NASTF Education Committee Meeting
By Conference Call, Wednesday, October 15, 2014

Meeting Summary

Attendees:

Rob Morrell, Co-chair	Mark Warren
Kellie Colf	Greg Weller
John Koenig	Virginia Whelan
Jason Kozak	Skip Potter, Exec Director
Aaron Lowe	
Dave Milne	Absent:
Bill Moss	Rob Barto, Co-chair
Jill Saunders	
Eric Schmitz	

Rob Morrell convened the meeting at 11:04am (ET).

Potter reviewed the action items from the minutes of the previous meeting noting:

- No new action is announced by the Communications Committee on the NASTF awareness campaign of interest to the Education Committee for promoting NASTF's activities in this topic.
- Technician and Educator "project assignments" to be defined by Potter & Warren have not yet been completed.
- The Service Information Committee is taking the lead role in establishing a format for future changes to the old matrix designs.

Lowe led a discussion relating to the results of a recent review of OEM website education resources conducted by the shop owner members of the Car Care Professional Network (CCPN). The reviews were guided by questions prepared by Potter specifically for this CCPN exercise. A summary of the reviews (document included with these minutes) reveals significant shortcomings in the access of specific education resources on many OEM websites. Lowe expressed his hope that this committee and NASTF will address these issues with the OEMs promptly. Potter indicated that reviews for each specific OEM will be shared with that OEM and the summary will be a significant component of the Education panel discussion during the NASTF Fall 2014 General Meeting, November 5, 2014 in Las Vegas at AAPEX.

Koenig asked if NASTF had retained record of the site reviews done many years ago at the direction of the EPA. Potter agreed to research NASTF files and to contact the EPA if not found.

Weller asked about the OEM practice of offering education on the free vs subscription-side. Morrell explained that the Committee recommendation is not yet written but discussions so far have indicated that a menu with resource descriptions, at least, should be offered on the free-side.

Whelan inquired if recall information was made available on OEM tech websites. Potter noted that there was no NASTF matrix or research to indicate which sites did or did not post such information. Saunders indicated that OEMs have been working with NHTSA on such access and NHTSA should have an active interface which NASTF could use. Potter agreed to research this.

The meeting was adjourned at 11:35am (ET)

The next meeting of the Education Committee will be in the first quarter of 2015 and announced on the 2015 Committee Meeting Schedule to be published before December 15, 2014 by the NASTF Board of Directors.

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Independence drives us.

October 10, 2014

TO: Skip Potter, NASTF

                                  Aaron Lowe

FROM: Sue Kalish, CCPN Liaison

SUBJECT: Summary of CCPN Member Reviews of OEM Sites

Below is a summary of the reports submitted by CCPN members researching OEM training websites. CCPN members volunteered to review one site each and submit a report. If you have any questions, please let me know.

Instructions from NASTF
NASTF Education Committee Project
Uses & Reviews of OEM Education Resources by Independent Techs/Shops

Objective: To define best & preferred use by independent techs/shops of OEM training resources offered from the OEM's own service information website (index at www.nastf.org/OEMtechsites/)

Definition: Service Information is something that can be known (like a specific schematic diagram, reflash file or security PIN) and is accessed on-demand. Education/training is the process of learning what can be known (like system operation theory or process) and is consumed by the tech in advance of a service situation.

I.   Questions:
      a. Have you used (or attempted to use) one or more OEM online training resources?
      b. Which one (or more OEM) did you find most valuable?
      c. What features of the most valuable OEM site(s) were most helpful to you and why or how?
      d. What do you like about having access to OEM education directly from the OEM service website?
      e. Would OEM education consolidated and/or reformatted into independent aftermarket training be helpful?
      f. Would you prefer (d) or (e) or are both distribution methods effective?

II.   Exercise:
      a. From your experience in a real service situation or one created hypothetically for this exercise, what year/make/model and/or vehicle system would have been easier or more productively repaired if your tech had completed previous training on that topic?

b. Visit the OEM website www.nastf.org/OEMtechsites/ related to your answer in II.a. above and search for the training needed. [Note: NASTF will reimburse, if necessary, a one-day/short term subscription to the OEM website for each OEM site reviewed in this exercise. See below for more instructions.]
    i. Did you find what you needed? Easily?
    ii. Describe (either by verbal recording or by written report) the experience and suggest OEM improvements to navigation, titles, content, etc.

III. Exercise (optional): If time permits you to repeat Exercise I for one or more OEMs, preferably one each domestic, European and Asian vehicle make, your additional contribution will be valuable to the NASTF Education Committee's work.

Sites Reviewed

The URLs were obtained from the NASTF OEM Service Websites listing.

Ford – http://www.motorcraftservice.com

Honda – http://www.ServiceExpress.Honda.com

Jaguar – http://jaguartechinfo.com

Mazda – www.mazdaserviceinfo.com

Nissan – http://nissan-techinfo.com/home.aspx

Subaru – http://techinfo.subaru.com

Toyota – http://techinfo.toyota.com

Volkswagen – https://erwin.vw.com

Volvo – http://www.volvotechinfo.com

The person volunteering to review the General Motors site has not had time to submit a report; therefore there are ten reviews to date.

Use of OEM Service Websites

- For some it was their first attempt at using any site or a particular site, for others they use the sites regularly
- Some had experience using Honda, Toyota, Ford/Motorcraft, General Motors and Chrysler

Most Valuable/Helpful Sites

- Toyota by far easiest to use and navigate –includes both systems and skill training, which is important – most modules are free –same information accessible to everyone; Toyota's accessible via laptops
- Ford Motorcraft and General Motors mentioned multiple times– their factory scan tool software are best items on the sites; Ford enables tracking of training taken and allows the course to stay active for 30 days which is great for multiple techs to use
- Nissan was mentioned – easy to use

Site Shortcomings

- Some sites were determined "useless" – felt there is a conspiracy – the OEMs do not want independent shops to use their sites – spent hours on the site or on the phone with tech support and issues not resolved re: access to what purchased, how to find information - Information not easy to find – after purchasing the subscription they had to spend time on the phone with IT tech support trying to get access to TSB's and other PDF's on repair information but could get no help.
- Only user Internet Explorer browser available, no MAC access
- No training available online for aftermarket for most sites
- If a site offers training, single modules or courses are too expensive
- Site says "available in the future" – with no information
- No available information at all, on anything
- Website navigation process is incredibly long/information sections too fragmented and kept getting prompted to buy another subscription then get dumped back to beginning of process
- Could not find what needed – need better menus - need a visible subscription menu
- Need to be able to open multiple windows at one time
- Have to keep re-entering data to progress within the site
- Purchased a course but could not get access to it; once a course is purchased cannot login into access manager to access the course
- Painful to get videos to play on multiple PCs
- Some training section categories listed on a menu are empty – no classes/information available

CCPN Recommendations

- All sites should have consistent presentation of information
- Need vehicle system information overviews
- Need more reprogramming/reflash information
- Need factory specific training for technicians
- OEMs need a substantial investment in time, effort and money to make it worth the time of visiting the site and spending money on subscriptions
- Need site and support system improvements
- Site needs to be compatible with multiple Windows systems
- Need better instructions on how to use a site
- Site navigation needs improvement

Comments

- Frustrating and exhausting exercise of little value for some – if they had actually been trying to solve a problem to repair a vehicle/earn money, they would be upset
- Need online and hands-on/classroom formats
- Expected accuracy of diagnostic information on the site – not so
- Consolidation of OE and aftermarket training needed
- Consolidated and OEM service websites would be of great value
- Felt they wasted their money purchasing a subscription
- Need to outline diagnostic parameters

- Need ease of access for everyone
- Feel they should be able to get consolidated versions from their distributor
- In some areas of the country, independent shops are the closest shops to vehicle owners, the information should be available to the shop to be able to serve the customer