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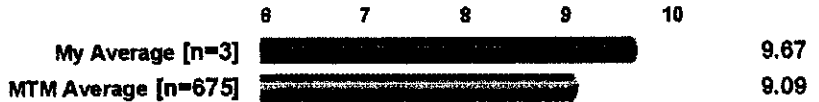
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My Customer Satisfaction – The training was a worthwhile investment of my time.



The measure was derived from learner evaluation responses to the statement "The training was a worthwhile investment of my time." This question is a proxy for a learner's customer satisfaction. Ensuring that training is the right fit for each learner may result in a more effective use of their time and a more satisfying learning experience.



Students who evaluated M2087 - Norm Herbert - 11/7/2001

r @psc.gov

Post Event Survey (Level 1)

B @psc.gov

Post Event Survey (Level 1)

j @psc.gov

Post Event Survey (Level 1)



Standard Report by Instructor

Overall Performance Summary: Training Effectiveness (Level One) and Job Impact (Level Three) combined

Time Period for Reporting: All to Date





Evaluation Submitted By: B @psc.gov

Date: 11/5/2001 -11/7/2001 Course Name: M2087
Training Provider: TechTrain Instructor: Norm Herbert

Perceived Value

1) This training was a worthwhile investment of my time.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

2) My employer will benefit from my taking this training.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

3) This training will help me better serve my internal/external clients.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

4) Comments: (Perceived Stakeholder Value)

People upstairs stomp around like bison.

Instructor

5) I was pleased with the instructor's performance.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

6) The instructor needs improvement in the following areas: (check all that apply)

No improvement necessary

7) Comments: (Instructor)

Very pleased with instructor.

Physical Environment

8) The physical environment was conducive to learning.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

9) The physical environment in which I took the course needs improvement in the following areas: (check all that apply)

No improvement necessary

Course Design**10) The course design (organization/format) effectively promoted learning.**

No 1 2 3 4 5 6 7 8 9 10 N/A

Somewhat Yes

11) The course design needs improvement in the following areas: (check all that apply)

No improvement necessary

Customer Service**12) I was pleased with the level of customer service provided prior to and during this course.**

No 1 2 3 4 5 6 7 8 9 10 N/A

Somewhat Yes

13) Customer service needs improvement in the following areas: (check all that apply)

No improvement necessary

Notification**14) Would you like to be notified about advanced or complementary courses?**

no

User Information**15) Did you meet course prerequisites?**

Yes

Evaluation Submitted By: r @psc.gov

Date: 11/5/2001 -11/7/2001 Course Name: M2087
Training Provider: TechTrain Instructor: Norm Herbert

Perceived Value

1) This training was a worthwhile investment of my time.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

2) My employer will benefit from my taking this training.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

3) This training will help me better serve my internal/external clients.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

Instructor

4) I was pleased with the instructor's performance.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

5) The instructor needs improvement in the following areas: (check all that apply)

No improvement necessary

Physical Environment

6) The physical environment was conducive to learning.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

7) The physical environment in which I took the course needs improvement in the following areas: (check all that apply)

No improvement necessary

8) Comments: (Physical Environment)

The camera shakes to much. People walking upstairs causes the overhead camera on the ceiling too much.

Course Design

9) The course design (organization/format) effectively promoted learning.

- No Somewhat Yes
- 1 2 3 4 5 6 7 8 9 10 N/A

10) The course design needs improvement in the following areas: (check all that apply)

No improvement necessary

Customer Service

11) I was pleased with the level of customer service provided prior to and during this course.

- No Somewhat Yes
- 1 2 3 4 5 6 7 8 9 10 N/A

12) Customer service needs improvement in the following areas: (check all that apply)

No improvement necessary

Notification

13) Would you like to be notified about advanced or complementary courses?

yes

User Information

14) Did you meet course prerequisites?

Yes

Evaluation Submitted By: j @psc.gov

Date: 11/5/2001 -11/7/2001 Course Name: M2087
Training Provider: TechTrain Instructor: Norm Herbert

Perceived Value

1) This training was a worthwhile investment of my time.

No Somewhat Yes
1 2 3 4 5 6 7 8 9 10 N/A

2) My employer will benefit from my taking this training.

No Somewhat Yes
1 2 3 4 5 6 7 8 9 10 N/A

3) This training will help me better serve my internal/external clients.

No Somewhat Yes
1 2 3 4 5 6 7 8 9 10 N/A

Instructor

4) I was pleased with the instructor's performance.

No Somewhat Yes
1 2 3 4 5 6 7 8 9 10 N/A

5) The instructor needs improvement in the following areas: (check all that apply)

No improvement necessary

Physical Environment

6) The physical environment in which I took the course needs improvement in the following areas: (check all that apply)

Technology Resources

7) Comments: (Physical Environment)

lot of noise from upstairs

Course Design

8) The course design (organization/format) effectively promoted learning.

No Somewhat Yes
1 2 3 4 5 6 7 8 9 10 N/A

9) The course design needs improvement in the following areas: (check all that apply)

No improvement necessary

Customer Service

10) I was pleased with the level of customer service provided prior to and during this course.

No 1 2 3 4 5 6 7 8 9 10 N/A
Somewhat Yes

11) Customer service needs improvement in the following areas: (check all that apply)

No improvement necessary

Notification

12) Would you like to be notified about advanced or complementary courses? no

User Information

13) Did you meet course prerequisites?

Yes