

# Report Card

Run By: Doug E. Amtower (postrom)

Date Run: Apr 9, 2009

MTM Tool: Report Card

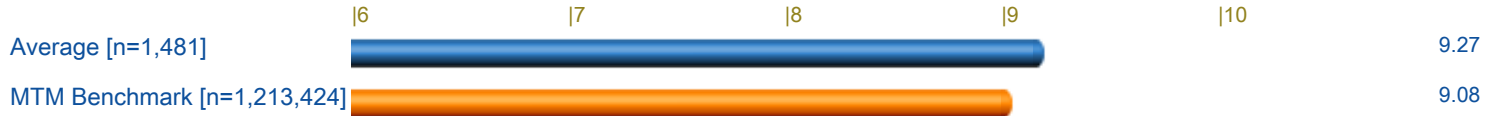
From Saved Query: No

MTM Benchmark -

## Report Card

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

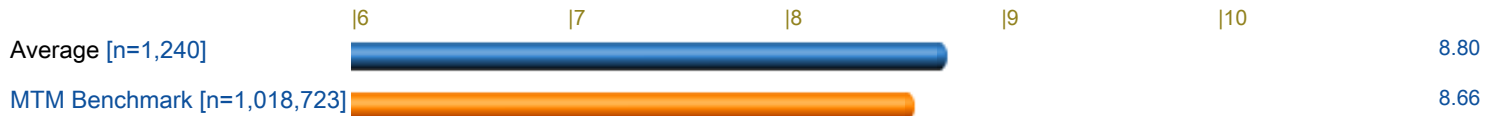
### All Question



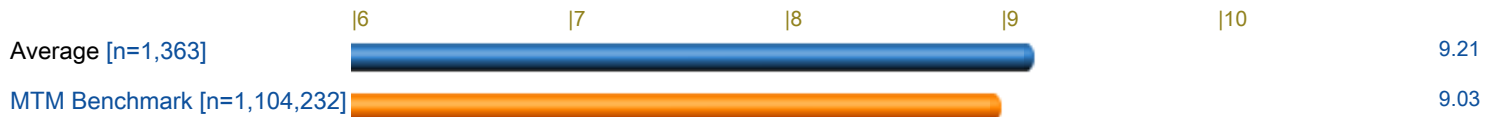
### Additional Questions



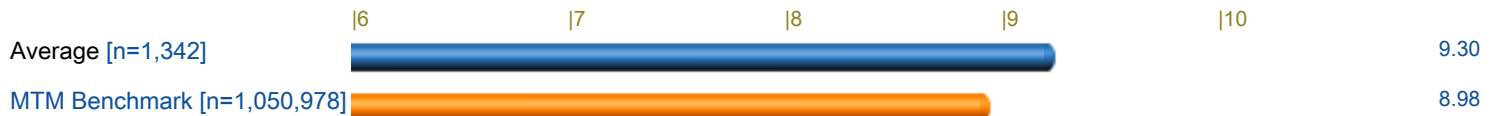
### Business Results



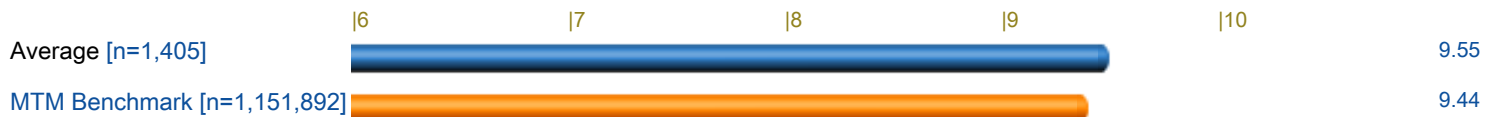
### Courseware



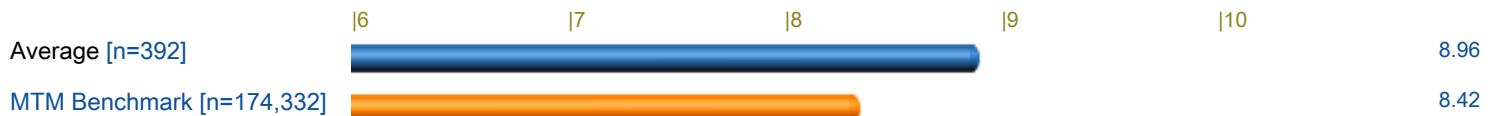
### Environment



### Instructor



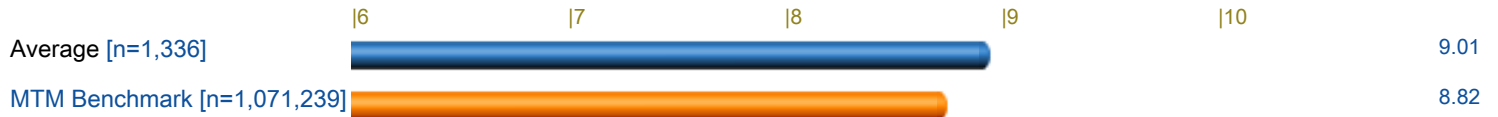
### Job Impact



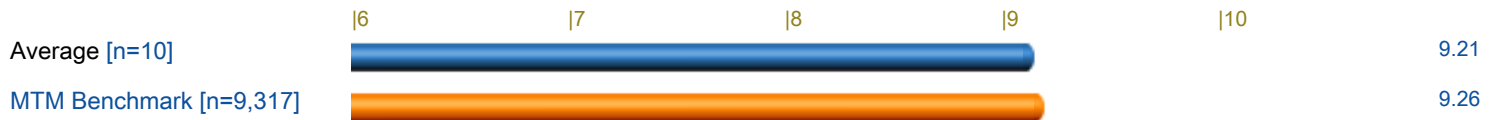
# Report Card

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

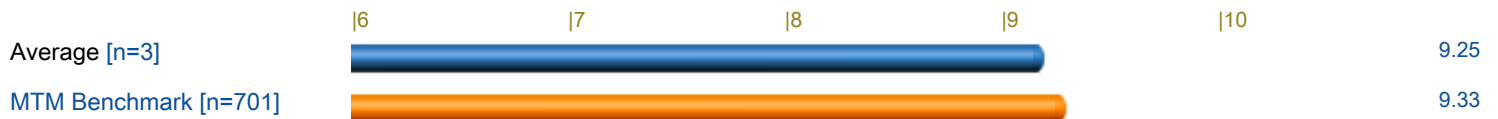
## Learning Effectiveness



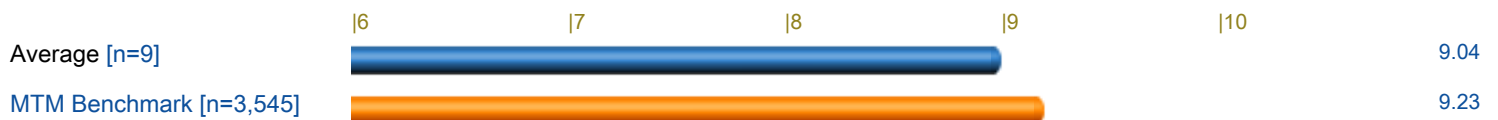
## Media



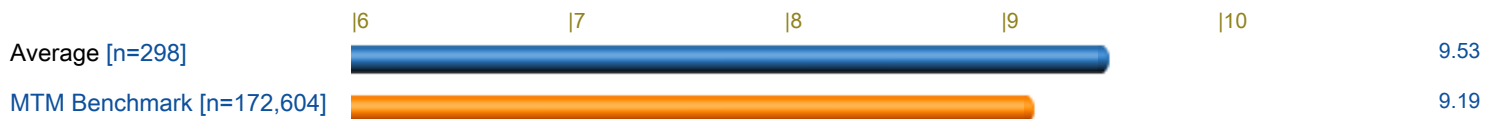
## Mentor



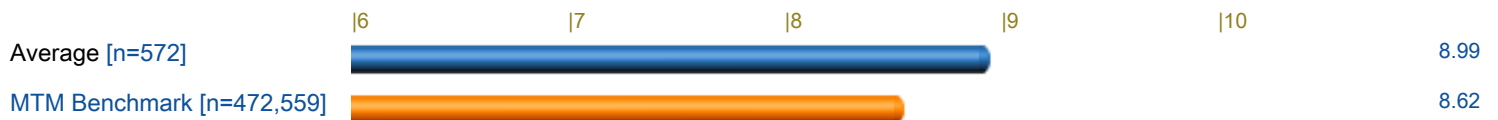
## Overall Evaluation



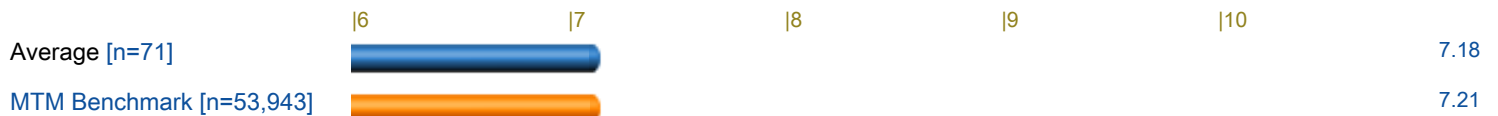
## Overall Satisfaction



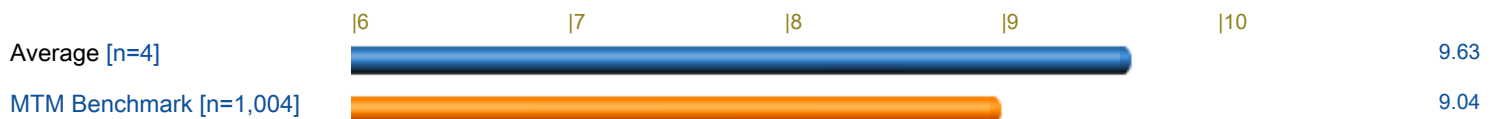
## Return on Investment



## Support Tools



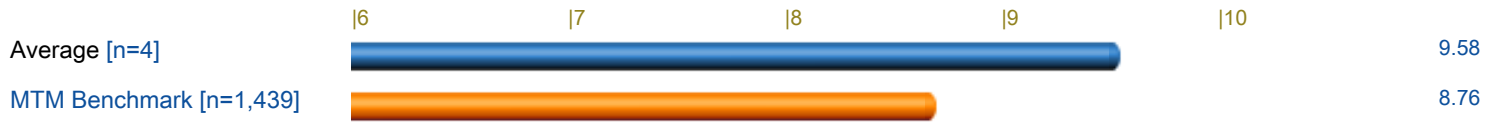
## Technical Support



## Technology

# Report Card

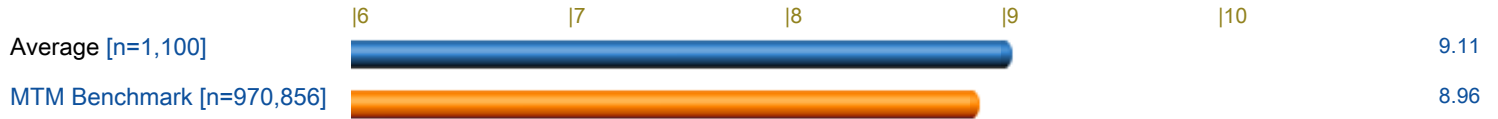
a summary of learning performance by survey question category and by survey question



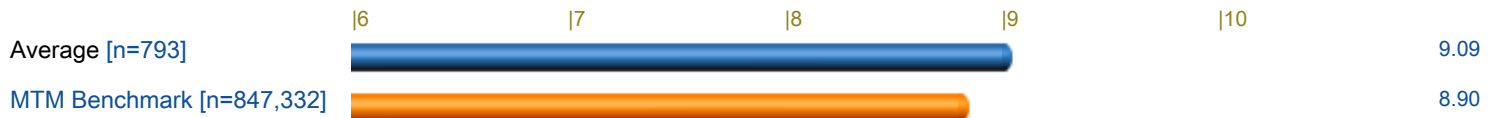
# Report Card - Additional Questions

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

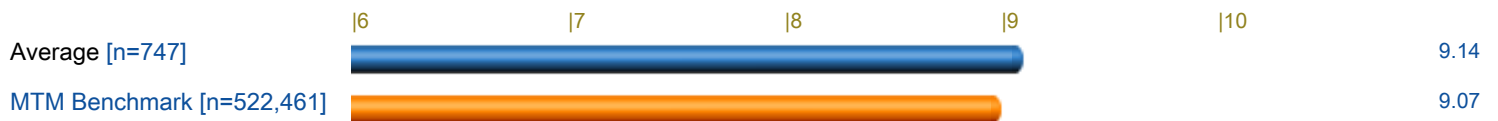
## Additional Questions



How well did this training meet your expectations?



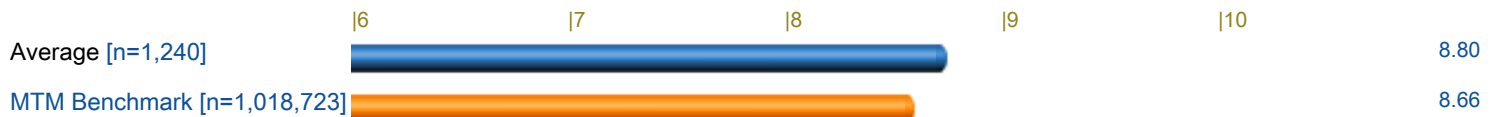
My Account Executive/ Educational Consultant has serviced my account satisfactorily.



# Report Card - Business Results

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

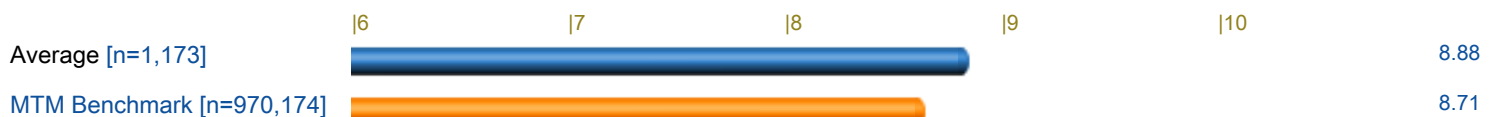
## Business Results



This training has improved my job performance.



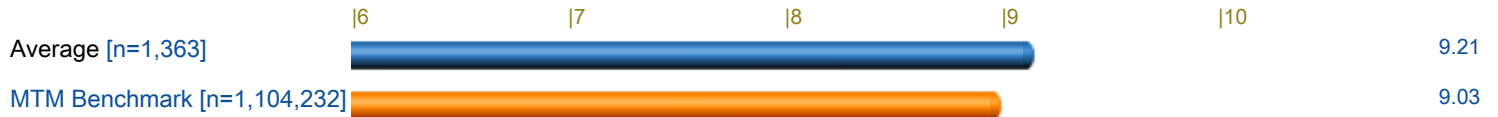
This training will improve my job performance.



# Report Card - Courseware

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

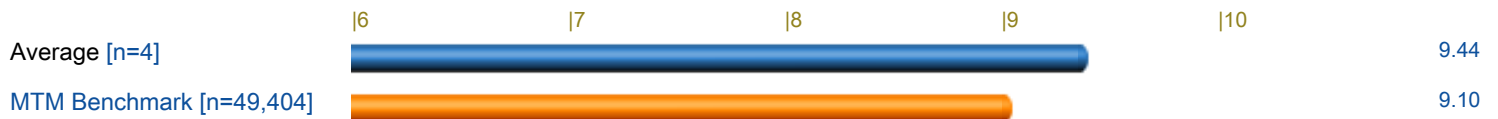
## Courseware



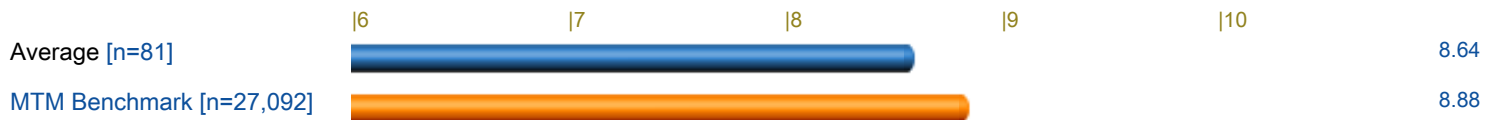
## Clarity of the training content



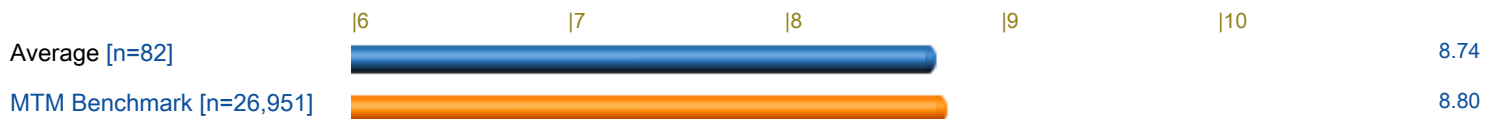
## Course topic sufficiently covered



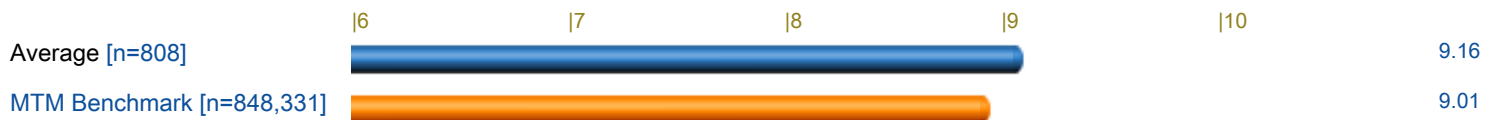
## Editorial quality of the training content (grammar, typographical accuracy)



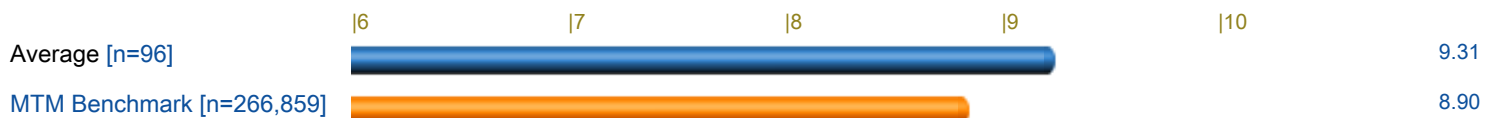
## Effectiveness of the labs in reinforcing the content presented in the modules



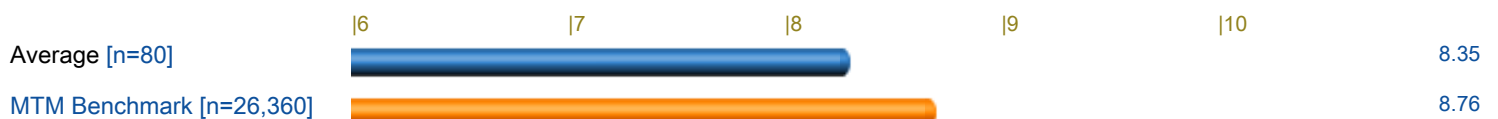
## Effectiveness of the labs in reinforcing the knowledge/skills learned in the modules



## Effectiveness of the practices within each lesson to reinforce the knowledge and skills learned in the lesson



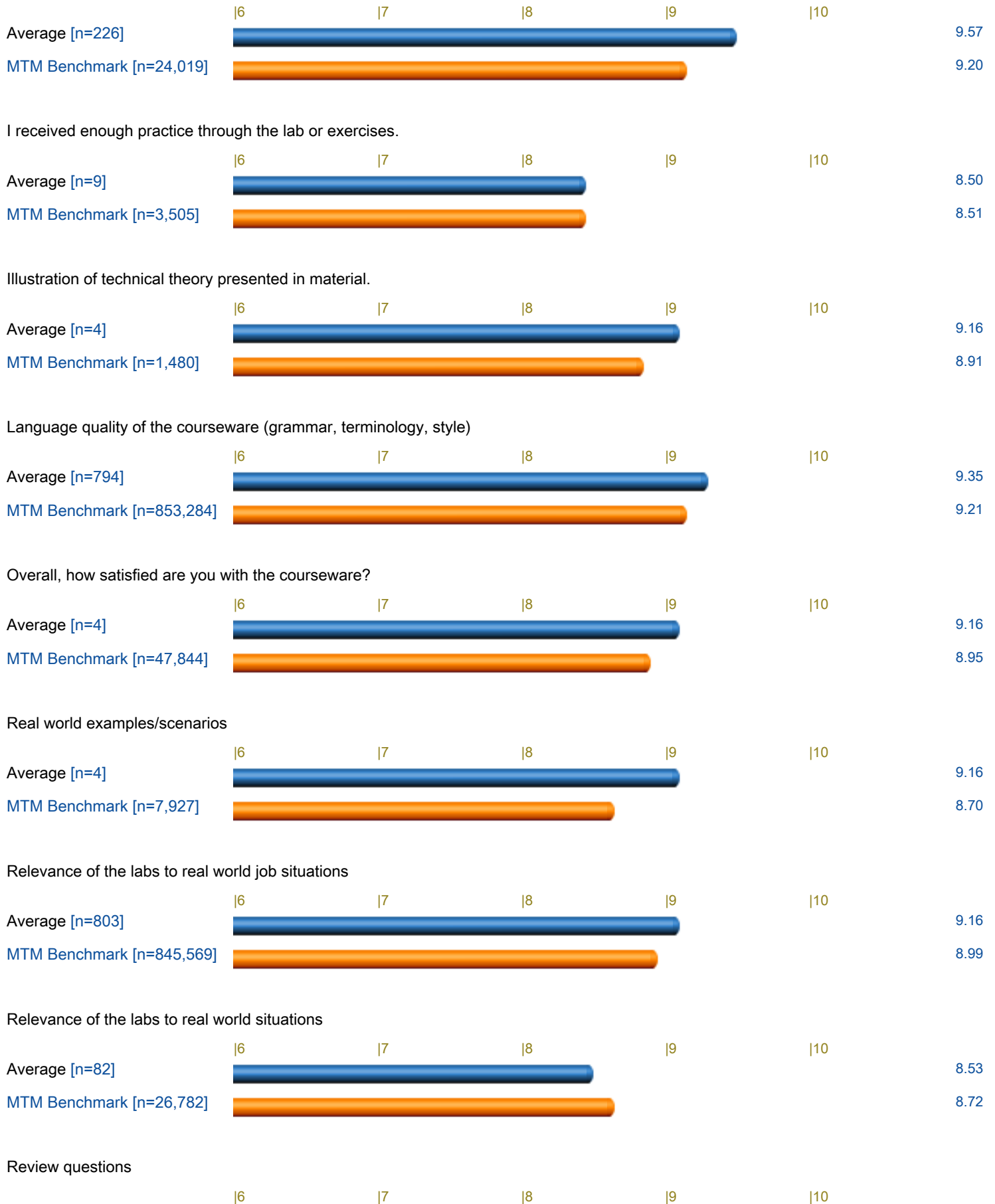
## Functionality of labs, demonstrations, multi-media and/or simulations (no erroneous, missing, or broken steps)



Hands on exercises helped me understand the content better.

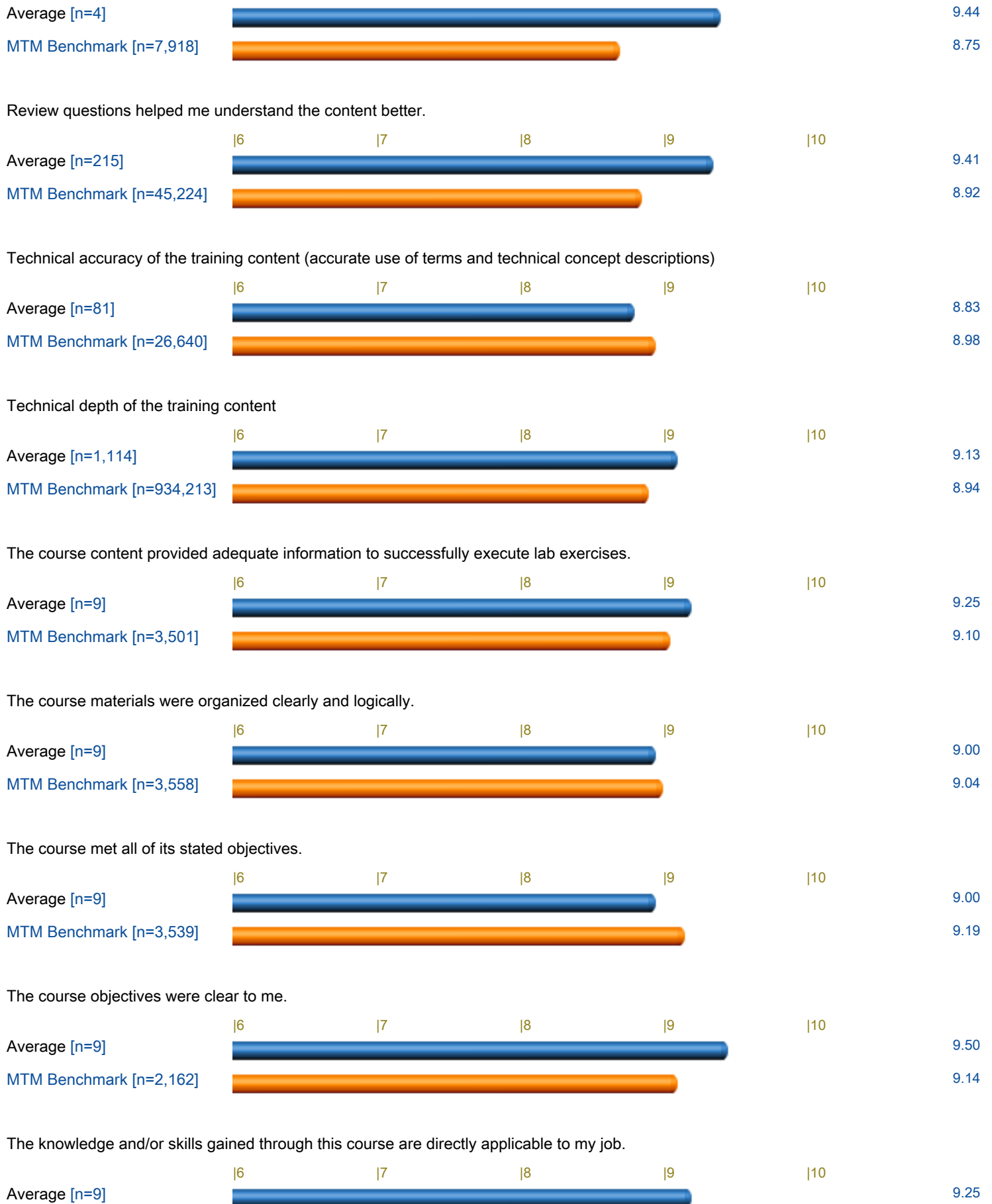
# Report Card - Courseware

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



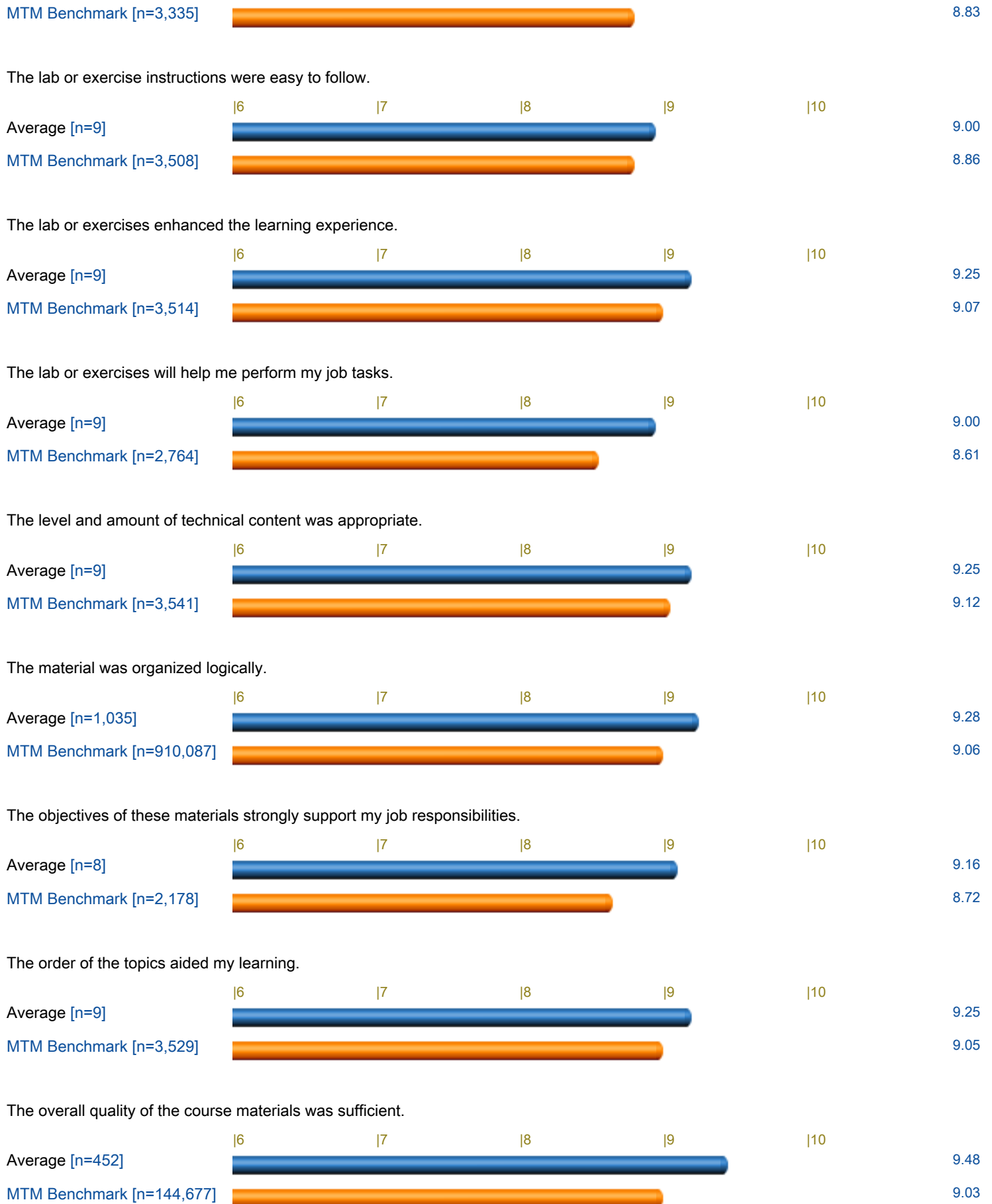
# Report Card - Courseware

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



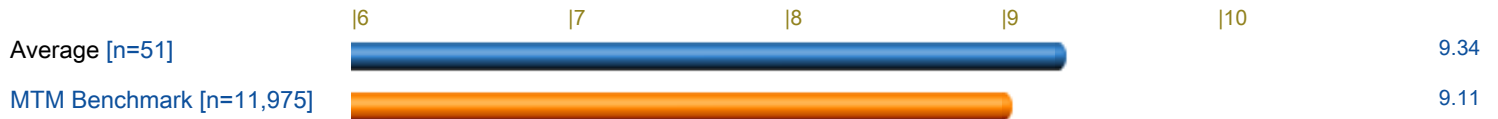
# Report Card - Courseware

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

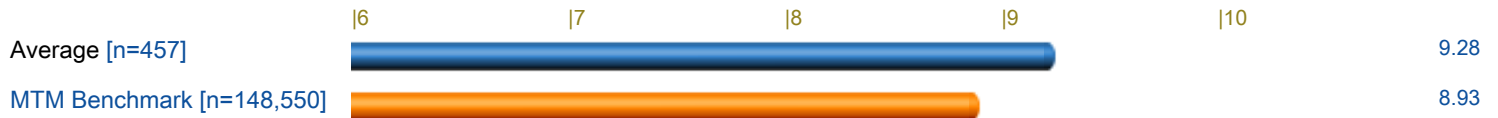


## Report Card - Courseware a summary of learning performance by survey question category and by survey question

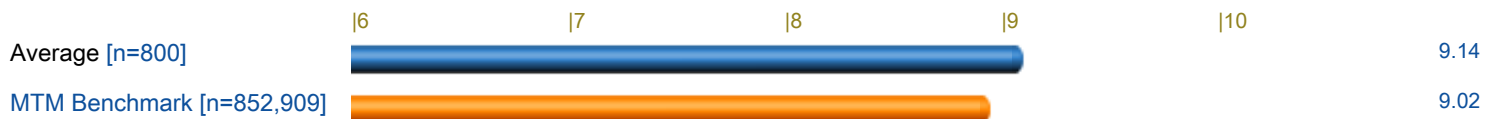
The participant materials (manual, presentation handouts, etc.) will be useful on the job.



The scope of the material was appropriate to my needs.

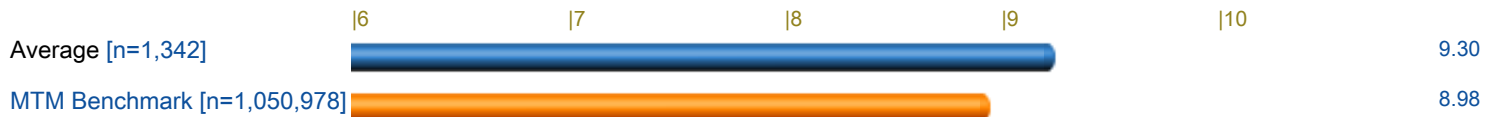


Time dedicated to activities such as discussions, practices, and labs (as opposed to lecture)

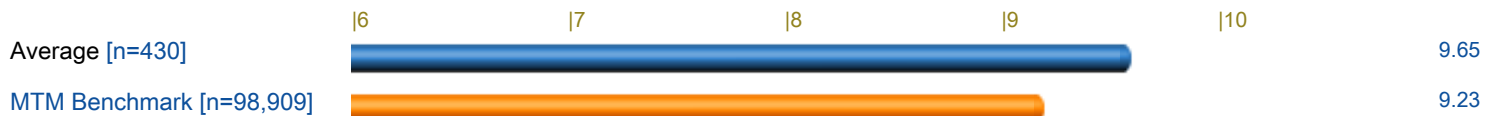


## Report Card - Environment a summary of learning performance by survey question category and by survey question

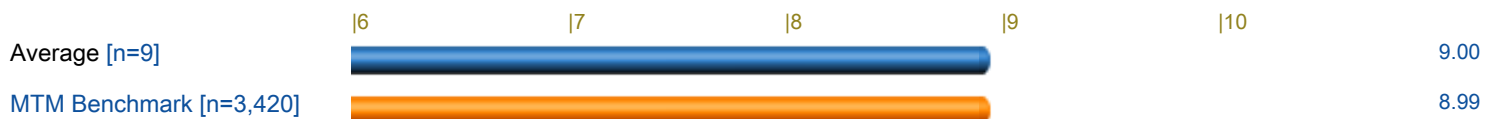
Environment



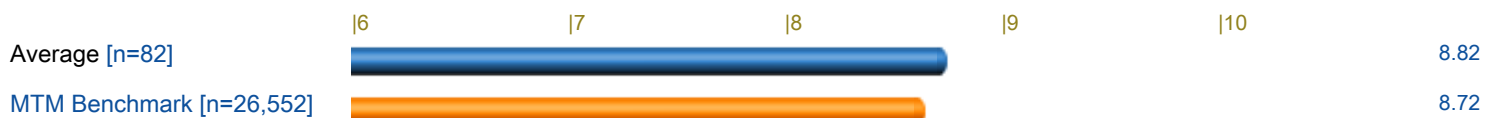
Customer service (registration, on-site assistance etc) was adequate.



Performance of Cisco hardware and equipment used in the classroom met my expectations.



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



Quality of the classroom environment



# Report Card - Environment

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

MTM Benchmark [n=26,645]  8.86

Registration for the event was easy.

Average [n=8]  9.44

MTM Benchmark [n=3,405]  9.44

The facilities or environment provided a comfortable learning experience.

Average [n=9]  8.75

MTM Benchmark [n=3,495]  9.17

The facility staff was courteous and professional.

Average [n=9]  9.25

MTM Benchmark [n=3,467]  9.48

The hardware was setup and functioning appropriately.

Average [n=955]  9.26

MTM Benchmark [n=843,146]  8.99

The physical environment was conducive to learning.

Average [n=1,247]  9.24

MTM Benchmark [n=968,178]  8.89

The software was setup and functioning appropriately.

Average [n=275]  9.48

MTM Benchmark [n=101,288]  9.14

# Report Card - Instructor

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

Instructor

Average [n=1,405]  9.55

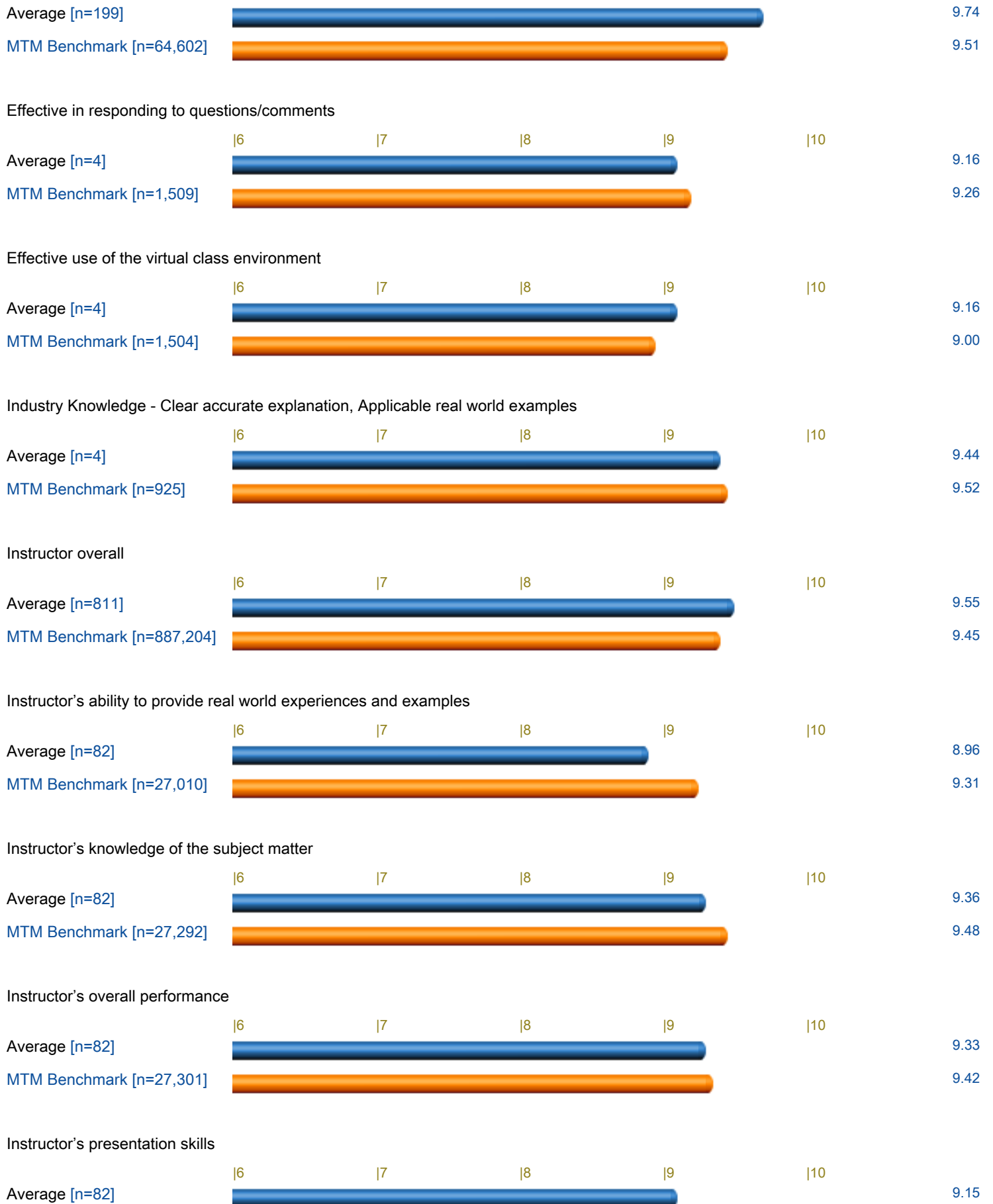
MTM Benchmark [n=1,151,892]  9.44

Availability during class



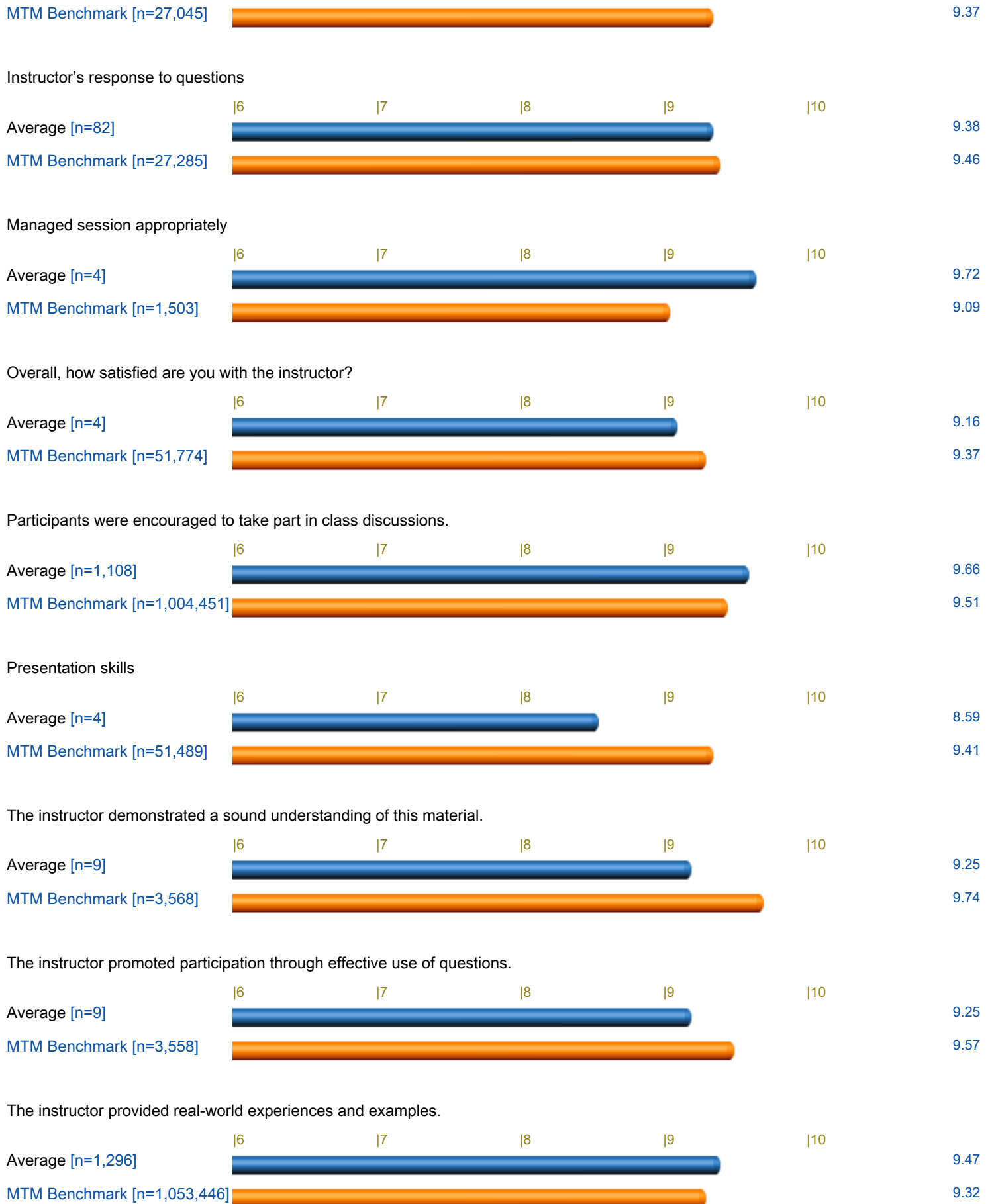
# Report Card - Instructor

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



# Report Card - Instructor

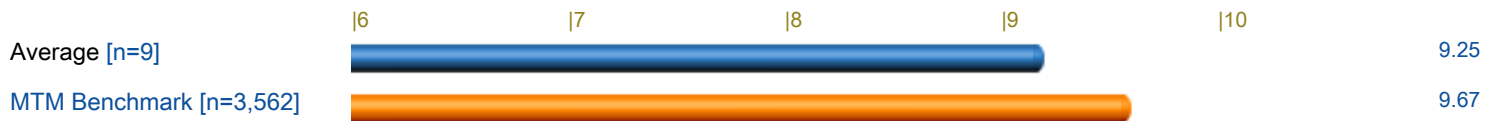
a summary of learning performance by survey question category and by survey question



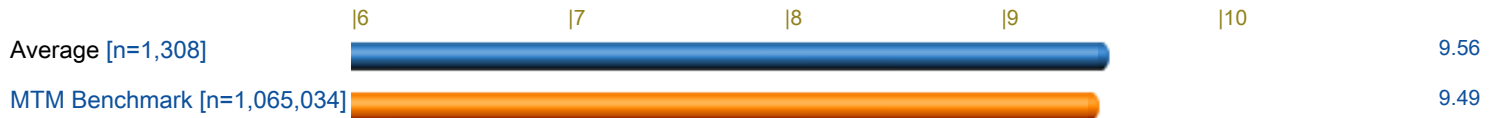
## Report Card - Instructor

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

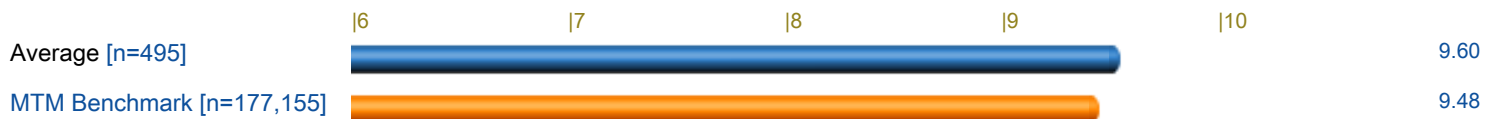
The instructor provided timely and concise answers to questions.



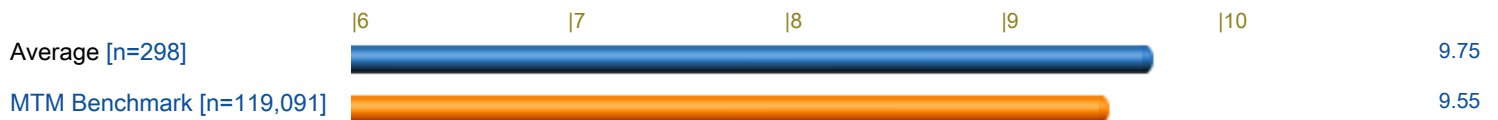
The instructor was knowledgeable about the subject.



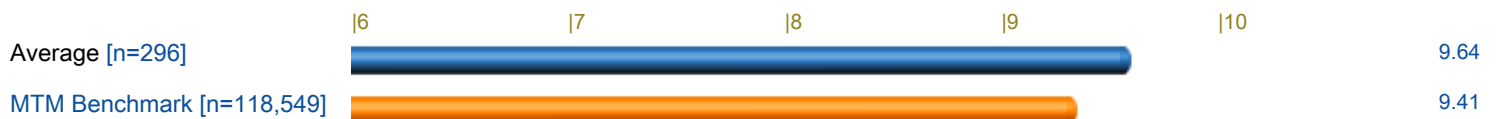
The instructor was prepared and organized for the class.



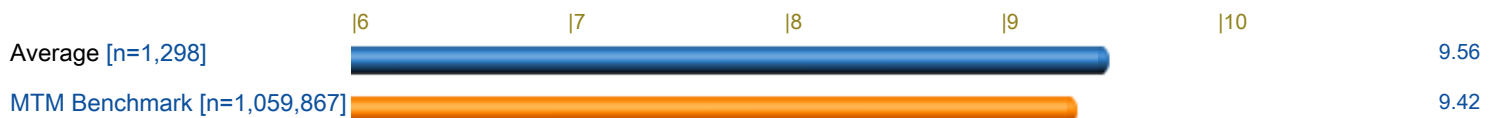
The instructor was responsive to participants' needs and questions.



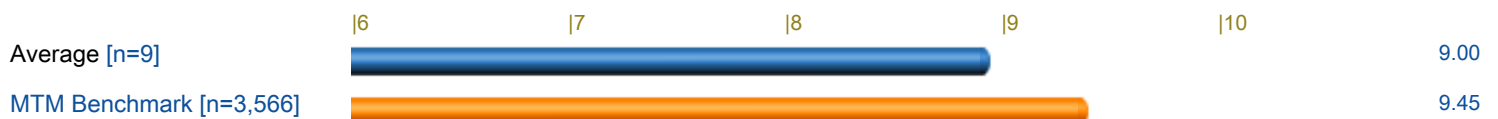
The instructor's energy and enthusiasm kept the participants actively engaged.



The instructor's presentation skills were adequate.



The presentations were easy to understand.



## Report Card - Job Impact

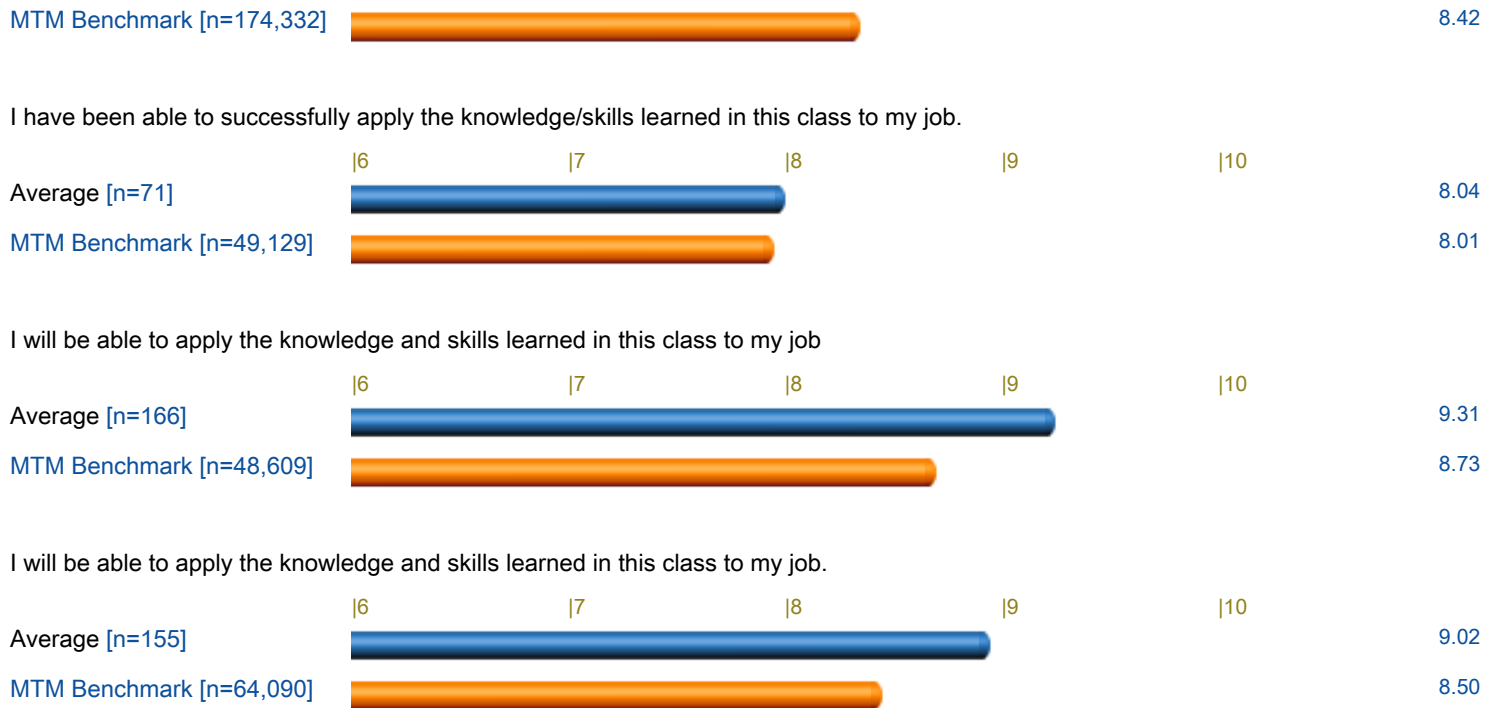
a summary of learning performance by survey question category and by survey question

Job Impact



## 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 - Media

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



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

MTM Benchmark [n=9,317]  9.26

The video media presentation met my needs and provided the information needed on the topics that I was taking.

Average [n=10]  9.21

MTM Benchmark [n=9,317]  9.26

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

Mentor

Average [n=3]  9.25

MTM Benchmark [n=701]  9.33

Mentor's effectiveness in supporting your learning experience

Average [n=3]  9.25

MTM Benchmark [n=701]  9.33

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

Overall Evaluation

Average [n=9]  9.04

MTM Benchmark [n=3,545]  9.23

Considering other educational experiences, I would rate this event:

Average [n=9]  9.00

MTM Benchmark [n=2,280]  9.16

Overall, I was satisfied with this course.

Average [n=9]  9.25

MTM Benchmark [n=3,530]  9.28

This training was a worthwhile investment for my employer.

Average [n=8]  8.59

## Report Card - Overall Evaluation

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



## Report Card - Return on Investment

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

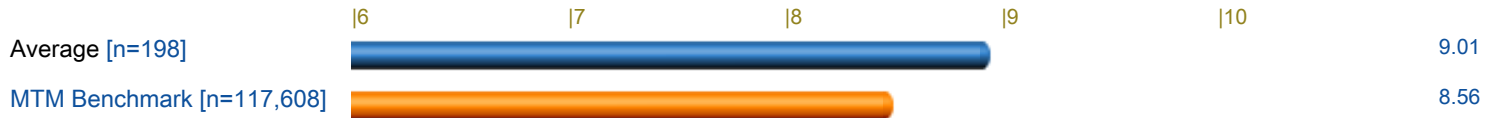


## Report Card - Return on Investment

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 - Support Tools

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

Support Tools



After the event, my manager and I determined how I will use the learning on the job.



I was provided adequate resources (time, money, equipment) to successfully apply this training on my job.



My manager and I set expectations for this learning prior to attending the event.



The participant materials (manual, presentation handouts, job aids, etc.) have been useful on the job.



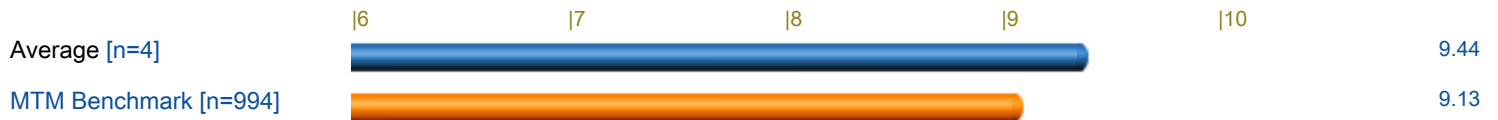
# Report Card - Technical Support

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

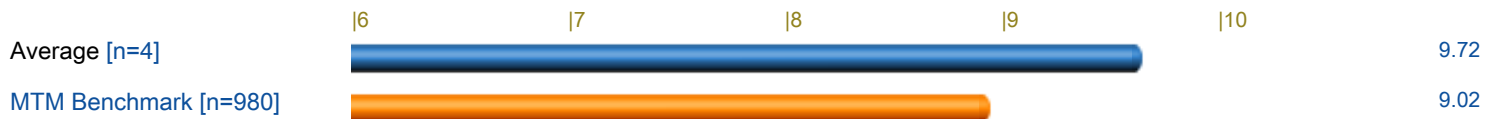
## Technical Support



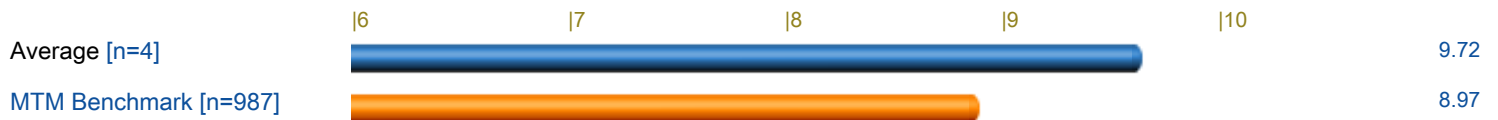
## Communication - Professional and considerate



## Effectiveness - Knowledgeable, Provided appropriate solution



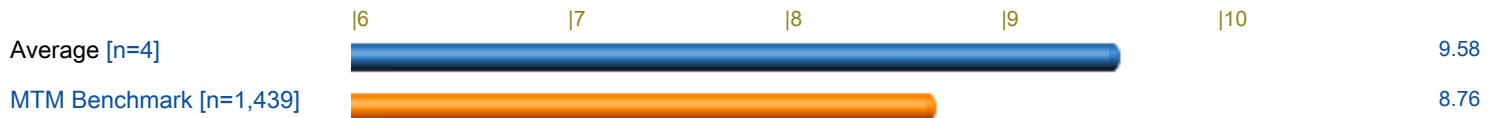
## Responsiveness - Answered call in a timely manner



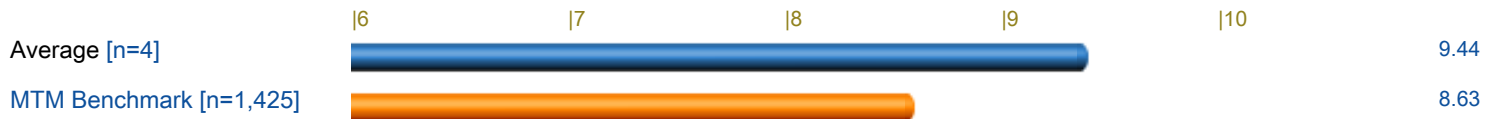
# Report Card - Technology

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

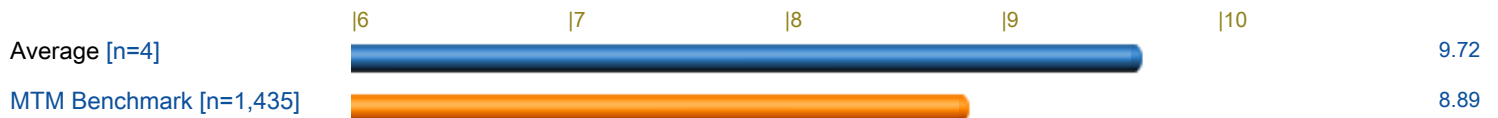
## Technology



## Accessibility to the Classroom environment - Consistent connectivity and uptime



## Interface friendly, easy to use/navigate



## Report Recommendations

### Interpreting the Report

Below are tips to help you understand the information in the report. For additional information, please click the Help tab above the report.

Shows the overall scores by question category and questions selected for training provided by the organization.

Report allows you to compare the organization's performance against internal or external benchmarks (represented by an orange bar).

Report may be customized using filters for comparison of specific attributes such as courseware, question category, etc.

#### Recommended Actions

Below are recommended next steps to take after reviewing the information in this report. Additionally, you'll find links to automatically run complementary reports for drilling-down further into the data or analyzing the information in another way.

Determine which question categories fall below the benchmark and drill down by utilizing the breakout by question or by using the reports below to determine what may be causing the score to determine what corrective action to take. For example, if job impact is low for specific courses, perhaps the right people aren't attending the training or the material delivered is not intended to impact performance.

Filtering the report to one instructor or one set of courses will allow the report to be used in performance reviews. Because the questions are also displayed, the potential areas where instructors or courses perform high or low can be identified and a development plan for an instructor or redesign plan for a course can be developed.

Schedule the report to be emailed on a quarterly basis to the instructor and course managers to communicate results on a regular basis.

#### Recommended Links

Run the Performance to Goals report to view how these results compared to your goals.

Run the Learning Levels Score Card to view your performance against your goals and benchmark for each of the 5 learning levels.

Run the Class Level Detail report to view information and ratings for all the classes that collected data.

Run the Learner Comments report to review all the qualitative feedback for specific approaches to make the learning more effective and impactful.

### Report Criteria

Reporting Date: Jul 1, 2008 to Sep 30, 2008

Benchmark: All New Horizons

Scale: 1 Low - 10 High

ver. 001