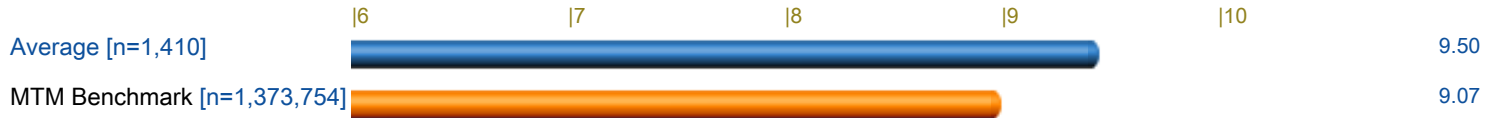


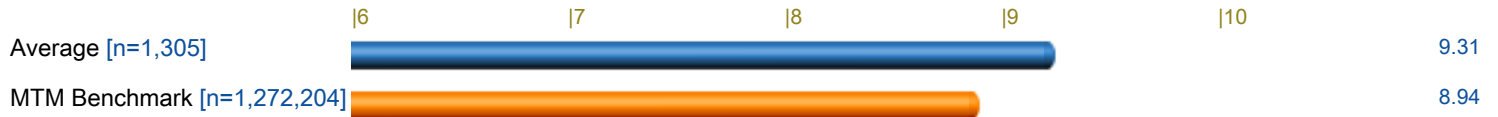
MTM Benchmark - Vendor Category: All New Horizons

**Report Card** a summary of learning performance by survey question category and by survey question

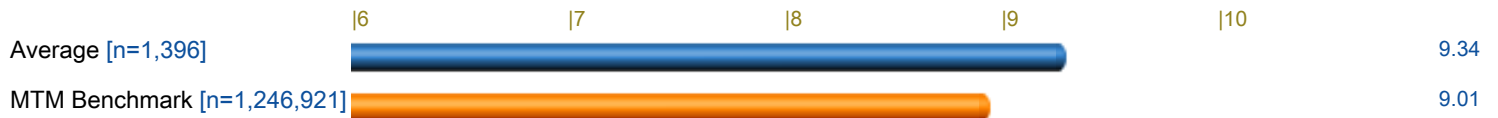
All Question



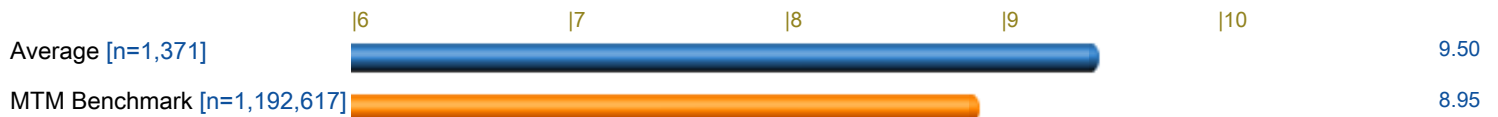
Additional Questions



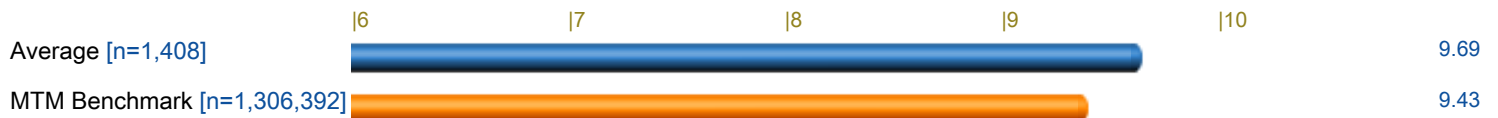
Courseware



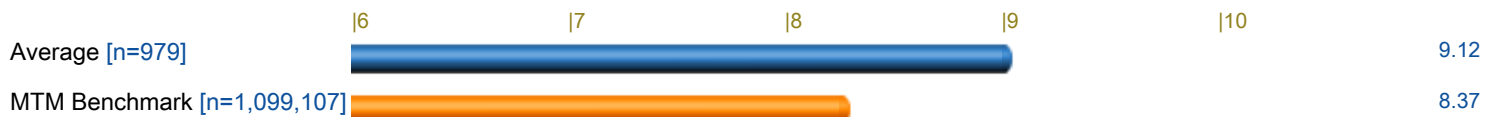
Environment



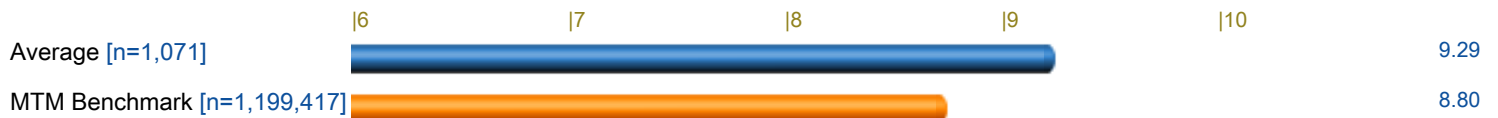
Instructor



Job Impact



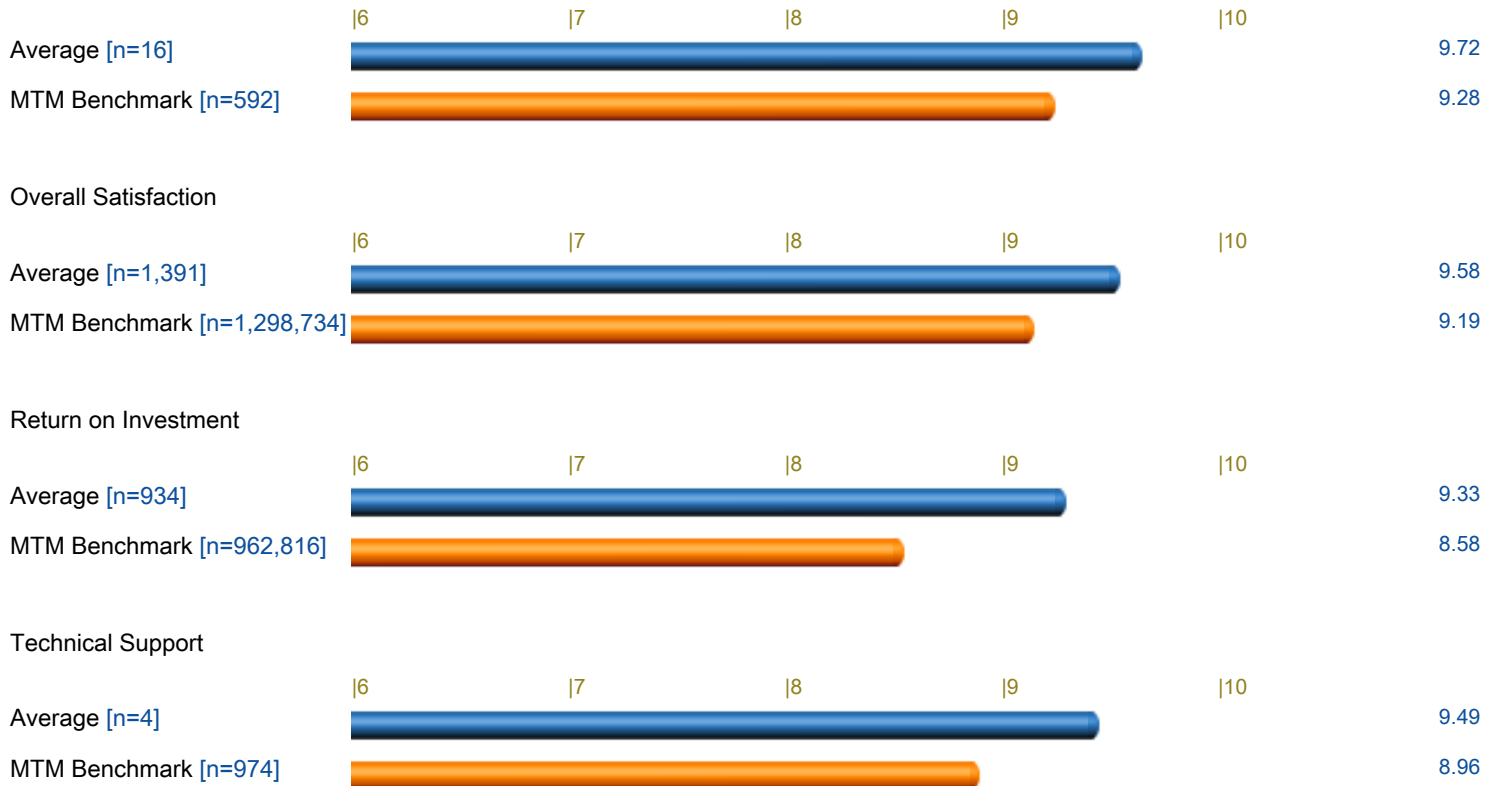
Learning Effectiveness



Mentor

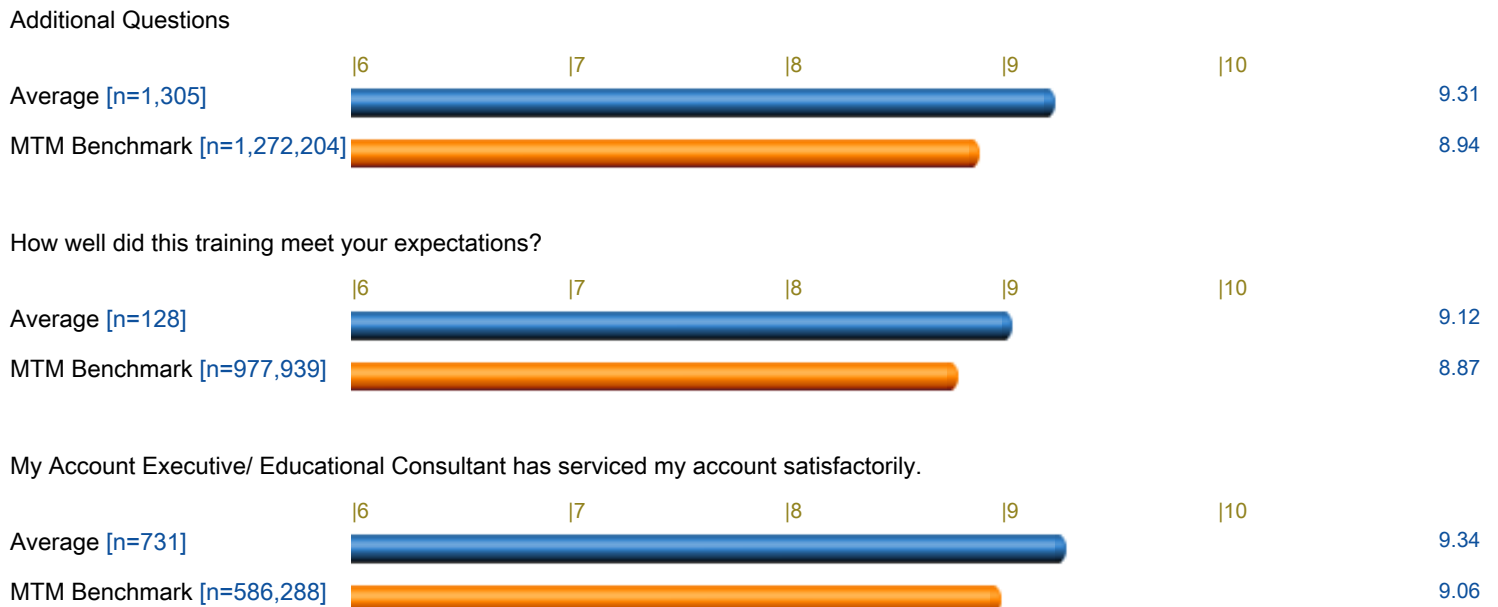
## Report Card

a summary of learning performance by survey question category and by survey question



## Report Card - Additional Questions

a summary of learning performance by survey question category and by survey question



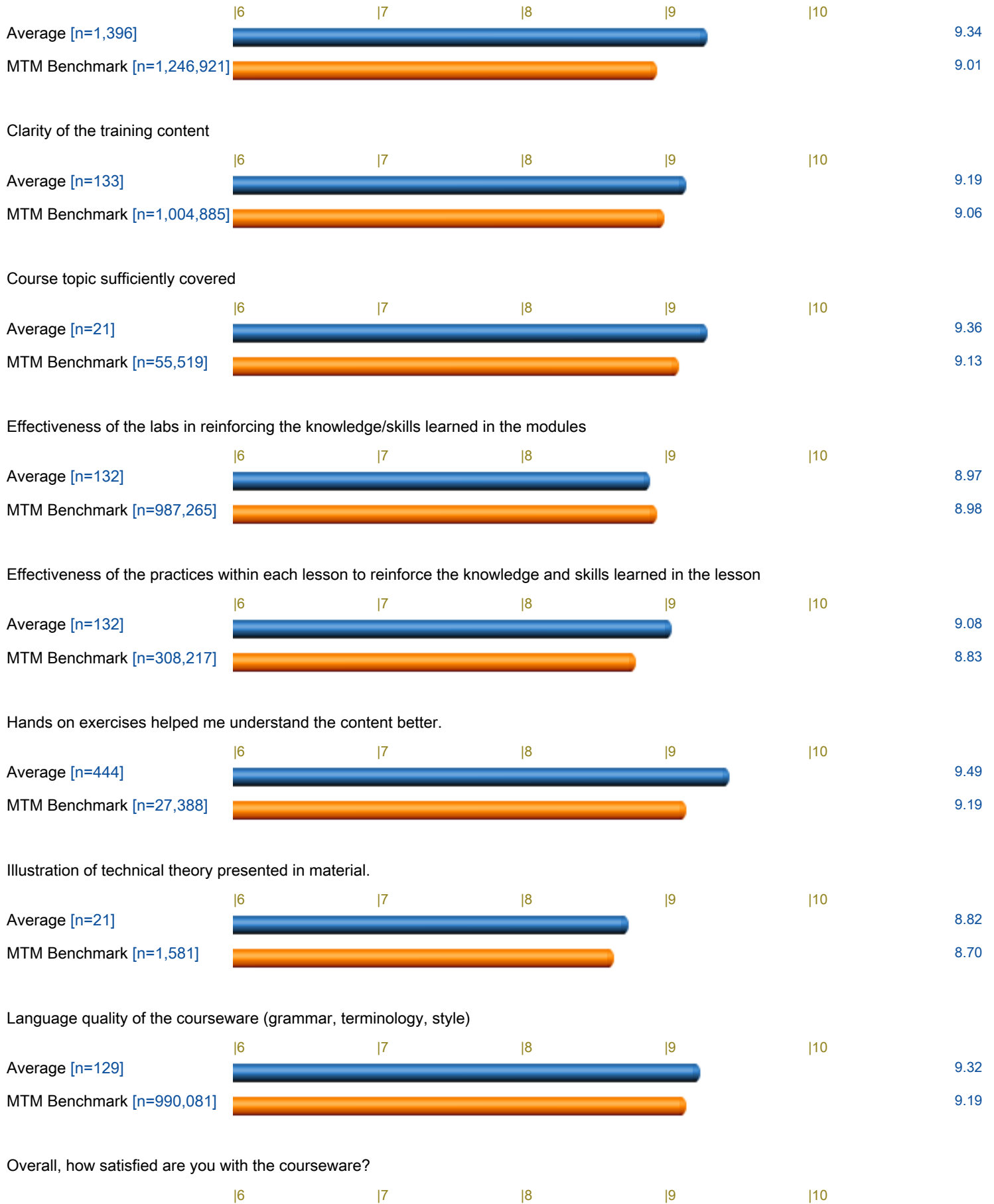
## Report Card - Courseware

a summary of learning performance by survey question category and by survey question

Courseware

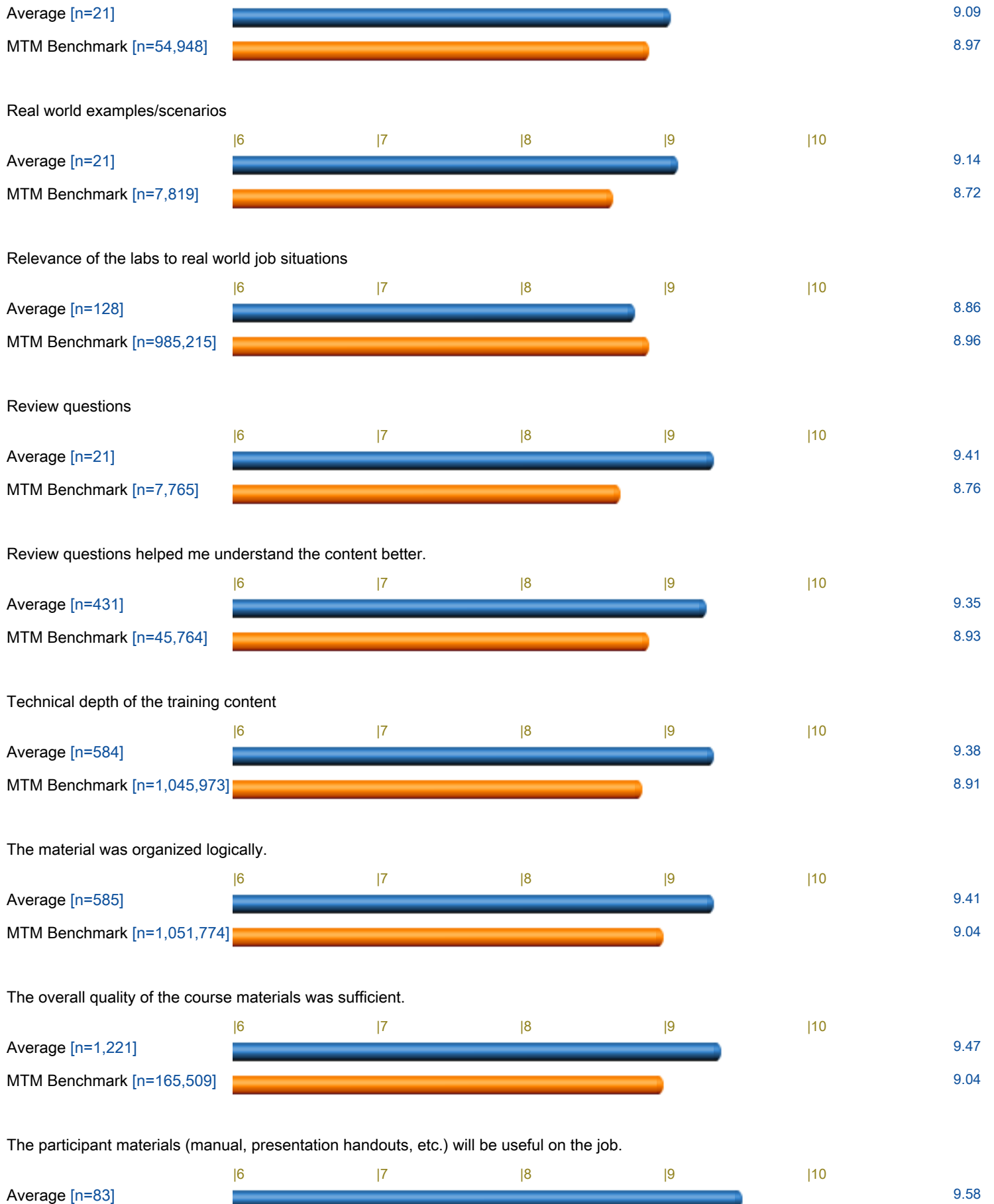
# Report Card - Courseware

a summary of learning performance by survey question category and by survey question



# Report Card - Courseware

a summary of learning performance by survey question category and by survey question



## Report Card - Courseware

a summary of learning performance by survey question category and by survey question

MTM Benchmark [n=12,734]  9.14

The scope of the material was appropriate to my needs.

Average [n=1,237]  9.27

MTM Benchmark [n=169,841]  8.94

Time dedicated to activities such as discussions, practices, and labs (as opposed to lecture)

Average [n=133]  9.25

MTM Benchmark [n=992,232]  9.00

## Report Card - Environment

a summary of learning performance by survey question category and by survey question

Environment

Average [n=1,371]  9.50

MTM Benchmark [n=1,192,617]  8.95

Customer service (registration, on-site assistance etc) was adequate.

Average [n=1,104]  9.64

MTM Benchmark [n=121,882]  9.24

The hardware was setup and functioning appropriately.

Average [n=500]  9.50

MTM Benchmark [n=976,641]  8.94

The physical environment was conducive to learning.

Average [n=1,369]  9.33

MTM Benchmark [n=1,130,534]  8.86

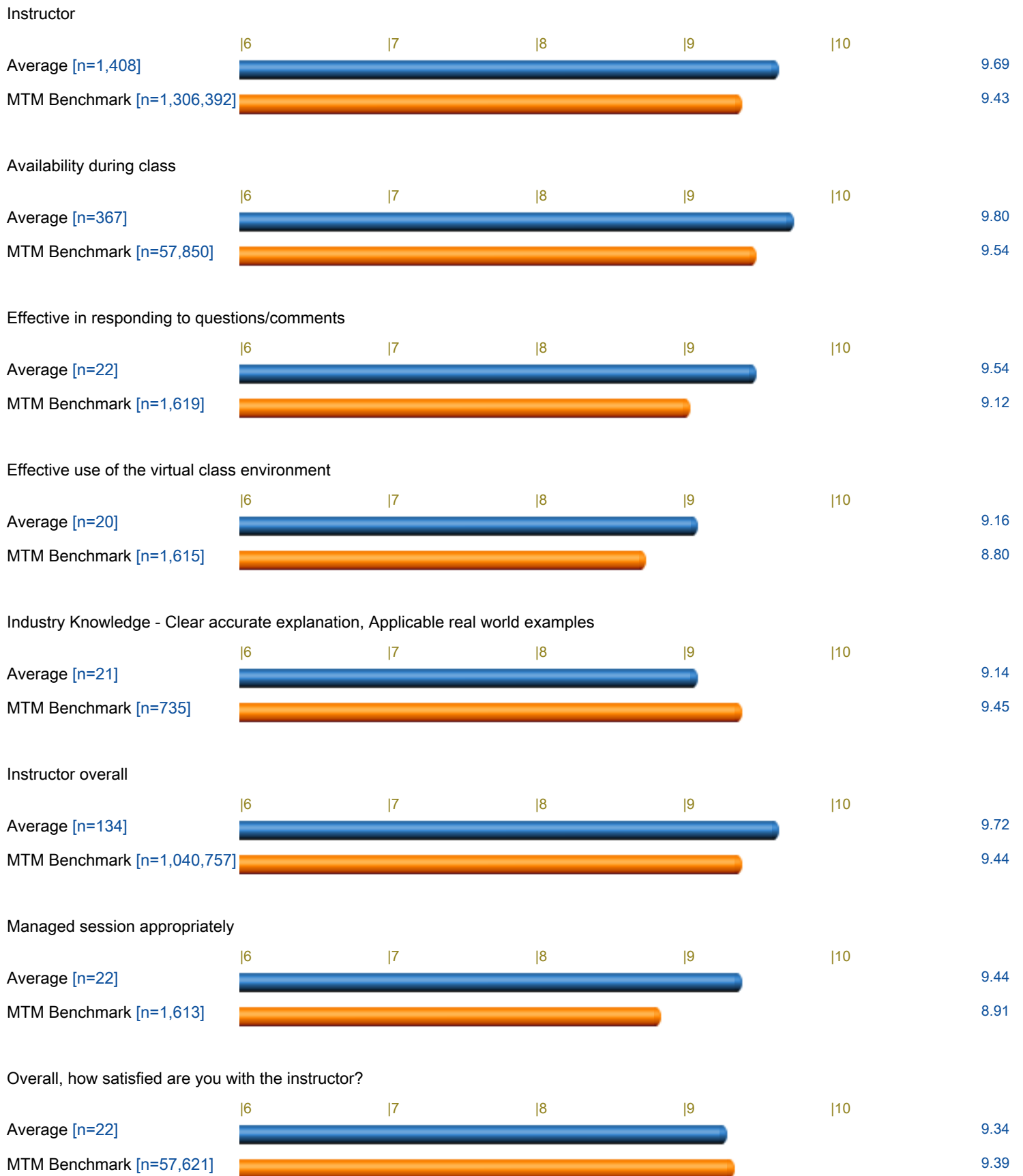
The software was setup and functioning appropriately.

Average [n=848]  9.57

MTM Benchmark [n=125,050]  9.14

# Report Card - Instructor

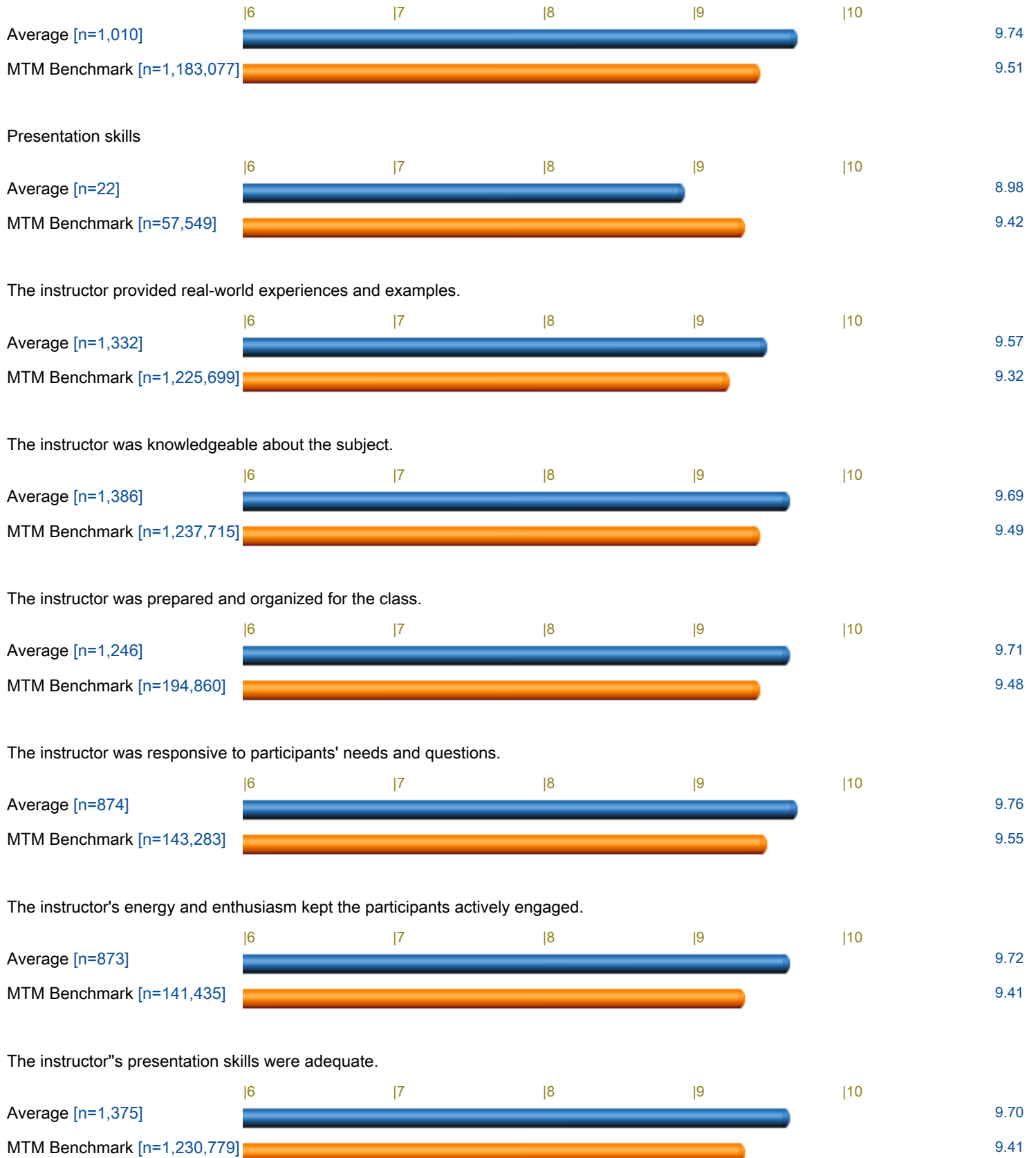
a summary of learning performance by survey question category and by survey question



Participants were encouraged to take part in class discussions.

# Report Card - Instructor

a summary of learning performance by survey question category and by survey question

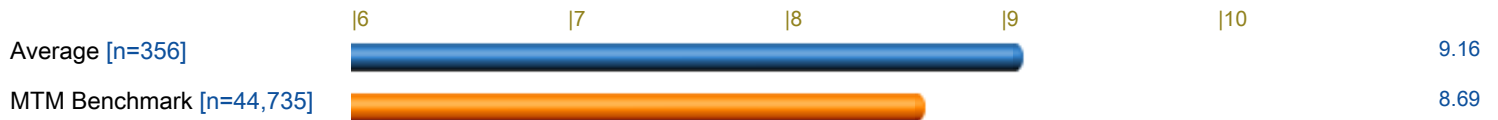


## Report Card - Job Impact a summary of learning performance by survey question category and by survey question

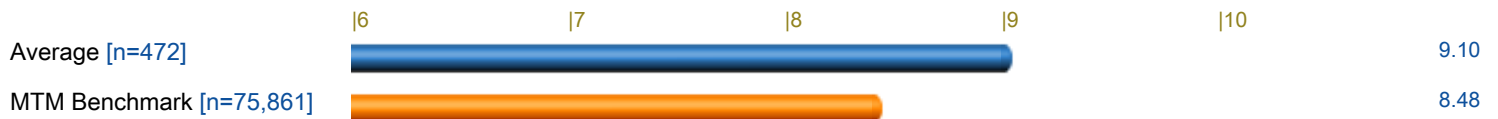
### Job Impact



I will be able to apply the knowledge and skills learned in this class to my job

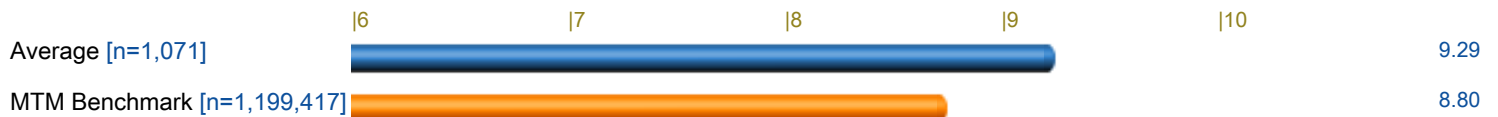


I will be able to apply the knowledge and skills learned in this class to my job.

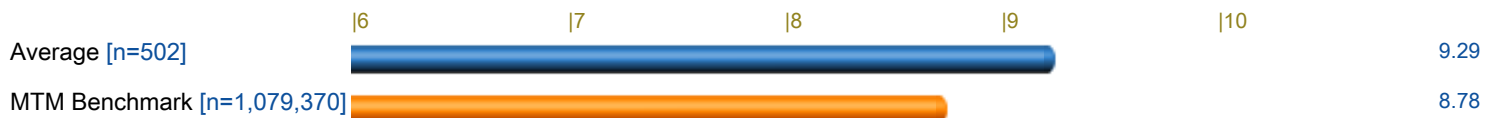


## Report Card - Learning Effectiveness a summary of learning performance by survey question category and by survey question

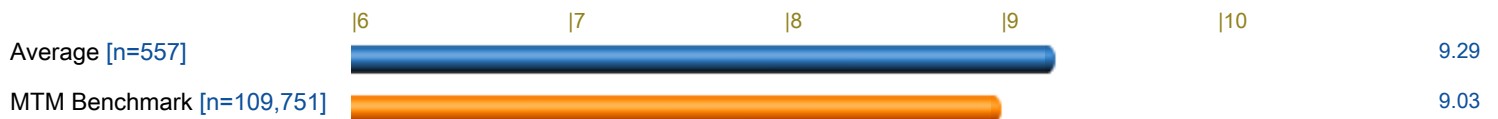
### Learning Effectiveness



I have learned new knowledge/skills from this training.

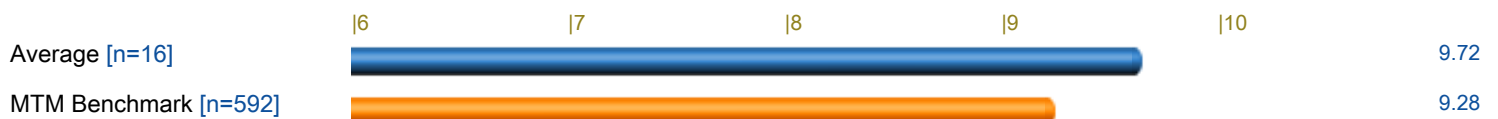


I learned new knowledge and skills from this training.



## Report Card - Mentor a summary of learning performance by survey question category and by survey question

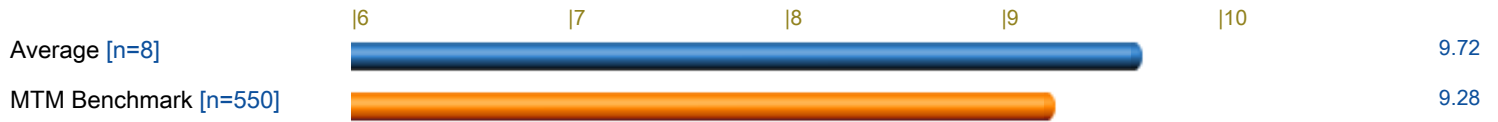
### Mentor



Mentor's effectiveness in supporting your learning experience

## Report Card - Mentor

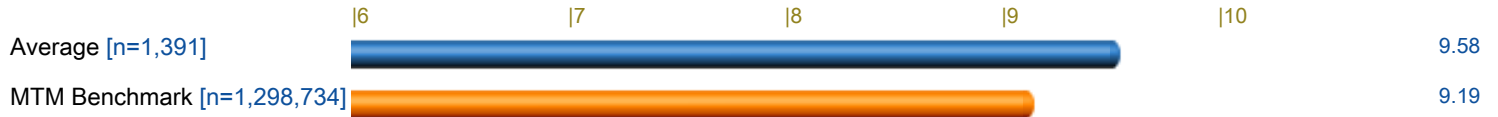
a summary of learning performance by survey question category and by survey question



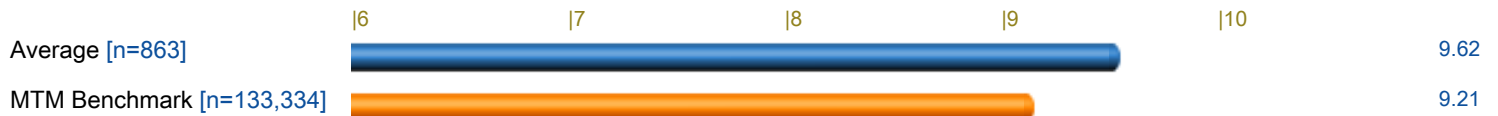
## Report Card - Overall Satisfaction

a summary of learning performance by survey question category and by survey question

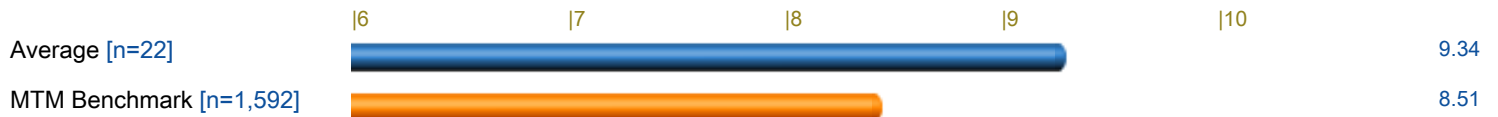
### Overall Satisfaction



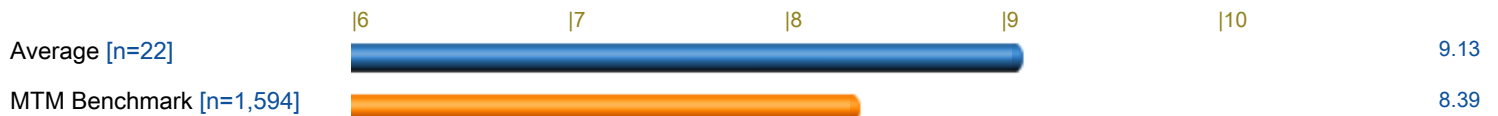
### Everything considered, I was satisfied with this class.



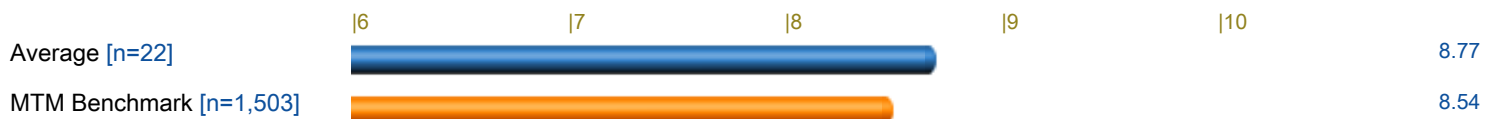
### New skills or knowledge learned



### The training experience meeting your expectations



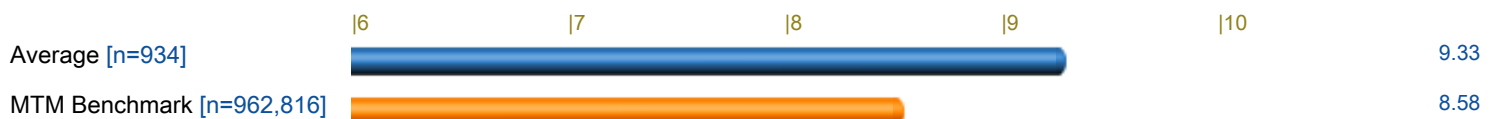
### Your overall experience with New Horizons Computer Learning Centers (account executive, technical support, training etc)?



## Report Card - Return on Investment

a summary of learning performance by survey question category and by survey question

### Return on Investment



## Report Card - Return on Investment

a summary of learning performance by survey question category and by survey question

This training was a worthwhile investment for my employer.



This training was a worthwhile investment in my career development.



## Report Card - Technical Support

a summary of learning performance by survey question category and by survey question

Technical Support



Communication - Professional and considerate



Effectiveness - Knowledgeable, Provided appropriate solution



Responsiveness - Answered call in a timely manner



**Report Criteria**

Reporting Date: Apr 1, 2008 to Jun 30, 2008  
Benchmark: All New Horizons

ver. 001