

Session Host Report

Session Host Report

All Surveys

Date Range: 06/01/2007 to 06/30/2007

Request and Scheduling	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Mean
1. It was easy to submit a host request form through the NHI Web site.	0.00%	0.00%	0.00%	36.36%	63.64%	11	4.64
2. NHI was helpful and was able to answer my questions about hosting a course	0.00%	0.00%	0.00%	40.00%	60.00%	10	4.60
3. An instructor contacted me to schedule my requested session within 7 business days of my submitted request to NHI.	0.00%	0.00%	0.00%	50.00%	50.00%	10	4.50
4. The instructor was flexible in course scheduling and was able to schedule the session at a time convenient for my organization.	0.00%	0.00%	0.00%	45.45%	54.55%	11	4.55
5. The prices of NHI courses are competitive with alternative sources.	0.00%	11.11%	22.22%	33.33%	33.33%	9	3.89
Section Averages	0.00%	1.96%	3.92%	41.18%	52.94%		4.44

Session	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Mean
6. NHI provided the training materials and binders prior to the start of the session.	0.00%	30.00%	0.00%	20.00%	50.00%	10	3.90
7. Communication and coordination between NHI, the instructor and my organization went smoothly.	0.00%	0.00%	0.00%	63.64%	36.36%	11	4.36
8. NHI provided a session administrative packet with name tents, evaluation forms, participant registration forms, rosters and sign-in sheets prior to the start of the session.	0.00%	0.00%	9.09%	18.18%	72.73%	11	4.64
9. Invoicing and payment for the NHI session was easy to understand.	0.00%	0.00%	37.50%	62.50%	0.00%	8	3.63
Section Averages	0.00%	7.50%	10.00%	40.00%	42.50%		4.13

Overall Performance	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Mean
10. NHI and its vendors provided satisfactory support throughout the entire host process.	0.00%	0.00%	0.00%	50.00%	50.00%	10	4.50
11. Members of the NHI staff were professional, courteous and helpful.	0.00%	0.00%	0.00%	18.18%	81.82%	11	4.82
Section Averages	0.00%	0.00%	0.00%	33.33%	66.67%		4.66

12. How can we improve our assistance to your organization?

Date	Comments
2007-06-04	<p>When working with PENNDOT for a training class the items are actually delivered to our Transportation University and the boxes are put in the classroom until the prior or the day of the class and are then opened to lay them out for the class. Being the coordinator and working at a different location does not assure me that all of the required/necessary documents have all arrived, nor would I be sure of what all should be within those packages. I believe a copy of what was packaged should be sent separately to the coordinator. This would keep the packing at NHI on track to assure everything needed is in there and would be confirmation for the coordinator on the other end that everything was received as should be.... This all being stated because we were missing the tests for the course from last week and no one knew that until it was time to take them because there was nothing stated that a test should be included so no one knew to look for one ahead of time. Thankfully the instructor had a copy and copies were able to be made!</p> <p>Julie A Bradley 717-787-8069</p>

13. Additional Comments.

Date	Comments
2007-06-07	<p>NHI Certificate: The current NHI certificate only states the course number and there is no space to write the course name. The course name along with the number will be helpful to identify the training.</p> <p>Ramesh Kotadia 703-404-6207</p>
2007-06-11	<p>Several of the instructor slides did not match the participants workbook or reference manual. This sometimes made following examples difficult. Some of the examples had values which could not be determined where they come from.</p>