

EDUCATION Course Evaluation Questionnaire

AND CERTIFICATION Microsoft Official Curriculum

Course Number: <u>2087</u>	Course Name: <u>Windows Clustering</u>	Date of Course: <u>9/9/02</u>
MS ATEC Name: _____	MSP ID: _____	
Instructor Name: <u>Norm Hebert</u>	Instructor's MCP ID: _____	
Student Name: <u>Meeta L</u>	Evaluation ID: _____	
Company Name: <u>UPS</u>	Phone: <u>380-</u>	
Address: <u>DIXIE Warehouse</u>	Fax: _____	
City: <u>LOUISVILLE</u>	State/Province: <u>NY</u>	Country: <u>Jefferson</u>
	ZIP: <u>40213</u>	

1. The primary industry of your firm or division is: (Select only one.)
 - Consumer products
 - Independent hardware vendor
 - Original equipment manufacturer
 - Manufacturing, electronics
 - Education, training
 - Independent software developer
 - Value added reseller
 - Government, military
 - Consultant, computer-related service
 - Banking
 - Finance
 - Insurance
 - Retail
 - Retail computer, dealer/distributor
 - Oil
 - Airlines

2. Success on your current job is based primarily on your ability to: (Select only one.)
 - Design, develop or test computer hardware or software
 - Sell computer hardware, software or services
 - Set long-term vision, strategies, plans and budgets for creation of information systems
 - Create detailed technical design for information systems
 - Implement, administer and troubleshoot information systems
 - Provide software technical support to computer users
 - Conduct training for computer users
 - Develop and write education materials or documentation for computer users
 - Publish computer industry information trends
 - Manager of above

3. How long have you worked with the products used in this course? (Select only one.)
 - less than 3 months
 - 3 months to 6 months
 - more than 6 months

4. How many months or years of related product experience do you have? (Select only one.)
 - less than 6 months
 - 6 months to 1 year
 - over 1 year and less than 2 years
 - over 2 years

5. How did you hear about this course? (Select only one.)
 - Referral from a co-worker
 - Referral from someone other than a co-worker
 - Advertisement
 - Trade show
 - MSDN CD-ROM
 - TechNet CD-ROM
 - http://www.microsoft.com/train_cert
 - Microsoft Solution Provider Authorized Technical Education Center
 - Special promotion

6. How are you going to use this class? (Select only one.)
 - Preparation to become a MCPS: Microsoft Certified Product Specialist
 - Preparation to become a MCSE: Microsoft Certified Systems Engineer
 - Preparation to become a MCSA: Microsoft Certified Solution Developer
 - Preparation to become a Microsoft Certified Trainer
 - Re-training for future job opportunities
 - Training of internal staff
 - Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? (Select only one.)
 - Video
 - Self-study
 - Microsoft Press books
 - Resource Kit
 - MSDN CD-ROM
 - TechNet CD-ROM
 - MSTV

Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Mildly Agree 4. Neutral 3. Mildly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations to Microsoft for making the course content and materials more valuable to you?

did an excellent job.

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for the instructor that will improve his or her effectiveness in delivering this course?

The instructor did an excellent job - easy to understand.

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for improving the quality of service provided by this training center?

Need more comfortable chairs

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MS ATEC Name: <u>UPS</u>	MSP ID: _____	
Instructor Name: <u>Norm Hebert</u>	Instructor's MCP ID: _____	
Student Name: <u>Patrick C</u>	Evaluation ID: _____	
Company Name: <u>UPS</u>	Phone: _____	
Address: <u>6716 Grade Ln Suite 208B</u>	Fax: _____	
City: <u>Louisville</u>	State/Province: <u>KY</u>	ZIP: <u>40213</u>
		Country: <u>USA</u>

1. The primary industry of your firm or division is: *(Select only one.)*
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 - Special promotion

6. How are you going to use this class? *(Select only one.)*
 - Preparation to become a MCPS: Microsoft Certified Product Specialist
 - Preparation to become a MCSE: Microsoft Certified Systems Engineer
 - Preparation to become a MCSO: Microsoft Certified Solution Developer
 - Preparation to become a Microsoft Certified Trainer
 - Re-training for future job opportunities
 - Training of internal staff
 - Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? *(Select only one.)*
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Microsoft

Indicate the degree to which you agree with each statement:

1. Strongly Agree 0. Agree 3. Mildly Agree 4. Neutral 5. Mildly Disagree 6. Disagree 7. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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What are your recommendations to Microsoft for making the course content and materials more valuable to you?

INSTRUCTOR EVALUATION

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22. The instructor answered all appropriate questions clearly and completely.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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What are your recommendations for improving the quality of service provided by this training center?



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Instructor Name: <u>Norm Herbert</u>	Instructor's MCP ID: _____	
Student Name: <u>Michael P</u>	Evaluation ID: _____	
Company Name: <u>UPS</u>	Phone: _____	
Address: <u>6716 Gracie Lane #903</u>		Fax: _____
City: <u>Louisville</u>	State/Province: <u>Ky</u>	Country: _____
	ZIP: <u>40213</u>	

1. The primary industry of your firm or division is: *(Select only one.)*
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6. How are you going to use this class? *(Select only one.)*
 - Preparation to become a MCPS: Microsoft Certified Product Specialist
 - Preparation to become a MCSE: Microsoft Certified Systems Engineer
 - Preparation to become a MCS: Microsoft Certified Solution Developer
 - Preparation to become a Microsoft Certified Trainer
 - Re-training for future job opportunities
 - Training of internal staff
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7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? *(Select only one.)*
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 - Self-study
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Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Midly Agree 4. Neutral 3. Midly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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10. The course length is appropriate to cover the course content.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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15. The course materials were easy to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations to Microsoft for making the course content and materials more valuable to you?

Microsoft should not overstate the scalability of its products.

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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23. The instructor's presentation was clear and well organized.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for the instructor that will improve his or her effectiveness in delivering this course?

The instructor was fine, but the room wasn't very suitable for using the white board.

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Better white-board / access to it.



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8. I met all course prerequisites.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are your recommendations to Microsoft for making the <u>course content and materials</u> more valuable to you?							

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for the instructor that will improve his or her effectiveness in delivering this course?

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for improving the quality of service provided by this training center?

EDUCATION Course Evaluation Questionnaire

AND CERTIFICATION Microsoft Official Curriculum

Course Number: <u>2087</u>	Course Name: <u>Windows Clustering</u>	Date of Course: <u>9/9 - 9/11/02</u>
MS ATEC Name: _____	MSP ID: _____	
Instructor Name: <u>Norm Hebert</u>	Instructor's MCP ID: _____	
Student Name: <u>Melanie B</u>	Evaluation ID: _____	
Company Name: <u>United Parcel Service</u>	Phone: _____	
Address: <u>1400 N. Hurstbourne Pkwy</u>	Fax: _____	
City: <u>Louisville</u>	State/Province: <u>Ky</u>	ZIP: <u>40223</u>
		Country: _____

1. The primary industry of your firm or division is: *(Select only one.)*
 - Consumer products
 - Independent hardware vendor
 - Original equipment manufacturer
 - Manufacturing, electronics
 - Education, training
 - Independent software developer
 - Value added reseller
 - Government, military
 - Consultant, computer-related service
 - Banking
 - Finance
 - Insurance
 - Retail
 - Retail computer, dealer/distributor
 - Oil
 - Airlines

2. Success on your current job is based primarily on your ability to: *(Select only one.)*
 - Design, develop or test computer hardware or software
 - Sell computer hardware, software or services
 - Set long-term vision, strategies, plans and budgets for creation of information systems
 - Create detailed technical design for information systems
 - Implement, administer and troubleshoot information systems
 - Provide software technical support to computer users
 - Conduct training for computer users
 - Develop and write education materials or documentation for computer users
 - Publish computer industry information trends
 - Manager of above

3. How long have you worked with the products used in this course? *(Select only one.)*
 - less than 3 months
 - 3 months to 6 months
 - more than 6 months

4. How many months or years of related product experience do you have? *(Select only one.)*
 - less than 6 months
 - 6 months to 1 year
 - over 1 year and less than 2 years
 - over 2 years

5. How did you hear about this course? *(Select only one.)*
 - Referral from a co-worker
 - Referral from someone other than a co-worker
 - Advertisement
 - Trade show
 - MSDN CD-ROM
 - TechNet CD-ROM
 - http://www.microsoft.com/train_cert
 - Microsoft Solution Provider Authorized Technical Education Center
 - Special promotion

6. How are you going to use this class? *(Select only one.)*
 - Preparation to become a MCPS: Microsoft Certified Product Specialist
 - Preparation to become a MCSE: Microsoft Certified Systems Engineer
 - Preparation to become a MCSD: Microsoft Certified Solution Developer
 - Preparation to become a Microsoft Certified Trainer
 - Re-training for future job opportunities
 - Training of internal staff
 - Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? *(Select only one.)*
 - Video
 - Self-study
 - Microsoft Press books
 - Resource Kit
 - MSDN CD-ROM
 - TechNet CD-ROM
 - MSTV

Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Mildly Agree 4. Neutral 3. Mildly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are your recommendations to Microsoft for making the <u>course content and materials</u> more valuable to you?							

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are your recommendations for the <u>instructor</u> that will improve his or her effectiveness in delivering this course?							

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are your recommendations for improving the quality of service provided by this <u>training center</u> ?							



EDUCATION Course Evaluation Questionnaire

AND CERTIFICATION Microsoft Official Curriculum

Course Number: <u>2087</u>	Course Name: <u>Windows Clustering</u>	Date of Course: <u>9 Sept - 11 Sept 2002</u>
MS ATEC Name: <u>UPS</u>	MSP ID: _____	
Instructor Name: <u>Norm Hebert</u>	Instructor's MCP ID: _____	
Student Name: <u>John R.</u>	Evaluation ID: _____	
Company Name: <u>UPS</u>	Phone: _____	
Address: _____	Fax: _____	
City: _____	State/Province: _____	ZIP: _____
		Country: _____

1. The primary industry of your firm or division is: *(Select only one.)*
 - Consumer products
 - Independent hardware vendor
 - Original equipment manufacturer
 - Manufacturing, electronics
 - Education, training
 - Independent software developer
 - Value added reseller
 - Government, military
 - Consultant, computer-related service
 - Banking
 - Finance
 - Insurance
 - Retail
 - Retail computer, dealer/distributor
 - Oil
 - Airlines

2. Success on your current job is based primarily on your ability to: *(Select only one.)*
 - Design, develop or test computer hardware or software
 - Sell computer hardware, software or services
 - Set long-term vision, strategies, plans and budgets for creation of information systems
 - Create detailed technical design for information systems
 - Implement, administer and troubleshoot information systems
 - Provide software technical support to computer users
 - Conduct training for computer users
 - Develop and write education materials or documentation for computer users
 - Publish computer industry information trends
 - Manager of above

3. How long have you worked with the products used in this course? *(Select only one.)*
 - less than 3 months
 - 3 months to 6 months
 - more than 6 months

4. How many months or years of related product experience do you have? *(Select only one.)*
 - less than 6 months
 - 6 months to 1 year
 - over 1 year and less than 2 years
 - over 2 years

5. How did you hear about this course? *(Select only one.)*
 - Referral from a co-worker
 - Referral from someone other than a co-worker
 - Advertisement
 - Trade show
 - MSDN CD-ROM
 - TechNet CD-ROM
 - http://www.microsoft.com/train_cert
 - Microsoft Solution Provider Authorized Technical Education Center
 - Special promotion

6. How are you going to use this class? *(Select only one.)*
 - Preparation to become a MCPS: Microsoft Certified Product Specialist
 - Preparation to become a MCSE: Microsoft Certified Systems Engineer
 - Preparation to become a MCSA: Microsoft Certified Solution Developer
 - Preparation to become a Microsoft Certified Trainer
 - Re-training for future job opportunities
 - Training of internal staff
 - Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? *(Select only one.)*
 - Video
 - Self-study
 - Microsoft Press books
 - Resource Kit
 - MSDN CD-ROM
 - TechNet CD-ROM
 - MSTV

Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Mildly Agree 4. Neutral 3. Mildly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations to Microsoft for making the course content and materials more valuable to you?

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for the instructor that will improve his or her effectiveness in delivering this course?

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for improving the quality of service provided by this training center?



EDUCATION Course Evaluation Questionnaire

AND CERTIFICATION Microsoft Official Curriculum

Course Number: <u>2087A</u> Course Name: <u>WINDOWS CLUSTERING</u>		Date of Course: <u>9-9 to 9-11</u>
MS ATEC Name: <u>UPS</u>		MSP ID: _____
Instructor Name: <u>NORM HEBERT</u>		Instructor's MCP ID: _____
Student Name: <u>BOBBY H</u>		Evaluation ID: _____
Company Name: <u>UNITED PARCEL SERVICE</u>		Phone: _____
Address: <u>6714 GRADE LN</u>		Fax: _____
City: <u>LOUISVILLE</u>	State/Province: <u>KY</u>	ZIP: <u>40213</u> Country: _____

1. The primary industry of your firm or division is: *(Select only one.)*
 - Consumer products
 - Independent hardware vendor
 - Original equipment manufacturer
 - Manufacturing, electronics
 - Education, training
 - Independent software developer
 - Value added reseller
 - Government, military
 - Consultant, computer-related service
 - Banking
 - Finance
 - Insurance
 - Retail
 - Retail computer, dealer/distributor
 - Other
 - Airlines

2. Success on your current job is based primarily on your ability to: *(Select only one.)*
 - Design, develop or test computer hardware or software
 - Sell computer hardware, software or services
 - Set long-term vision, strategies, plans and budgets for creation of information systems
 - Create detailed technical design for information systems
 - Implement, administer and troubleshoot information systems
 - Provide software technical support to computer users
 - Conduct training for computer users
 - Develop and write education materials or documentation for computer users
 - Publish computer industry information trends
 - Manager of above

3. How long have you worked with the products used in this course? *(Select only one.)*
 - less than 3 months
 - 3 months to 6 months
 - more than 6 months

4. How many months or years of related product experience do you have? *(Select only one.)*
 - less than 6 months
 - 6 months to 1 year
 - over 1 year and less than 2 years
 - over 2 years

5. How did you hear about this course? *(Select only one.)*
 - Referral from a co-worker
 - Referral from someone other than a co-worker
 - Advertisement
 - Trade show
 - MSDN CD-ROM
 - TechNet CD-ROM
 - http://www.microsoft.com/train_cert
 - Microsoft Solution Provider Authorized Technical Education Center
 - Special promotion

6. How are you going to use this class? *(Select only one.)*
 - Preparation to become a MCPS: Microsoft Certified Product Specialist
 - Preparation to become a MCSE: Microsoft Certified Systems Engineer
 - Preparation to become a MCSA: Microsoft Certified Solution Administrator
 - Preparation to become a Microsoft Certified Trainer
 - Re-training for future job opportunities
 - Training of internal staff
 - Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? *(Select only one.)*
 - Video
 - Self-study
 - Microsoft Press books
 - Resource Kit
 - MSDN CD-ROM
 - TechNet CD-ROM
 - MSTV

Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Mildly Agree 4. Neutral 3. Mildly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are your recommendations to Microsoft for making the <u>course content and materials</u> more valuable to you?							

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for the instructor that will improve his or her effectiveness in delivering this course?

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for improving the quality of service provided by this training center?



EDUCATION Course Evaluation Questionnaire

AND CERTIFICATION Microsoft Official Curriculum

Course Number: <u>2087</u>	Course Name: <u>Windows Clustering</u>	Date of Course: <u>9-9-02</u>
MS ATEC Name: <u>UPS</u>	MSP ID: _____	
Instructor Name: <u>Norm Hebert</u>	Instructor's MCP ID: _____	
Student Name: <u>Jason Z</u>	Evaluation ID: _____	
Company Name: <u>United Parcel Service</u>	Phone: _____	
Address: <u>6716 Grade Ln, Suite 908</u>	Fax: _____	
City: <u>Louisville</u>	State/Province: <u>KY</u>	ZIP: <u>40213</u>
		Country: <u>USA</u>

1. The primary industry of your firm or division is: *(Select only one.)*
 - Consumer products
 - Independent hardware vendor
 - Original equipment manufacturer
 - Manufacturing, electronics
 - Education, training
 - Independent software developer
 - Value added reseller
 - Government, military
 - Consultant, computer-related service
 - Banking
 - Finance
 - Insurance
 - Retail
 - Retail computer, dealer/distributor
 - Oil
 - Airlines

2. Success on your current job is based primarily on your ability to: *(Select only one.)*
 - Design, develop or test computer hardware or software
 - Sell computer hardware, software or services
 - Set long-term vision, strategies, plans and budgets for creation of information systems
 - Create detailed technical design for information systems
 - Implement, administer and troubleshoot information systems
 - Provide software technical support to computer users
 - Conduct training for computer users
 - Develop and write education materials or documentation for computer users
 - Publish computer industry information trends
 - Manager of above

3. How long have you worked with the products used in this course? *(Select only one.)*
 - less than 3 months
 - 3 months to 6 months
 - more than 6 months

4. How many months or years of related product experience do you have? *(Select only one.)*
 - less than 6 months
 - 6 months to 1 year
 - over 1 year and less than 2 years
 - over 2 years

5. How did you hear about this course? *(Select only one.)*
 - Referral from a co-worker
 - Referral from someone other than a co-worker
 - Advertisement
 - Trade show
 - MSDN CD-ROM
 - TechNet CD-ROM
 - http://www.microsoft.com/train_cert
 - Microsoft Solution Provider Authorized Technical Education Center
 - Special promotion

6. How are you going to use this class? *(Select only one.)*
 - Preparation to become a MCPS: Microsoft Certified Product Specialist
 - Preparation to become a MCSE: Microsoft Certified Systems Engineer
 - Preparation to become a MCSO: Microsoft Certified Solution Developer
 - Preparation to become a Microsoft Certified Trainer
 - Re-training for future job opportunities
 - Training of internal staff
 - Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? *(Select only one.)*
 - Video
 - Self-study
 - Microsoft Press books
 - Resource Kit
 - MSDN CD-ROM
 - TechNet CD-ROM
 - MSTV

Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Mildly Agree 4. Neutral 3. Mildly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations to Microsoft for making the course content and materials more valuable to you?

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for the instructor that will improve his or her effectiveness in delivering this course?

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for improving the quality of service provided by this training center?

We could have used more table space for both the computer and the book.

EDUCATION Course Evaluation Questionnaire

AND CERTIFICATION Microsoft Official Curriculum

Course Number: <u>2087</u>		Course Name: <u>WINDOWS CLUSTERING</u>		Date of Course: 8/11/2002 <u>9/11/2002</u>	
MS ATEC Name: <u>[initials]</u>		MSP ID: _____		Instructor's MCP ID: _____	
Instructor Name: <u>NORM HEBERT</u>		Evaluation ID: _____		Phone: <u>502-329-3533</u>	
Student Name: <u>ANTHONY S</u>		Fax: _____		Country: _____	
Company Name: <u>UPS</u>		City: <u>LOUISVILLE</u>		State/Province: <u>KY</u>	
Address: <u>1400 N. HURST BOURNE PKWY</u>		ZIP: <u>40245</u>		Country: _____	

1. The primary industry of your firm or division is:
 (Select only one.)

- Consumer products
- Independent hardware vendor
- Original equipment manufacturer
- Manufacturing, electronics
- Education, training
- Independent software developer
- Value added reseller
- Government, military
- Consultant, computer-related service
- Banking
- Finance
- Insurance
- Retail
- Retail computer, dealer/distributor
- Oil
- Airlines

2. Success on your current job is based primarily on your ability to: (Select only one.)

- Design, develop or test computer hardware or software
- Sell computer hardware, software or services
- Set long-term vision, strategies, plans and budgets for creation of information systems
- Create detailed technical design for information systems
- Implement, administer and troubleshoot information systems
- Provide software technical support to computer users
- Conduct training for computer users
- Develop and write education materials or documentation for computer users
- Publish computer industry information trends
- Manager of above

3. How long have you worked with the products used in this course? (Select only one.)

- less than 3 months
- 3 months to 6 months
- more than 6 months

4. How many months or years of related product experience do you have? (Select only one.)

- less than 6 months
- 6 months to 1 year
- over 1 year and less than 2 years
- over 2 years

5. How did you hear about this course? (Select only one.)

- Referral from a co-worker
- Referral from someone other than a co-worker
- Advertisement
- Trade show
- MSDN CD-ROM
- TechNet CD-ROM
- http://www.microsoft.com/train_cert
- Microsoft Solution Provider Authorized Technical Education Center
- Special promotion

6. How are you going to use this class? (Select only one.)

- Preparation to become a MCPS: Microsoft Certified Product Specialist
- Preparation to become a MCSE: Microsoft Certified Systems Engineer
- Preparation to become a MCSD: Microsoft Certified Solution Developer
- Preparation to become a Microsoft Certified Trainer
- Re-training for future job opportunities
- Training of internal staff
- Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? (Select only one.)

- Video
- Self-study
- Microsoft Press books
- Resource Kit
- MSDN CD-ROM
- TechNet CD-ROM
- MSTV

Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Mildly Agree 4. Neutral 3. Mildly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations to Microsoft for making the course content and materials more valuable to you?

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for the instructor that will improve his or her effectiveness in delivering this course?

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for improving the quality of service provided by this training center?

BETTER CHAIRS

EDUCATION Course Evaluation Questionnaire

AND CERTIFICATION Microsoft Official Curriculum

Course Number: <u>2087</u>	Course Name: <u>Implementing Windows 2000 Clusters</u>	Date of Course: <u>9/9-9/11</u>
MSATEC Name: <u>Windows 2000 Clustering - UPS</u>	MSP ID: _____	
Instructor Name: <u>Norm Hebert</u>	Instructor's MCP ID: _____	
Student Name: <u>Michelle A</u>	Evaluation ID: _____	
Company Name: <u>UPS</u>	Phone: _____	
Address: <u>6716 Grade Lane Suite 908B</u>	Fax: _____	
City: <u>Louis</u>	State/Province: <u>Ky</u>	ZIP: <u>40213</u>
	Country: <u>USA</u>	

1. The primary industry of your firm or division is: *(Select only one.)*
 - Consumer products
 - Independent hardware vendor
 - Original equipment manufacturer
 - Manufacturing, electronics
 - Education, training
 - Independent software developer
 - Value added reseller
 - Government, military
 - Consultant, computer-related service
 - Banking
 - Finance
 - Insurance
 - Retail
 - Retail computer, dealer/distributor
 - Oil
 - Airlines transformation

2. Success on your current job is based primarily on your ability to: *(Select only one.)*
 - Design, develop or test computer hardware or software
 - Sell computer hardware, software or services
 - Set long-term vision, strategies, plans and budgets for creation of information systems
 - Create detailed technical design for information systems
 - Implement, administer and troubleshoot information systems
 - Provide software technical support to computer users
 - Conduct training for computer users
 - Develop and write education materials or documentation for computer users
 - Publish computer industry information trends
 - Manager of above

3. How long have you worked with the products used in this course? *(Select only one.)*
 - less than 3 months
 - 3 months to 6 months
 - more than 6 months

4. How many months or years of related product experience do you have? *(Select only one.)*
 - less than 6 months
 - 6 months to 1 year
 - over 1 year and less than 2 years
 - over 2 years

5. How did you hear about this course? *(Select only one.)*
 - Referral from a co-worker
 - Referral from someone other than a co-worker
 - Advertisement
 - Trade show
 - MSDN CD-ROM
 - TechNet CD-ROM
 - http://www.microsoft.com/train_cert
 - Microsoft Solution Provider Authorized Technical Education Center
 - Special promotion

6. How are you going to use this class? *(Select only one.)*
 - Preparation to become a MCPS: Microsoft Certified Product Specialist
 - Preparation to become a MCSE: Microsoft Certified Systems Engineer
 - Preparation to become a MCSA: Microsoft Certified Solution Developer
 - Preparation to become a Microsoft Certified Trainer
 - Re-training for future job opportunities
 - Training of internal staff
 - Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? *(Select only one.)*
 - Video
 - Self-study
 - Microsoft Press books
 - Resource Kit
 - MSDN CD-ROM
 - TechNet CD-ROM
 - MSTV



Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Mildly Agree 4. Neutral 3. Mildly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations to Microsoft for making the course content and materials more valuable to you?

INSTRUCTOR EVALUATION

17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for the instructor that will improve his or her effectiveness in delivering this course?

TRAINING CENTER EVALUATION

26. The computer equipment was functional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are your recommendations for improving the quality of service provided by this training center?

EDUCATION Course Evaluation Questionnaire

AND CERTIFICATION Microsoft Official Curriculum

Course Number: <u>2087</u>	Course Name: <u>W2K CLUSTERING</u>	Date of Course: <u>09-09 to 09-11</u>
MSATEC Name: _____	MSP ID: _____	
Instructor Name: <u>NORM HEBERT</u>	Instructor's MCP ID: _____	
Student Name: <u>SHAWN I</u>	Evaluation ID: _____	
Company Name: <u>UPS</u>	Phone: _____	
Address: _____	Fac: _____	
City: _____	State/Province: _____	ZIP: _____
		Country: _____

1. The primary industry of your firm or division is:
 (Select only one.)

- Consumer products
- Independent hardware vendor
- Original equipment manufacturer
- Manufacturing, electronics
- Education, training
- Independent software developer
- Value added reseller
- Government, military
- Consultant, computer-related service
- Banking
- Finance
- Insurance
- Retail
- Retail computer, dealer/distributor
- Other
- Airlines

2. Success on your current job is based primarily on your ability to: (Select only one.)

- Design, develop or test computer hardware or software
- Sell computer hardware, software or services
- Set long-term vision, strategies, plans and budgets for creation of information systems
- Create detailed technical design for information systems
- Implement, administer and troubleshoot information systems
- Provide software technical support to computer users
- Conduct training for computer users
- Develop and write education materials or documentation for computer users
- Publish computer industry information trends
- Manager of above

3. How long have you worked with the products used in this course? (Select only one.)

- less than 3 months
- 3 months to 6 months
- more than 6 months

4. How many months or years of related product experience do you have? (Select only one.)

- less than 6 months
- 6 months to 1 year
- over 1 year and less than 2 years
- over 2 years

5. How did you hear about this course? (Select only one.)

- Referral from a co-worker
- Referral from someone other than a co-worker
- Advertisement
- Trade show
- MSDN CD-ROM
- TechNet CD-ROM
- http://www.microsoft.com/train_cert
- Microsoft Solution Provider Authorized Technical Education Center
- Special promotion

6. How are you going to use this class? (Select only one.)

- Preparation to become a MCPS: Microsoft Certified Product Specialist
- Preparation to become a MCSE: Microsoft Certified Systems Engineer
- Preparation to become a MCSO: Microsoft Certified Solution Developer
- Preparation to become a Microsoft Certified Trainer
- Re-training for future job opportunities
- Training of internal staff
- Professional development

7. If you plan to become a Microsoft Certified Professional, what other method do you plan to use to prepare for your next Microsoft Certified Professional exam? (Select only one.)

- Video
- Self-study
- Microsoft Press books
- Resource Kit
- MSDN CD-ROM
- TechNet CD-ROM
- MSTV

Indicate the degree to which you agree with each statement:

7. Strongly Agree 6. Agree 5. Mildly Agree 4. Neutral 3. Mildly Disagree 2. Disagree 1. Strongly Disagree

8. I met all course prerequisites.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The knowledge and skills covered in this course will help me do my job.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The course length is appropriate to cover the course content.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The balance between lecture and lab is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The balance between technical theory and implementation details is appropriate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The lab exercises are useful aids in learning the knowledge and skills covered in this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The graphics/multimedia elements helped to clarify technical concepts.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course materials were easy to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I intend to use the course materials in the future.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are your recommendations to Microsoft for making the <u>course content and materials</u> more valuable to you?							

INSTRUCTOR EVALUATION							
17. The instructor demonstrated technical expertise on the product and subject matter of this course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The instructor controlled the training environment to promote learning.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The instructor explained technical concepts in a way which promoted understanding.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The instructor asked questions appropriately.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The instructor answered all appropriate questions clearly and completely.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The instructor's presentation was clear and well organized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The instructor was available for student questions during labs and breaks.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I would highly recommend this instructor to my colleagues.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are your recommendations for the <u>instructor</u> that will improve his or her effectiveness in delivering this course?							

TRAINING CENTER EVALUATION							
26. The computer equipment was functional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. The classroom configuration was comfortable to promote learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. The staff of this training center were courteous and helpful to student needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are your recommendations for improving the quality of service provided by this <u>training center</u> ?							

