NOVA TECHNOLOGY

2087 Clustering (3-day)

January 29 – 31

Brian   (Pass)

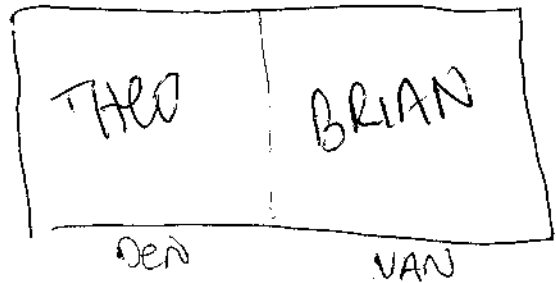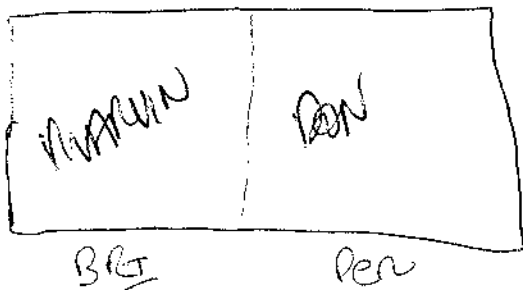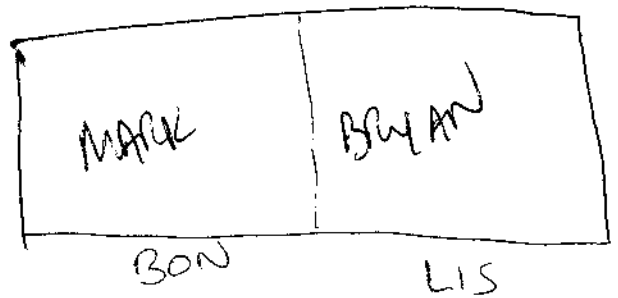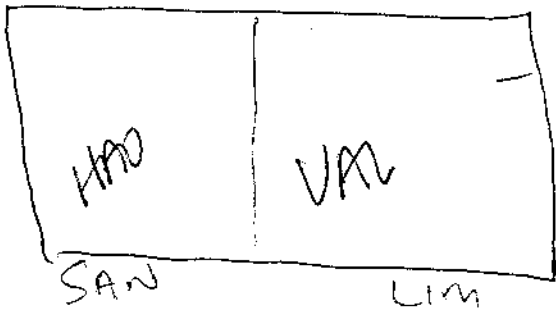Theo   (Voucher)

✱ Ekwueme   (Pass) ╱

Mark   (Pass) ✓

Val   (Pass)

Bryan   (Voucher) ✓

Don   (Voucher) ✓

EDUCATION Course Evaluation Questionnaire

Course Number: _20__ Course Name: _Implementing Windows Clustering_

MS CTEC Name: _Orange Tech. Inst._

Instructor Name: _Norm Hebert_

Student Name: _Ekwueme_

Company Name: _Nova Tech._

Address: _____

City: _Columbia_   State/Province: _MD_   ZIP: _21044_

Date of Course: _____

MSP ID: _____

Instructor's MCP ID: _____

Evaluation ID: _____

Phone: _____

Fax: _____

E-mail: _____

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

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

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
INSTRUCTOR EVALUATION							
17. The instructor demonstrated technical expertise on the product and subject matter of this course.	☑	☐	☐	☐	☐	☐	☐
18. The instructor controlled the training environment to promote learning.	☑	☐	☐	☐	☐	☐	☐
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	☑	☐	☐	☐	☐	☐	☐
20. The instructor explained technical concepts in a way which promoted understanding.	☑	☐	☐	☐	☐	☐	☐
21. The instructor asked questions appropriately.	☑	☐	☐	☐	☐	☐	☐
22. The instructor answered all appropriate questions clearly and completely.	☑	☐	☐	☐	☐	☐	☐
23. The instructor's presentation was clear and well organized.	☑	☐	☐	☐	☐	☐	☐
24. The instructor was available for student questions during labs and breaks.	☑	☐	☐	☐	☐	☐	☐
25. I would highly recommend this instructor to my colleagues.	☑	☐	☐	☐	☐	☐	☐

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

Keep up good work.

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
TRAINING CENTER EVALUATION							
26. The computer equipment was functional.	☐	☑	☐	☐	☐	☐	☑
27. The classroom configuration was comfortable to promote learning.	☐	☑	☐	☐	☐	☑	☐
28. The staff of this training center was courteous and helpful to student needs.	☐	☑	☐	☐	☐	☐	☐

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

MICROSOFT
EDUCATION Course Evaluation Questionnaire
AND CERTIFICATION   Microsoft Official Curriculum

Course Number: _____ Course Name: _____   Date of Course: _____

MS CTEC Name: _____   MSP ID: _____

Instructor Name: _____   Instructor's MCP ID: _____

Student Name: _____   Evaluation ID: _____

Company Name: _____   Phone: _____

Address: _____   Fax: _____

City: _____ State/Province: _____ ZIP: _____   E-mail: _____

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

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

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
INSTRUCTOR EVALUATION							
17. The instructor demonstrated technical expertise on the product and subject matter of this course.	☒	☐	☐	☐	☐	☐	☐
18. The instructor controlled the training environment to promote learning.	☒	☐	☐	☐	☐	☐	☐
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	☒	☐	☐	☐	☐	☐	☐
20. The instructor explained technical concepts in a way which promoted understanding.	☒	☐	☐	☐	☐	☐	☐
21. The instructor asked questions appropriately.	☒	☐	☐	☐	☐	☐	☐
22. The instructor answered all appropriate questions clearly and completely.	☒	☐	☐	☐	☐	☐	☐
23. The instructor's presentation was clear and well organized.	☒	☐	☐	☐	☐	☐	☐
24. The instructor was available for student questions during labs and breaks.	☒	☐	☐	☐	☐	☐	☐
25. I would highly recommend this instructor to my colleagues.	☒	☐	☐	☐	☐	☐	☐

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

Excellent Instructor! Thanks Norm.

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
TRAINING CENTER EVALUATION							
26. The computer equipment was functional.	☒	☐	☐	☐	☐	☐	☐
27. The classroom configuration was comfortable to promote learning.	☐	☐	☒	☐	☐	☐	☐
28. The staff of this training center was courteous and helpful to student needs.	☐	☒	☐	☐	☐	☐	☐

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

Better chairs, lighting and LCD displays

Microsoft

MICROSOFT
EDUCATION Course Evaluation Questionnaire
AND CERTIFICATION   Microsoft Official Curriculum

Course Number: _2of_ Course Name: _CUITORING_

Date of Course: _1/29/05_

MS CTEC Name: _____

MSP ID: _____

Instructor Name: _NORM HEBERT_

Instructor's MCP ID: _____

Student Name: _NGUYEN_

Evaluation ID: _____

Company Name: _____

Phone: _____

Address: _____

Fax: _____

City: _____ State/Province: _____ ZIP: _____

E-mail: _____

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

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.	☑	☐	☐	☐	☐	☐	☐
18. The instructor controlled the training environment to promote learning.	☑	☐	☐	☐	☐	☐	☐
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	☑	☐	☐	☐	☐	☐	☐
20. The instructor explained technical concepts in a way which promoted understanding.	☑	☐	☐	☐	☐	☐	☐
21. The instructor asked questions appropriately.	☑	☐	☐	☐	☐	☐	☐
22. The instructor answered all appropriate questions clearly and completely.	☑	☐	☐	☐	☐	☐	☐
23. The instructor's presentation was clear and well organized.	☑	☐	☐	☐	☐	☐	☐
24. The instructor was available for student questions during labs and breaks.	☑	☐	☐	☐	☐	☐	☐
25. I would highly recommend this instructor to my colleagues.	☑	☐	☐	☐	☐	☐	☐

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.	☑	☐	☐	☐	☐	☐	☐
27. The classroom configuration was comfortable to promote learning.	☑	☐	☐	☐	☐	☐	☐
28. The staff of this training center was courteous and helpful to student needs.	☑	☐	☐	☐	☐	☐	☐

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

Microsoft

MICROSOFT
EDUCATION Course Evaluation Questionnaire
AND CERTIFICATION   Microsoft Official Curriculum

Course Number: _____ Course Name: _____ Date of Course: _____

MS CTEC Name: _____   MSP ID: _____

Instructor Name: _Norm Herbert_____   Instructor's MCP ID: _____

Student Name: _Tabb_____   Evaluation ID: _____

Company Name: _Maxtor Training_____   Phone: _____

Address: _____   Fax: _____

City: _____ State/Province: _____ ZIP: _____   E-mail: _____

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

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

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
INSTRUCTOR EVALUATION							
17. The instructor demonstrated technical expertise on the product and subject matter of this course.	☒	☐	☐	☐	☐	☐	☐
18. The instructor controlled the training environment to promote learning.	☒	☐	☐	☐	☐	☐	☐
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	☒	☐	☐	☐	☐	☐	☐
20. The instructor explained technical concepts in a way which promoted understanding.	☒	☐	☐	☐	☐	☐	☐
21. The instructor asked questions appropriately.	☒	☐	☐	☐	☐	☐	☐
22. The instructor answered all appropriate questions clearly and completely.	☒	☐	☐	☐	☐	☐	☐
23. The instructor's presentation was clear and well organized.	☒	☐	☐	☐	☐	☐	☐
24. The instructor was available for student questions during labs and breaks.	☒	☐	☐	☐	☐	☐	☐
25. I would highly recommend this instructor to my colleagues.	☒	☐	☐	☐	☐	☐	☐

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

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
TRAINING CENTER EVALUATION							
26. The computer equipment was functional.	☐	☒	☐	☐	☐	☐	☐
27. The classroom configuration was comfortable to promote learning.	☐	☐	☐	☐	☐	☐	☒
28. The staff of this training center was courteous and helpful to student needs.	☐	☒	☐	☐	☐	☐	☐

What are your recommendations for improving the quality of service provided by this training center? _Larger desk area & more comfortable chairs._

Microsoft

MICROSOFT
EDUCATION Course Evaluation Questionnaire
AND CERTIFICATION   Microsoft Official Curriculum

Course Number: _208_ Course Name: _____   Date of Course: _____

MS CTEC Name: _ORANGE_   MSP ID: _____

Instructor Name: _Norm Hobot_   Instructor's MCP ID: _____

Student Name: _Mark_   Evaluation ID: _____

Company Name: _Nova Tech_   Phone: _____

Address: _____   Fax: _____

City: _____ State/Province: _____ ZIP: _____   E-mail: _____

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

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

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
INSTRUCTOR EVALUATION							
17. The instructor demonstrated technical expertise on the product and subject matter of this course.	☒	☐	☐	☐	☐	☐	☐
18. The instructor controlled the training environment to promote learning.	☒	☐	☐	☐	☐	☐	☐
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	☒	☐	☐	☐	☐	☐	☐
20. The instructor explained technical concepts in a way which promoted understanding.	☒	☐	☐	☐	☐	☐	☐
21. The instructor asked questions appropriately.	☒	☐	☐	☐	☐	☐	☐
22. The instructor answered all appropriate questions clearly and completely.	☒	☐	☐	☐	☐	☐	☐
23. The instructor's presentation was clear and well organized.	☒	☐	☐	☐	☐	☐	☐
24. The instructor was available for student questions during labs and breaks.	☒	☐	☐	☐	☐	☐	☐
25. I would highly recommend this instructor to my colleagues.	☒	☐	☐	☐	☐	☐	☐

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

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
TRAINING CENTER EVALUATION							
26. The computer equipment was functional.	☒	☐	☐	☐	☐	☐	☐
27. The classroom configuration was comfortable to promote learning.	☒	☐	☐	☐	☐	☐	☐
28. The staff of this training center was courteous and helpful to student needs.	☒	☐	☐	☐	☐	☐	☐

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

Microsoft

MICROSOFT
EDUCATION Course Evaluation Questionnaire
AND CERTIFICATION   Microsoft Official Curriculum

Course Number: _____ Course Name: _____   Date of Course: _____

MS CTEC Name: _____   MSP ID: _____

Instructor Name: _Heather Rorie_ (?) _____   Instructor's MCP ID: _____

Student Name: _____   Evaluation ID: _____

Company Name: _____   Phone: _____

Address: _____   Fax: _____

City: _____ State/Province: _____ ZIP: _____   E-mail: _____

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

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

		7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
INSTRUCTOR EVALUATION								
17.	The instructor demonstrated technical expertise on the product and subject matter of this course.	☒	☐	☐	☐	☐	☐	☐
18.	The instructor controlled the training environment to promote learning.	☐	☒	☐	☐	☐	☐	☐
19.	The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	☒	☐	☐	☐	☐	☐	☐
20.	The instructor explained technical concepts in a way which promoted understanding.	☒	☐	☐	☐	☐	☐	☐
21.	The instructor asked questions appropriately.	☒	☐	☐	☐	☐	☐	☐
22.	The instructor answered all appropriate questions clearly and completely.	☒	☐	☐	☐	☐	☐	☐
23.	The instructor's presentation was clear and well organized.	☒	☐	☐	☐	☐	☐	☐
24.	The instructor was available for student questions during labs and breaks.	☒	☐	☐	☐	☐	☐	☐
25.	I would highly recommend this instructor to my colleagues.	☒	☐	☐	☐	☐	☐	☐

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

		7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
TRAINING CENTER EVALUATION								
26.	The computer equipment was functional.	☒	☐	☐	☐	☐	☐	☐
27.	The classroom configuration was comfortable to promote learning.	☐	☐	☒	☐	☐	☐	☐
28.	The staff of this training center was courteous and helpful to student needs.	☒	☐	☐	☐	☐	☐	☐

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

MICROSOFT
EDUCATION Course Evaluation Questionnaire
AND CERTIFICATION   Microsoft Official Curriculum

Course Number: _____ Course Name: _____

MS CTEC Name: _____

Instructor Name: _____

Student Name: _____

Company Name: _____

Address: _____

City: _____ State/Province: _____ ZIP: _____

Date of Course: _____

MSP ID: _____

Instructor's MCP ID: _____

Evaluation ID: _____

Phone: _____

Fax: _____

E-mail: _____

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

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

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
INSTRUCTOR EVALUATION							
17. The instructor demonstrated technical expertise on the product and subject matter of this course.	☒	☐	☐	☐	☐	☐	☐
18. The instructor controlled the training environment to promote learning.	☐	☒	☐	☐	☐	☐	☐
19. The instructor used non-verbal teaching methods (white board, slides, demos, etc.) effectively.	☐	☒	☐	☐	☐	☐	☐
20. The instructor explained technical concepts in a way which promoted understanding.	☐	☒	☐	☐	☐	☐	☐
21. The instructor asked questions appropriately.	☐	☒	☐	☐	☐	☐	☐
22. The instructor answered all appropriate questions clearly and completely.	☐	☒	☐	☐	☐	☐	☐
23. The instructor's presentation was clear and well organized.	☐	☒	☐	☐	☐	☐	☐
24. The instructor was available for student questions during labs and breaks.	☐	☒	☐	☐	☐	☐	☐
25. I would highly recommend this instructor to my colleagues.	☐	☒	☐	☐	☐	☐	☐

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

	7. Strongly Agree	6. Agree	5. Mildly Agree	4. Neutral	3. Mildly Disagree	2. Disagree	1. Strongly Disagree
TRAINING CENTER EVALUATION							
26. The computer equipment was functional.	☐	☒	☐	☐	☐	☐	☐
27. The classroom configuration was comfortable to promote learning.	☐	☐	☐	☐	☒	☐	☐
28. The staff of this training center was courteous and helpful to student needs.	☐	☒	☐	☐	☐	☐	☐

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

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