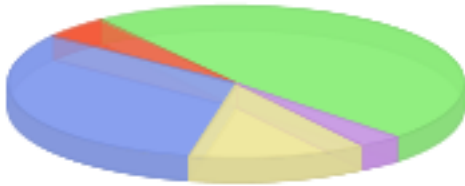




## DBR Virtual Classroom March-May 2009

Which of the following best describes your company's business?



|                           |             |                           |           |
|---------------------------|-------------|---------------------------|-----------|
| 1 - Software              | 47.62% (30) | 2 - Hardware              | 4.76% (3) |
| 3 - Software and Hardware | 31.75% (20) | 4 - Software as a Service | 12.7% (8) |
| 5 - Other                 | 3.17% (2)   |                           |           |

Mean: 2.19

Response: 63

What was your company's annual revenue in 2008, or most recent fiscal year?



|                             |             |                                       |             |
|-----------------------------|-------------|---------------------------------------|-------------|
| 1 - \$100M or less          | 14.52% (9)  | 2 - Between \$101M and \$500M         | 22.58% (14) |
| 3 - Between \$501M and \$1B | 16.13% (10) | 4 - More than \$1B and less than \$3B | 22.58% (14) |
| 5 - \$3B or more            | 24.19% (15) |                                       |             |

Mean: 3.19

Response: 62

How many full-time employees does your company have?



|                      |             |                      |             |
|----------------------|-------------|----------------------|-------------|
| 1 - Less than 100    | 6.35% (4)   | 2 - 101 to 1,000     | 20.63% (13) |
| 3 - 1,001 to 5,000   | 41.27% (26) | 4 - 5,001 to 10,000  | 9.52% (6)   |
| 5 - 10,001 to 50,000 | 14.29% (9)  | 6 - More than 50,000 | 7.94% (5)   |

Mean: 3.29

Response: 63

Which of the following best describes your training organization's primary business model?



|  |             |   |            |
|--|-------------|---|------------|
| 1 - Profit Center (expectation is to make a profit - may have a margin target to achieve)                                      | 58.73% (37) | 2 - Cost Recovery (expectation is to sell enough training to at least break even on expenses) | 14.29% (9) |
| 3 - Cost Center (expectation is to provide non-education revenue benefits - for example better trained employees and partners) | 26.98% (17) | 4 - Other   | 0% (0)     |

Mean: 1.68  
Response: 63

What were your training organization's annual revenues in 2008, or most recent fiscal year?



|                               |             |                                |             |
|-------------------------------|-------------|--------------------------------|-------------|
| 1 - Zero (cost center)        | 18.33% (11) | 2 - Less than \$500K           | 15% (9)     |
| 3 - \$500K but less than \$1M | 8.33% (5)   | 4 - \$1M but less than \$3M    | 10% (6)     |
| 5 - \$3M but less than \$5M   | 3.33% (2)   | 6 - \$5M but less than \$10M   | 16.67% (10) |
| 7 - \$10M but less than \$50M | 21.67% (13) | 8 - \$50M but less than \$100M | 5% (3)      |
| 9 - \$100M or more            | 1.67% (1)   |                                |             |

Mean: 4.37  
Response: 60

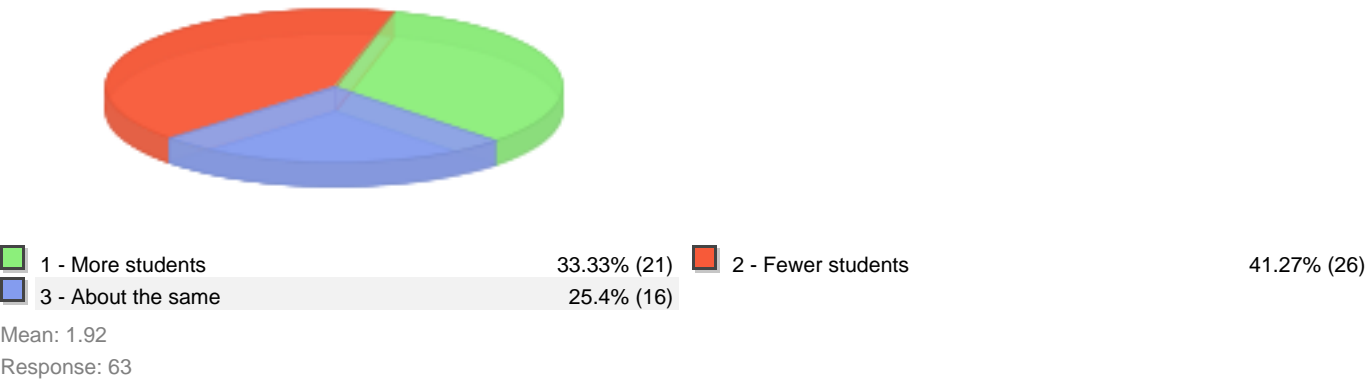
What was your training organization's headcount in 2008, or most recent fiscal year?



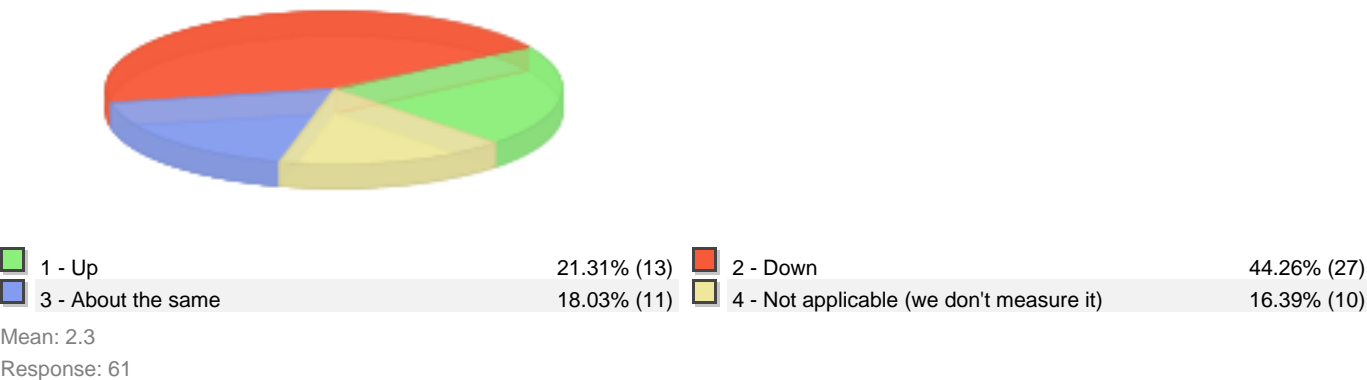
|                  |             |                   |            |
|------------------|-------------|-------------------|------------|
| 1 - Less than 10 | 30.16% (19) | 2 - 11-20         | 9.52% (6)  |
| 3 - 21-50        | 31.75% (20) | 4 - 51-100        | 14.29% (9) |
| 5 - 101-500      | 11.11% (7)  | 6 - More than 500 | 3.17% (2)  |

Mean: 2.76  
Response: 63

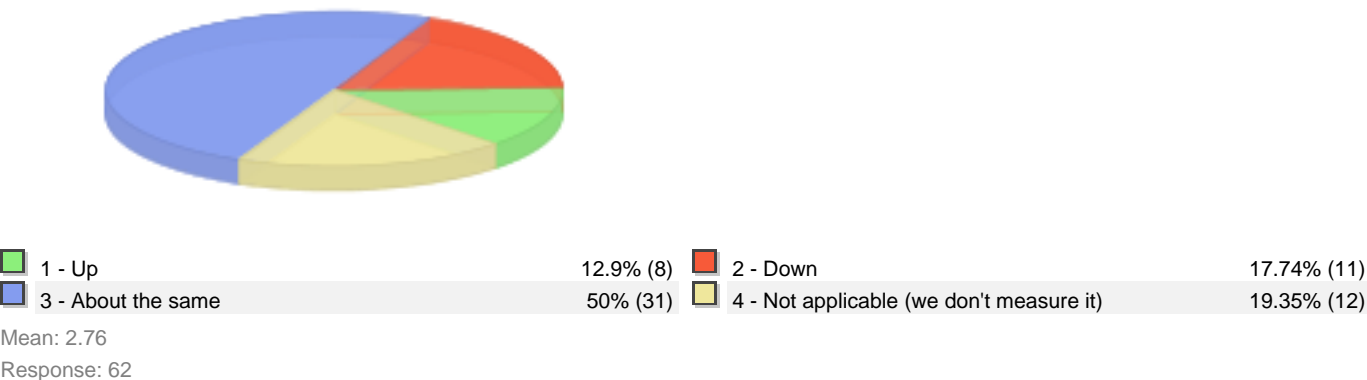
Comparing this financial year to the last, your training organization is training:



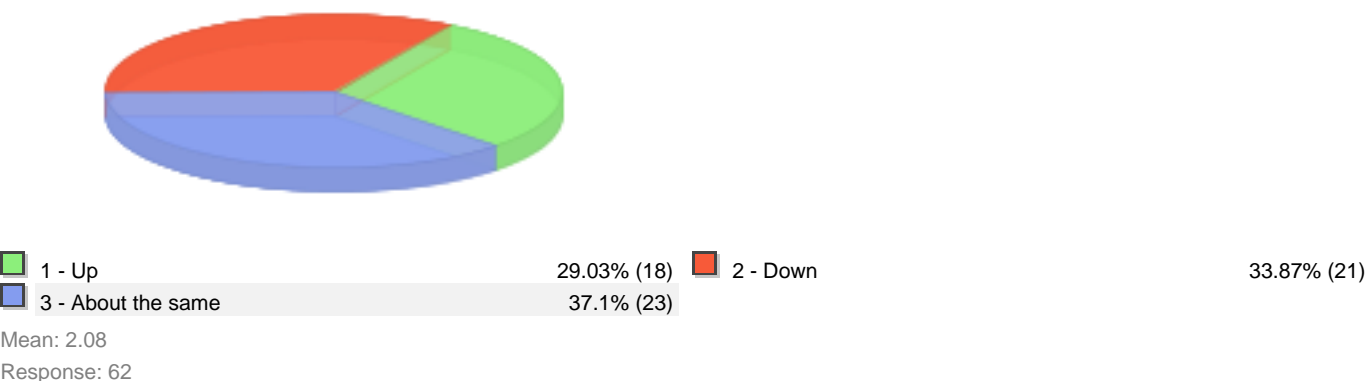
Comparing this financial year to the last, your training organization revenue is:



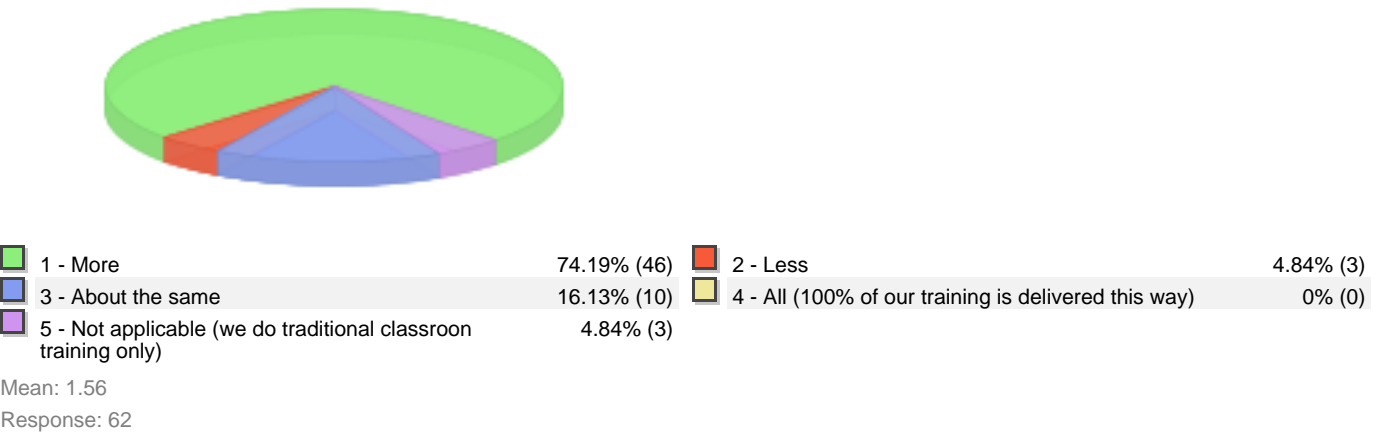
Comparing this financial year to the last, your training organization margin is:



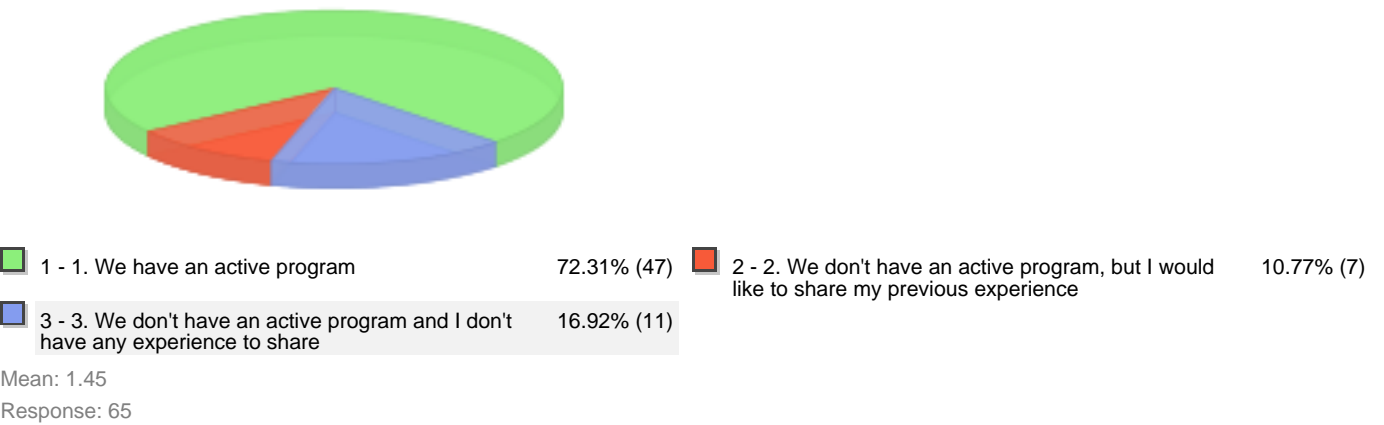
Comparing this financial year to the last, your training headcount (full-time direct employees only) is:



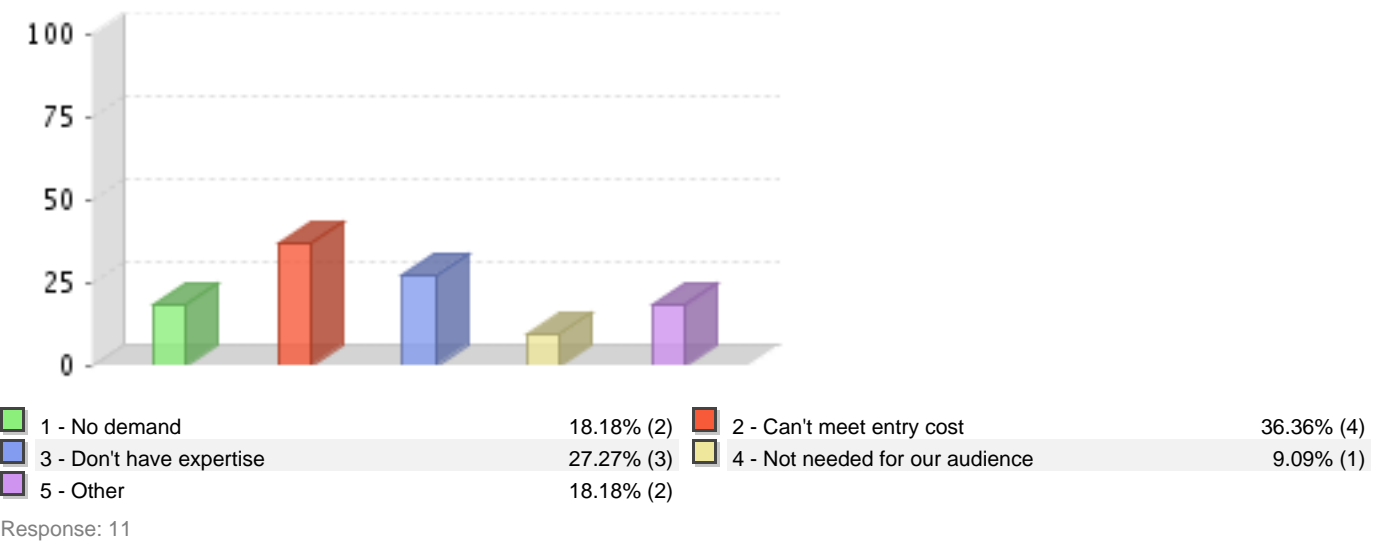
Comparing this financial year to the last, how much non-traditional training (CBT, online, virtual classroom, self-directed, and so on) are you delivering?



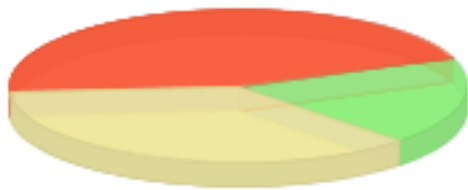
What (if any) experience do you have with Virtual Classroom Programs?



What are the inhibitors?



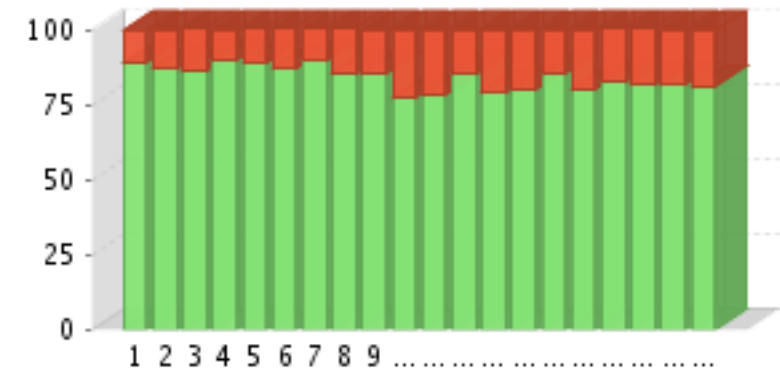
Do you plan to offer Virtual Classroom training:



|                           |            |                      |            |
|---------------------------|------------|----------------------|------------|
| 1 - In the next 3 months  | 18.18% (2) | 2 - In the next year | 45.45% (5) |
| 3 - In the next 1-3 years | 0% (0)     | 4 - No plans         | 36.36% (4) |

Mean: 2.55  
Response: 11

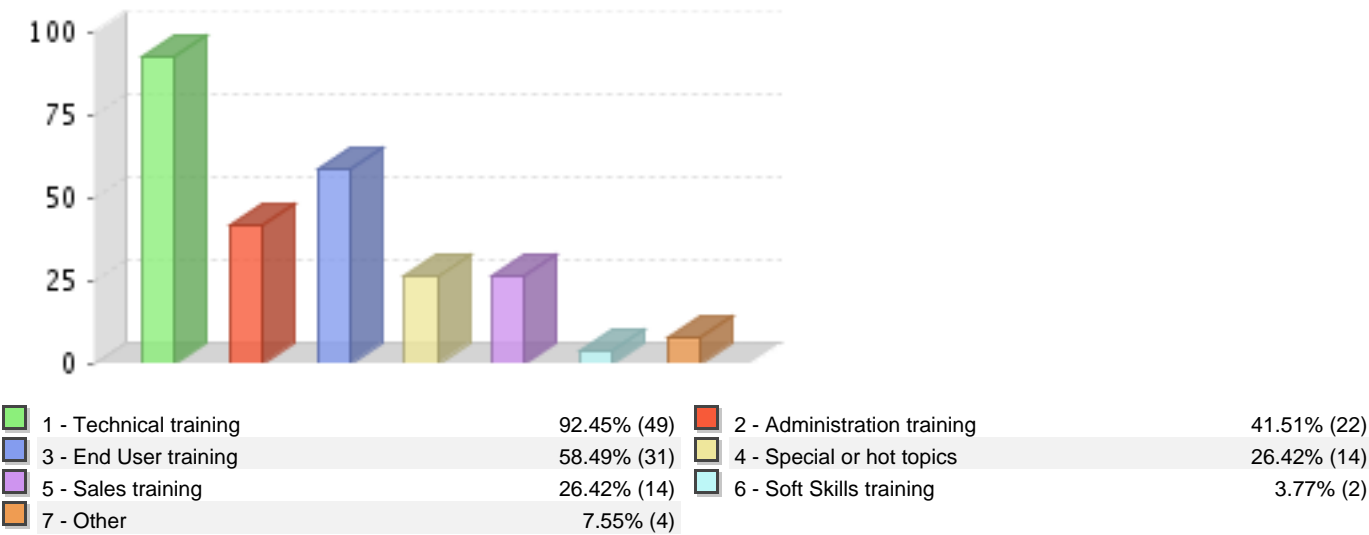
Please specifiy the target audiences for your virtual classrom training. Choose all that apply. In the right-hand column, specify whether virtual delivery is the primary method of delivery for that audience.



|    | Audience                                | Primary method?        |
|----|---|------------------------|
| 1  | Customers - End-Users                   | 89.13% (41) 10.87% (5) |
| 2  | Customers - Business Users              | 86.84% (33) 13.16% (5) |
| 3  | Customers - Super Users                 | 86.49% (32) 13.51% (5) |
| 4  | Customers - Decision Makers             | 90% (18) 10% (2)       |
| 5  | Customers - Support Staff               | 88.57% (31) 11.43% (4) |
| 6  | Customers - Technical Staff             | 86.67% (39) 13.33% (6) |
| 7  | Customers - Project Staff               | 89.47% (34) 10.53% (4) |
| 8  | Customers - Senior Management           | 85.71% (12) 14.29% (2) |
| 9  | Partners - Consultants                  | 85.29% (29) 14.71% (5) |
| 10 | Partners - Consultant Managers          | 77.27% (17) 22.73% (5) |
| 11 | Partners - Practice Managers/Principals | 78.26% (18) 21.74% (5) |
| 12 | Partners - Developers                   | 85.19% (23) 14.81% (4) |
| 13 | Partners - Technical Administrators     | 78.79% (26) 21.21% (7) |
| 14 | Partners - Support Staff                | 80% (24) 20% (6)       |
| 15 | Partners - Implementation Specialists   | 85.29% (29) 14.71% (5) |
| 16 | Employees - Sales Staff                 | 80% (24) 20% (6)       |
| 17 | Employees - Consulting Staff            | 82.93% (34) 17.07% (7) |
| 18 | Employees - Marketing Staff             | 81.82% (18) 18.18% (4) |
| 19 | Employees - Support Staff               | 81.4% (35) 18.6% (8)   |
| 20 | Employees - Management                  | 80.95% (17) 19.05% (4) |

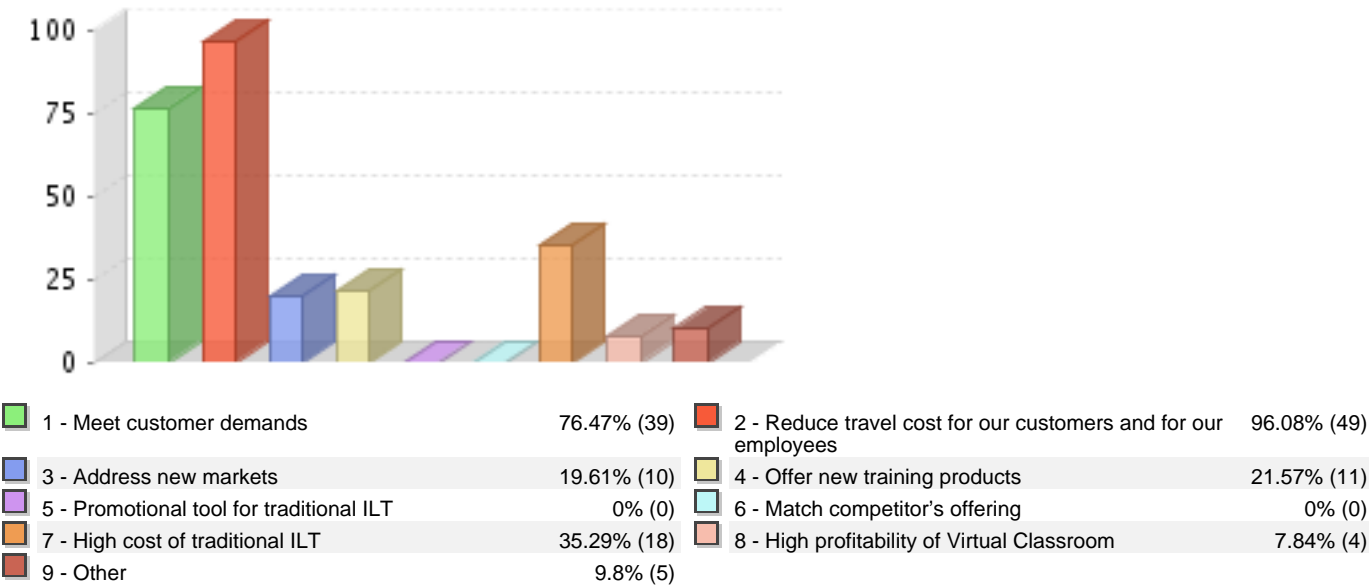
Response: 51

What kind of topics do you train in Virtual Classroom?



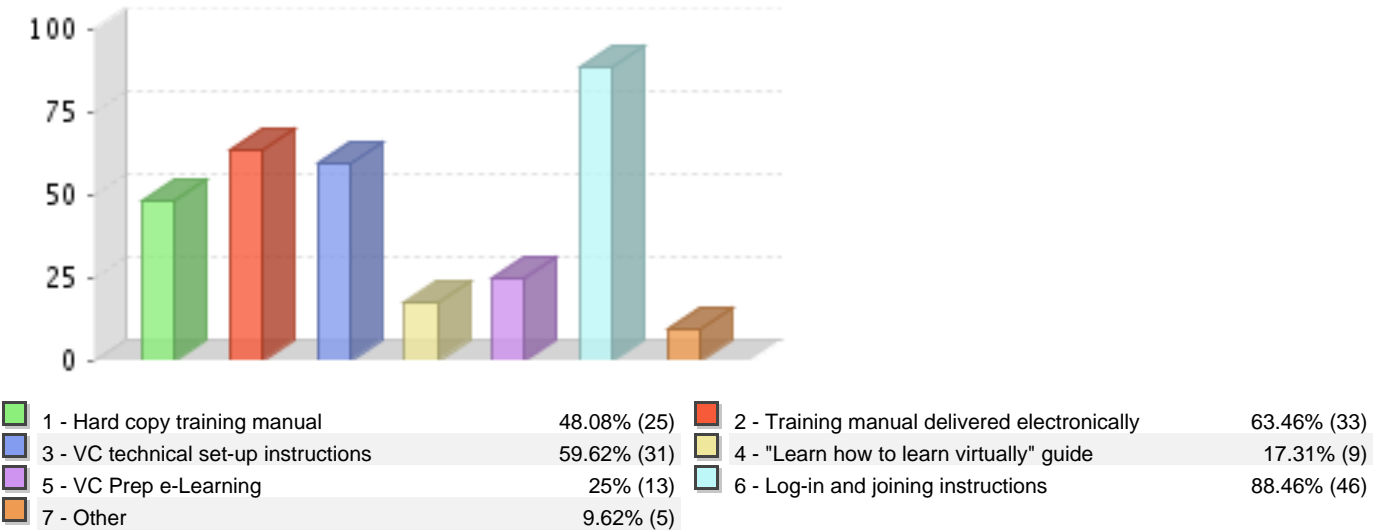
Response: 53

What are your primary business objectives for using Virtual Classroom?



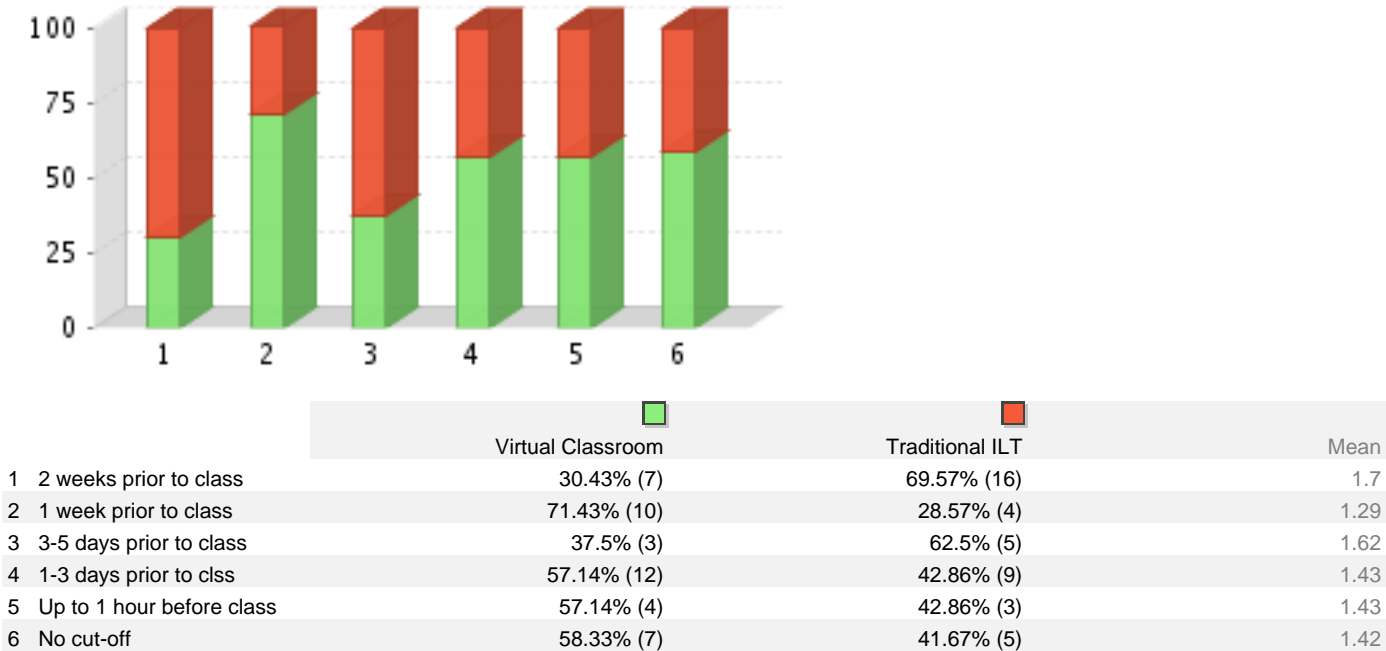
Response: 51

What kind of Virtual Classroom participant information do you provide?



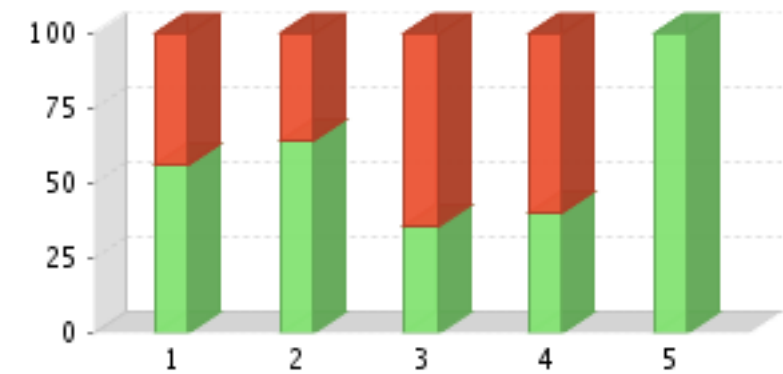
Response: 52

What are your enrollment cut-off times for both VC and traditional ILT?



Response: 53

What is your average class size for both VC and traditional ILT?



|                | Virtual Classroom | Traditional ILT | Mean |
|----------------|-------------------|-----------------|------|
| 1 1-5          | 55.56% (5)        | 44.44% (4)      | 1.44 |
| 2 6-10         | 63.89% (23)       | 36.11% (13)     | 1.36 |
| 3 11-15        | 35.71% (10)       | 64.29% (18)     | 1.64 |
| 4 16-20        | 40% (4)           | 60% (6)         | 1.6  |
| 5 More than 20 | 100% (1)          | 0% (0)          | 1    |

Response: 51

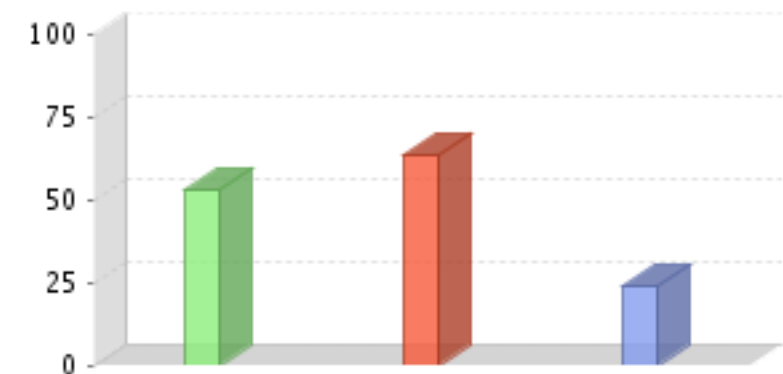
How do you split up your delivery times for VC?



|  |             |   |            |
|--|-------------|---|------------|
| 1 - We deliver the same schedule as ILT - if a course is one day, we deliver it in one day in the VC | 28.85% (15) | 2 - We never schedule a session longer than two hours - we break the course into two-hour chunks  | 13.46% (7) |
| 3 - We never schedule a session longer than four hours - we break the course into four-hour chunks   | 36.54% (19) | 4 - We modify the delivery schedule for VC, but in general it is about the same amount of time, for example a three-day ILT class in 3-4 days in VC | 17.31% (9) |
| 5 - Other  | 3.85% (2)   |   |            |

Mean: 2.54  
Response: 52

If the course is multiple days or is offered over several weeks, what do you do differently from traditional ILT to support your students?

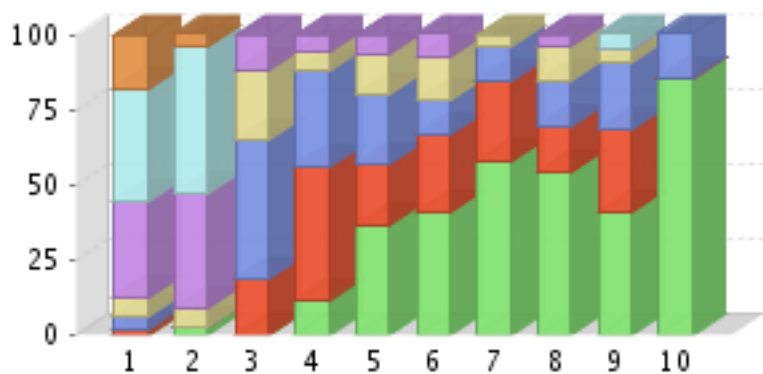


|                     |             |  |             |
|---------------------|-------------|--|-------------|
| 1 - Assign homework | 52.63% (20) | 2 - Offer instructor support during office hours | 63.16% (24) |
| 3 - Other           | 23.68% (9)  |  |             |

Response: 38



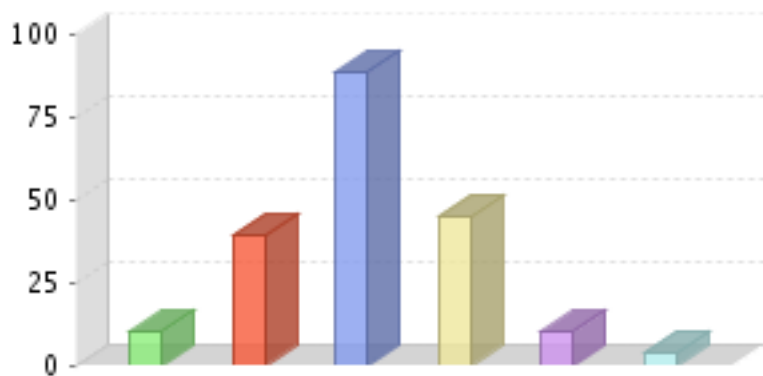
## How would you typically divide a VC course during its delivery?



|                                   | None        | 1%-5%       | 6%-10%      | 11%-20%     | 21%-30%     | 31%-50%     | More than 50% | Mean |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|---------------|------|
| 1 Presentation                    | 0% (0)      | 2% (1)      | 4% (2)      | 6% (3)      | 32% (16)    | 38% (19)    | 18% (9)       | 5.54 |
| 2 System/Lab Participant Hands-on | 2.22% (1)   | 0% (0)      | 0% (0)      | 6.67% (3)   | 37.78% (17) | 48.89% (22) | 4.44% (2)     | 5.42 |
| 3 Questions & Answers             | 0% (0)      | 18.6% (8)   | 46.51% (20) | 23.26% (10) | 11.63% (5)  | 0% (0)      | 0% (0)        | 3.28 |
| 4 Quizzes                         | 11.76% (4)  | 44.12% (15) | 32.35% (11) | 5.88% (2)   | 5.88% (2)   | 0% (0)      | 0% (0)        | 2.5  |
| 5 Self-study                      | 36.67% (11) | 20% (6)     | 23.33% (7)  | 13.33% (4)  | 6.67% (2)   | 0% (0)      | 0% (0)        | 2.33 |
| 6 Group Exercises                 | 40.74% (11) | 25.93% (7)  | 11.11% (3)  | 14.81% (4)  | 7.41% (2)   | 0% (0)      | 0% (0)        | 2.22 |
| 7 Panel Discussions               | 57.69% (15) | 26.92% (7)  | 11.54% (3)  | 3.85% (1)   | 0% (0)      | 0% (0)      | 0% (0)        | 1.62 |
| 8 Break-out sessions              | 53.85% (14) | 15.38% (4)  | 15.38% (4)  | 11.54% (3)  | 3.85% (1)   | 0% (0)      | 0% (0)        | 1.96 |
| 9 E-Learning                      | 40.91% (9)  | 27.27% (6)  | 22.73% (5)  | 4.55% (1)   | 0% (0)      | 4.55% (1)   | 0% (0)        | 2.09 |
| 10 Other                          | 85.71% (6)  | 0% (0)      | 14.29% (1)  | 0% (0)      | 0% (0)      | 0% (0)      | 0% (0)        | 1.29 |

Response: 50

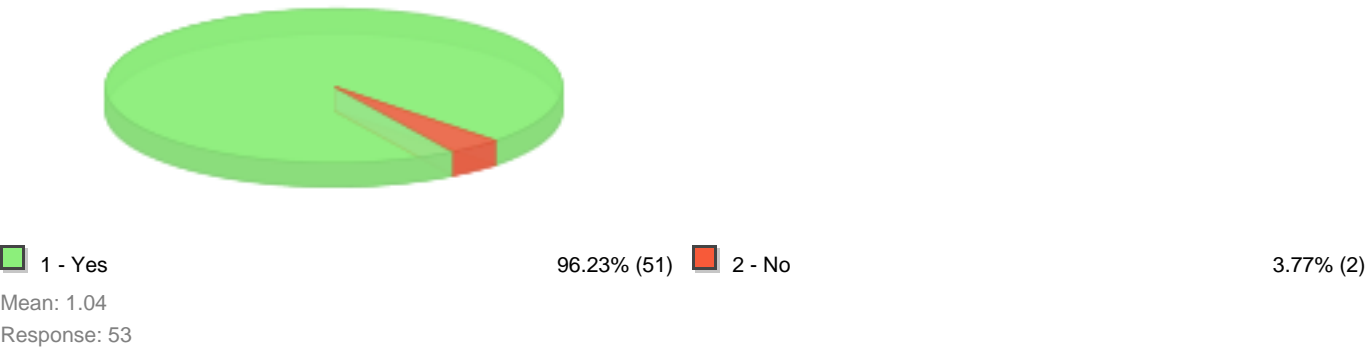
## What elements of blended learning do your VC courses have?



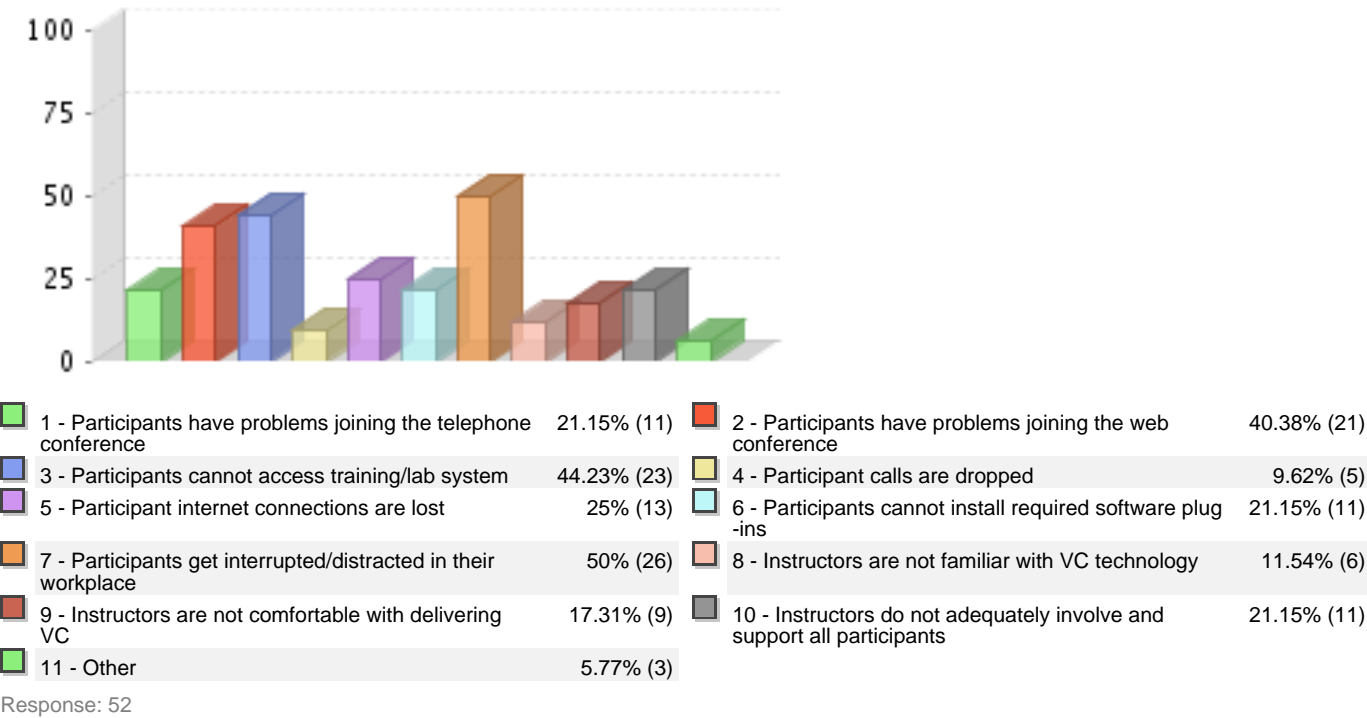
|  |             |  |             |
|--|-------------|--|-------------|
| 1 - Social wiki or blogs                 | 9.8% (5)    | 2 - Self-paced modules   | 39.22% (20) |
| 3 - Hands-on exercises during class time | 88.24% (45) | 4 - Inter-session work (pre-training, homework, post-training) | 45.1% (23)  |
| 5 - None of the above                    | 9.8% (5)    | 6 - Other  | 3.92% (2)   |

Response: 51

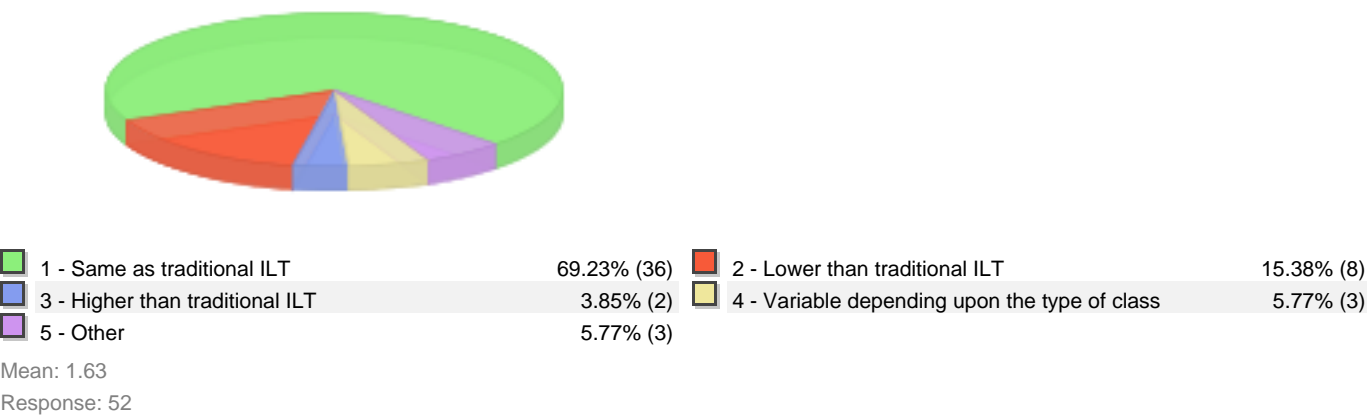
Can participants join from multiple countries?



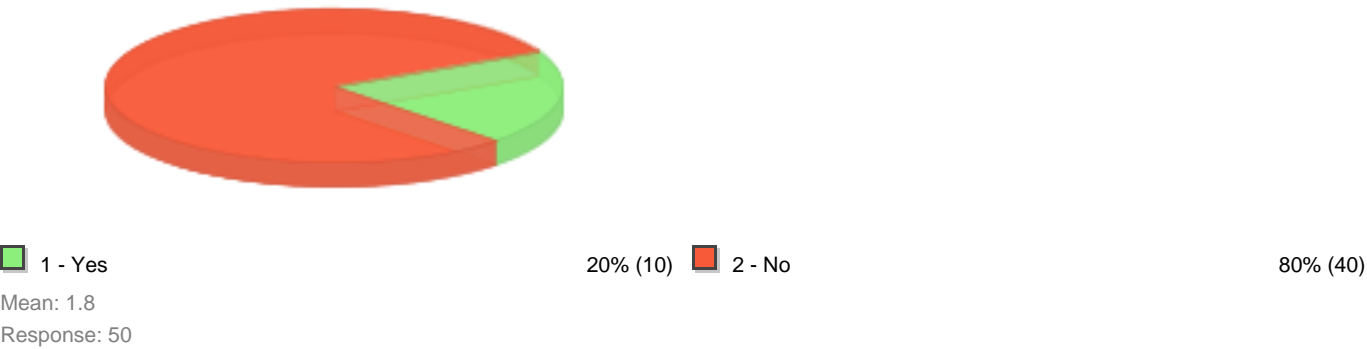
What are the most common issues or difficulties experienced during VC sessions?



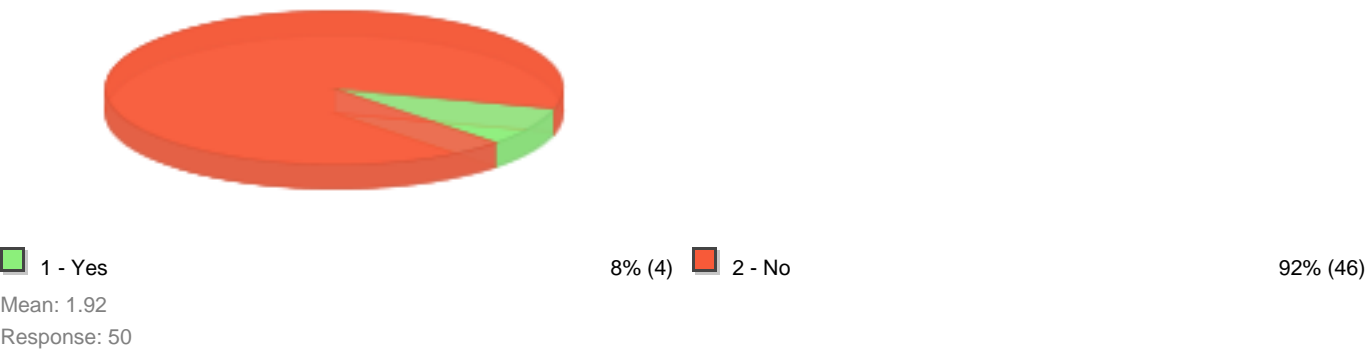
Historically, what has your VC pricing been:



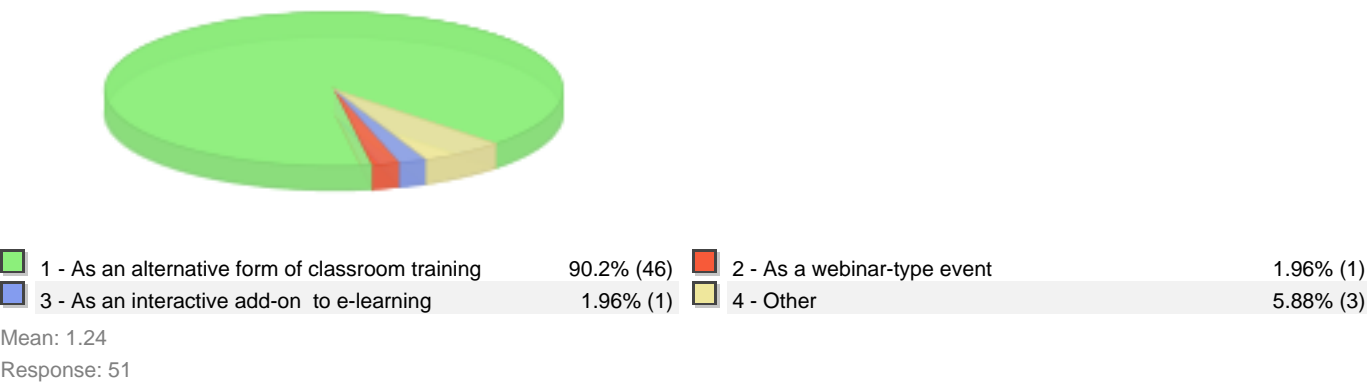
Have you encountered any customer push-back on the price specific to VC?



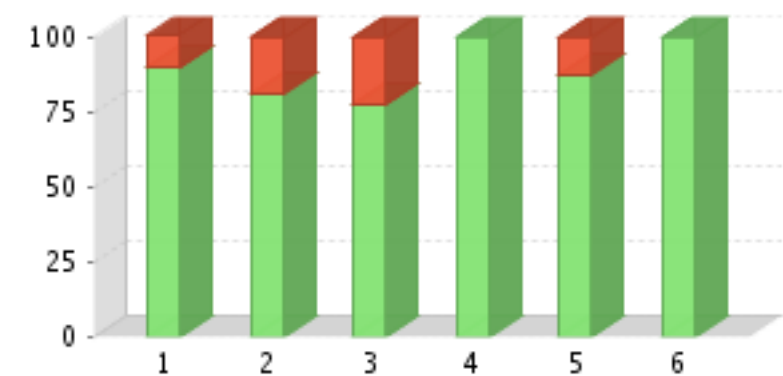
Traditionally, have you had to discount VC Classes more heavily than other forms of training?



How do you position VC classes from a marketing perspective?



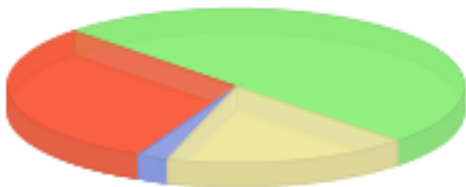
What are the key elements of your Virtual Classroom marketing and sales? Check all that apply. In the right-hand column, check those only that are used for VC but NOT used for traditional ILT.



|  | <div><div></div>Virtual Classroom</div> | <div><div></div>Not for ILT</div> |
|--|---|-----------------------------------|
| 1 Internal communication and marketing   | 89.47% (34)                             | 10.53% (4)                        |
| 2 Specific VC marketing awareness  | 80.95% (34)                             | 19.05% (8)                        |
| 3 Promotional activity for VC classes that is different from other marketing campaigns or programs | 77.27% (17)                             | 22.73% (5)                        |
| 4 A separate sales channel that focuses only on VC   | 100% (2)                                | 0% (0)                            |
| 5 A quota, spiff or commission structure that encourages or requires VC activity                   | 87.5% (7)                               | 12.5% (1)                         |
| 6 Other  | 100% (4)                                | 0% (0)                            |

Response: 43

How do you internally recognize revenues generated from VC classes:



|  |           |   |             |
|--|-----------|---|-------------|
| <div><div></div>1 - All revenues go to VC event hosting country/region</div>                   | 50% (23)  | <div><div></div>2 - All revenues are recognized in participant country/region of origin</div> | 30.43% (14) |
| <div><div></div>3 - Revenue split between hosting country and participant country/region</div> | 2.17% (1) | <div><div></div>4 - Other</div>   | 17.39% (8)  |

Mean: 1.87

Response: 46

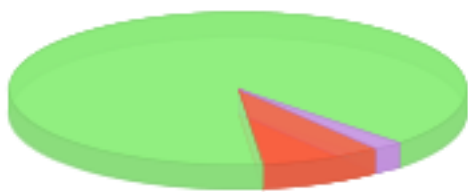
What is the ratio of lecture to lab for the virtual classes you deliver?



|                                   |             |                                     |             |
|-----------------------------------|-------------|-------------------------------------|-------------|
| 1 - All lecture – no labs         | 9.8% (5)    | 2 - 1 hour lecture to ½ hour lab    | 35.29% (18) |
| 3 - 1 hour lecture to 1 hour lab  | 27.45% (14) | 4 - 1 hour lecture to 1.5 hours lab | 9.8% (5)    |
| 5 - 1 hour lecture to 2 hours lab | 11.76% (6)  | 6 - Other                           | 5.88% (3)   |

Mean: 2.96  
Response: 51

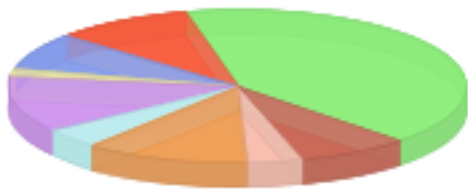
If your virtual class is offered over several days, is it confined to one week or do you go over multiple weeks?



|  |             |  |           |
|--|-------------|--|-----------|
| 1 - Consecutive days within one week     | 89.36% (42) | 2 - Consecutive days over multiple weeks     | 8.51% (4) |
| 3 - Non-consecutive days within one week | 0% (0)      | 4 - Non-consecutive days over multiple weeks | 0% (0)    |
| 5 - Other                                | 2.13% (1)   |  |           |

Mean: 1.17  
Response: 47

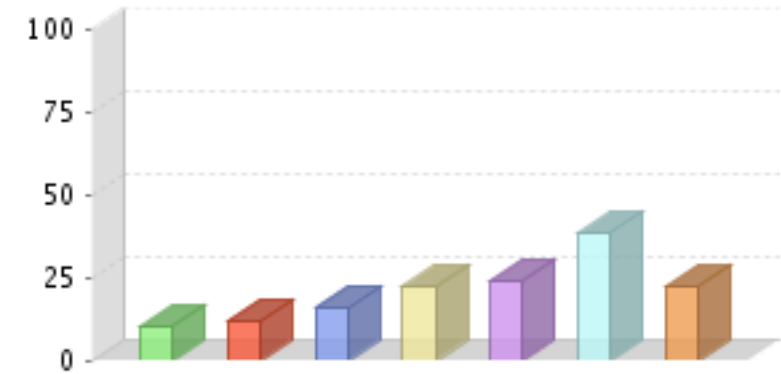
What provider/application do you use to deliver the classroom environment and presentation material?



|                             |             |                   |           |
|-----------------------------|-------------|-------------------|-----------|
| 1 - WebEx's Training Center | 41.18% (21) | 2 - Adobe Connect | 9.8% (5)  |
| 3 - Centra                  | 7.84% (4)   | 4 - Elluminate    | 1.96% (1) |
| 5 - Interwise/AT&T Connect  | 11.76% (6)  | 6 - GoToMeeting   | 3.92% (2) |
| 7 - Microsoft Live Meeting  | 11.76% (6)  | 8 - iLinc         | 3.92% (2) |
| 9 - Other                   | 7.84% (4)   |                   |           |

Mean: 3.59  
Response: 51

Do you offer virtual labs?



|   |          |   |          |
|---|----------|---|----------|
| 1 - We do not have labs in courses            | 10% (5)  | 2 - Students do labs on their own systems with their own software | 12% (6)  |
| 3 - We use a "home grown" solution            | 16% (8)  | 4 - Labs are done in the browser during the VC session            | 22% (11) |
| 5 - We use an internally hosted solution      | 24% (12) | 6 - We use an externally hosted system                            | 38% (19) |
| 7 - We provide students with Virtual Machines | 22% (11) |   |          |

Response: 50

Which provider do you use for internally hosted:



|                        |            |   |           |
|------------------------|------------|---|-----------|
| 1 - Hattsize           | 0% (0)     | 2 - Surgient                              | 8.33% (1) |
| 3 - Toolwire           | 0% (0)     | 4 - ReadyTech                             | 0% (0)    |
| 5 - Skytap Virtual Lab | 0% (0)     | 6 - We have built our own lab environment | 75% (9)   |
| 7 - Other              | 16.67% (2) |   |           |

Mean: 5.83  
Response: 12

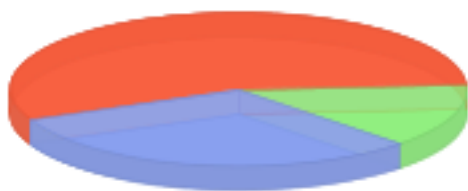
Which provider do you use for externally hosted:



|                        |            |   |            |
|------------------------|------------|---|------------|
| 1 - Hattsize           | 15.79% (3) | 2 - Surgient                              | 26.32% (5) |
| 3 - Toolwire           | 5.26% (1)  | 4 - ReadyTech                             | 42.11% (8) |
| 5 - Skytap Virtual Lab | 0% (0)     | 6 - We have built our own lab environment | 5.26% (1)  |
| 7 - Other              | 5.26% (1)  |   |            |

Mean: 3.21  
Response: 19

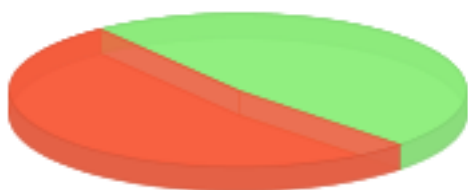
What voice solution do you use:



|  |             |                             |             |
|--|-------------|-----------------------------|-------------|
| 1 - VoIP                                   | 13.46% (7)  | 2 - Teleconference provider | 55.77% (29) |
| 3 - Both VoIP and a Telconference provider | 30.77% (16) |                             |             |

Mean: 2.17  
Response: 52

Is your voice integrated with the meeting room environment:



|         |             |        |             |
|---------|-------------|--------|-------------|
| 1 - Yes | 47.73% (21) | 2 - No | 52.27% (23) |
|---------|-------------|--------|-------------|

Mean: 1.52  
Response: 44

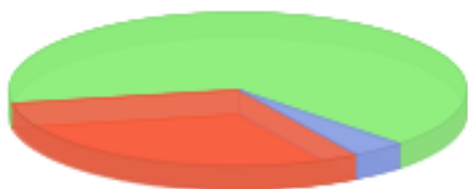
How many students do you allow per class:



|                  |             |           |             |
|------------------|-------------|-----------|-------------|
| 1 - Less than 5  | 0% (0)      | 2 - 5-10  | 34.62% (18) |
| 3 - 11-15        | 46.15% (24) | 4 - 16-20 | 13.46% (7)  |
| 5 - More than 20 | 5.77% (3)   |           |             |

Mean: 2.9  
Response: 52

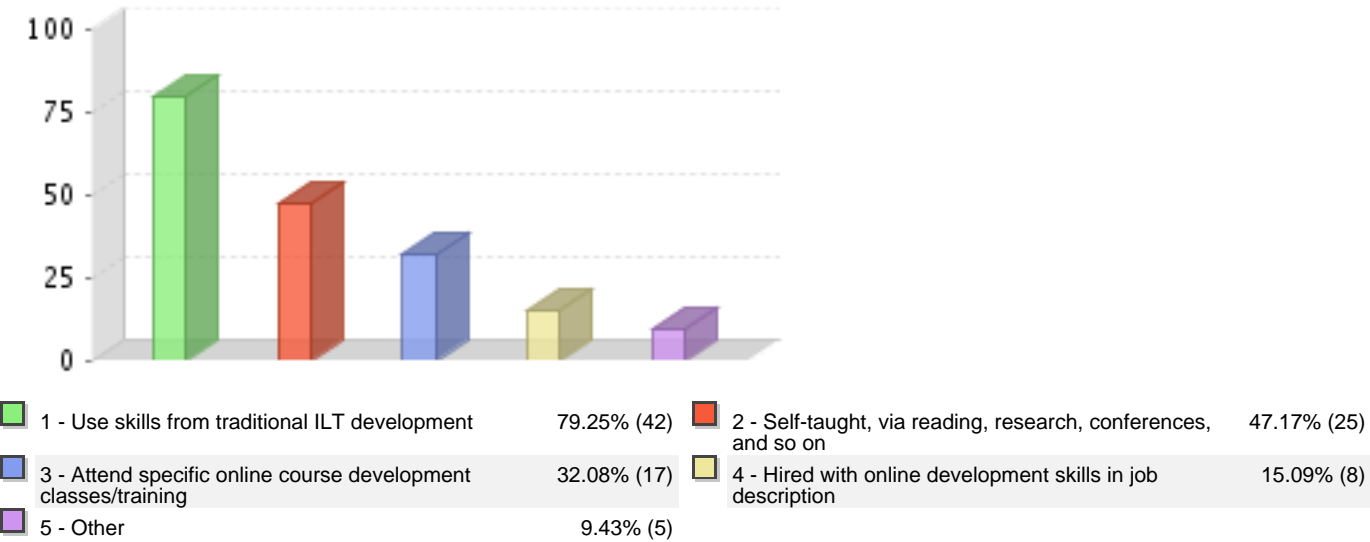
How many instructors/leaders do you use per class?



|                     |             |   |             |
|---------------------|-------------|---|-------------|
| 1 - One instructor  | 65.38% (34) | 2 - One instructor, supported by one "producer" | 30.77% (16) |
| 3 - Two instructors | 3.85% (2)   | 4 - More than two in total                      | 0% (0)      |

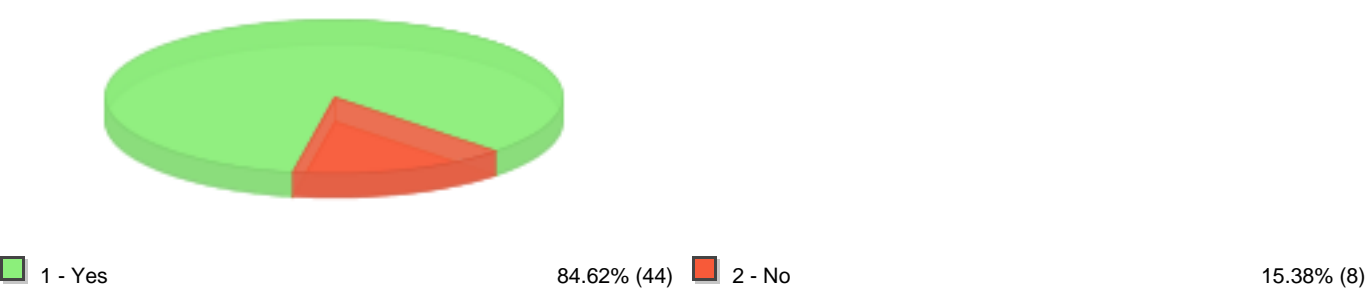
Mean: 1.38  
Response: 52

How are course developers trained to create content specifically for virtual classes:



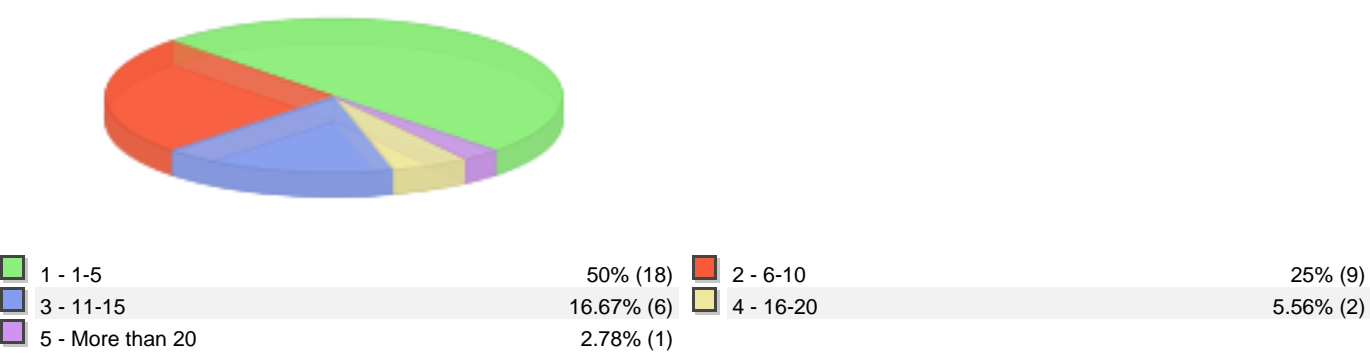
Response: 53

Do you repurpose content from existing traditional ILT courses?



Mean: 1.15  
Response: 52

How many hours of development does it take to modify one hour of content from traditional ILT to VC:



Mean: 1.86  
Response: 36



Do you create content from scratch for VC courses?



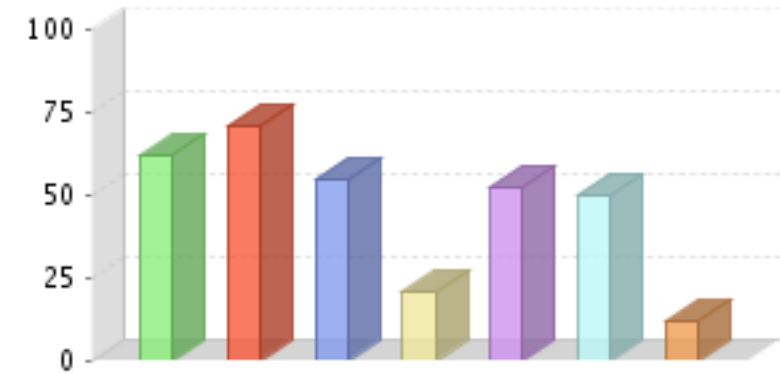
|              |             |        |             |
|--------------|-------------|--------|-------------|
| 1 - Yes      | 39.62% (21) | 2 - No | 60.38% (32) |
| Mean: 1.6    |             |        |             |
| Response: 53 |             |        |             |

How many hours of development does it take to create one hour of content when starting from scratch (not modifying a traditional ILT course):



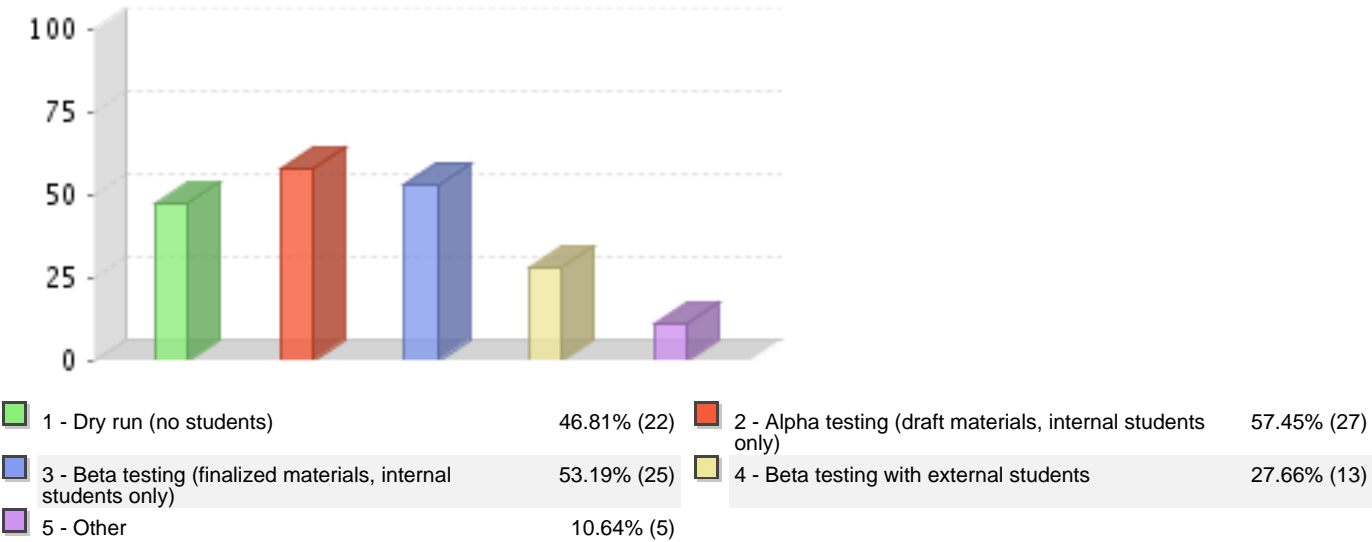
|              |            |                  |            |
|--------------|------------|------------------|------------|
| 1 - 1-15     | 15.79% (3) | 2 - 16-25        | 26.32% (5) |
| 3 - 26-50    | 47.37% (9) | 4 - More than 50 | 10.53% (2) |
| Mean: 2.53   |            |                  |            |
| Response: 19 |            |                  |            |

What elements do you add to the course when modifying traditional ILT for the VC environment:



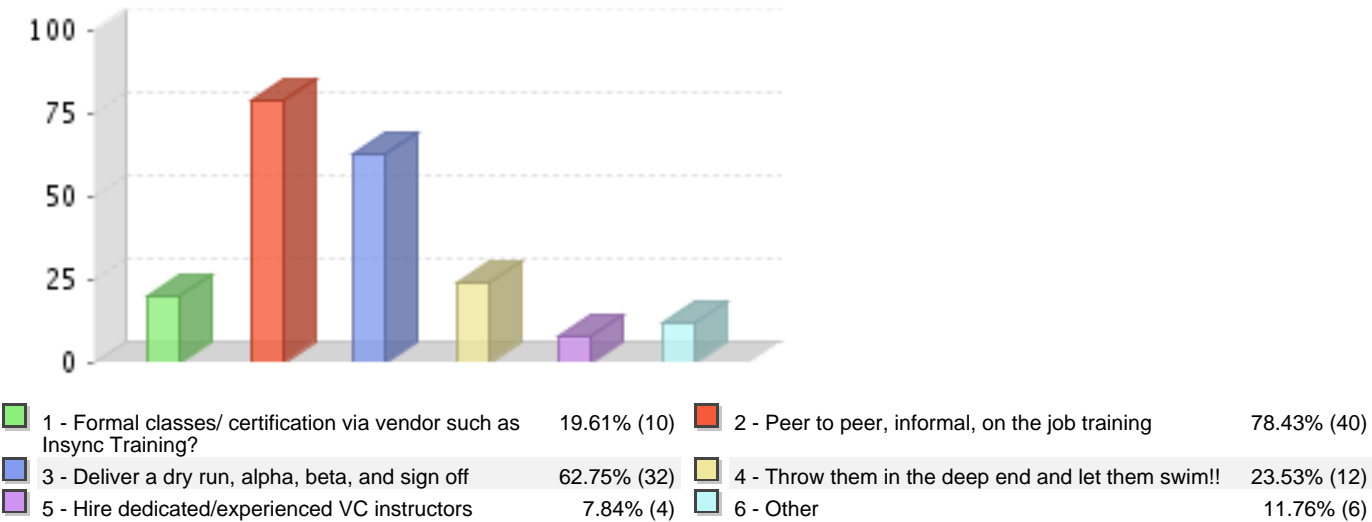
|  |             |  |             |
|--|-------------|--|-------------|
| 1 - Instructor scripts and notes       | 61.36% (27) | 2 - Polls  | 70.45% (31) |
| 3 - Student interactions               | 54.55% (24) | 4 - Breakout sessions  | 20.45% (9)  |
| 5 - Quizzes (scored sets of questions) | 52.27% (23) | 6 - Knowledge checks (occasional questions asked to reinforce knowledge) | 50% (22)    |
| 7 - Other                              | 11.36% (5)  |  |             |
| Response: 44                           |             |  |             |

What cycles of testing do you conduct before a course goes live:



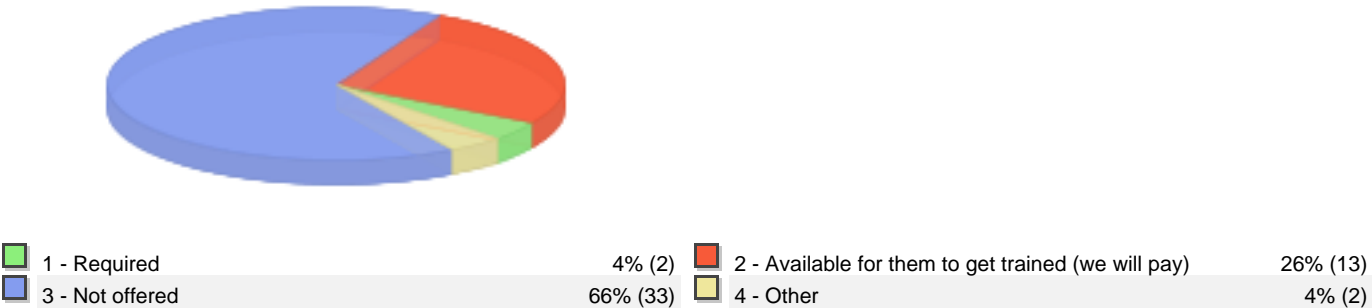
Response: 47

How do you train your instructors:



Response: 51

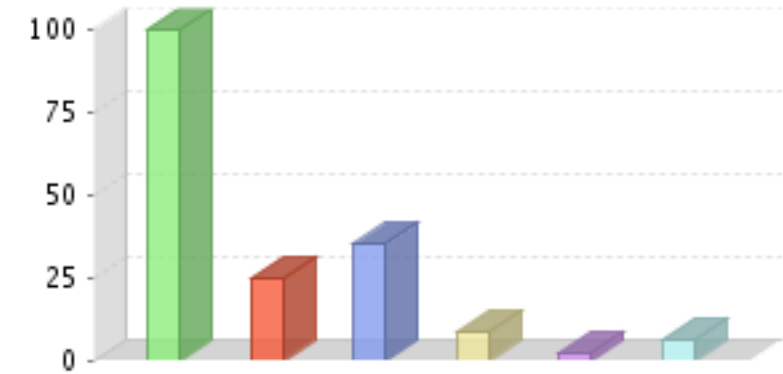
Do you require or make opportunity for your instructors to receive a certification in online/synchronous instruction:



Mean: 2.7

Response: 50

Which delivery roles do you use in your virtual classes:



|  |             |   |             |
|--|-------------|---|-------------|
| 1 - Instructor (SME, VC specialist)                      | 100% (49)   | 2 - Co-instructor (second SME & VC specialist)        | 24.49% (12) |
| 3 - Producer (not SME, tech assistance only)             | 34.69% (17) | 4 - Moderator (leads discussion only, no instruction) | 8.16% (4)   |
| 5 - Panelists (SME, but not online delivery specialists) | 2.04% (1)   | 6 - Other   | 6.12% (3)   |

Response: 49

If you use producers, how would you define their role:



|   |            |  |            |
|---|------------|--|------------|
| 1 - Co-instructor   | 4.35% (1)  | 2 - Technical support  | 34.78% (8) |
| 3 - Monitor participants, watch for student view problems | 21.74% (5) | 4 - True producer role to handle technical questions, assist with mechanics of the class such as initiate breakout activities, and other virtual class activities such as polling, chat, and so on | 26.09% (6) |
| 5 - Other   | 13.04% (3) |  |            |

Mean: 3.09

Response: 23

Do you require a second person (co-instructor, producer, moderator)? Select the most appropriate statement.

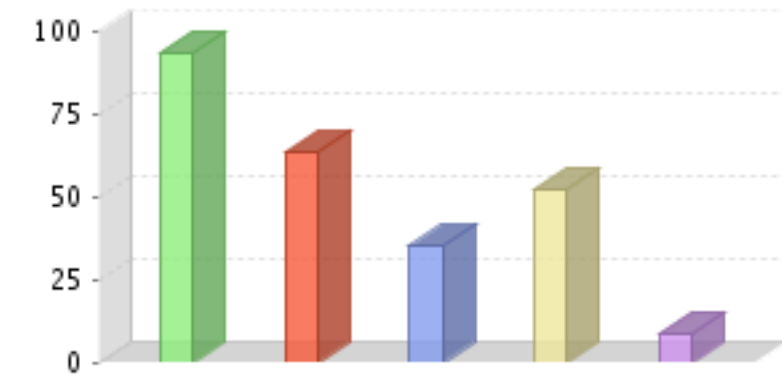


|   |             |  |             |
|---|-------------|--|-------------|
| 1 - We always have a second person      | 23.26% (10) | 2 - We only have a second person if the class size requires it | 18.6% (8)   |
| 3 - We occasionally use a second person | 30.23% (13) | 4 - We never have a second person                              | 23.26% (10) |
| 5 - Other                               | 4.65% (2)   |  |             |

Mean: 2.67

Response: 43

### How does a trained VC instructor prepare to teach a course:



|                                   |             |   |             |
|-----------------------------------|-------------|---|-------------|
| 1 - They review the materials     | 93.48% (43) | 2 - They attend the course as a student   | 63.04% (29) |
| 3 - They rehearse with a producer | 34.78% (16) | 4 - They do a dry run with a producer and a live internal audience (such as other trainers) | 52.17% (24) |
| 5 - Other                         | 8.7% (4)    |   |             |

Response: 46

### Do you provide your instructors with a Facilitator Guide:



|   |             |   |             |
|---|-------------|---|-------------|
| 1 - Yes, we create a detailed guide for each course especially designed for the virtual classroom with Facilitator and Producer instructions. | 22.45% (11) | 2 - We put some notes/suggestions in the PPT slides | 28.57% (14) |
| 3 - It's up to the instructor to decide how to take a traditional ILT course and add interactivity to it                                      | 22.45% (11) | 4 - We don't have a Leaders Guide                   | 20.41% (10) |
| 5 - Other   | 6.12% (3)   |   |             |

Mean: 2.59

Response: 49

### Taking 2008 or your most recent fiscal year, what percentage of your total course offerings is offered as virtual classes?



|                 |             |                   |            |
|-----------------|-------------|-------------------|------------|
| 1 - 10% or less | 42.55% (20) | 2 - 11%-20%       | 14.89% (7) |
| 3 - 21%-30%     | 12.77% (6)  | 4 - 31%-50%       | 8.51% (4)  |
| 5 - 51%-75%     | 12.77% (6)  | 6 - More than 75% | 8.51% (4)  |

Mean: 2.6

Response: 47

**Taking 2008 or your most recent fiscal year, what percentage of your total resources is involved in the development and delivery of virtual classes?**



|                 |             |                   |             |
|-----------------|-------------|-------------------|-------------|
| 1 - 10% or less | 34.78% (16) | 2 - 11%-20%       | 21.74% (10) |
| 3 - 21%-30%     | 13.04% (6)  | 4 - 31%-50%       | 15.22% (7)  |
| 5 - 51%-75%     | 10.87% (5)  | 6 - More than 75% | 4.35% (2)   |

Mean: 2.59  
Response: 46

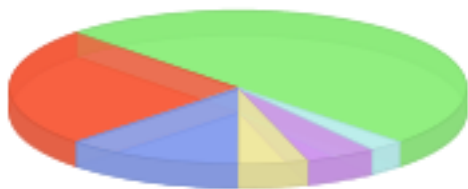
**Taking 2008 or your most recent fiscal year, what percentage of your total students attended virtual classes?**



|                 |             |                   |             |
|-----------------|-------------|-------------------|-------------|
| 1 - 10% or less | 40.91% (18) | 2 - 11%-20%       | 22.73% (10) |
| 3 - 21%-30%     | 9.09% (4)   | 4 - 31%-50%       | 9.09% (4)   |
| 5 - 51%-75%     | 13.64% (6)  | 6 - More than 75% | 4.55% (2)   |

Mean: 2.45  
Response: 44

**Taking 2008 or your most recent fiscal year, what percentage of your total training revenue resulted from virtual classes?**



|                 |           |                   |          |
|-----------------|-----------|-------------------|----------|
| 1 - 10% or less | 50% (20)  | 2 - 11%-20%       | 25% (10) |
| 3 - 21%-30%     | 12.5% (5) | 4 - 31%-50%       | 5% (2)   |
| 5 - 51%-75%     | 5% (2)    | 6 - More than 75% | 2.5% (1) |

Mean: 1.98  
Response: 40

Taking 2008 or your most recent fiscal year, what percentage of your total training contribution (or profit) resulted from virtual classes?



|                 |             |                   |             |
|-----------------|-------------|-------------------|-------------|
| 1 - 10% or less | 51.22% (21) | 2 - 11%-20%       | 24.39% (10) |
| 3 - 21%-30%     | 9.76% (4)   | 4 - 31%-50%       | 7.32% (3)   |
| 5 - 51%-75%     | 4.88% (2)   | 6 - More than 75% | 2.44% (1)   |

Mean: 1.98  
Response: 41

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