toll-free number is for supply ordering only and should not be used as a means to answer other questions (i.e., reimbursement issues or questions, website corrections, administrative issues such as volunteer ID numbers, supply and/or materials issues, etc.). The staff at Newington (our warehouse) cannot answer these types of questions.

Q10. If I place my order using the toll-free number, how long will it take before I receive my order?

A: Please allow up to 15 days for delivery. Turn around times will be the same for whatever method you use to order your materials.

Supplies and Materials

Q11: Will there be a Spanish version of Edition 6?

A: Yes. It is slated to be available mid-year 2006.

Q12: When will Instructor kits be ready for ordering? How will I order them for my meeting in my state?

A: Instructor kits (fondly referred to as “pizza boxes”) will be ready to be shipped from Newington as early as November 14, 2005. In mid-October an Edition 6 order form will be sent to all State Coordinators. Only State Coordinators will be able/permitted to order the kits for the various meetings in their states.

Q13: What do the Edition 6 Instructor Training materials consist of?

A: Edition 6 Training materials are consistent with Edition 5 materials and include:

- Instructor Manual
- Edition 6 Video (close captioned)
- Participant Workbook.

Due to decreasing demand, slides will not be available for Edition 6. New tools include a DVD and PowerPoint presentation (available by November, 2005).

Q14: What do I do with the Edition 5 kits I have now?

A: All of us want to try to conserve resources. Please go ahead and use up any Edition 5 kits you have ordered, or give them to someone who has not yet been trained in Edition 6. Any unused Edition 5 materials can definitely be tossed on or after June 1, 2006 when Edition 5 will no longer be taught.

Q15: I like to schedule all my classes in advance for the year. Should I schedule these courses before I am authorized to order Edition 6 course materials?

A: No. If you order all your kits before your authorization has been set in the database all the kits you receive will be Edition 5.

Q16: I have always used slides. Why were they discontinued?

A: Our surveys showed that only about 4% of the classes were taught using slides. It has become costly to develop them, and we felt that the video provides higher quality and more complete information. If you have difficulty finding sponsors with a TV and VCR, let your ASC or State Coordinator know. There may be special arrangements that can be made or equipment that can be loaned or donated on a long term basis.

Q17: When can I start ordering Edition 6 course kits?

A: Once a volunteer has completed the Edition 6 training, his/her State Coordinator will submit a certification form to the National Office. National Office staff will then trigger a flag in the volunteer database, which will permit the volunteer from that point forward, to order and teach Edition 6 course materials. Please keep in mind that this is a controlled process. You should plan for a 21 calendar day period before the flag is set. If you order course materials prior to the flag being set, you will receive Edition 5 materials. The ordering method for Edition 6 course materials will not change. It can be done by mail or fax. You may also utilize the new toll-free number to place your order. Please refer to separate handout on "Toll-Free Ordering" and remember to call only after the 21 calendar day waiting period from the end of your re-training session.

Q18: Why couldn't volunteers who have access to VMIS authorize when a volunteer is ready to teach Edition 6?

A: Only a portion of states would have been ready and able to do this, and we had to come up with one process that would work for all states, as well as maintain control. We concluded it must be done from a central location at the National Office.

Course Content

Q19: The Instructor Manual doesn't mention the initial Roman numeral pages in the Participant's Workbook. Shouldn't we review these pages with the participants?

A: Yes, you may review any or all of these pages as part of your introductory remarks in the course.

Q20: Why do we now advise "braking hard and going right" to avoid a head-on crash?

A: It is a much safer strategy. With only seconds to react, by the time you find your horn and flash your lights it is too late.

Q21: What do I do if I find that some of the information in Edition 6 conflicts with laws or practices in my state?

A: Talk to your Chief Trainer and/or State Coordinator. The course has been designed with most states in mind and in general our advice follows the Uniform Traffic Code. If a state has unique laws or practices, make sure your Chief Trainer and/or State Coordinator is aware, so they can integrate state-specific information into the course.

Q22: Why wasn't _____(insert your choice of topics here) included in Edition 6?

A: We had to make a decision to leave a lot of topics out of the course as we only have 8 hours to teach. There are many items which are "nice to know". We have included information which is based on solid data and is something which people "need to know." If you or any class participant feels there is something that should be in the course and you/they can provide data specific to older drivers to back it up, feel free to send your comments to the following email address: drive@aarp.org.

Q23: Why was the hearing exercise dropped?

A: The new video has a much deeper discussion on the importance of hearing and its effect on driving. The hearing exercise in Edition 5 really had more to do with too much conversation (noise) as a distracting influence.

Q24: Can we use the hearing exercise (or any other part of Edition 5 or prior DSP versions) in the Edition 6 training?

A: No. The changes that were made to the curriculum represent a consensus among DSP volunteers. We must teach the new Edition 6 curriculum as approved by AARP's Legal Department, so do not incorporate parts of prior editions.

Q25: Why did you drop the old "reaction time" test with the photo superimposed with numbers?

A: The curriculum committee wanted to try something new and different. Also it was thought that the Edition 5 "reaction time" test was actually measuring more mental functioning than reacting to a changing "event" in the environment.

Q26: I saw a couple of discrepancies between the Participant Workbook page, and the corresponding page in my Instructor Manual. Why?

A: The Participant Manuals were printed first, and a couple small glitches were found, most notably there was poor contrast in the “Space Cushion” diagram on page 34 of the Participant Workbook. This was corrected in the Instructor Manual and will be corrected in future printings of the Participant Workbook.

Q27: What if there is a change in safety information or some other requirement to change the curriculum? How will it be changed?

A: If changes are necessary, “change notices” will be sent to all Instructors. These change notices will involve replacement pages to be inserted in the manual and outdated pages to be removed. All new pages will have an edit date on the bottom of the page. Corresponding changes to the Participant Workbook would then follow in the next reprint order for workbooks.

Q28: How do we fill in the State-specific references on school buses, aggressive driving, emergency vehicles and other topics?

A. The State Coordinator/Chief Trainer will provide you with a sheet that gives all the specific information you will need for each of the topics/reference points in the course. They will obtain that from the most recent state motor vehicle laws/codes or driver handbooks if they are up to date on these topics.

Q29: Can I add some information that is not covered in the course?

A: Yes, as long as the materials have been approved by your State Coordinator and you have covered all the material in the approved Edition 6 curriculum. However, AARP is not liable for any information that you add which is not a part of the AARP-approved curriculum.

Q30: What if I complete a subject or Unit in less time than is allowed for in the course timeline?

A: Materials should be presented fully so that all participant questions are covered. As long as the topic has been covered fully, move on to the next topic or Unit. The timelines are recommendations based on averages and will vary from class to class.

Q31: What if I don’t think a certain topic will interest the participants or I don’t agree with it?

A: The course content is based on surveys of what participants “want to know,” as well as what safety organizations and experts feel people “need to know.” The information is also based on factual materials and is driven by actual crash data. So, even though you feel the topic may not be of interest, it must be presented.

Q32: How can I get something that is incorrect in the Instructor Manual corrected?

A: Bring it to the attention of your supervising Instructor, and/or send an email to drive@aarp.org. When possible, please send back-up data, research, expert contacts or web sites to help us investigate and correct the information.

Q33: Is it okay to bring an “outside expert” such as a local law enforcement officer, road engineer or health professional to discuss their area of expertise in the course?

A: Yes, but only if you feel that a **brief** presentation from a professional can be made to help support your statements and it can be done within the timeline of the course and without sacrificing the time allotted for, or deleting or omitting, other topics in the course.

Q34: I often get questions in my class about AARP’s position on a certain topic or a question about some other area or program of AARP that I cannot answer. What should I do?

A: Refer the participant to page ii of their Participant Workbook (“AARP in the States”) which includes a web site and a toll-free number they can call and get answers to all their general AARP questions.

Video and DVD

Q35: Why is the new classroom video captioned?

A: The Americans with Disability Act (ADA) requires that our program be accessible to persons who are deaf and hard of hearing. Captioning allows these participants access to the material in the videotape.

Q36: Will there be a separate non-captioned video?

A: No. The captioned video is a potential benefit to a portion of our participants in almost every course. Remember, a large percentage of people over age 65 have some degree of hearing loss.

Q37: Why do I need to show each video segment separately throughout the course? Couldn’t I just show it all at the beginning or end of the course?

A: No! The video segments help reinforce the topics that are being taught, and the best time to show each segment is when that topic is presented. It helps the learner reinforce what they are supposed to learn in that unit. Another big advantage of showing it in segments is that it provides “variety of activity” and keeps the students interested and engaged rather than just listening to a presenter continuously.

Q38: Will there be a DVD version of the course video? How can I order it?

A: Yes. A DVD version is slated to be available in the warehouse beginning November of 2005. It will be a new item on the DSP Supply Requisition form, both in hard copy and available online at www.gomessagecenter.com/volunteers. Once you are in the site, click on "Driver Safety" in the left-hand column under the "Subject Categories" to see our program-specific information. See separate handout on how to access "VolunteerNet."

Promotional Tools

Q39: I understand there is going to be a PowerPoint presentation of the information in the Participant Workbook. When will it be available?

A: The PowerPoint presentation will be available later in 2006. For those who have access to computers at the course location, it makes a great learning aid.

Q40: Will AARP be promoting the AARP Driver Safety Program course as new course?

A: Yes, at some point beginning in the spring of 2006 we will begin to promote the course as new/revised. By that time most instructors in the country will be retrained and the new course should be available nationwide.

Q41: Will the course locator on the website identify what courses are Edition 5 vs. Edition 6 courses.

A: No.

If Problems Arise...

Q42: What do I do if something is not going according to plan?

A: Please remember that the AARP DSP is embarking on a major initiative to re-train and/or train almost 10,000 volunteers. The National Office has worked through the changes that we envision will occur during this training transition period. We ask for your patience as we roll out Edition 6 and our planning scenarios become reality. We believe this transition will occur with minimal difficulties. As with all DSP issues, we ask that you contact your DSP State Volunteer Leadership first, and they can assist you, as well as bring the National Office staff in to resolve your issue.