Wisconsin DMV Training
November 4, 2015
Joe Bruno, Deputy Director
Bureau of Field Services
Identifying Issues with Training

- Timeliness of Training
- Expense of Training
- Consistency of Information
- Lack of Structure
  - “That’s not how it’s done here”
- Communication
• **Focus Group**
  – Made up of all trainers throughout DMV

• **Adult Education Course**
  – Learning to train adults

• **Direction and Focus**
  – Divisional training
    • Busting down the “silos”

• **Vision – DMV University**
Determining the Direction

- What do ALL employees do?
  - Share materials for like-training
- What areas are specialized?
  - Individualize for area
- Creation of Online College
Online College Creation

- Directive issued by the Administrator’s Office
  - Train 100 employees in 6 months
- Expanded to DL/ID
  - All field training is now part of DMV University

The syllabus to the right is used to guide trainees throughout the training course
Paperwork Completed on Day One of Employment

Coursework Begins Day Two
  - Employee is assigned a team of coworkers to assist with training

Contributing Employee During Week 2
  - Training using building block approach
  - Progressively becomes more challenging

Proficient Processor within three months
• So Far In FY 2015
  – $100,000 saved
    • No Hotel Expense
      – Employees work from their home station
      – Employees are home nightly
    • No Meal Expenses
    • No Mileage Paid
    • No Overtime Incurred
Consistency

• Content is Controlled
  – Experts collaborate

• Continuing Education Credits Required
  – All tenured staff as part of annual evaluation

• Providing Structure
  – Placing responsibility within regions
January 1, 2016

Course Management Hierarchy

- Opportunity to deploy training throughout state
- Each region has a testing and training center
Communication

- Secretary’s Employee Satisfaction Survey to Determine Best Method
  - Corkboard
    - Instant communication
    - Information hub containing centrally located updates
      - Can be updated immediately
      - Audience – Over 400 people informed immediately
  - Technical and Training Newsletter
    - Weekly publication addresses current issues and immediate training
• Newsletter Re-design
• Regular Meetings with Regional Trainers
• Hotline to Assist with Training
• Station Visits
• Online Community
  – Discussion forum
Corkboard

BFS Bulletin Board

- DL/ID Resources
- Registration Resources
- Learn Center
- Current Tech Update
- Contact TTS
- Report or Request a link
- Q-Flow Glossary
- Email Templates
- DL/ID and Q-Flow Resources
- Reg Help
- DLM
- IDPP
- Q-Flow Appointment History
- New Equipment
- Team Leader and Supervisor Resources
- Customer Comments found here!

BFS NEWS

SWAT Help Line is experiencing technical difficulties. Click here for assistance.

Temporary DL/ID SWAT Hotline: 888-398-2342 Access Code: 2413183
Information Hub for DL-ID Solution

DL – ID Solution Resources

**DL – ID Quick Reference Guides**
- ICW
- SIMS
- Reports
- Starting a Knowledge Test

**ACF Quick Reference Guides**
- Reception Console
- Service Console
- Processing Guide
- Ticketless

**Request to replace image of birth certificate in OnBase EMAIL**
- Birth Certificate e-mail
- Temporary Work Around for Scanning

**System/Hardware Issues EMAIL**
- DL/ID Project SWAT Team

**Processing Questions EMAIL**
- DL/ID Project SWAT Team

**DL – ID Testing**
- Testing Guide Quick
- Testing Guide Detailed

**Trouble Shooting Guide**

**DL/ID SWAT Hotline:** 608-282-9925

**CBN STI Hotline:** 866-598-4311
Here is what our customers have to say about us and the work we do...

_DMV Service Center Location_
_Saukville_

**Date of Visit**
10/07/2015

**Overall service:**
Exceeded my expectations

Additional comments/tell us how we can improve:
Hands down, the most pleasant visit to any government facility ever! Everyone was polite, friendly, knowledgeable and efficient. I grew up in Wisconsin but spent 20 years in California and four in Texas. You guys know how to do it right. Thanks for the very pleasant surprise!

Hi Patrick and Jennifer,

I just wanted to send a quick compliment to you and your great crew for taking the stress out of an odd situation. I discovered that my front license plate had either been lost or stolen this morning and wasn’t sure what the steps were to fix it. I ended up going to the police department to report it and then stopped by the Greenfield DMV to hopefully get new plates.

I was worried that since the vehicle is technically in my parents name that things would be complicated – extra complicated in fact because they are in Ireland for the next week and a half.
Objectives Realized

- Timeliness of Training
- Expense of Training
- Consistency of Information
- Lack of Structure
- Communication
• All Online Modules Created with
  – Articulate Storyline
  – User-friendly
    • Convert PowerPoints
      – Training Team Self-Taught Using Online Resources

• WisDOT Learn Center
  – Cornerstone OnDemand
    • Functionality Grows with Each Upgrade

• All Training Tracked and Recorded as Part of Official Training Record for Each Employee
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