

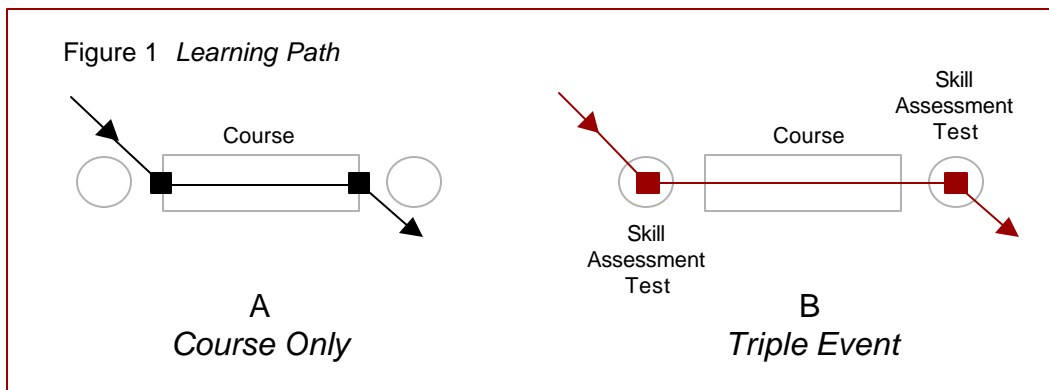
Proof That MindLeaders e-Learning Works

MindLeaders is one of the world's leading e-Learning providers with over 500 technical and end-user courses. Technical courses cover topics like Oracle, Cisco, Novell Networks and HTML; end-user courses include Microsoft Office, Lotus Notes and soft skills like negotiation techniques, time management and customer service. Worldwide there are over 200,000 learners taking MindLeaders courses.

Sound instructional design is a guiding principle at MindLeaders. By combining hands-on exercises, simulations and relevant graphics, MindLeaders creates engaging and effective courses.

Although the tests before and after are not mandatory, many learners take them. Many take the pre-test because the system creates a custom learning path based on the test results. Learners take the post-test to get a final score to prove they have mastered the subject. Taking the pre-test does not help in taking the post-test, because the questions are randomly generated each time.

Hundreds of thousands of events (courses and tests) take place each year. But the most meaningful data comes from triple events - where learners take the pre-test, complete the course and take the post-test.



All MindLeaders courses have a corresponding *skills assessment test* based on the learning objectives of the course. Learners can simply take the course without taking any tests (Figure 1, A), or they can take a *skills assessment test* before and after the course (Figure 1, B). The second example (B) is known as a 'triple event.'

The Proof

Because learners take the courses and tests on servers at MindLeaders, it is possible to analyze events across the entire population. MindLeaders analyzes test results on a regular basis to determine how effective the courses are and how to improve them.

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The table on this page shows the results for many of the important technical and end-user courses. The first column is the name of the course topic. Next is the number of 'triple events' that have taken place. This is followed by the average score *before* and *after* the course, along with the absolute point gain and percentage gain.

Results for certified courses (marked ✓) such as Microsoft Office are particularly meaningful, because the vendor – not MindLeaders – sets the learning objectives that are tested.

The total number of learners taking each course in conjunction with the associated tests is significant and represents a statistically valid sample in most cases. The overall average score across all courses for the pre-test (for all triple events) was 62.6%; the average post-test score 78.8%. This results in an average absolute point gain of 16.2 and a percentage gain of 26%.

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Course	Triple Events	Before	After	Point Gain	% Gain
End User					
✓ Office 2000	501	65.2%	89.1%	+ 23.9	+ 37%
✓ Office 97	1,391	59.0%	77.5%	+ 18.5	+ 31%
Lotus Notes	79	62.7%	87.5%	+ 24.8	+ 40%
Technical					
HTML	1,648	59.8%	79.5%	+ 19.0	+ 33%
Java 1.2	42	73.1%	92.5%	+ 19.4	+ 27%
VB 6.0	847	68.2%	81.9%	+ 13.7	+ 20%
✓ Networking MCSE	921	59.6%	81.0%	+ 21.4	+ 36%
✓ SQL Server MCSE	33	57.6%	92.5%	+ 34.9	+ 61%
✓ TCP/IP MCSE	352	53.0%	72.4%	+ 19.4	+ 37%
✓ NT Server MCSE	342	57.0%	73.9%	+ 16.9	+ 30%
✓ A+ Certification	1,743	58.1%	78.8%	+ 20.7	+ 36%
Cisco CCNA	310	58.8%	85.1%	+ 26.3	+ 45%
Oracle	328	55.7%	76.5%	+ 20.8	+ 37%
Soft Skills					
Customer Service	190	69.9%	80.2%	+ 10.3	+ 15%
Negotiating Skills	70	67.5%	83.0%	+ 15.5	+ 23%
Performance Skills	90	57.5%	82.1%	+ 24.6	+ 43%
✓ Certified Courses					