



Learning is a lifelong journey. Let LearnQuest be your guide.

Partner Network News

Welcome! *Looking at Quality*

As we reflect on our first six months of business and our deliveries, I'd like to share an overall look at quality scores and student evaluations. Used as performance indicators, course evaluations are useful tools to examine instructor performance, course content, meeting class objectives, etc. Course evaluations represent a look at delivery success and overall customer satisfaction.

What do our evaluation scores look like? The following scores are calculated by using end-of-course evaluations:

- Overall Instructor Rating YTD: 4.8/5.0
- Overall Course Content Rating YTD: 4.7/5.0

We recently updated the evaluation format, making it easier for students to complete evaluations. All partners have access to the evaluation forms through the Partner Portal. Please reference the **LearnQuest Partner Portal Updates and Information Section** of this newsletter for specific how-to details.

Although quality scores are high, one area which needs improvement is evaluation return rate. The average return rate ranges from 35% to 65% depending on the month. We realize that entering evaluation results is a requirement of our contract and the changes we made will help with compliance. Your students' feedback is critical to the continuing improvement of courses and delivery.

Please let us know how we can simplify our evaluation processes to better assist in collecting evaluations.

What's New in the Partner Portal?

- *New Ways to Process Evaluations*
- *Credit Card Efficiency Added*
- *Using Numbers to Upload and Manage Classes*

See below for more details!

Don't Miss Our Upcoming Events! *Just one of our exciting new conferences...*

Watson Customer
Engagement Technical
Academy 2017

London: October 24-25
Milan: October 30-31
Stuttgart: November 2-3

▶ Register

Click above to see the other exciting training conferences and locations!

LearnQuest welcomes new Strategic Partner in Asia Pacific

LearnQuest is excited to announce its new education partnership with the following partner in Asia Pacific. This important alliance represents our continued dedication in the Asia Pacific market and its growth potential.

Thank you,

Kathy Rucinsky, VP Training & Delivery Services

Announcing NEW COURSES 2017

Datacap 9.0.1

Do you know what Datacap is? It's a tool that can mine for information within most file formats (like PDF or Office). It can automatically identify, classify, and extract content from those documents. Let's say there's a company that has a file system full of contracts (like a phone or cable company), and they need to be able to quickly mine through those contracts for customer service or marketing reasons. Datacap is the tool that makes that possible!

[Learn More](#)

Apple Server

Let's answer questions on Apple's Server Essentials. Apple Server is an application that can be installed on any of the mac Operating Systems. The application is macOS Server 5. The server version did not change when the latest Operating System (macOS v10.12 – Sierra) was released. Since the course name is just a matter of marketing and semantics, we have listed this same course under the latest OS version so that it continues to appear relevant and current.

[Learn More](#)



CourseMonster is providing IBM training in Australia / New Zealand

CourseMonster is a professional training and education company with over 19 years of experience in the IT industry across the enterprise market. CourseMonster's mission is to provide quality training in IBM with integrity, collaboration and customer service as its core values. CourseMonster has successfully delivered training to more than 900 students across over 800 companies globally, and currently offers a complete IBM public schedule available for immediate enrollment.

Learnquest is excited to start this partnership!

Apple News

NEWS: ACMT/ACIT Classes

Just a couple of notes when offering ACMT, ACiT and Service Fundamental classes.

- Please remember to upload roster spreadsheets for each ACMT, ACiT and Service Fundamentals class, regardless if the classes are offered back-to-back. Service Fundamentals is the pre-requisite, so there should not be a discrepancy between student day numbers when compared to students taking the technician courses.
- Since Service Fundamentals, ACMT, and ACiT are expensive courses to deliver, LearnQuest will not be charging a Participation Fee on LearnQuest-referred students enrolled in these partner-delivered classes for the remainder of 2017. We hope that this will remove the burden preventing more Service Fundamentals, ACMT, ACiT classes from being delivered by our AATPs.

IBM News

Understanding IBM's You Pass We Pay

IBM's You Pass We Pay program offers customers an effective way to offset the expense of building

technical skills. You Pass We Pay (YPWP) is available with purchase of IBM's Value Package.

YPWP reimburses for the published base price of IBM certification exams and optional preparatory roadmap education (minus a Business Partner discount) when the student achieves eligible certifications. Reimbursement maximums depend on the enterprise program level of your customer's country within PartnerWorld, as listed in the PartnerWorld profile system.

To see the list of eligible certifications and to get further details on this program, you may login to the IBM PartnerWorld Account or reach out to the local LearnQuest Channel Manager.

Check it out - Top 25-Instructor Led and Self-Paced Courses Updated

The quarterly update of the top 25 instructor-led and self-paced course documents have been completed and are located in the Partner Portal. These documents are great tools to help determine in which IBM classes students have interest.

- > Top 25 Instructor-Led Courses
- > Top 25 Self-Paced Courses

LearnQuest Partner Portal Updates and Information

New Ways to Process Evaluations

Recently, for compliance reasons, we were asked to make some changes to our evaluation form. These new changes have made it necessary for us to disable the Evaluation spreadsheet load functionality in your portal.

We do still need you to submit your evaluations, so there are two other ways you can enter this information.

- 1. You can enter the information via an online form.**
- 2. You can allow your students to enter the information via the online form.**

We vote for option two, since it is the easiest for you, but here are the steps for both so you can make an educated decision as to which method you would like to use on a class-by-class basis.

Partner Enter Data	Students Enter Data
<ol style="list-style-type: none">1. Log in to the Partner Portal2. Go to "My Scheduled Classes" and find the class that needs evaluations to be entered.3. Click on the "View" link in the evaluation table below the class.4. Click on "Enter Results" next to each student's name and fill out the form.5. Click "Process" at the end of the form once you have filled in all the answers.	<ol style="list-style-type: none">1. Log in to the Partner Portal2. Go to "My Scheduled Classes" and find your class.3. Click on "Attendance Sheet" and scroll down to find the students' logins. Give these to your students.4. Students log in, using these credentials, and are taken directly to the class with the "View" link in the evaluation table so they can fill out the form themselves.

Credit Card Efficiency Added

LearnQuest has updated its Partner Portal with a new feature to allow partners to communicate the latest credit card information to use for invoices due. When logging into the Partner Portal there is a new link to "Submit Credit Card." When clicking the link, the following fields are displayed to update and submit your company's credit card details:

Enter New Credit Card Details
Interface Technical Training

Country:	United States
Credit Card Number:	
CSC:	
Name on Card:	
Expiration Date:	MM: <input type="text"/> YY: <input type="text"/>
Currency:	USD <input type="button" value="v"/>
<input type="button" value="Submit"/>	

Partner Portal Menu

- [Vendor Home](#)
- [Course Catalog](#)
- [Class Schedules](#)
- [Load Data](#)
- [Reports](#)
- [Marketing Center](#)
- [Submit Credit Card](#)
- [Ask Us A Question](#)
- [Knowledge Base](#)

LearnQuest will process this credit card after invoicing a Remarketer for selling LearnQuest classes or an Education Partner for ordering LearnQuest products, including courseware, labs, and anything else related to the delivery of services ordered by the Education Partner.

Please let us know how we can help you

First Name*

The new functionality helps to validate and submit credit card changes in a seamless, protected manner.

As a reminder, credit cards are charged after sending the invoice and giving the appropriate team members of the organization five (5) business days to communicate any discrepancies.

Using Numbers to Upload and Manage Classes

Apple partners can use Apple's spreadsheet tool, "Numbers" to submit locations, instructors, class schedules, rosters, and evaluations to LearnQuest via the Partner Portal. To do so, please follow the steps below:

1. Download the Excel spreadsheet template from the Portal.
2. Open the file in Numbers and save it as a Numbers file.
3. Fill out the Numbers file with the information you need to communicate to LearnQuest.
4. Convert the Numbers file back to an Excel spreadsheet (xls) file and save.
5. Upload the Excel file with your information to the Portal using the "Load Data" link.

Please contact your local LearnQuest contact with any questions. We look forward to sharing more changes to the Partner Portal in subsequent newsletters!



Questions or Comments?
Email us at partners@learnquest.com or call 610-206-0101

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