

2087

Welcome to Implementing Microsoft Windows 2000 Clustering

Monday, June 10, 2002 through Wednesday, June 12, 2002

No Trainer
Worburn Rm Pending

Student	Status	Please Sign - Day 1	Day 2	Day 3
1 Sean Fidelity Sales Rep: O'Donnell, Stephen	Registered			
2, Michael Fidelity Investments Sales Rep: Spofford, Andrew	Registered			
3, Eric Mathworks, The Sales Rep: Bliss, Michael	Registered	Eric Chapr		
4, Michael Fidelity Investments Sales Rep: O'Donnell, Stephen	Registered			
5, Raymond Fidelity Investments Sales Rep: O'Donnell, Stephen	Registered			
James Fidelity Investments Sales Rep: Spofford, Andrew	Registered			
Stephen Fidelity Investments Sales Rep: O'Donnell, Stephen	Registered			
Brian Fidelity Investments Sales Rep: Spofford, Andrew	Registered			
Crystal Fidelity Sales Rep: O'Donnell, Stephen	Registered			
Ray Fidelity Investments Sales Rep: O'Donnell, Stephen	Registered			
Haydon Fidelity Investments Sales Rep: O'Donnell, Stephen	Registered			

CRYSTAL TUN	MIKE CAS
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BRIAN SIN	(RAY) BAN
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MIKE SAN	(SEAN) LIM
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ERIC BON	LIS
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STEVE BRI	RAY PER
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HAYDEN DEN	(JIM) VAN
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Job: IT Professional

Client: Fidelity Investment

Date: 6/10/2002 -6/12/2002

Course Name: M2087

Training Provider: Pinnacle Training Corporation

Instructor: Norman Hebert

User Information

- 1) Department/Division
2) Course Location
3) Instructor name
4) CTEC Name
5) Instructor MCP#
6) Industry:
7) Including yourself, how many people were in your class?
8) Did you meet the course prerequisites as stated in module 0?
9) During this course, my learning experience was:
10) During this course, the content (excluding labs) was:

FISG-FESCO
Woburn, Mass
Norm Hebert
Pinnacle Woburn
963385
Financial Services
11
Yes
In a classroom
Instructor-led

Instructor

- 11) Technical knowledge
12) Technical explanations
13) Availability during class
14) Promoted learning
15) Used good examples
16) Controlled learning environment
17) Presentation skills
18) Overall, how satisfied are you with the instructor?

Very Satisfied Very Dissatisfied
9 8 7 6 5 4 3 2 1
[Radio buttons for each rating]

Training Facility

- 19) Classroom software setup
20) Comfort of classroom
21) Cleanliness
22) Computer equipment functionality
23) Helpfulness of staff
24) Overall, how satisfied are you with the training facility?

Very Satisfied Very Dissatisfied
9 8 7 6 5 4 3 2 1
[Radio buttons for each rating]

Courseware

- 25) Completeness of content
26) Course topic sufficiently covered
27) Explanation of technical theory
28) Review questions
29) Module topics sufficiently covered
30) Value of skills gained
31) Real world examples/scenarios
32) Lab exercises as learning tools
33) Readability and Consistency
34) Overall, how satisfied are you with the courseware?

Very Satisfied Very Dissatisfied
9 8 7 6 5 4 3 2 1
[Radio buttons for each rating]

Job: IT Professional Client: Unaffiliated

Date: 6/10/2002 -6/12/2002 Course Name: M2087

Training Provider: Pinnacle Training Corporation Instructor: Norman Hebert

User Information

- 1) Department/Division **FISC DEV**
- 2) Course Location **Woburn, MA**
- 3) Instructor name **Norm Hebert**
- 4) CTEC Name **Pinnacle Woburn**
- 5) Instructor MCP# **963385**
- 6) Industry: **Financial Services**
- 7) Including yourself, how many people were in your class? **11**
- 8) Did you meet the course prerequisites as stated in module 0? **Yes**
- 9) During this course, my learning experience was: **In a classroom**
- 10) During this course, the content (excluding labs) was: **Combination of both**

Instructor

- | | Very Satisfied | | | | | Very Dissatisfied | | | |
|---|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 11) Technical knowledge | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12) Technical explanations | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13) Availability during class | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14) Promoted learning | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15) Used good examples | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16) Controlled learning environment | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17) Presentation skills | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18) Overall, how satisfied are you with the instructor? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Training Facility

- | | Very Satisfied | | | | | Very Dissatisfied | | | |
|--|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 19) Classroom software setup | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20) Comfort of classroom | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21) Cleanliness | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 22) Computer equipment functionality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 23) Helpfulness of staff | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 24) Overall, how satisfied are you with the training facility? | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Courseware

- | | Very Satisfied | | | | | Very Dissatisfied | | | |
|---|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 25) Completeness of content | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 26) Explanation of technical theory | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 27) Review questions | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 28) Module topics sufficiently covered | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 29) Value of skills gained | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 30) Real world examples/scenarios | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 31) Lab exercises as learning tools | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 32) Readability and Consistency | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 33) Overall, how satisfied are you with the courseware? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Overall Satisfaction

Very Satisfied Very Dissatisfied

Job: IT Professional Client: Fidelity Investment
 Date: 6/10/2002 -6/12/2002 Course Name: M2087
 Training Provider: Pinnacle Training Corporation Instructor: Norman Hebert

User Information

- 1) Course Location **Woburn MA**
- 2) Instructor name **Norm Hebert**
- 3) CTEC Name **Pinnacle**
- 4) Instructor MCP# **963385**
- 5) Industry: **Financial Services**
- 6) Including yourself, how many people were in your class? **11**
- 7) Did you meet the course prerequisites as stated in module 0? **Yes**
- 8) During this course, my learning experience was: **In a classroom**
- 9) During this course, the content (excluding labs) was: **Instructor-led**

Instructor

	Very Satisfied					Very Dissatisfied				
	9	8	7	6	5	4	3	2	1	
10) Technical knowledge	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11) Technical explanations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12) Availability during class	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
13) Promoted learning	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
14) Used good examples	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
15) Controlled learning environment	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
16) Presentation skills	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
17) Overall, how satisfied are you with the instructor?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Training Facility

	Very Satisfied					Very Dissatisfied				
	9	8	7	6	5	4	3	2	1	
18) Classroom software setup	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
19) Comfort of classroom	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
20) Cleanliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
21) Computer equipment functionality	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
22) Helpfulness of staff	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
23) Overall, how satisfied are you with the training facility?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Courseware

	Very Satisfied					Very Dissatisfied				
	9	8	7	6	5	4	3	2	1	
24) Completeness of content	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
25) Course topic sufficiently covered	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
26) Explanation of technical theory	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
27) Review questions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
28) Module topics sufficiently covered	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
29) Value of skills gained	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
30) Real world examples/scenarios	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
31) Lab exercises as learning tools	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
32) Readability and Consistency	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
33) Overall, how satisfied are you with the courseware?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Job: IT Professional Client: Unaffiliated

Date: 6/10/2002 -6/12/2002 Course Name: M2087

Training Provider: Pinnacle Training Corporation Instructor: Norman Hebert

User Information

- 1) Instructor name **Norm Hebert**
- 2) CTEC Name **Pinnacle-Woburn**
- 3) Instructor MCP# **963385**
- 4) Industry: **Financial Services**
- 5) Including yourself, how many people were in your class? **11**
- 6) Did you meet the course prerequisites as stated in module 0? **Yes**
- 7) During this course, my learning experience was: **In a classroom**
- 8) During this course, the content (excluding labs) was: **Instructor-led**

Instructor

- | | Very Satisfied | | | | | Very Dissatisfied | | | | |
|---|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--|
| | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | |
| 9) Technical knowledge | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 10) Technical explanations | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 11) Availability during class | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 12) Promoted learning | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 13) Used good examples | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 14) Controlled learning environment | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 15) Presentation skills | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 16) Overall, how satisfied are you with the instructor? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |

Training Facility

- | | Very Satisfied | | | | | Very Dissatisfied | | | | |
|--|-----------------------|----------------------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--|
| | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | |
| 17) Classroom software setup | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 18) Comfort of classroom | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 19) Cleanliness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 20) Computer equipment functionality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 21) Helpfulness of staff | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 22) Overall, how satisfied are you with the training facility? | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |

Courseware

- | | Very Satisfied | | | | | Very Dissatisfied | | | | |
|---|-----------------------|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--|
| | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | |
| 23) Completeness of content | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 24) Course topic sufficiently covered | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 25) Explanation of technical theory | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 26) Review questions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 27) Module topics sufficiently covered | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 28) Value of skills gained | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 29) Real world examples/scenarios | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 30) Lab exercises as learning tools | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 31) Readability and Consistency | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 32) Overall, how satisfied are you with the courseware? | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |

Overall Satisfaction

Very Satisfied Very Dissatisfied

Evaluation Submitted By: Brian. @fmr.com

Job: Accounting/Finance Client: Fidelity Investment

Date: 6/10/2002 -6/12/2002 Course Name: M2087

Training Provider: Pinnacle Training Corporation Instructor: Norman Hebert

User Information

- 1) Course Location: Woburn, MA
2) Instructor name: Norm Hebert
3) Department/Division: Fidelity Investments Tax-Exempt Services Company
4) CTEC Name: Pinnacle Woburn
5) Instructor MCP#: 963385
6) Industry: Financial Services
7) Including yourself, how many people were in your class? 11
8) Did you meet the course prerequisites as stated in module 0? Yes
9) During this course, my learning experience was: In a classroom
10) During this course, the content (excluding labs) was: Instructor-led

Instructor

- 11) Technical knowledge
12) Technical explanations
13) Availability during class
14) Promoted learning
15) Used good examples
16) Controlled learning environment
17) Presentation skills
18) Overall, how satisfied are you with the instructor?
Each item has a scale from 9 (Very Satisfied) to 1 (Very Dissatisfied) with radio buttons.

Training Facility

- 19) Classroom software setup
20) Comfort of classroom
21) Cleanliness
22) Computer equipment functionality
23) Helpfulness of staff
24) Overall, how satisfied are you with the training facility?
Each item has a scale from 9 (Very Satisfied) to 1 (Very Dissatisfied) with radio buttons.

Courseware

- 25) Completeness of content
26) Course topic sufficiently covered
27) Explanation of technical theory
28) Review questions
29) Module topics sufficiently covered
30) Value of skills gained
31) Real world examples/scenarios
32) Lab exercises as learning tools
33) Readability and Consistency
34) Overall, how satisfied are you with the courseware?
Each item has a scale from 9 (Very Satisfied) to 1 (Very Dissatisfied) with radio buttons.

Job: IT Professional Client: Fidelity Investment
 Date: 6/10/2002 -6/12/2002 Course Name: M2087
 Training Provider: Pinnacle Training Corporation Instructor: Norman Hebert

User Information

1) Course Location **Woburn**
 2) Instructor name **Norm Hebert**
 3) CTEC Name **Pinnacle Woburn**
 4) Instructor MCP# **963385**
 5) Industry: **Financial Services**
 6) Including yourself, how many people were in your class? **12**
 7) Did you meet the course prerequisites as stated in module 0? **Yes**
 8) During this course, my learning experience was: **In a classroom**
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Instructor

- 10) Technical knowledge
- 11) Technical explanations
- 12) Availability during class
- 13) Promoted learning
- 14) Used good examples
- 15) Controlled learning environment
- 16) Presentation skills
- 17) Overall, how satisfied are you with the instructor?

	Very Satisfied					Very Dissatisfied				
	9	8	7	6	5	4	3	2	1	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Training Facility

- 18) Classroom software setup
- 19) Comfort of classroom
- 20) Cleanliness
- 21) Computer equipment functionality
- 22) Helpfulness of staff
- 23) Overall, how satisfied are you with the training facility?

	Very Satisfied					Very Dissatisfied				
	9	8	7	6	5	4	3	2	1	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Courseware

- 24) Completeness of content
- 25) Course topic sufficiently covered
- 26) Explanation of technical theory
- 27) Review questions
- 28) Module topics sufficiently covered
- 29) Value of skills gained
- 30) Real world examples/scenarios
- 31) Lab exercises as learning tools
- 32) Readability and Consistency
- 33) Overall, how satisfied are you with the courseware?

	Very Satisfied					Very Dissatisfied				
	9	8	7	6	5	4	3	2	1	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Job: IT Professional Client: Fidelity Investment
 Date: 6/10/2002 -6/12/2002 Course Name: M2087
 Training Provider: Pinnacle Training Corporation Instructor: Norman Hebert

User Information

- 1) Course Location **Woburn MA**
- 2) Instructor name **Norm Hebert**
- 3) CTEC Name **Pinnacle Woburn**
- 4) Instructor MCP# **963385**
- 5) Industry: **Financial Services**
- 6) Including yourself, how many people were in your class? **10**
- 7) Did you meet the course prerequisites as stated in module 0? **Yes**
- 8) During this course, my learning experience was: **In a classroom**
- 9) During this course, the content (excluding labs) was: **Instructor-led**

Instructor

- | | Very Satisfied | | | | | Very Dissatisfied | | | | |
|---|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 10) Technical knowledge | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11) Technical explanations | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12) Availability during class | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13) Promoted learning | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14) Used good examples | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15) Controlled learning environment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16) Presentation skills | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17) Overall, how satisfied are you with the instructor? | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Training Facility

- | | Very Satisfied | | | | | Very Dissatisfied | | | | |
|--|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 18) Classroom software setup | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19) Comfort of classroom | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20) Cleanliness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21) Computer equipment functionality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 22) Helpfulness of staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 23) Overall, how satisfied are you with the training facility? | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Courseware

- | | Very Satisfied | | | | | Very Dissatisfied | | | | |
|---|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 24) Completeness of content | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 25) Course topic sufficiently covered | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 26) Explanation of technical theory | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 27) Review questions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 28) Module topics sufficiently covered | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 29) Value of skills gained | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 30) Real world examples/scenarios | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 31) Lab exercises as learning tools | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 32) Readability and Consistency | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 33) Overall, how satisfied are you with the courseware? | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

