Lesson 8: At the Registry of Motor Vehicles:

Goal:

The goal of this lesson is to understand the process of going to the RMV. This will include what information you will be asked for at the RMV and where to go at the RMV to get your permit or license.

At the RMV Lesson Part A

Review
List 2-3 study strategies that you created from the last lesson. List 2-3 questions that you have about the place that you go to get your driver’s permit and license, the Registry of Motor Vehicles in Easthampton, MA.

Eliciting Prior Knowledge:

Describe what Mae might do when she goes to the RMV. What will the employees ask her? Describe how those questions might make Mae feel.

For tutor: Have a frank discussion with the tutee about what the experience at the RMV might be like (how the RMV employee might be rude).

Mae at the RMV:

Earlier, Mae learned what kind of identification and documents she needs. Now, she goes to the RMV in Easthampton. Mae brings her documents with her to the RMV. First, Mae walks up to the door at the RMV inside the Eastworks building. She sees an RMV security guard. His name is Frantz Etienne. In an interview with the Hampshire Gazette, Frantz Etienne said that his job is to make sure fights don’t break out, not to look for immigrants. Mae passes by him and enters the front doors. On the wall to her right, she notices there are extra forms to fill if she forgot her application. She has hers with her, so she goes to the customer service desk. She greets the employee and says she wants to get her permit. She hands

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the employee her application. Next the employee will ask for her documentation or identification. Mae gives the employee her document of U.S. Citizenship, MA residency, and Social security number. If the employee says her documents are not correct, the employee will ask Mae to return with documents that fit the RMV requirements. Mae knows if she is turned away, she can come back with no problem. Mae has the correct documents, so the employee gives her a service ticket. The service ticket is a piece of paper with a letter and number written on it. The employee instructs Mae to sit and wait until she hears her letter and number called. She sits on the benches and looks at the RMV’s TV to see if her number has been called. She hears her number, E49, called to counter six. She brings her application to the counter where the employee double checks her information. The employee gives Mae a vision test and asks her to pay the $30.00 permit test fee. Then she is brought to the permit room to complete the written permit test. Mae has studied and knows the test will contain questions about the rules of the road, signs, and procedures. She has brought her headphones to take the test in Korean. After answering her test questions correctly, she waits for her number to be called again. The employee prints her permit and instructs her to wait one month until she can take the road test.
Vocabulary:

Customer Service Desk:

Documentation or Identification:

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RMV Requirements:

Service Ticket:

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Relating the Vocabulary to your Own Experience:
Do you have something like a RMV in another place that you have lived? What is it like there? Describe something that is similar about that place or different about that place and the RMV in Easthampton.

At the RMV Lesson PART B

Role-Playing Activity:
Get into groups of two. Have your partner role play as a RMV worker at customer service. What will they ask you? How will you respond to their questions?

Now it’s your turn to be a RMV worker. This time role play as the worker at counter 3. What questions and information do you ask for? How will you respond to them?

For tutor in pilot: Tutor plays person at desk first.

Reflection:
Describe what you did and how you felt in each role. Did it feel the same or different to be the RMV employee versus the person at the counter? How will that help you at the RMV?
Questions:
Describe something, if anything, that you still have questions about before you go to the RMV. Remember, you can use this as a general guide to help you at the RMV. All of the situations you may face are not fully described here, but these are the most basic.