



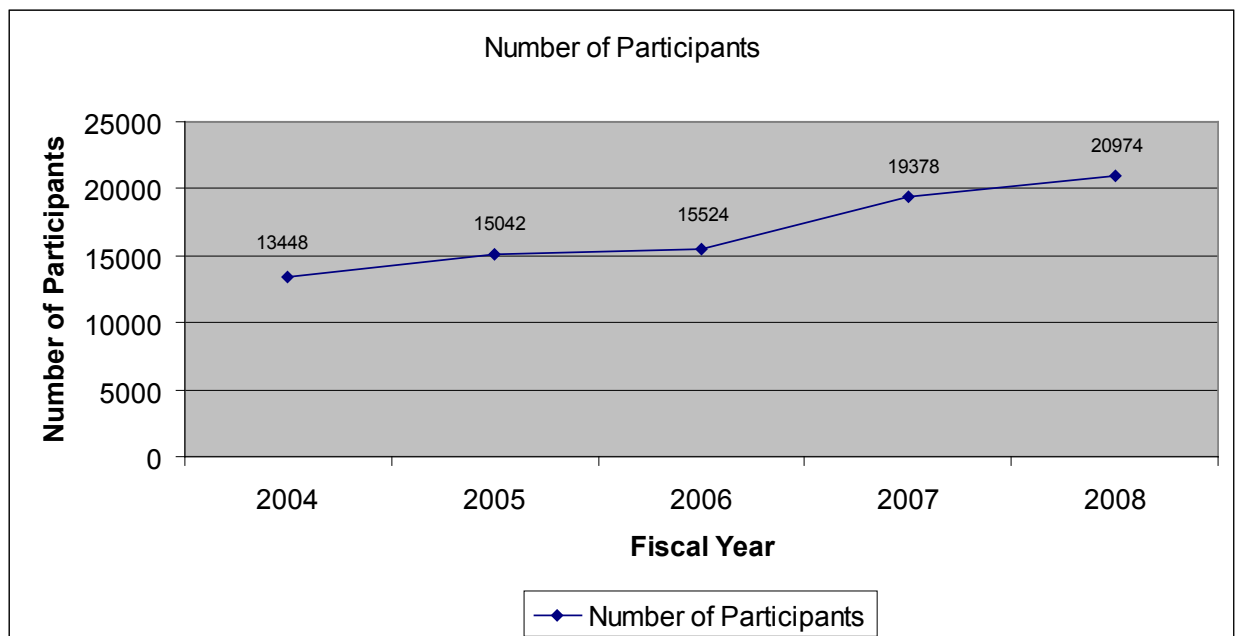
Fiscal Year 2008 Report Card for the National Highway Institute

NHI Partners

With continued input from transportation industry partners, NHI had another record year. We thank our partners who contributed to our shared success.

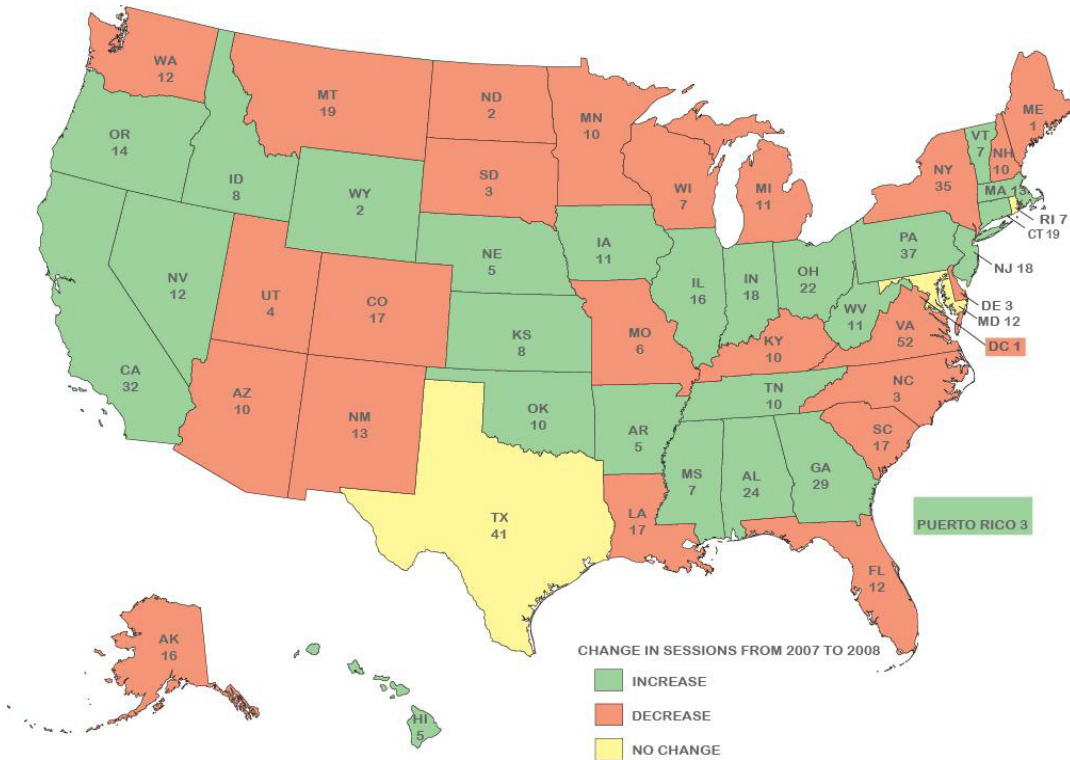
NHI experienced its largest increase in enrollment for a single year in FY 2008. Enrollment in NHI training increased by 12%. Since 2004, we've experienced a 61% increase. Our growth directly stems from the input customers—our partners—provided about how NHI could improve. We responded to customer requests for new and updated instructor-led training, more distance-learning options, and better customer service. You responded in kind by participating in or supporting NHI training. We thank you for the opportunity to continue to serve our community.

Figure 1



NHI launched more courses this year than ever before. Twenty-nine new and updated courses were launched. Few understand the level of effort our technical panel volunteers put into the development of NHI courses that serve the transportation community. We are honored to work with world-renowned experts and experienced practitioners who work tirelessly to document the latest transportation knowledge capital. Over 300 individuals contributed. These valued professionals represent State DOTs, Local Governments, Universities, Local and Tribal Technical Assistance Programs, Private Sector, Metropolitan Planning Organizations, the Federal Highway Administration and other Federal Agency partners.

Figure 2 - NHI Sessions by State



NHI also thanks our contractors – our team who help us succeed in serving our community. NHI outsources much of its development and delivery work to the private sector. Over 40 contractors work with NHI. They represent technical expertise in training and all disciplines that keep America moving.

NHI Continues Improving

NHI satisfaction improved in 2008. We averaged 4.39 on a 5-point scale for training satisfaction and a 4.52 on a 5 point scale for Instructor satisfaction – both increased from the previous year.

NHI delivers convenience in providing low-cost training options. This year NHI focused on increasing our catalog of Web-based and Web-conference training options by launching 9 new training courses. By offering distance learning, NHI is saving our customers time and money. After completing a WBT session, one participant noted, “I think this is a great vehicle for training, it saved me from driving 2 hours to and from the headquarters office.” One of the most in-demand Web-conference courses for FY 2008 was the Pavement Preservation: Optimal Timing of Pavement Preservation Treatments Course (FHWA-NHI-131114). This 4-hour free seminar reached over 100 participants. Based on the lessons learned from these low-cost training options, NHI plans to offer more distance learning methods in the future.

NHI presents Real Solutions. Based upon customer requests for just-in-time training on pragmatic solutions for field personnel, NHI launched NHI Real Solutions. Offered FREE monthly, this Web-conference seminar series features special guest speakers presenting problems faced in the field, solutions implemented and lessons learned. Each seminar allows the opportunity for participants to join in a Q&A with the national experts presenting. Over 800 participants have joined NHI for these online sessions this year.

NHI provides better context. Traditionally courses have been developed with a national scope in mind. While directions are provided on how to adapt the content to the local/State needs the delivery instructors are usually not fully cognizant of the conditions and events that precipitated the training request. NHI has been experimenting with using non-traditional instructors to deliver NHI training. Some of these include:

- Working with the LTAP to deliver an NHI course as an NHI course
- Working with the Resource Center to deliver a problem-solving seminars
- Providing materials for Division Office/LTAP Centers to create unique and specifically-focused training for their jurisdictions.

NHI continues to be recognized and approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102. In obtaining this approval, NHI has demonstrated that it complies with the ANSI/IACET Standards which are widely recognized as standards of good practice internationally. As a result of their Authorized Provider membership status, NHI is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standards.

Special Recognition for Excellence

Based upon customer feedback, NHI is pleased to recognize the highest rated courses and instructors. See Table 1 for NHI Courses of Excellence.

Table 1- Courses of Excellence

Course Number	Trainees	Course Title	Average
132081	18	Highway Slope Maintenance and Slide Restoration	4.88
380034B	24	Design, Construction, and Maintenance of Highway Safety Appurtenances and Features	4.85
134001B	27	Principles of Writing Highway Construction Specifications (4-Day)	4.71

134062	49	Bridge Evaluation for Rehabilitation Design Consideration 4.5 Day	4.61
134065A	17	Risk Management Executive Summary	4.59
380087	69	Safety Workshop	4.54
135028	42	Stormwater Pump Station Design	4.52
133048	446	Managing Traffic Incident and Roadway Emergencies (1-Day)	4.51
142045	198	Pedestrian Facility Design	4.51

New and Updated Course Launches

In fiscal year 2008, NHI developed 29 new and updated Instructor-led, Web-based, and Web-conference training courses.

Table 2- New Courses

Course Number	Course Title
131109	Analysis of New and Rehabilitated Pavement with M-E Design Guide Software
131115	Pavement Preservation: Preventive Maintenance Treatment, Timing, and Selection
131116, 131116A	Pavement Management Systems: Characteristics of an Effective Program
131117	TCCC Basic Materials for Highway and Structure Construction
134056A, B	Pontis Bridge Management InfoMaker Module
134060	Partnering: A Key Tool for Improving Project Delivery in the Field
134062	Bridge Rehabilitation Evaluation and Design
134064, 134064A	Transportation Construction Quality Assurance
134068	Addressing Uncertainty in Cost Estimating
134069	TCCC Ethics Awareness for the Transportation Industry
134071	TCCC Basic Construction and Maintenance Documentation – Improving the Daily Diary
134072	TCCC Math Module
134075	TCCC Hardened Concrete Properties- Durability
134077	Contract Administration Core Curriculum (Resource Center Workshop)
134078	TCCC GPS Technology
135082	Highways in the Coastal Environment
139003	Advanced Freight Planning
310115, 310115W	Introducing Highway Federal-Aid (FHWA Employee Session)
380070, 380070A, 380070B	Safety and Operational Effects of Geometric Design Features

Table 3- Updated Courses

Course Number	Course Title
131026	Pavement Subsurface Drainage Design
310115, 310115W	Introducing Highway Federal-Aid

380073

Fundamentals of Planning, Design and Approval of Interchange Improvements to the Interstate System

What are Customers Saying About NHI Training?

“Course was exactly what I do at my job and taught me a lot.”

“It covered subjects I do not normally cover in my work; it also gave me some depth to my understanding of how utilities operate.”

“Well taught great material and experiences.”

Those remarks from NHI training evaluations are only a sample of the many positive comments we’ve received from participants and hosts last year.

Instructors of Excellence

As promised, this year’s report includes the winners of the 2007 Instructors of Excellence awards. NHI will announce the 2008 winners in January 2009. To show appreciation for outstanding leadership in transportation training, NHI named three instructors as recipients of the first annual Instructors of Excellence awards in FY 2007. Also recognized were three contracting firms and their instructors with Team Administrative Awards for 2007. The awards applaud the efforts of NHI instructors and underscore the importance of consistently delivering high-quality instruction. “NHI is committed to maintaining the highest standard of technical ability and delivery competence for our contracting firms and instructors, said NHI Training Director Rick Barnaby. “These awards enable us to honor the year’s top performers.”

NHI congratulates the following Instructors and administrative teams:

Instructors of Excellence 2007

- Susan Mosher, PerformTech., Inc.
- Robert Merryman, O.R. Colan, Inc.
- Ted Pluta, O.R. Colan, Inc.

Team Administrative Awards with Instructors

- Applied Pavement Technologies, Inc., for Principles and Practices for Enhanced Maintenance Management Systems (FHWA-NHI-131107), instructors Katie Zimmerman and Dean Testa.
- Ryan Berg and Associates, Inc., subcontractor The Collin Group, LTD., Geosynthetics Engineering workshop (FHWA-NHI-132013), instructor Jim Collin.
- Owen Ayres & Associates, Inc., for River Engineering for Highway Encroachments (FHWA-NHI-135010), instructors Peter Lagasse, and Larry Arneson, FHWA.

Award applicants for FY 2008 are being considered and will be announced in January 2009.