

Course Name: Oracle Database 10g: RAC for Administrators Ed 2

Legend

SA: Strongly Agree	A: Agree	U: Undecided	D: Disagree	SD: Strongly Disagree	N/A: Not Applicable
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INSTRUCTOR-DELIVERY

Question	SA	A	U	D	SD	N/A
Knowledgeable about subject	1	0	0	0	0	0
Managed student participation	1	0	0	0	0	0
Explained concepts well	1	0	0	0	0	0
Encouraged questions	1	0	0	0	0	0
Feedback and clarification	0	1	0	0	0	0
Totals	4	1	0	0	0	0

Delivery Score: 96

INSTRUCTOR-CUSTOMER SATISFACTION

Question	SA	A	U	D	SD	N/A
Positive overall experience	1	0	0	0	0	0
Advised next class(es)	1	0	0	0	0	0
Recommended self-paced offering	0	1	0	0	0	0
Totals	2	1	0	0	0	0

Customer Satisfaction Score: 93.33

INSTRUCTOR-CUSTOMER REPEATABILITY

Question	Yes	No
Take another class at OU	1	0
Take another class from instructor	1	0
Recommend OU training to others	1	0
Totals	3	0

Customer Repeatability Score: 100

Total Customer Score: 96.67

COURSEWARE

Question	SA	A	U	D	SD	N/A
Technically Accurate	0	1	0	0	0	0
Provided Skills and Knowledge	1	0	0	0	0	0
Exercises Relevant	1	0	0	0	0	0
Supported Objectives	1	0	0	0	0	0
Totals	3	1	0	0	0	0

Raw Score: 95

eKit (Electronic Student Guide)

Question	SA	A	U	D	SD	N/A
The eKit access instructions were clear and easy to follow	0	0	0	0	1	0
The eKit was easy to download before class started	0	1	0	0	0	0
The eKit was easy to use during class	0	0	0	0	1	0
Totals	0	1	0	0	2	0

Raw Score: 40

TECHNICAL SETUP

Question	SA	A	U	D	SD	N/A
Set Up Satisfactory	1	0	0	0	0	0
Performance Satisfactory	1	0	0	0	0	0
Problems Resolved	1	0	0	0	0	0
Totals	3	0	0	0	0	0

Raw Score: 100

ED CENTER

Question	SA	A	U	D	SD	N/A
Conducive to Learning	1	0	0	0	0	0
Projection and Whiteboards Visible	0	0	1	0	0	0
Clean and Well Maintained	1	0	0	0	0	0
Totals	2	0	1	0	0	0

Raw Score: 86.67

Learning Experience

Question	SA	A	U	D	SD	N/A
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Totals	0	0	0	0	0	0
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Raw Score: 0

OVERALL

Question	SA	A	U	D	SD	N/A
Met Objectives and Requirements	1	0	0	0	0	0
Totals	1	0	0	0	0	0

Raw Score: 100
