



**American Water Works  
Association**

*Dedicated to the World's Most Important Resource®*

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## AWWA Online Course Review Form

**Name:** Kanwer Khan

**Date:** January 30, 2019

**Title of the course reviewed:** Water Compliance and Enforcement

**Years of experience in the industry:** 15

**Short bio (50 words or less):** Mr. Khan has 30 years of experience in Process Design, Regulatory Compliance and Environmental Health and Safety, including expertise in water and wastewater treatment management systems, process control, safety, auditing and training. He has managed EHS activities, development and implementation of EHS Management Systems, Hazard Assessment & Controls, and Risk Assessment & Mitigation

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**Directions:** Thank you for agreeing to assist with our course review.

We ask that you take this course as a "student", as you would if you had registered for the course independently and were receiving continuing education credit. Please take the course in the order presented, downloading each element in a module and completing it carefully.

Please keep record of the time it took you complete the course and the elements within the course.

### Time to Complete Modules (Record time in minutes)

	MODULE TIME			EXERCISE TIME			EXAM TIME		
	Begin	End	Total	Begin	End	Total	Begin	End	Total
<b>Module 1</b>			<b>25</b>						<b>20</b>
<b>Module 2</b>			<b>25</b>						
<b>Module 3</b>			<b>25</b>						
<b>Module 4</b>			<b>20</b>						

Please respond to the statements below.

### Course Content

1. Do the course description and learning objectives reflect the course content?  
*Yes, course description and learning objective reflect the content. I have made suggestions in my review to improve it a bit but they are adequate for the learner.*
2. Is the content presented accurately and with valuable information for operators?  
*Content are well presented and will be very valuable.*
3. Were you able to launch the presentation quickly using one of the media player options? Which tool did you use? (Internet Explorer, Media Player....)  
*Internet Explorer launched and ran the presentations without any glitches.*
4. The speaker is easy to understand, and the audio is clear. (If no, please explain...)  
*Speaker is easy to understand. On a few slides audio deviates slightly from what is on the slides which I have pointed out in my comments.*
5. The activities, graphics, and reading material are engaging and enhance the subject matter. (If no, please explain...)  
*Graphics and material is well presented. Case studies can be improved (refer to my review comments)*

### Navigation

1. The course layout is easy to follow and understand. (Pause presentation, volume, Continue, Back, Save and Close, Submit) (If no, please explain...)  
*Yes, fairly easy to follow.*
2. Instructions on navigation, system requirements, and course expectations are easy to understand and clearly stated. (If no, please explain...)  
*I was provided review mode which navigated automatically. I did not have any difficulty.*

### Exam and Survey

1. The final exam and survey questions are clear and relevant. (If no, please explain...)  
*Yes, questions require application of thinking ability but I was able to answer all questions with 95% accuracy.*
2. The content is clearly reflected in the exam questions. (If no, please explain...)  
*Yes*
3. Any other feedback or ideas for improvement?  
*See my review comments.*

## **Additional comments by module:**

### Module 1: Understanding the Rule of the road:

- 1.4 Suggest agenda be verbalize as written on the slides. Lots of verbage is not on the slide and can confuse the trainee. It applies to slide 1.4 in all four modules
- 1.7 Add that Public and NGO can initiate legal action
- 1.14 Add that in some states IPP is not delegated and state agency manages it
- 1.17 Add selective sampling to the bullet
- 1.18 Bullet #4 is in parenthesis, consider removing or explaining why it is in parenthesis
- 1.19 Add misdemeanor to the bulleted list
- 1.21 Consider adding UCMR
- 1.26 Add Biosolids management as a bullet item

### Module 2: Water Compliance & Enforcement:

- 1.4 Add non-representative sampling with sample accuracy
- 1.6 Sampling accuracy also apply to drinking water e.g. if lead sampling is done from the correct pools of the lead containing houses, your results could be skewed
- 1.8 Add right to inspect as a separate bullet
- 1.9 Add UCMR (e.g. PFOA) and emerging contaminants (Blue Green Algae)
- 1.11 Add proper maintenance
- 1.12 Add negative public image which is a critical concern
- 1.19 Case study slides in all three modules is not well presented. Ideally you would want to read the scenario, present possible options and then explain the correct answer. The way it is presented now will be of little value to the trainee

### Module 3: Understanding Enforcement

- 1.6 Move concealment bullet to the bottom
- 1.11 Verbiage for bullet 3 (bypass) is confusing. Consider rephrasing

### Module4: Best Practices

- 1.9 For MOC, explain that it is required by law if your facility is covered by PSM/RMP