

Online Evaluation System Guide

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Introduction

This guide provides a step by step overview and will help you get started using the Evaluation system.

The Evaluation System is an automated customer feedback system, which all Authorized Training Centers are mandated to use.

The benefits include:

- **Provide you with immediate feedback on your students training experience**

The Evaluation Reports generated by the system are updated in real time. Whether you are looking to *monitor the performance of your instructors*, *review the perceived quality of the training materials* or *understand customer preferences* for future training courses the Evaluation Reports can supply you with a variety of useful data and satisfaction scores. A majority of students also allow the Authorized Training Center and Autodesk to contact them directly in order to do targeted follow-ups.

- **Can be used as a powerful Marketing Tool**

The Evaluation System is an *excellent leads generator for targeted sales and marketing follow ups*. By reviewing the comments section you will find *valuable customer quotes that can be used in your marketing materials*.

If you offer the Autodesk Professional Certification exams there is one question on the Evaluation form where students indicate their interest for this exam thereby allowing you to contact them.

- **Provides you with Return on Investment (ROI) on your Courses**

Each Authorized Training Center is rendered a unique *customer satisfaction score* covering a number of areas such as the *quality of the training provided*, the *perceived value of attending the course* and the *usefulness of the knowledge learnt*. All this data can be used to *show the value of attending one of your courses* to future customers.

While data from individual partners' remain anonymous each Authorized Training Center has access to *summarized information on regional, country and worldwide level*. This allows you to easily *benchmark your own performance* to others.

- **Helps you analyze the trends in the Training Market**

Each year Autodesk receives over *300,000 evaluations globally* making the Evaluation Reports an excellent source of data describing the current situation on the training market at regional, country and worldwide level.

You have *access to summarized overview reports* helping you to analyze the current trends in Autodesk training (most commonly trained products, the standards in courseware and which industry segments the majority of Autodesk customers belong to).

- **Provides you with an automated process for issuing electronic Course Completion Certificates**

Autodesk is pleased to deliver a *completely automated process for issuing Course Completion Certificates to your customers*. As soon as the customers have submitted their evaluations the Course Completion Certificates are automatically emailed to them – this is dependent on the student entering their email address in their feedback form. This reduces the time and effort that you need to invest in administrating the Autodesk programs. You also have the ability to email and print the Course Completion Certificates if you wish.

Registration of a course

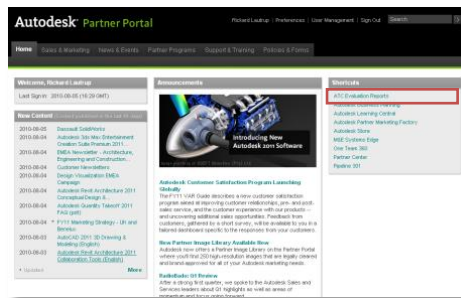
You need to *register a course* to enable students to submit evaluations when the course has been completed.

1. Log on to the Partner Portal

Log on to the *Partner Portal*. If you need help with your login details please email autodesk@knowledgepoint.co.uk.

2. Log on to the Evaluation System

Click on the link *ATC Evaluation Reports* found in the right hand shortcuts menu. This should open the *Evaluation System pages* in a new window (this might take one or two minutes and a pop-up window about JavaScript may temporarily appear).



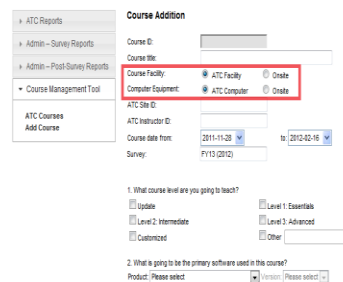
Go to Course Management Tool

Click on *Course Management Tool* in the left hand menu and then choose *Add course*.



3. Complete the course form

Fill in your course information:



- ATC Site ID
 - Course Name
 - Course Facility (specify whether ATC facility is used or Onsite customers facility)
 - Product
 - Course length
 - Training material etc.
- Click on *Save*

The system will show a pop-up window asking for your confirmation that the details you've entered are correct. *Note: The Course Title and Level (Question 1) will show on the students Course Completion Certificate.*

4. Get Course ID

After saving the data, the system generates a unique *Course ID*. This Course ID is created using your ATC Site ID and a selection of random numbers. It is *used when the student log in to complete the Course evaluation form* after attending a course (see page 6).



The screenshot shows the 'Autodesk Authorized Training Centers Evaluations' interface. On the left, there is a sidebar with navigation links: 'ATC Reports', 'Admin - Survey Reports', 'Admin - Post Survey Reports', 'Course Management Tool', and 'ATC Courses'. The 'Search Courses' form is on the right, with fields for 'Course ID', 'ATC Organization ID', 'ATC Site ID', 'ATC Instructor ID', 'Course Site', 'Course Start Date', 'Course End Date', and 'Survey'. Below the form is a table of course data. The first row is highlighted with a red box, showing the 'Course ID' as '00000000000000000000000000000000'.

Course ID	Course Title	ATC Site ID	Start Date	End Date	Weeks	Survey	Print	Delete	Copy
00000000000000000000000000000000	ICAD 2011	000000	2010-08-17	2010-08-19	Course Not Started	FF11			

Administration of courses

All the courses are saved in the Evaluation System and can be:

- Reviewed
- Changed
- Deleted
- Copied.

Search for a course

1. Go to Landing page

Click on *Course Management Tool* in the left hand menu. Then click on *ATC Courses*.

2. Search for Course

On this page you can search for a course using:

- Course ID
- ATC ID
- Course name etc.

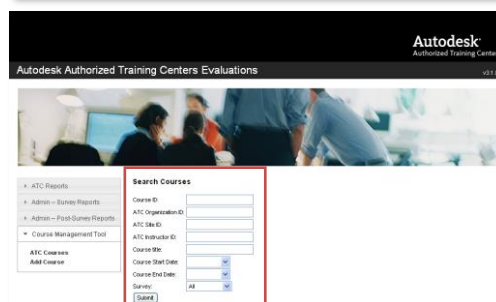
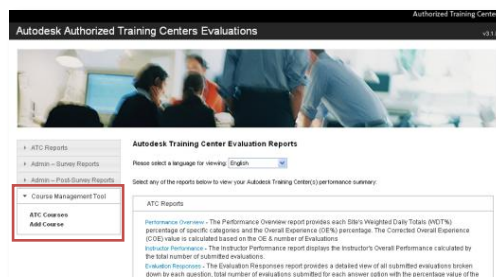
3. Review, Change, Delete or Copy

The search results will be displayed at the bottom of the page.

Click on the Course ID to get access to the course details. This will allow you to *Review* and *Change* the course details.

A course can only be *Deleted* if no evaluations have been submitted against it. You can delete the course by clicking on the *delete* button in the results table.

The *Copy* feature allows you to create another course with similar details without having to enter all the details again. You can change course details after a course has been copied. This is very useful when you run recurring courses.



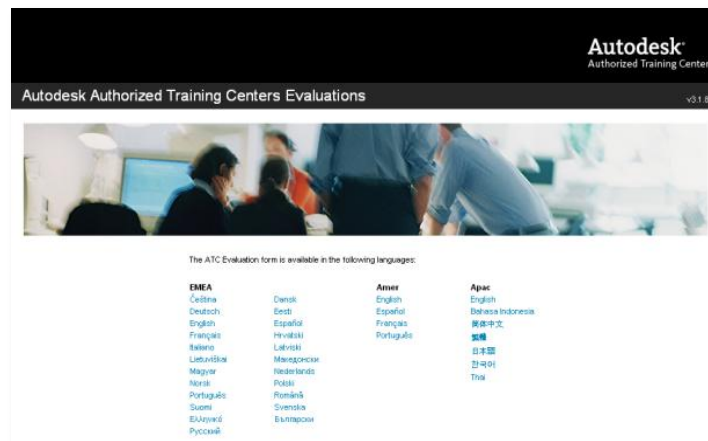
Collecting evaluations from students

Students fill in evaluations on <http://atcevaluation.autodesk.com/>

The evaluation form is offered in different languages.

Your students need the *Course ID* to log into the system and submit evaluations.

This should be done directly after the course has been completed on the computers the students have used while training.



<http://atcevaluation.autodesk.com/>

You will find the questionnaire together with comments on the next page.

The top part of the questionnaire presents the course details and introduction text.

The questionnaire consists of several questions focusing on the quality of training, equipment, facility, (if ATC facilities or customer facilities were used) instructor and courseware used.

In the comments field students can provide more specific comments about the course.

In this list students provide information about what they agree to – who can see their responses and in what way the ATC site and Autodesk can contact them. The contact information required depends on the answers above.

ATC Evaluation Form : Lernia AB, Kalix : Goran Nordlund
Course: AutoCAD 2011 (2010-08-13 - 2010-08-13)
Level 1: Essentials
AutoCAD(2011)
1-8 hours
Autodesk Official Courseware (any Autodesk branded material)

The personal information and valuable feedback that you provide to Autodesk will be used by Autodesk, its affiliates, partners, and authorized third parties to monitor the quality of our ATC Partners. The information may also be used to conduct marketing initiatives if you consent to such use at the end of this form. Autodesk may contact delegates directly to verify responses, and to collect more information about your experience with Autodesk products for marketing and other purposes. The information that we collect from this form may be sent to other countries as part of our evaluation process. For more information about Autodesk's privacy and data collection policies, including our "opt out" procedures, please click the "Privacy Policy" link at the end of this form.

General Information

1. How satisfied or dissatisfied are you with the following?

Overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courseware	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How likely or unlikely are you to recommend the following to a friend or colleague?

This course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This training facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How likely or unlikely are you to continue learning Autodesk software?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4. What do you intend to use this training for?

<input type="checkbox"/> School / University project	<input type="checkbox"/> To become more productive in my current job
<input type="checkbox"/> Career enhancement / better job opportunities	<input type="checkbox"/> To teach students at my school / college / University
<input type="checkbox"/> To teach others in my organisation	<input type="checkbox"/> To evaluate the product before making a purchase
<input type="checkbox"/> Personal interest	<input type="checkbox"/> Other <input type="text"/>

Do you plan to obtain an Autodesk Certification for the software learned in this course?

☐ Yes ☐ No ☐ Not Sure ☐ Not Applicable: I already have an Autodesk Certification

6. To what extent do you agree or disagree with the following statements?

I learned new knowledge and skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will be able to apply the new skills I learned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The new skills I learned will improve my performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm more likely to recommend Autodesk products as a result of this course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Which of the following categories best describes your organization's primary industry?

Please select

If Other, please specify:

Comments

I would like to receive my electronic Certificate of Completion at the e-mail address stated below. (Your full name is needed below)

☐ Yes ☐ No

I would like to receive information on the certification process.

☐ Yes ☐ No

I agree that my feedback may be used by Autodesk for quality monitoring purposes.

☐ Yes ☐ No

I agree that my feedback may be used by the training centre for internal quality monitoring purposes.

☐ Yes ☐ No

I wish to receive information from Autodesk, partners, or third parties concerning their products and services.

☐ Yes ☐ No

Student Information (First and Last Name is needed to issue your Certificate of Completion)

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Company:	<input type="text"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
Country:	<input type="text"/>
State/Province:	<input type="text"/>
Postal/Zip Code:	<input type="text"/>
Phone:	<input type="text"/>
Email:	<input type="text"/>

Your data will be treated in accordance with your choices made above, and Autodesk's Privacy Policy. For details, please click [here](#). You may update your personal information by contacting: atchelp@autodesk.com

Reviewing Feedback

Evaluation reports are accessed through *Partner Portal > ATC Evaluation Reports*.

Before visiting the different sections, we recommend you review “*Score Calculation Method*” to understand what the different percentage scores mean and how they are obtained.

You will only be able to view student evaluations connected to your site ID. You cannot view any other Authorized Training Center reports.

Landing page

In this page choose your language and read a description of the different report sections.

Performance Overview

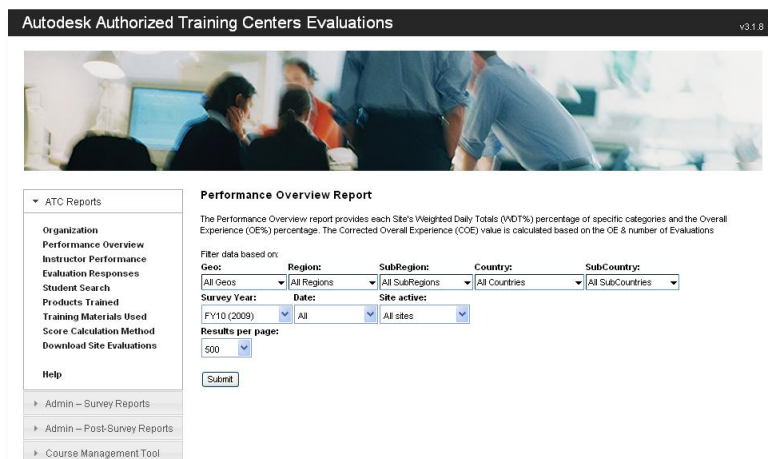
The *Performance Overview Report* provides each Sites Weighted Daily Totals (WDT%) percentage of specific categories and the number of “offsite” and “onsite” training sessions. You get the data specified for region, country and month.

Selecting the *Site ID* will present the report in table format. You can also see the total number of evaluations for each instructor.

Clicking on the Instructor ID will provide a report of all training sessions by that instructor:

- Clicking on the course date will provide a table with all evaluations submitted for that date (downloadable in the Excel format).
- Clicking on the number of students will give the list of those students’ names from which you will be able to access their individual evaluations.

You can also access this information directly in the *Instructor Performance* section.



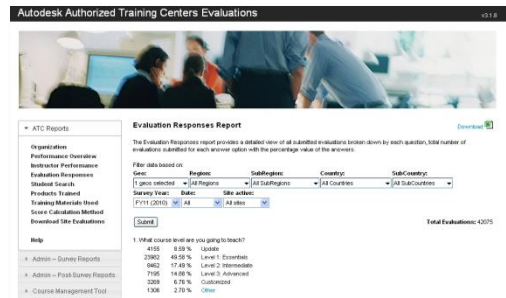
The screenshot shows the 'Autodesk Authorized Training Centers Evaluations' interface. At the top, there's a header with the title and version 'v3.1.8'. Below the header is a banner image showing people in a training environment. The main content area is titled 'Performance Overview Report'. It includes a sidebar on the left with navigation links: 'ATC Reports', 'Organization', 'Performance Overview', 'Instructor Performance', 'Evaluation Responses', 'Student Search', 'Products Trained', 'Training Materials Used', 'Score Calculation Method', 'Download Site Evaluations', and 'Help'. The main area contains a description of the report, followed by filter options: 'Filter data based on:', 'Geo: Region: SubRegion: Country: SubCountry:', 'Survey Year: Date: Site active:', and 'Results per page:'. The 'Geo' section has dropdowns for 'All Geos', 'All Regions', 'All SubRegions', 'All Countries', and 'All SubCountries'. The 'Survey Year' is set to 'FY10 (2009)'. The 'Date' is set to 'All'. The 'Site active' is set to 'All sites'. The 'Results per page' is set to '500'. A 'Submit' button is at the bottom of the filter section.

Evaluation Responses

This report provides a summary of all evaluations submitted by region (Americas, EMEA, APAC, World).

This information helps you:

1. Position your Center among the other ATCs around the world.
2. Get a better understanding of the motivations for training.
3. Get a better understanding of the most efficient marketing strategies.
4. Get a better understanding of the ATC training market.

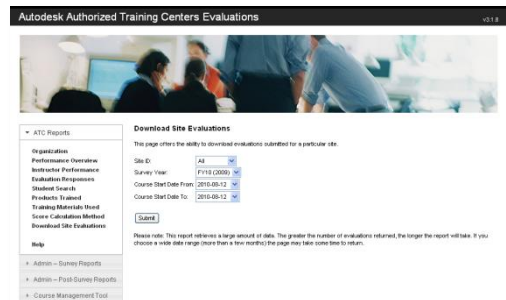


Products Trained Report

This section provides you with the total number of students trained per product, country and ATC.

Download Site Evaluations

You are able to download all submitted evaluations. Choose your site ID and the dates you wish to see. This provides an Excel report containing all evaluations submitted for your ATC site with detailed answers for each question.



Need more information?

Please contact autodesk@knowledgepoint.co.uk if you have further questions.