

Report Card

Run By: Doug E. Amtower (postrom)

Date Run: Apr 9, 2009

MTM Tool: Report Card

From Saved Query: No

MTM Benchmark -

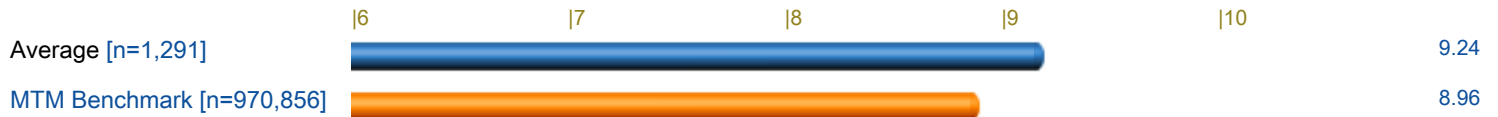
Report Card

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

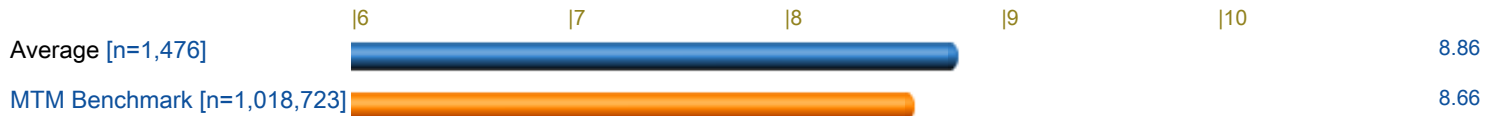
All Question



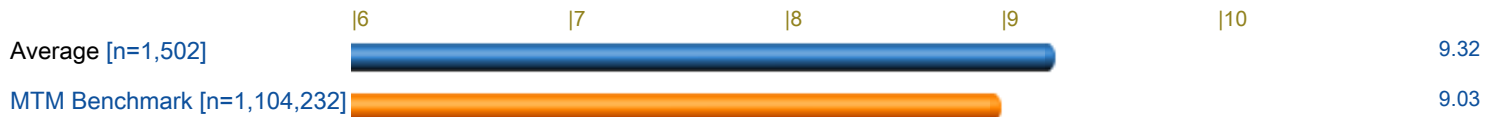
Additional Questions



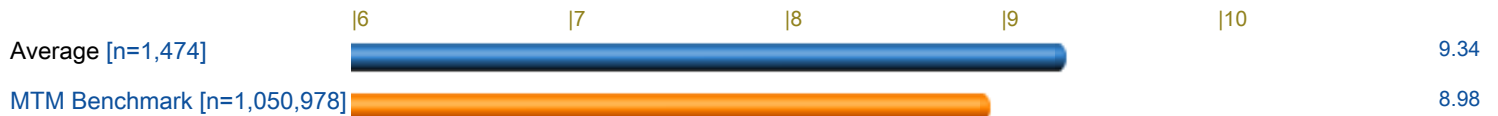
Business Results



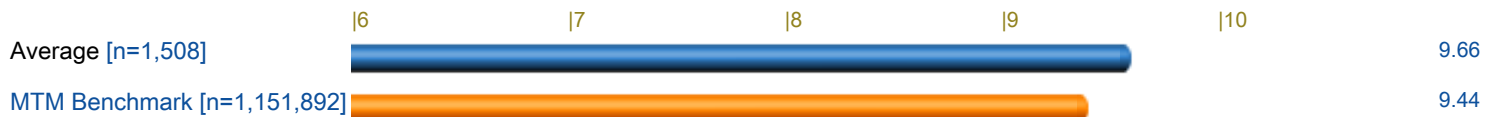
Courseware



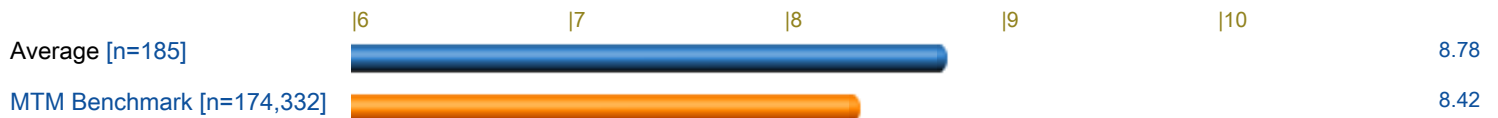
Environment



Instructor



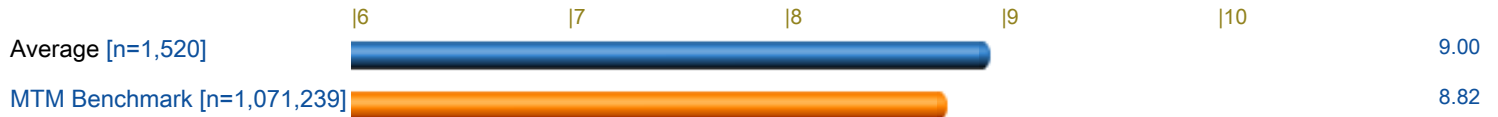
Job Impact



Report Card

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

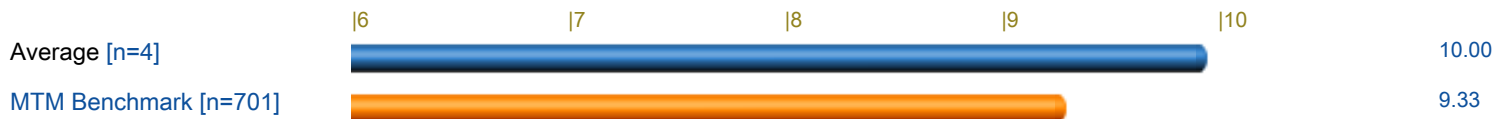
Learning Effectiveness



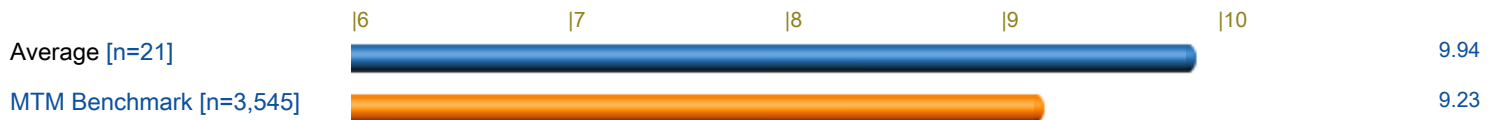
Media



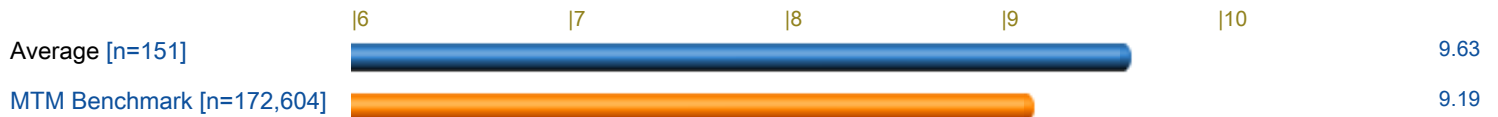
Mentor



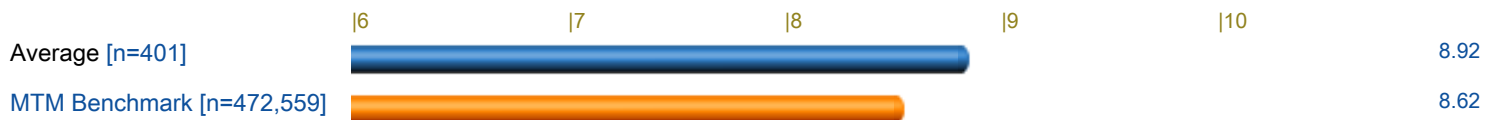
Overall Evaluation



Overall Satisfaction



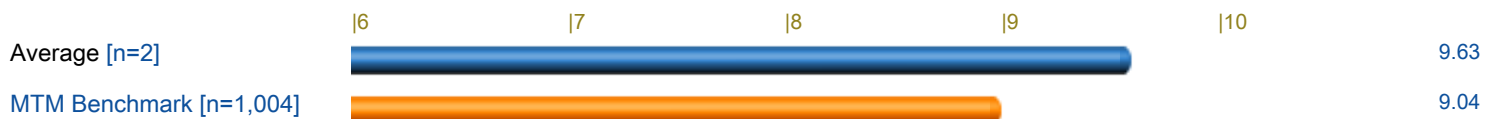
Return on Investment



Support Tools



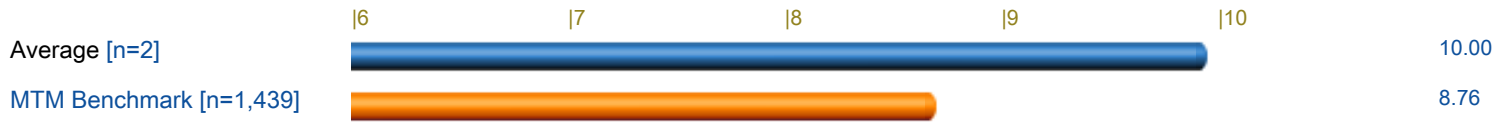
Technical Support



Technology

Report Card

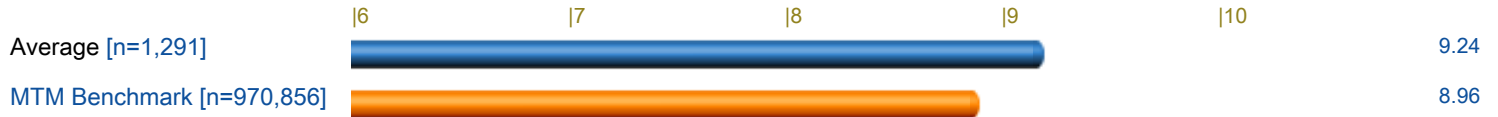
a summary of learning performance by survey question category and by survey question



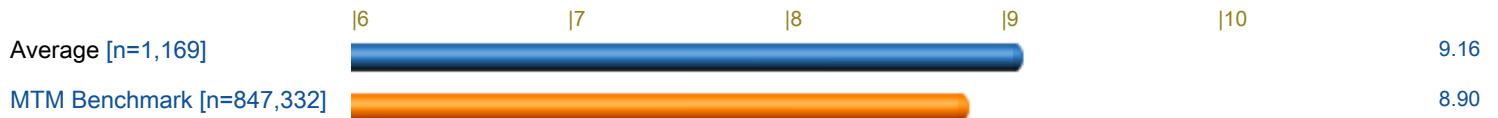
Report Card - Additional Questions

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

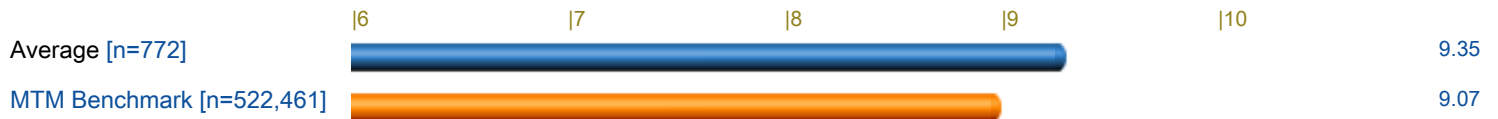
Additional Questions



How well did this training meet your expectations?



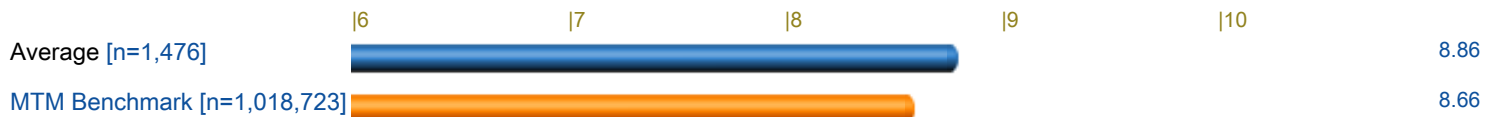
My Account Executive/ Educational Consultant has serviced my account satisfactorily.



Report Card - Business Results

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

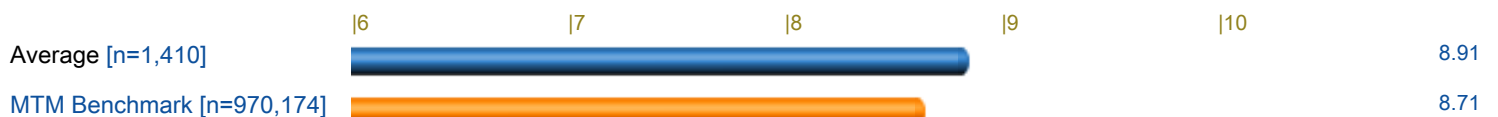
Business Results



This training has improved my job performance.



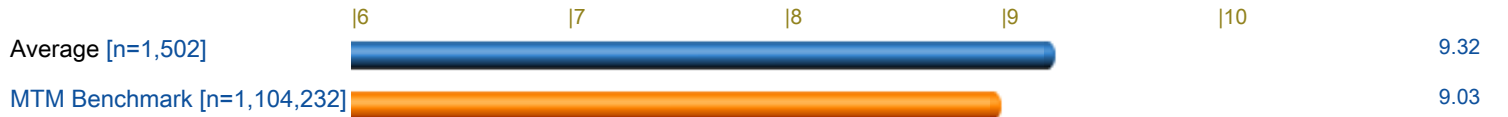
This training will improve my job performance.



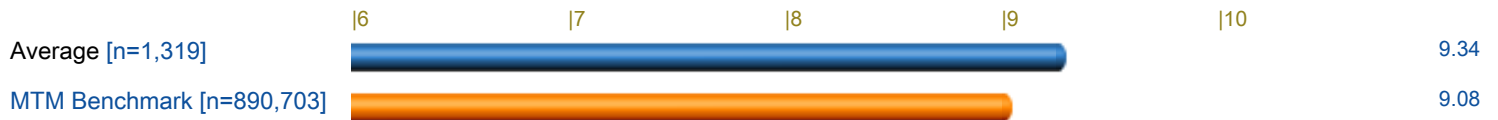
Report Card - Courseware

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

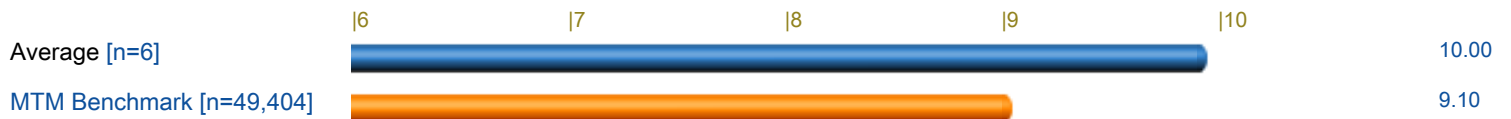
Courseware



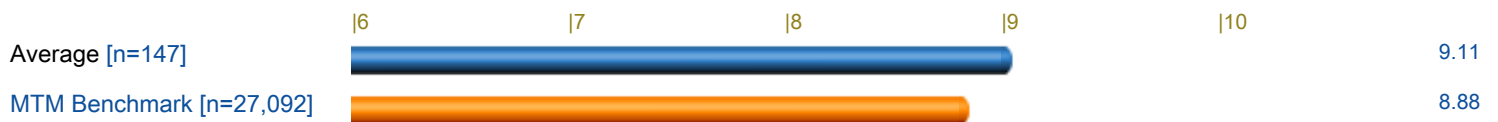
Clarity of the training content



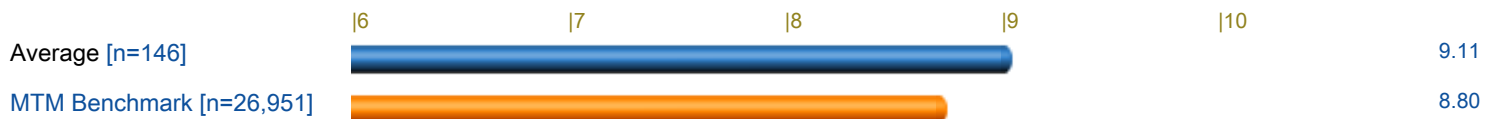
Course topic sufficiently covered



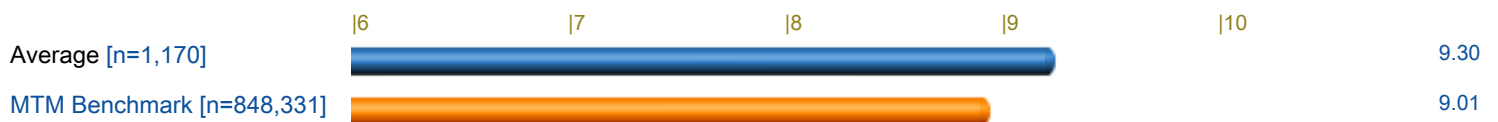
Editorial quality of the training content (grammar, typographical accuracy)



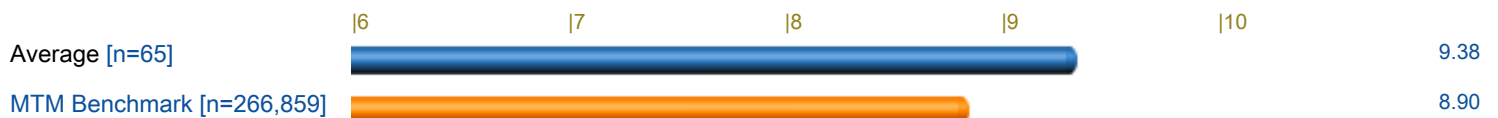
Effectiveness of the labs in reinforcing the content presented in the modules



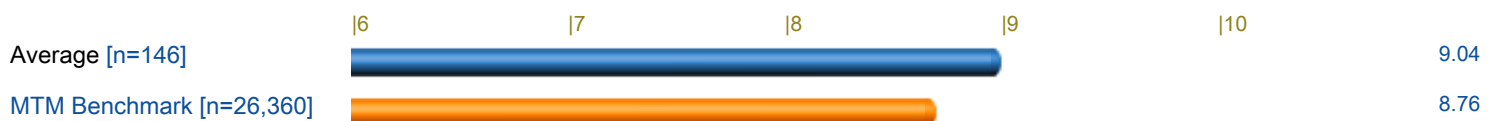
Effectiveness of the labs in reinforcing the knowledge/skills learned in the modules



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



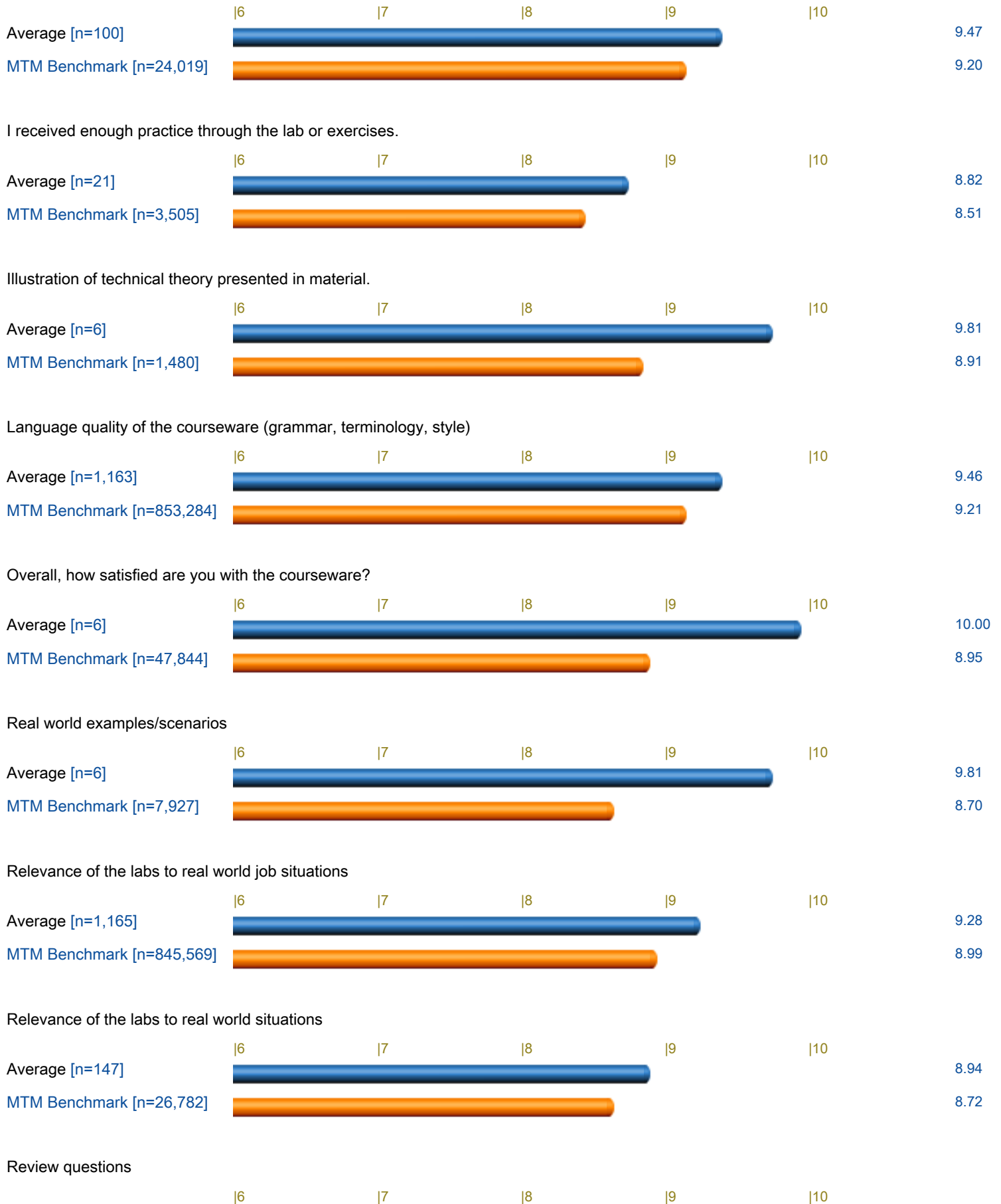
Functionality of labs, demonstrations, multi-media and/or simulations (no erroneous, missing, or broken steps)



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

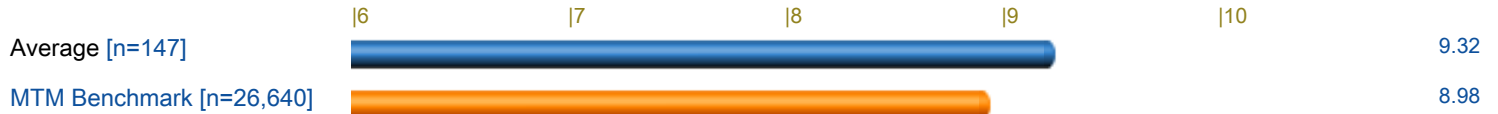
a summary of learning performance by survey question category and by survey question



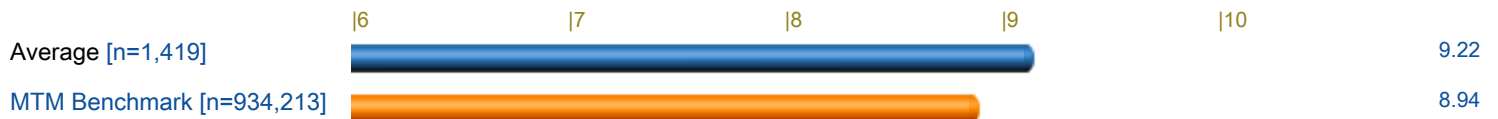
Review questions helped me understand the content better.



Technical accuracy of the training content (accurate use of terms and technical concept descriptions)



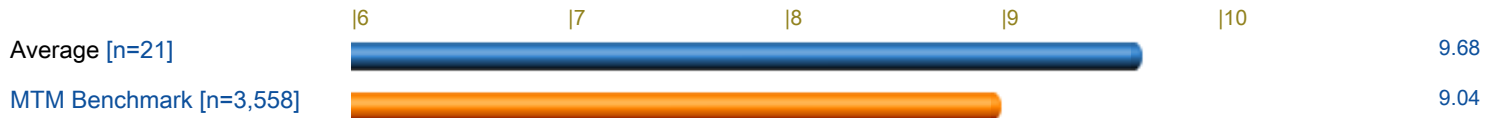
Technical depth of the training content



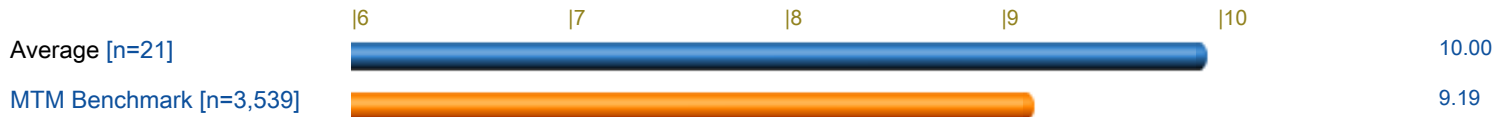
The course content provided adequate information to successfully execute lab exercises.



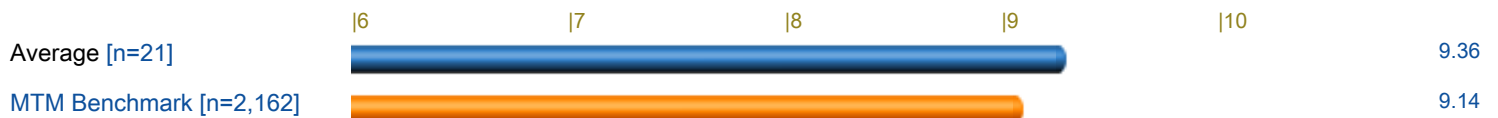
The course materials were organized clearly and logically.



The course met all of its stated objectives.



The course objectives were clear to me.

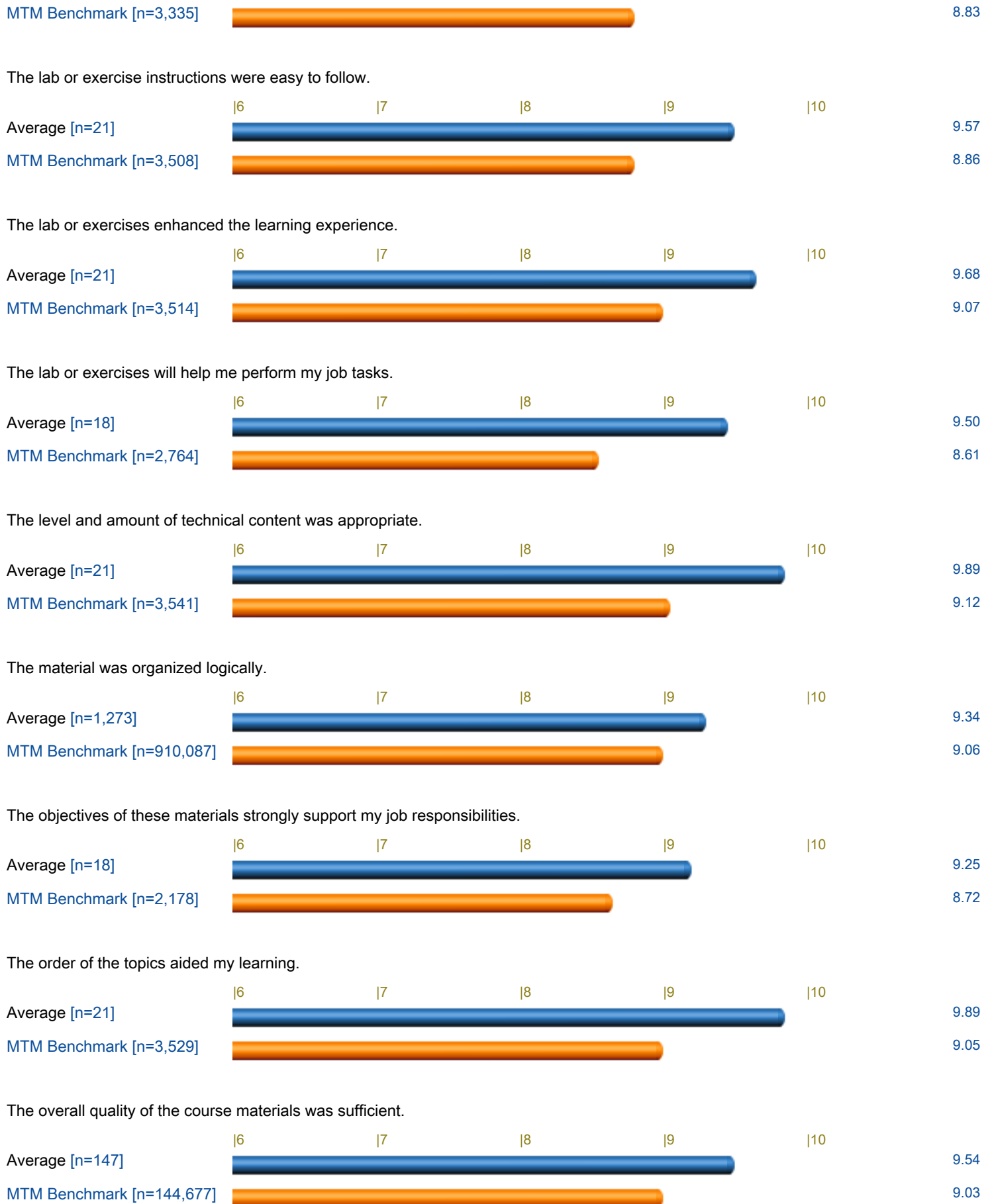


The knowledge and/or skills gained through this course are directly applicable to my job.



Report Card - Courseware

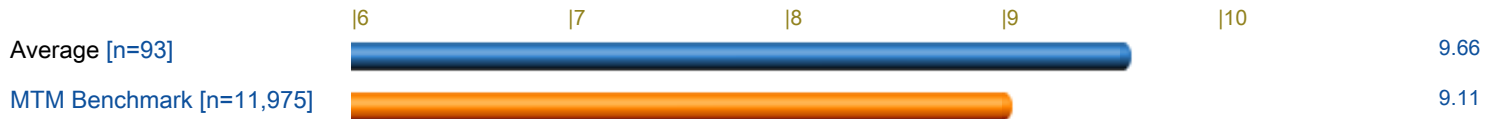
a summary of learning performance by survey question category and by survey question



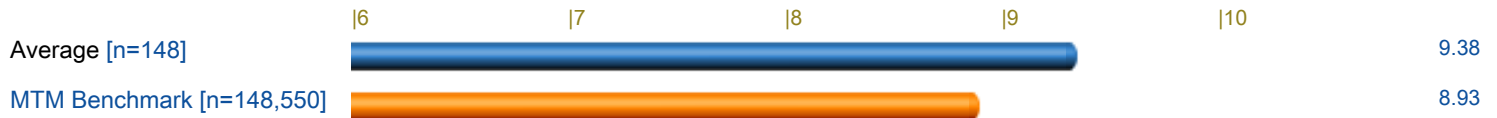
Report Card - Courseware

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

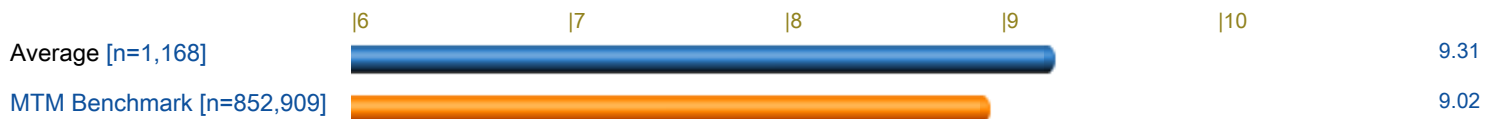
The participant materials (manual, presentation handouts, etc.) will be useful on the job.



The scope of the material was appropriate to my needs.



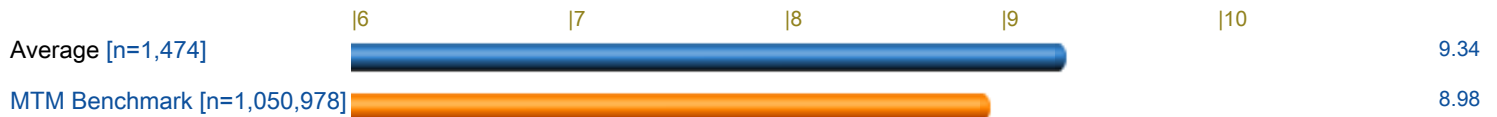
Time dedicated to activities such as discussions, practices, and labs (as opposed to lecture)



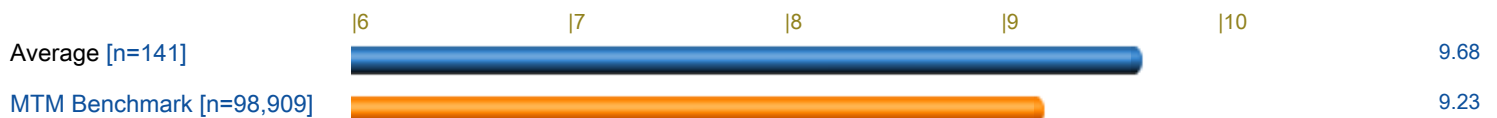
Report Card - Environment

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

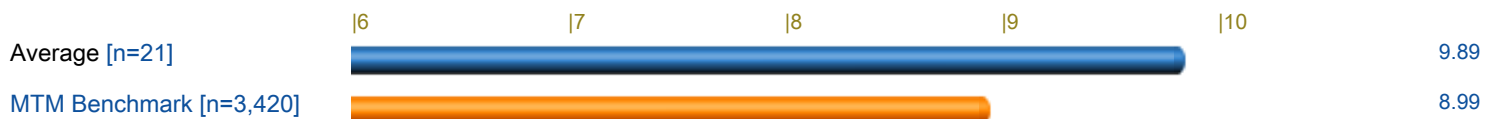
Environment



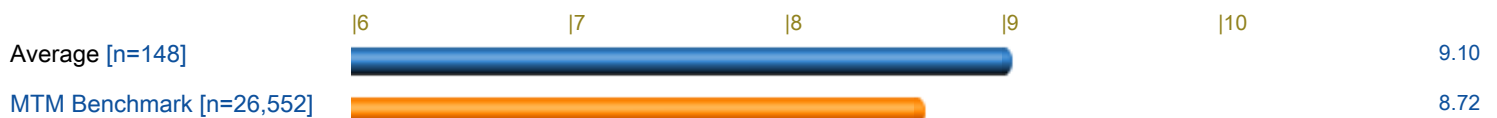
Customer service (registration, on-site assistance etc) was adequate.



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



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

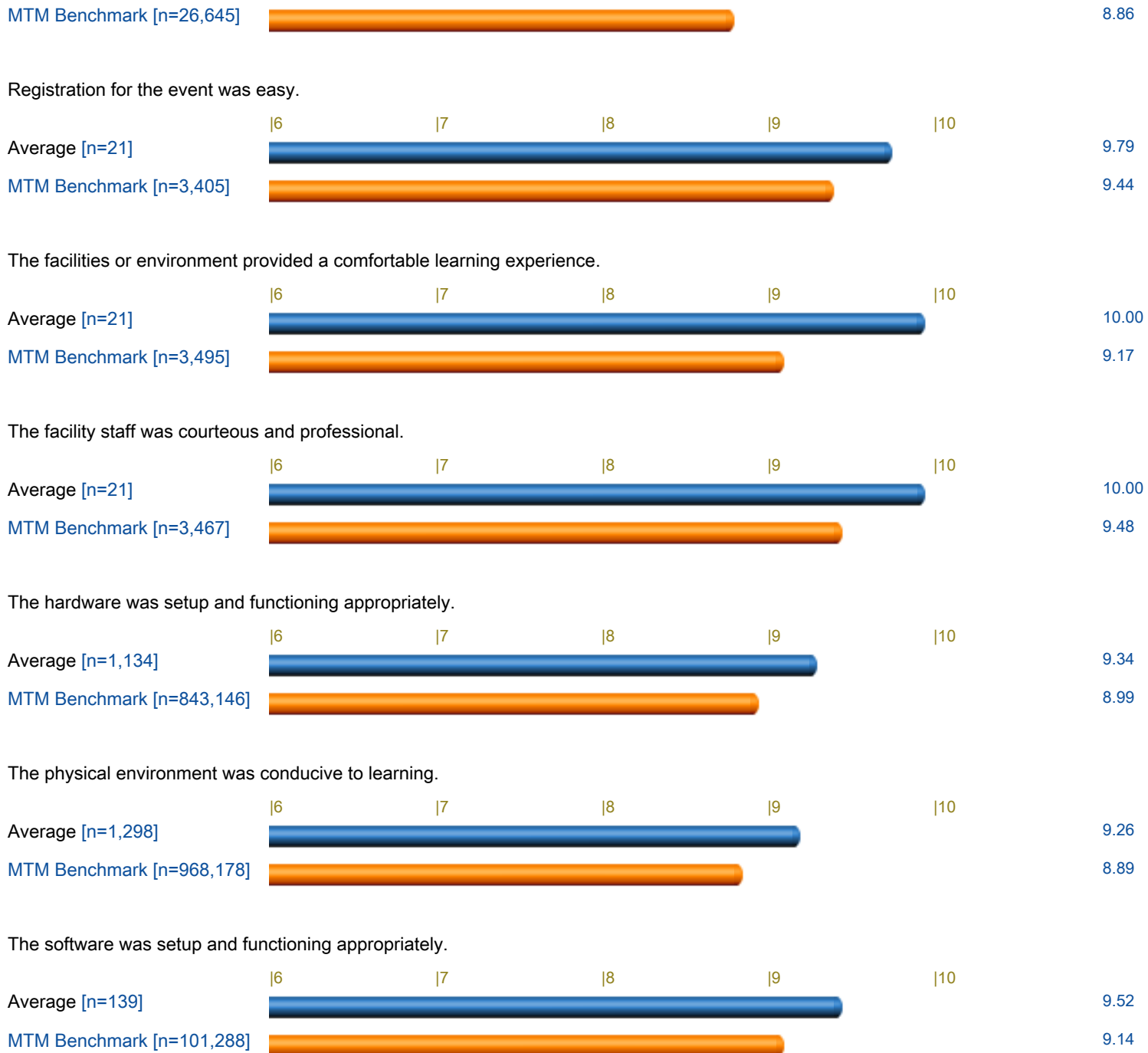


Quality of the classroom environment



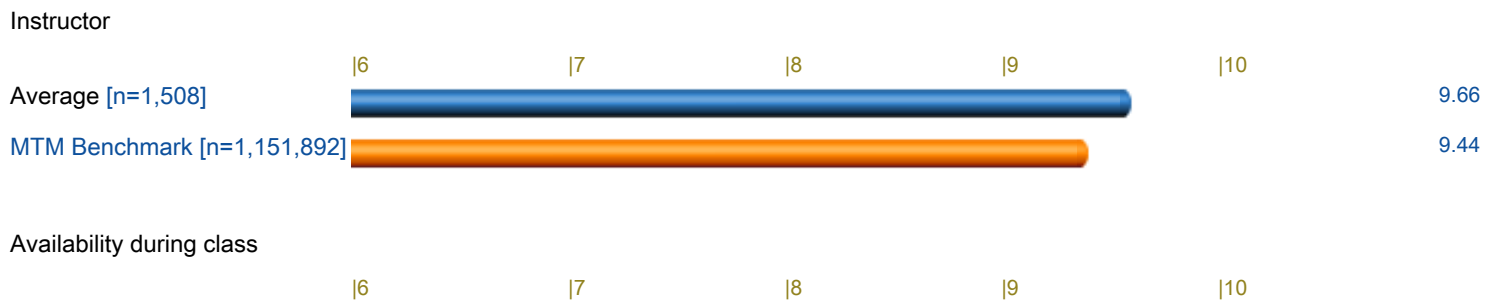
Report Card - Environment

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



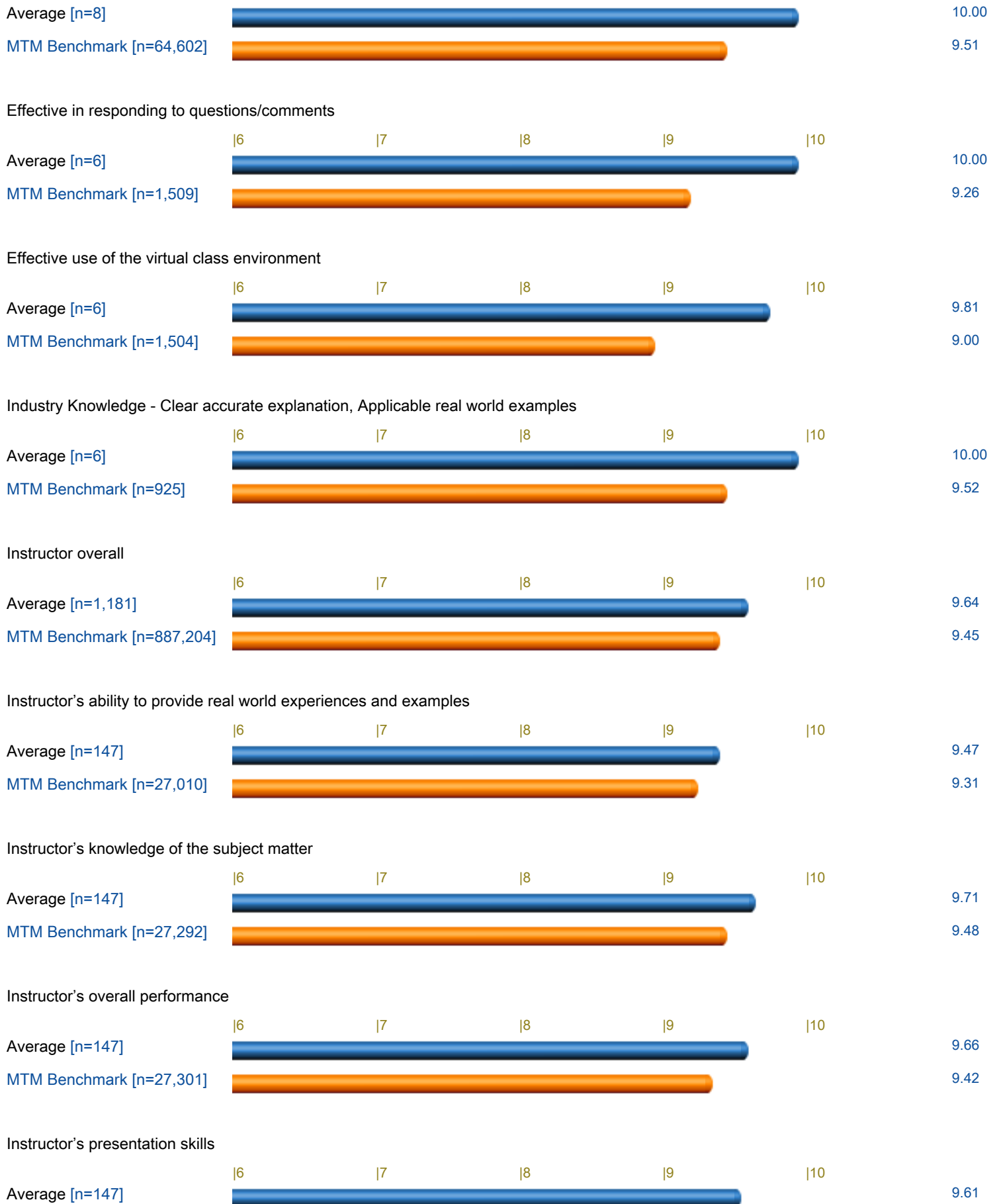
Report Card - Instructor

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



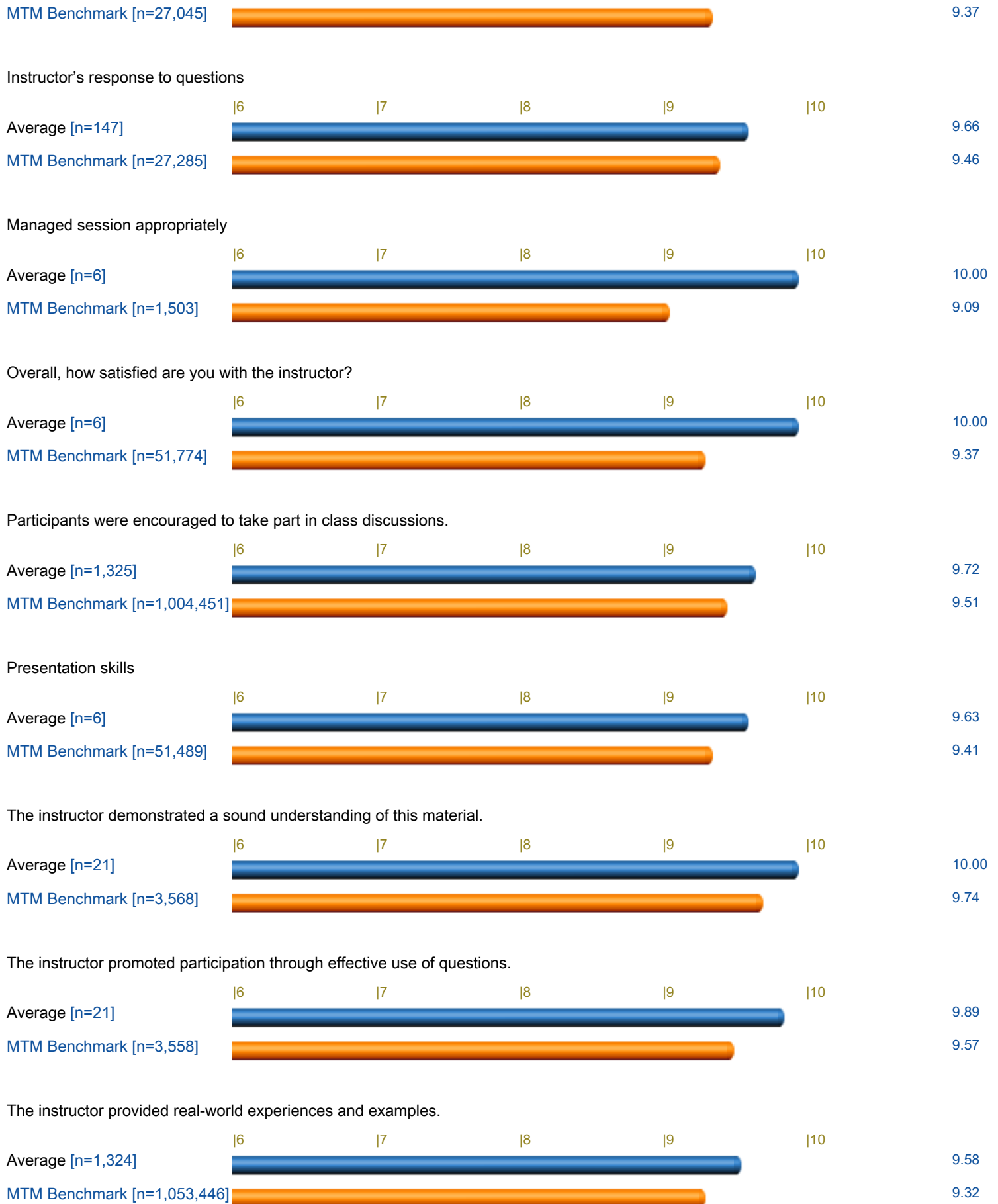
Report Card - Instructor

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



Report Card - Instructor

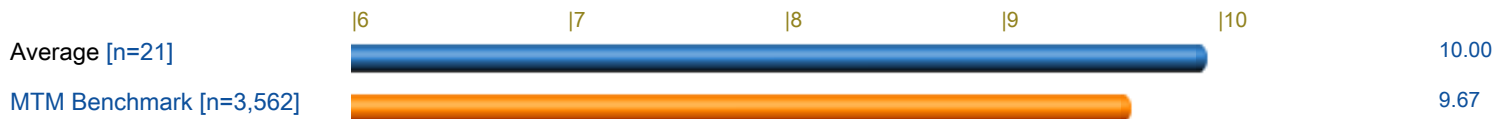
a summary of learning performance by survey question category and by survey question



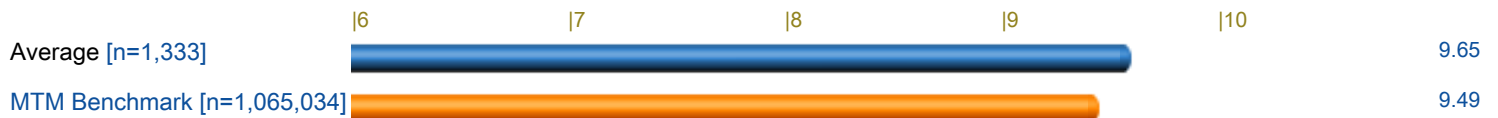
Report Card - Instructor

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

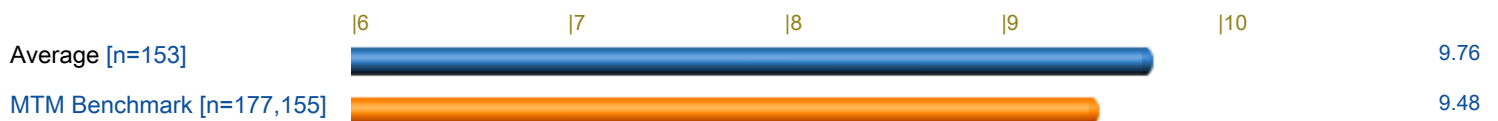
The instructor provided timely and concise answers to questions.



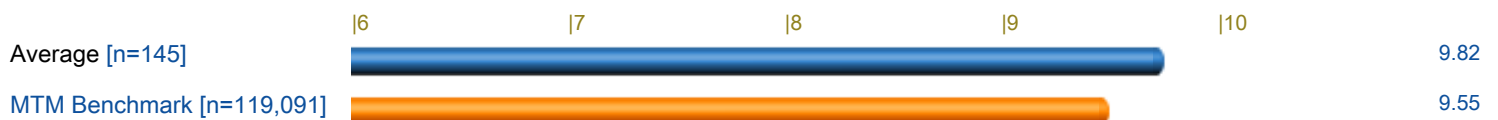
The instructor was knowledgeable about the subject.



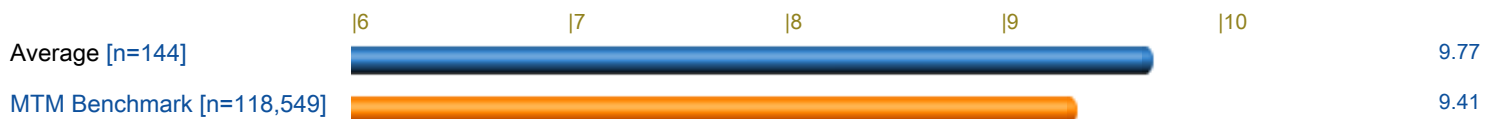
The instructor was prepared and organized for the class.



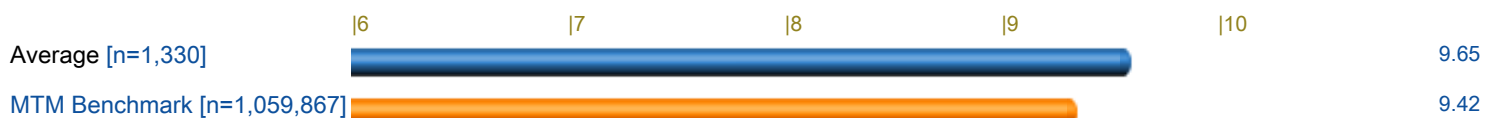
The instructor was responsive to participants' needs and questions.



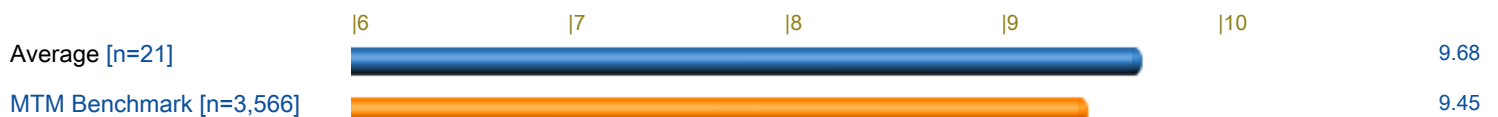
The instructor's energy and enthusiasm kept the participants actively engaged.



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

MTM Benchmark [n=174,332]  8.42

I have been able to successfully apply the knowledge/skills learned in this class to my job.

Average [n=70]  8.18

MTM Benchmark [n=49,129]  8.01

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

Average [n=6]  8.88

MTM Benchmark [n=48,609]  8.73

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

Average [n=109]  9.15

MTM Benchmark [n=64,090]  8.50

Report Card - Learning Effectiveness

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

Learning Effectiveness

Average [n=1,520]  9.00

MTM Benchmark [n=1,071,239]  8.82

I have learned new knowledge/skills from this training.

Average [n=1,396]  8.97

MTM Benchmark [n=972,476]  8.81

I learned new knowledge and skills from this training.

Average [n=124]  9.36

MTM Benchmark [n=93,696]  9.02

Report Card - Media

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

Media

Average [n=29]  9.34

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=29]  9.34

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=4]  10.00

MTM Benchmark [n=701]  9.33

Mentor's effectiveness in supporting your learning experience

Average [n=4]  10.00

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=21]  9.94

MTM Benchmark [n=3,545]  9.23

Considering other educational experiences, I would rate this event:

Average [n=21]  9.79

MTM Benchmark [n=2,280]  9.16

Overall, I was satisfied with this course.

Average [n=21]  10.00

MTM Benchmark [n=3,530]  9.28

This training was a worthwhile investment for my employer.

Average [n=16]  10.00

Report Card - Overall Evaluation

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

MTM Benchmark [n=3,177]



9.14

This training was a worthwhile investment in my career development.



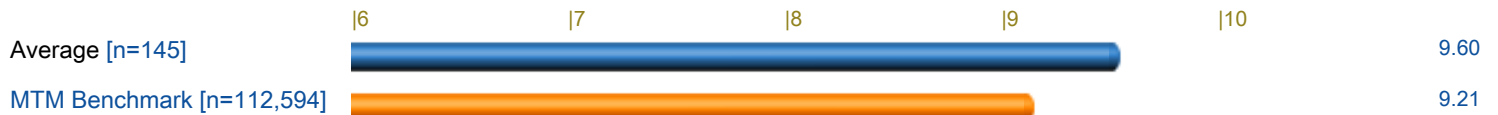
Report Card - Overall Satisfaction

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

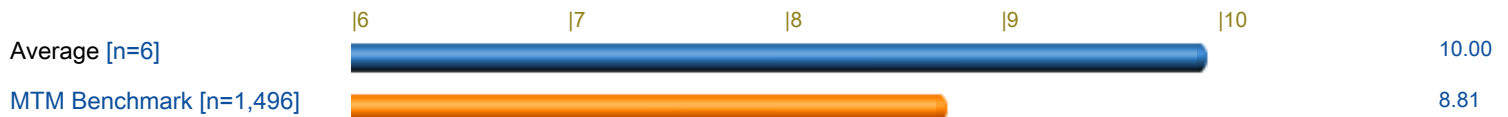
Overall Satisfaction



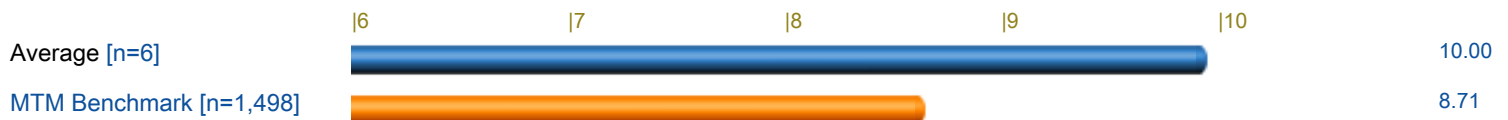
Everything considered, I was satisfied with this class.



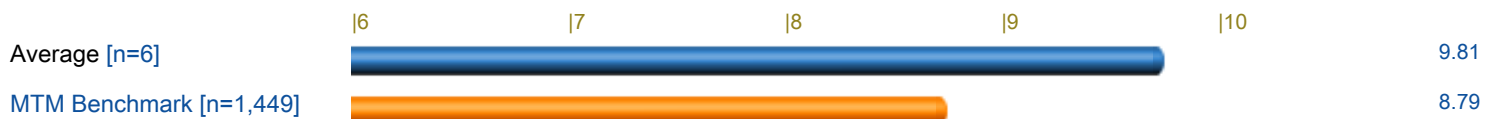
New skills or knowledge learned



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

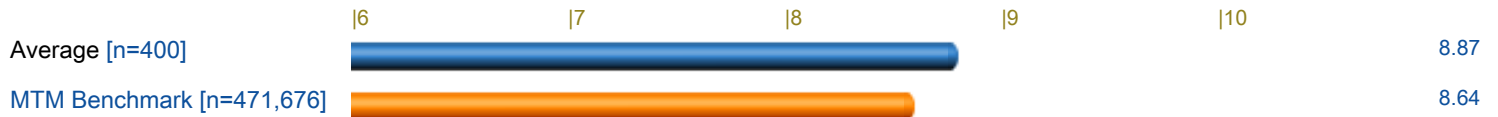
a summary of learning performance by survey question category and by survey question



This training was a worthwhile investment for my employer.



This training was a worthwhile investment in my career development.



Report Card - 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.

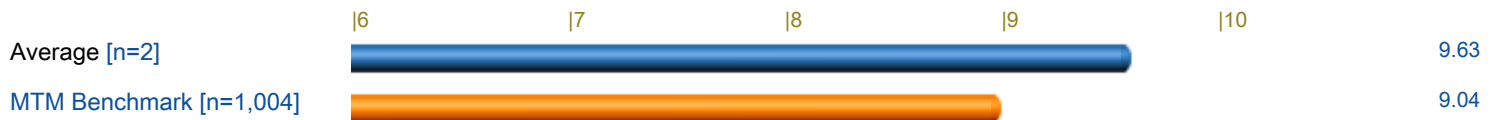


Report Card - Technical Support

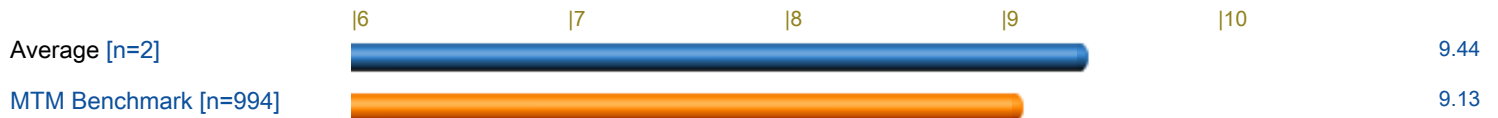
a summary of learning performance by survey question category and by survey question

question

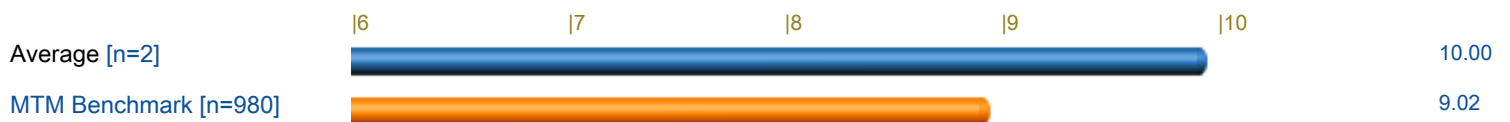
Technical Support



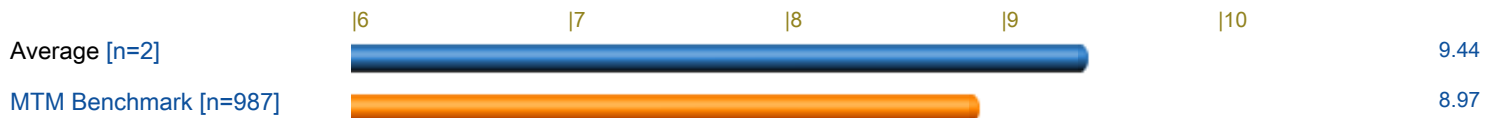
Communication - Professional and considerate



Effectiveness - Knowledgeable, Provided appropriate solution



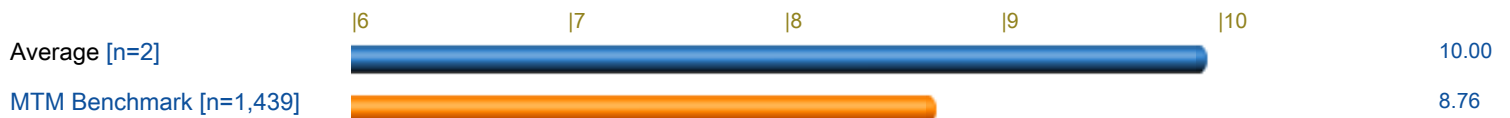
Responsiveness - Answered call in a timely manner



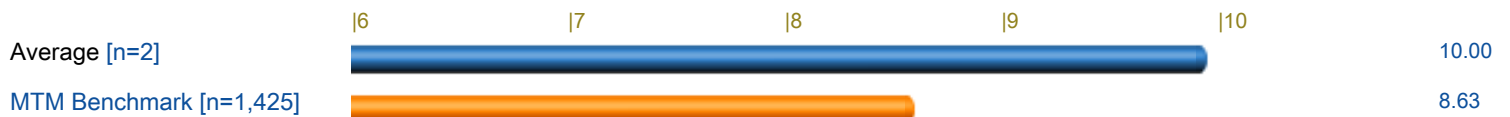
Report Card - Technology

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

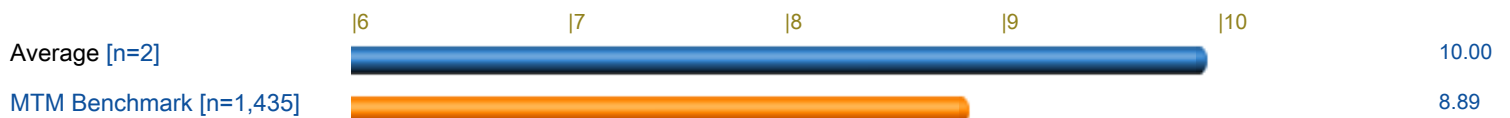
Technology



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: | Oct 1, 2008 to Dec 31, 2008 |
| Benchmark: | All New Horizons |
| Scale: | 1 Low - 10 High |

ver. 001