

Report Card

Run By:
Dates: APR 1 - JUN 30,2009

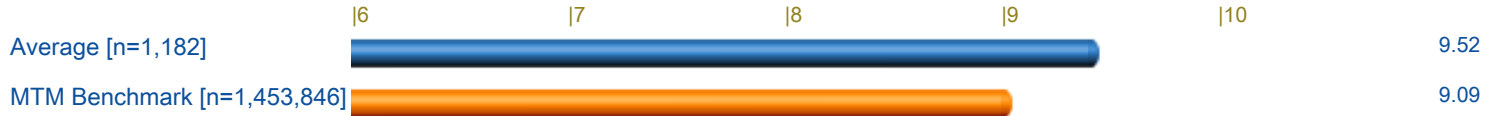
MTM Tool: Report Card
From Saved Query: No

MTM Benchmark -

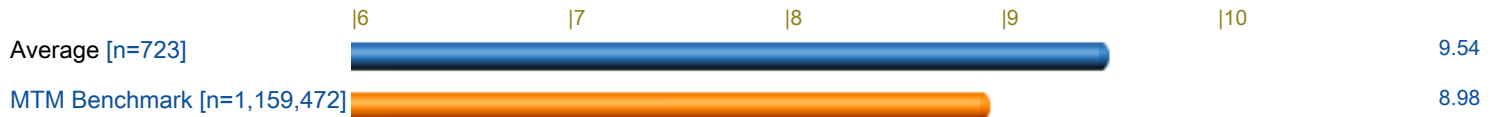
Report Card

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

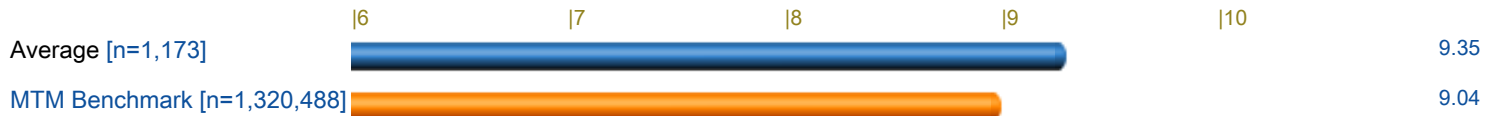
All Question



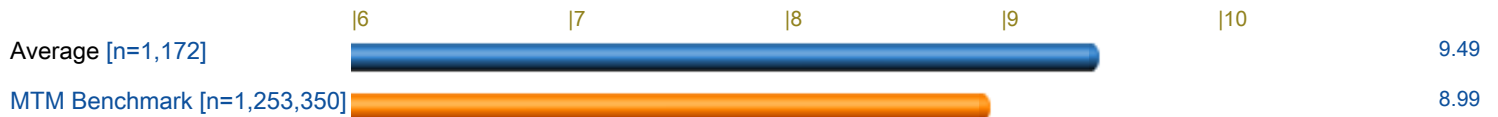
Additional Questions



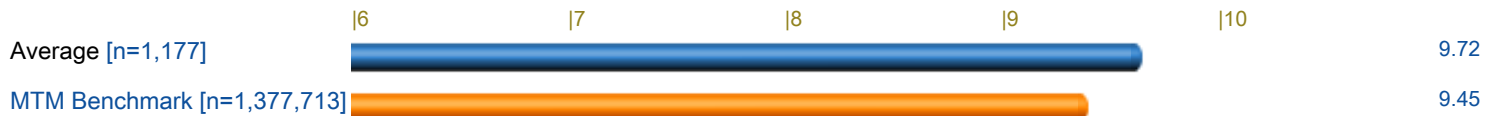
Courseware



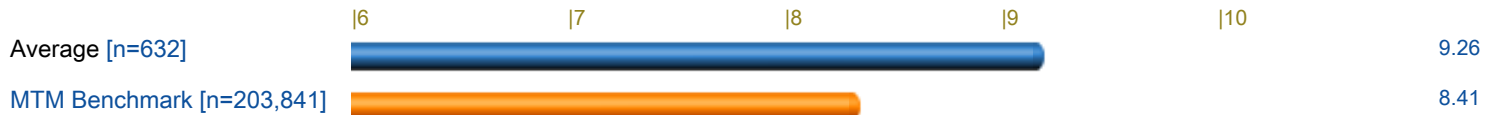
Environment



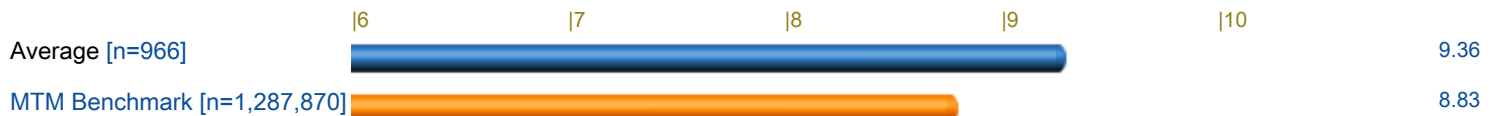
Instructor



Job Impact



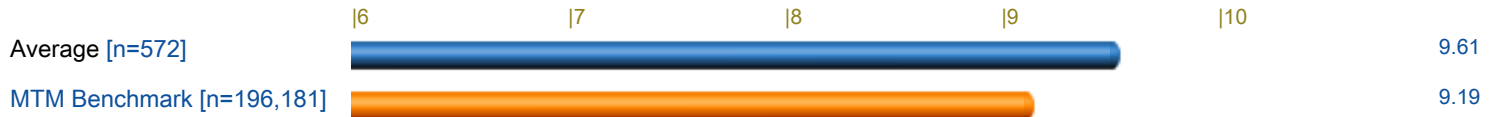
Learning Effectiveness



Report Card

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

Overall Satisfaction



Return on Investment



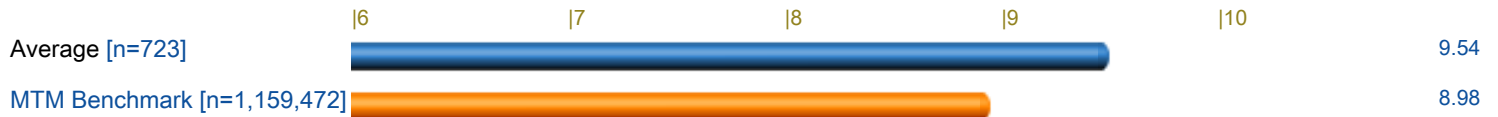
Technical Support



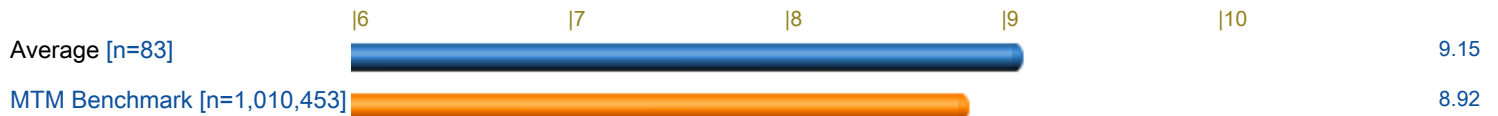
Report Card - Additional Questions

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

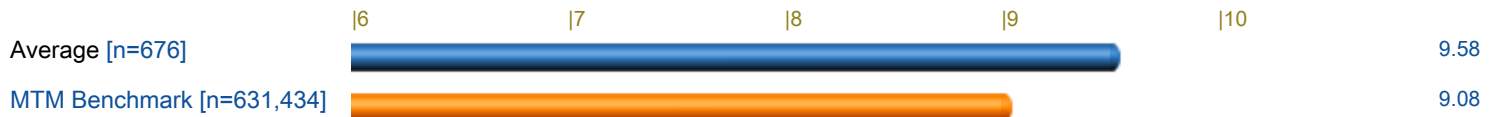
Additional Questions



How well did this training meet your expectations?



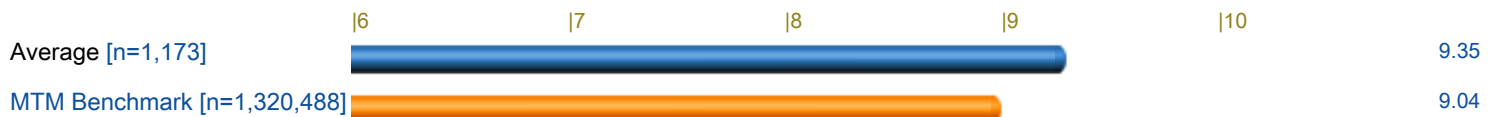
My Account Executive/ Educational Consultant has serviced my account satisfactorily.



Report Card - Courseware

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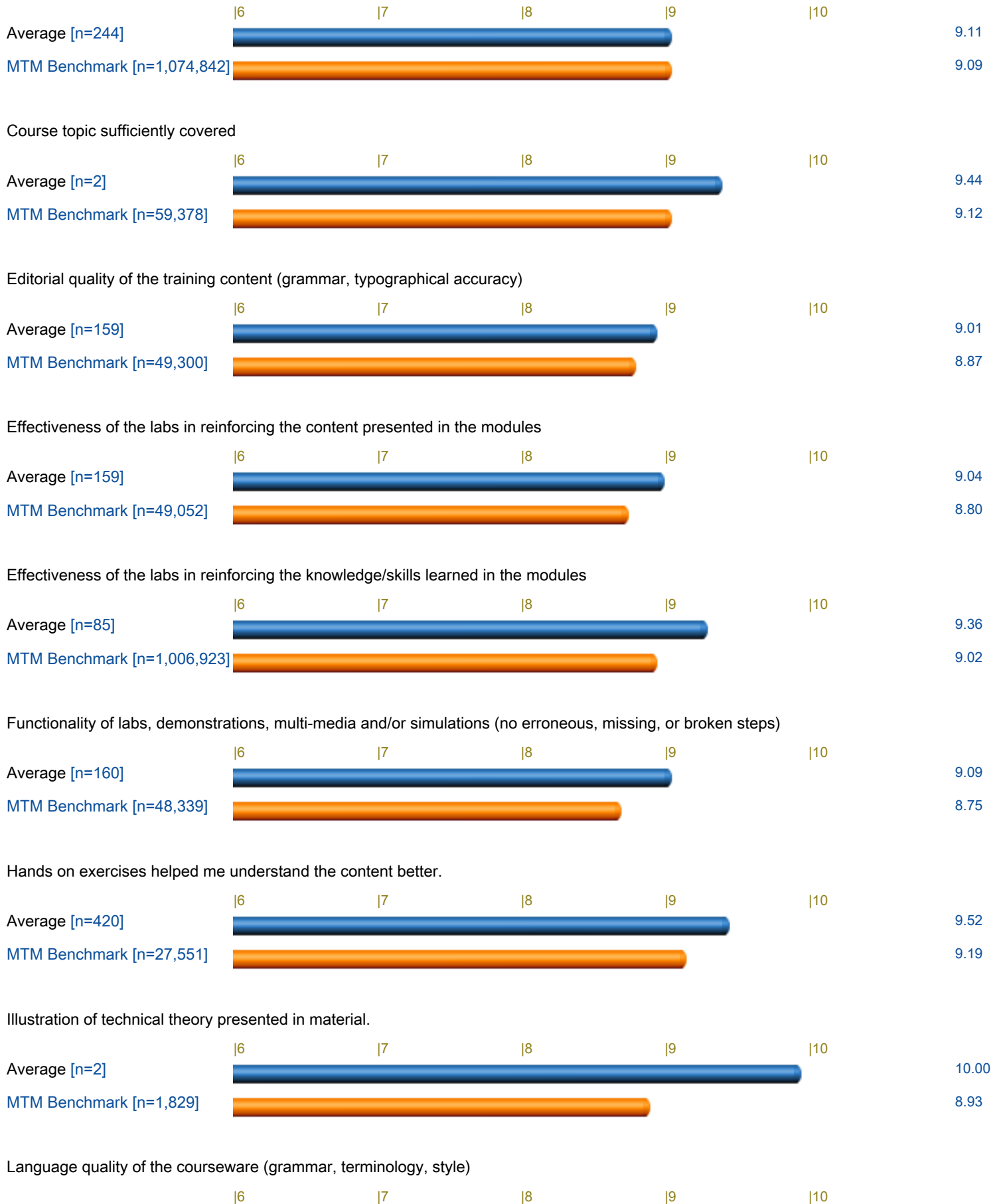
Courseware



Clarity of the training content

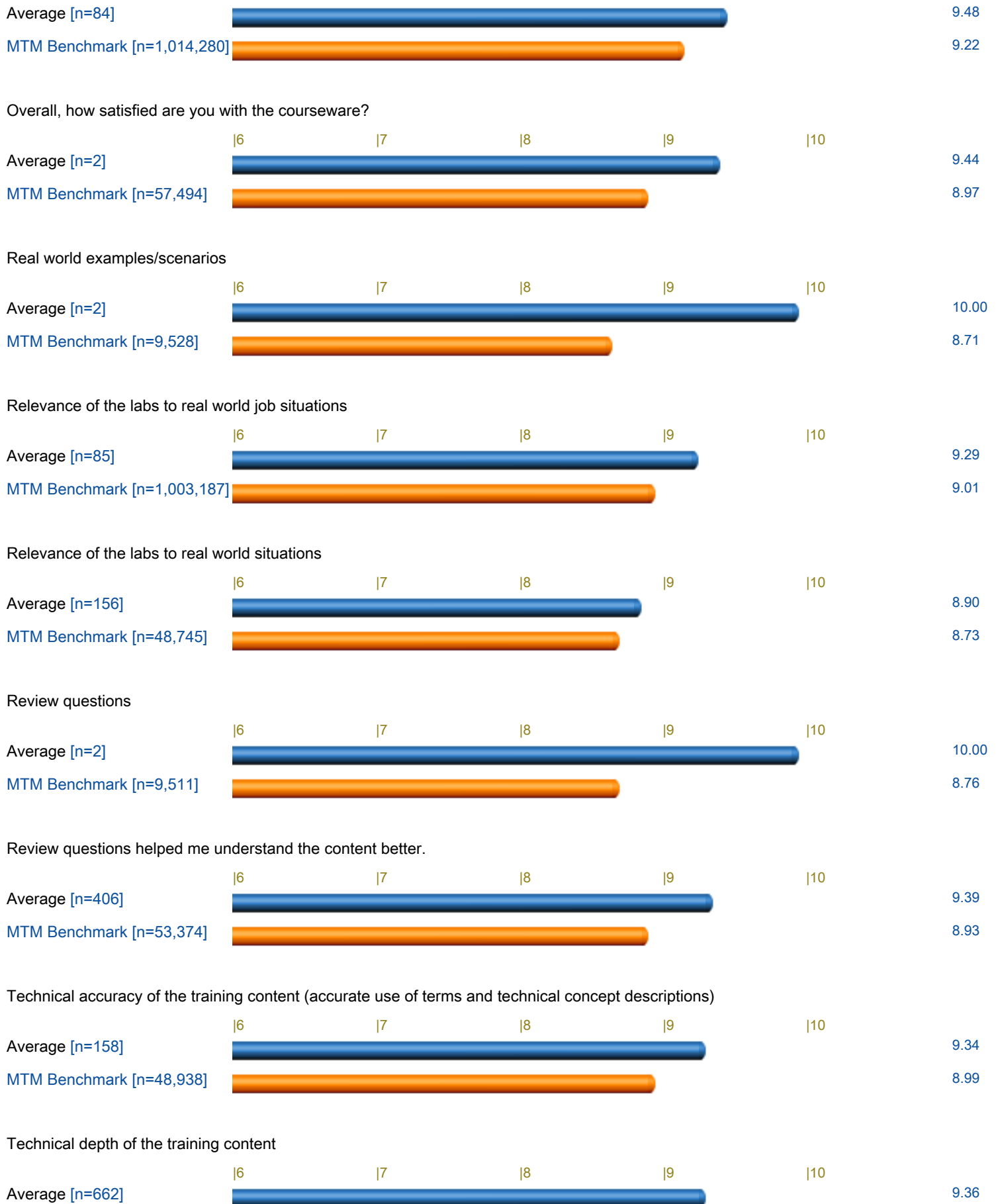
Report Card - Courseware

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MTM Benchmark [n=1,127,262]  8.95

The material was organized logically.

Average [n=505]  9.44

MTM Benchmark [n=1,081,069]  9.07

The overall quality of the course materials was sufficient.

Average [n=915]  9.49

MTM Benchmark [n=160,998]  9.02

The participant materials (manual, presentation handouts, etc.) will be useful on the job.

Average [n=62]  9.47

MTM Benchmark [n=14,865]  9.09

The scope of the material was appropriate to my needs.

Average [n=922]  9.33

MTM Benchmark [n=165,561]  8.92

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

Average [n=85]  9.48

MTM Benchmark [n=1,012,694]  9.02

Report Card - Environment

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

Environment

Average [n=1,172]  9.49

MTM Benchmark [n=1,253,350]  8.99

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

Average [n=875]  9.61

MTM Benchmark [n=109,780]  9.22

Performance of the technology used in the classroom (hardware/software)



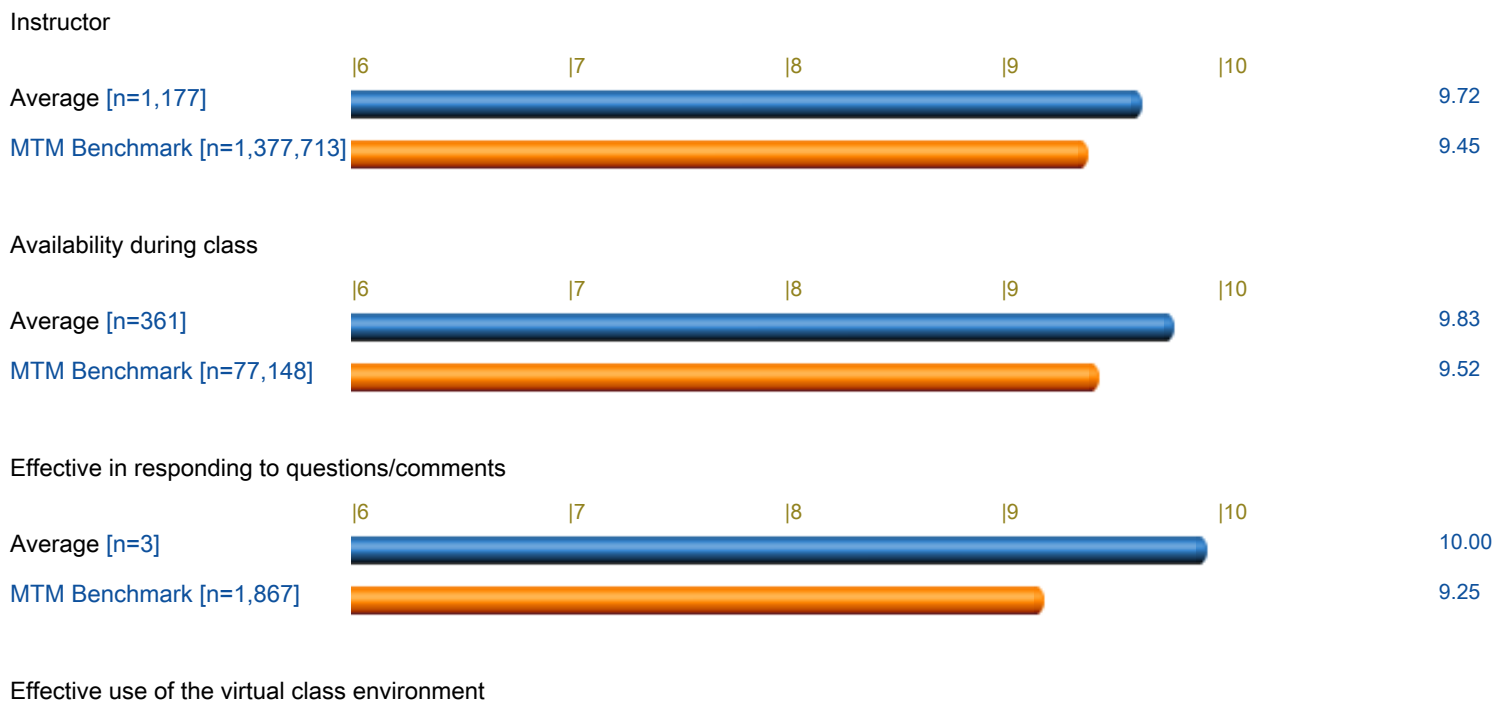
Report Card - Environment

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



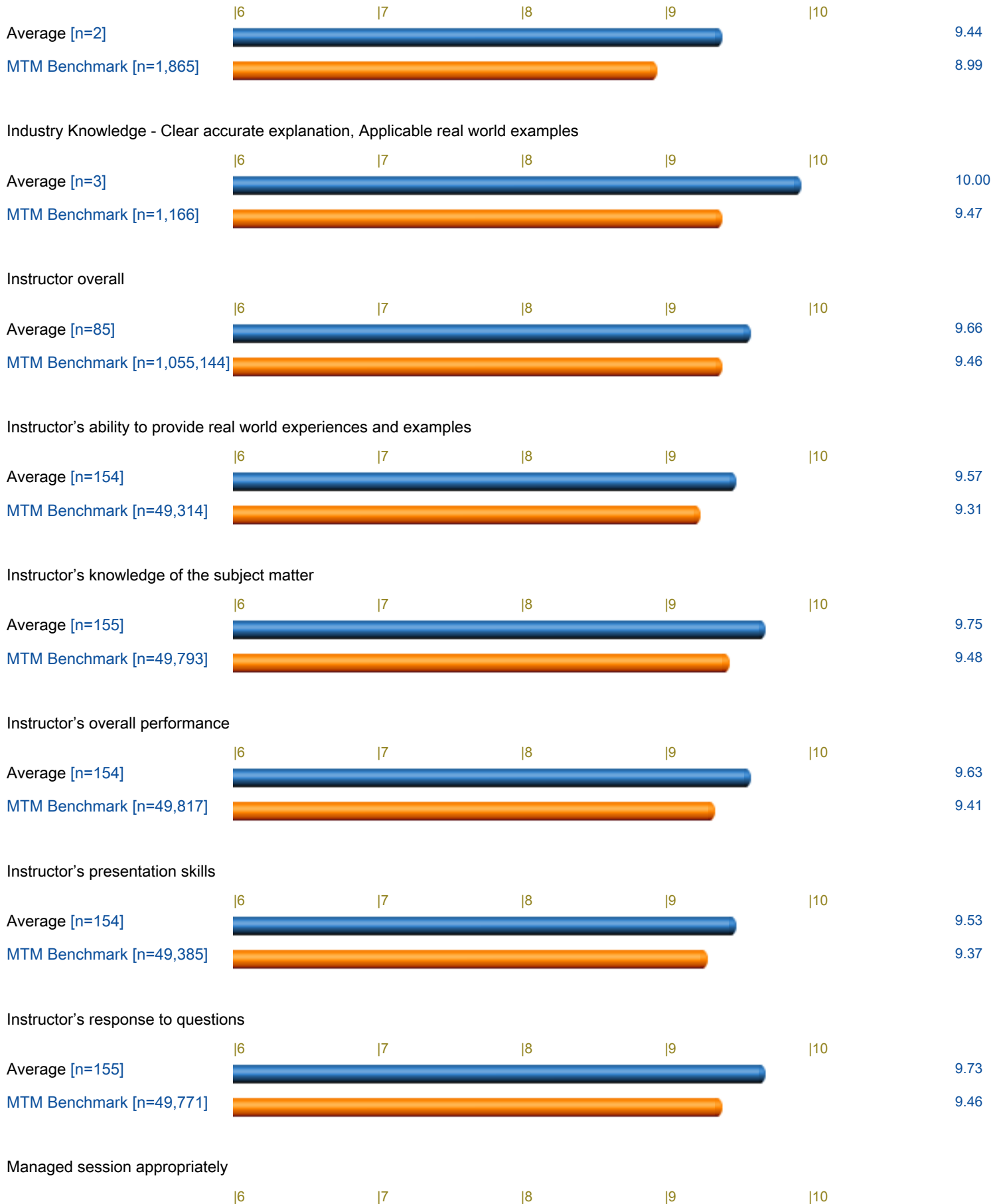
Report Card - Instructor

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



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Report Card - Instructor

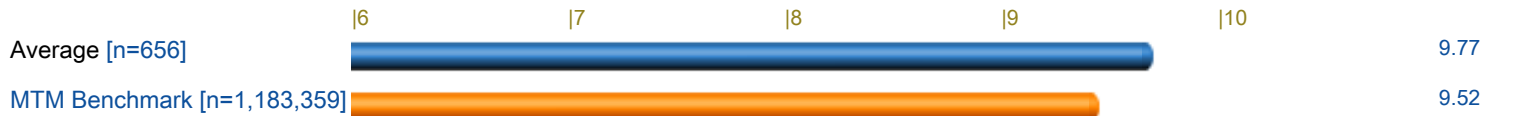
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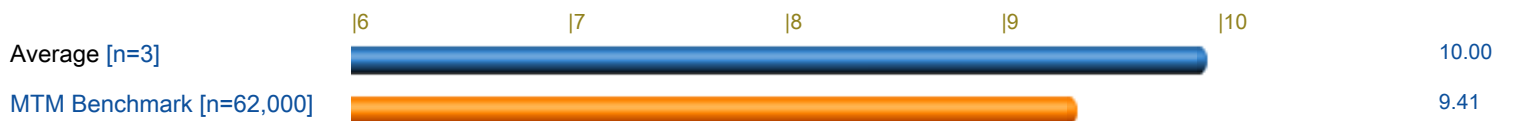
Overall, how satisfied are you with the instructor?



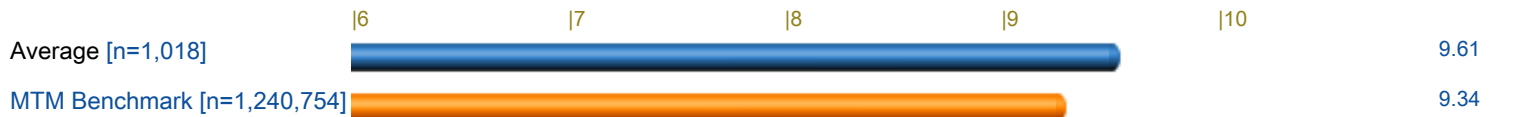
Participants were encouraged to take part in class discussions.



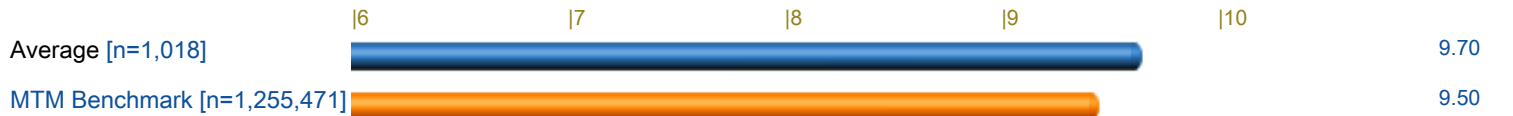
Presentation skills



The instructor provided real-world experiences and examples.



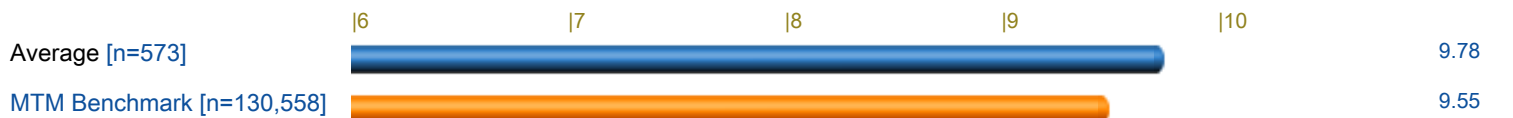
The instructor was knowledgeable about the subject.



The instructor was prepared and organized for the class.



The instructor was responsive to participants' needs and questions.

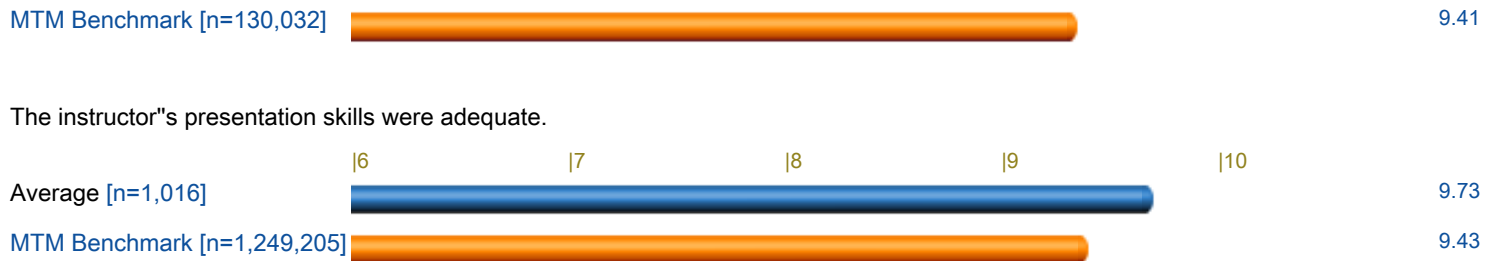


The instructor's energy and enthusiasm kept the participants actively engaged.



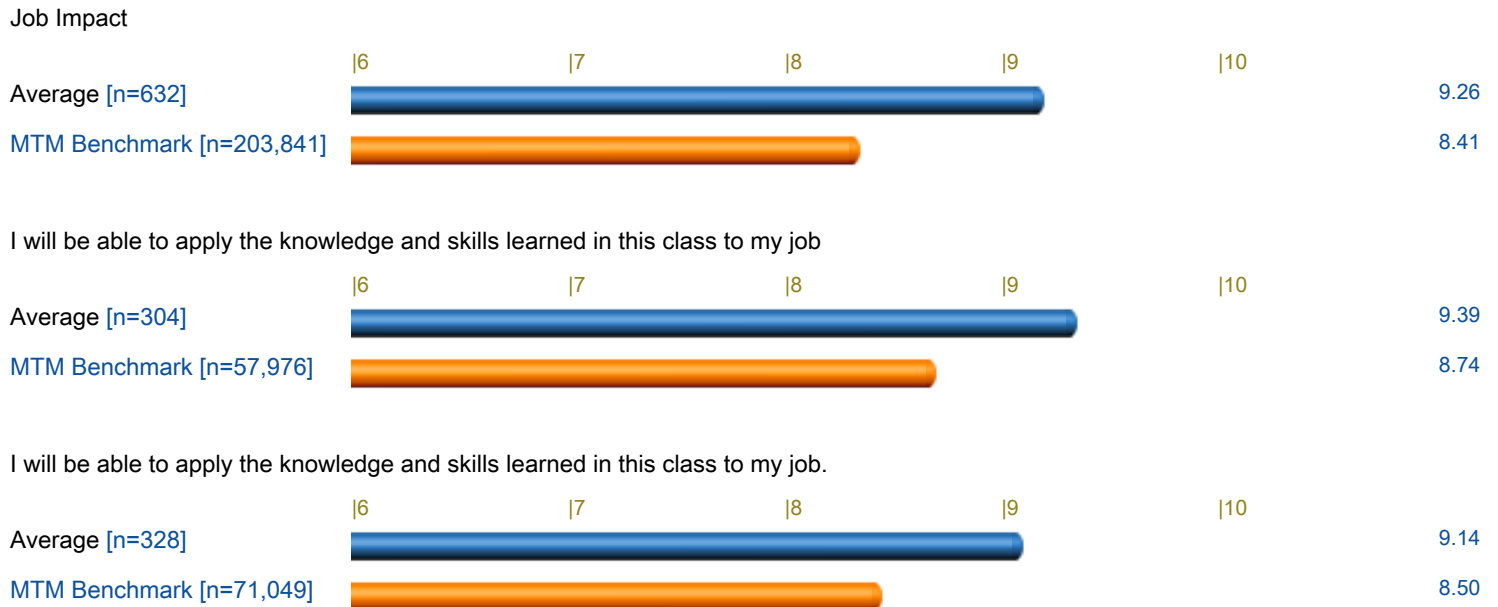
Report Card - Instructor

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Report Card - Job Impact

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



Report Card - Learning Effectiveness

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



Report Card - Learning Effectiveness

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

survey question

MTM Benchmark [n=102,668]



9.02

Report Card - Overall Satisfaction

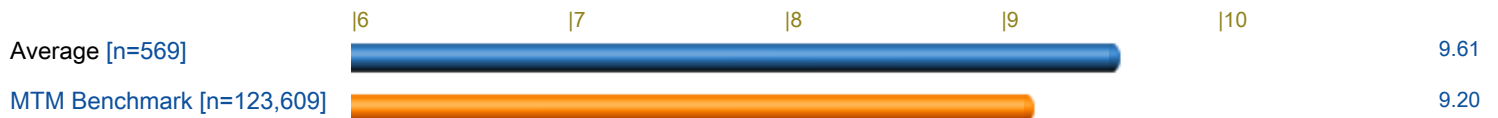
a summary of learning performance by survey question category and by survey question

question

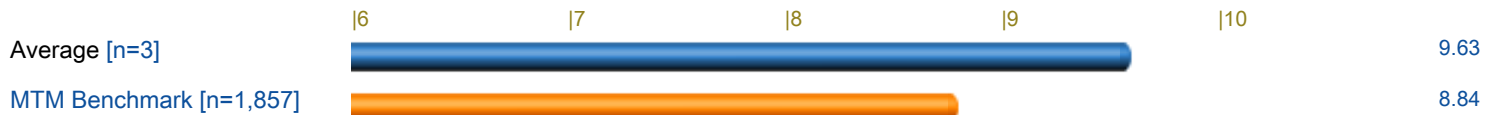
Overall Satisfaction



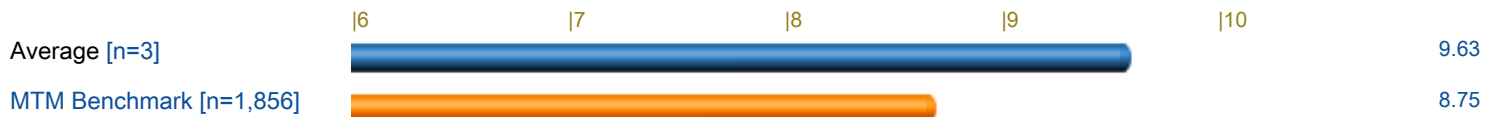
Everything considered, I was satisfied with this class.



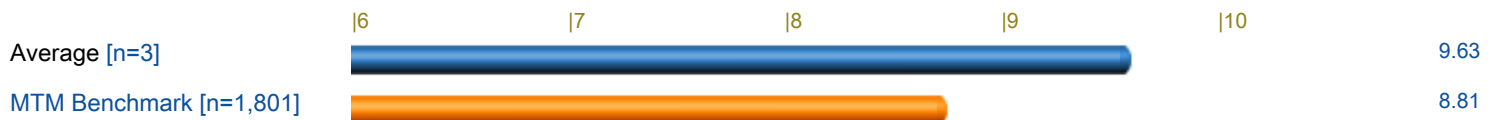
New skills or knowledge learned



The training experience meeting your expectations



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

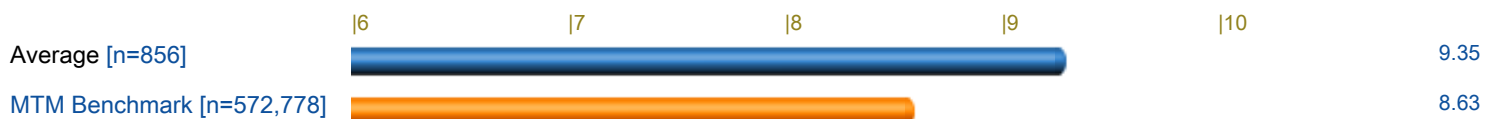


Report Card - Return on Investment

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

question

Return on Investment



This training was a worthwhile investment for my employer.



Report Card - Return on Investment

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



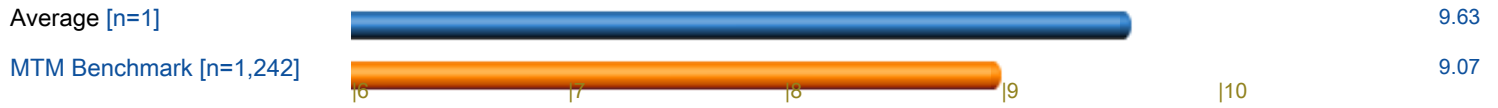
This training was a worthwhile investment in my career development.



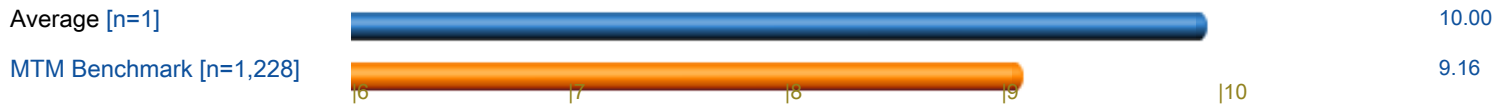
Report Card - Technical Support

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





ver. 001

