

## On-Line Survey

1. How much do you interact with the Internet for learning or accessing resources?

		Response Percent	Response Total
Never		2.2%	1
<b>Daily</b>		<b>82.6%</b>	<b>38</b>
Weekly		13%	6
Monthly		2.2%	1
<b>Total Respondents</b>			<b>46</b>
(skipped this question)			0

2. How do you access the Internet?

		Response Percent	Response Total
<b>Modem</b>		<b>47.8%</b>	<b>22</b>
DSL		19.6%	9
Cable		19.6%	9
T-1		6.5%	3
Satellite		6.5%	3
<b>Total Respondents</b>			<b>46</b>
(skipped this question)			0

3. Have you previously used or experienced an on-line learning center?

		Response Percent	Response Total
Yes		41.3%	19
Not Sure		37%	17
No experience		21.7%	10
<b>Total Respondents</b>			<b>46</b>
(skipped this question)			0

4. If you were to access an online learning center, what would you have available for your use? Select all that apply:

Library	
Real-time conversations (chat)	
Posted messages (threaded conversations)	
Calendar of events	
<b>Reference materials</b>	
Ezine/Newsletter	
Web tutorials	
Webinars or on-line seminars	


View

Other (please specify)

If you were to access an online learning center, what services would you expect to have available for your use? Select all that apply: Other




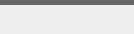
1. Resource links
2. business collaboration
3. Directory of references. Internal & external search engine. An Ask Jeeves type of feature, but oriented toward cen
4. links??
5. (Webinars is a far stretch, isn't it?) I'd expect to see comprehensive online services and tests for day-to-day things. One bas Without much detail to expand this thought...Obtaining a driver's license online. The DMV online services and tests would p service (that I paid) and any test score results (indicating which ones I missed, showing the correct answer for review). Or
6. - Addit'l/Background Materials (e.g. Glossary, etc.) - LOTS of links to related sites ...
7. Syllabus pointers to reference materials
8. What's diff between "ref materials" & "library"?
9. Links to professional web sites of interest, for example, if I want to learn more about improving my presentation ski organizations are available? As for question 5, I am unsure of what you mean by "business tools"-- what kinds of
10. Book reviews

5. If you were to use an online learning center for a business consulting service provider, what services would you expect to have available to you? Check all answers that apply.



Tips		82.9%	34
Assessments		51.2%	21
<b>Articles</b>		<b>90.2%</b>	<b>37</b>
Business Tools		70.7%	29
Business templates or forms		70.7%	29
<b>Total Respondents</b>			<b>41</b>
(skipped this question)			5

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6. If you were enlisting the services of the business consultant, how much would you expect to pay for access to the learning center?

		Response Percent	Response Total
A member fee of less than \$100/year		22%	9
A monthly fee of less than \$25/month		14.6%	6
<b>No fee, it should be a part of the consulting fee</b>		<b>36.6%</b>	<b>15</b>
A fee for use above and beyond the consulting contractual agreement		26.8%	11
<b>Total Respondents</b>			<b>41</b>
(skipped this question)			5

7. Should webinars, live chat, and email consulting be a fee-based service of the learning center?

		Response Percent	Response Total
<b>Yes</b>		<b>57.5%</b>	<b>23</b>
No		42.5%	17
<b>Total Respondents</b>			<b>40</b>
(skipped this question)			6




8. As a prospective learning center user, how much would you use a learning center that provided a variety of professional consultants and services?

		Response Percent	Response Total
More than 2 hours a week		7.9%	3
At least weekly		18.4%	7
Once or twice a month		36.8%	14
Several times a quarter		36.8%	14
<b>Total Respondents</b>			<b>38</b>
(skipped this question)			7

9. Would an on-line learning center add value to your experiences with a consultant?

		Response Percent	Response Total
Yes		38.1%	16
Some value would be added		33.3%	14
I'm not sure if it would add value		28.6%	12
No		0%	0
<b>Total Respondents</b>			<b>42</b>
(skipped this question)			4

10. Please provide any additional information or comments that would be helpful for creating an on-line learning center.

		Response Percent	Response Total
No comment		64.1%	25
Sign me up		2.6%	1
See below		0%	0
<a href="#">View</a> Other (please specify)		33.3%	13
<b>Total Respondents</b>			<b>39</b>
(skipped this question)			7

Please provide any additional information or comments that would be helpful for creating an on-line learning center.

1. I would think the initial content would relate to your past experience with clients and what they would be interested in.
2. I would expect to pay fees / class or / use. I would expect to pay \$40/month as a non-consulting client, but a user of the website for a membership.
3. I need more experience before I can fully understand and provide feedback.
4. Online learning is a great supplement, but when it comes to problem-solving I would rather have offline interaction with a consultant.
5. Whether a client will use an on-line learning center will depend on the content of the center and if it is fee based. A fee base will discourage use, but will help to pay for the center. As a some-time consultant, I wouldn't give away any consulting services with the center, but I would provide general info, tips, maybe a tutorial, and reference materials.
6. Becky, All good questions...as a start-up you may have to waive fees in the beginning to build clients and to get the word

	out. Good Job,
<u>7.</u>	Learning center is like a library. Consultant solves problems quickly. Library solves problems slowly. Must balance cost, benefit and time.
<u>8.</u>	An attraction to get other to "buy in" could be to use testimonials, or a customer list...
<u>9.</u>	If the center offered 100 items, I'd like to be able to customize it, using only 10 items and then paying for just those items. And I'd expect instant feedback, within 1 hour of request for information/help. Live chat is best. I've used it before and it's terrific.
<u>10.</u>	I think it would be helpful to include instructions or advice as to how to utilize the learning center. I think part of the problem with online resources in general is that people do not know how or when to use something; hence, they hire a consultant.
<u>11.</u>	unclear what the online learning center is for, so not so easy to answer the questions in terms of how much it should cost and how much I'd use it
<u>12.</u>	re: the value added question (#9), it would really depend on the quality of the elearning center, in my opinion.
<u>13.</u>	#2: both landline & satellite #7: Webinars yes; other two no #8: Can't judge; as an entrepreneur, you're taking risks in new territory Also: (a) allow for Opera, and (b) set legal cookies Good luck bill