



SirsiDynix Education Services Service Level Commitments

SirsiDynix Education Services provides professional training that ensures our clients' success in using SirsiDynix technologies. All training has been developed by our in-house staff of instructional design specialists in the Education Services department.

The pace and flow of the classes has been designed so students achieve optimum information retention. Distance training is our customers' preferred delivery method because of its low-cost- and time-effectiveness. We can deliver our entire curriculum through distance training. However, alternative training methods are available, giving clients their training channel of choice.

We provide a wide variety of web-based trainings (WBTs) that can be accessed through a browser. These courses are available on demand. Much of your core (or basic) training is available to your library staff night 24 hours a day, 7 days a week. This makes it possible for your staff to take key training when it is convenient. Our WBTs provide your new library staff a standing means to obtain quality training. We also offer yearly subscriptions, which lets your library staff access WBTs and/or instructor-led classes for upgrade or refresher trainings whenever they need to.

SirsiDynix Education Services Commits ...

- To provide quality distance training as a standard for implementation training.
- To publish a current schedule of free core classes as refreshers or for new staff.
- To organize, within four weeks of request, distance training classes that may not be currently scheduled.
- To offer multiple payment options for each class. Pay by purchase order, credit card, or by purchasing a coupon (amount determined by the client). A coupon is valid for one year and allows for instant registration to classes
- To provide sessions that maximize retention of information and allow attendance by specific area of interest.
- To conduct training onsite or at SirsiDynix when applicable.
- To furnish customers with flexible, customizable training options.
 - Distance hands-on training
 - Limited class size allows for virtual on-site training
 - Provides hands-on experience with full system functionality
 - Supervised exercises ensure comprehension of concepts
 - Private distance training
 - Training can be customized to specific modules
 - Limits attendance to your staff
 - On-site training
 - A professional, knowledgeable trainer at your location



- Limits staff attendance, but allows for personal hands-on training
- Allows interaction with real-world workflows and examples.

Customer Satisfaction

Performance monitoring of our commitments is accomplished through a variety of internal reporting methods, as well as through direct customer feedback. We solicit your input regularly through surveys. Which follow each training class.

SirsiDynix Education Services commits to obtain feedback by:

- Providing you a web-based evaluation form at the conclusion of every training class. Clients are asked to provide feedback on:
 - The trainer's presentation skills and knowledge of subject matter
 - The course content
 - The course documentation
- Following up on any unsatisfactory comment or rating that is received. A SirsiDynix manager will:
 - Contact the surveyed customer within 48 hours
 - Gather addition details or information as necessary
 - Arrange a mutually agreed upon plan for resolution
- Committing to your success during and after training:
 - On-going creation and updating of courses, ensuring the customer a wide variety of training options for the future.
 - Provide excellence in content and service.