

Name: \_\_\_\_\_ Date: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Company/Work Location: \_\_\_\_\_ HRID: \_\_\_\_\_

Work Shift Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

*This survey is intended to help us understand your level of interest in the Article 43 certification process. Please answer the questions to the best of your ability.*

## Experience

Please rate your level of knowledge and experience in the following areas:

	<i>Expert</i>	<i>Advanced</i>	<i>Intermediate</i>	<i>Beginner</i>	<i>None</i>
	..... ..... ..... ..... .....				
1. PC Repair and Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Laptop Repair and Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Printer Repair and Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Network Device Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Telephony Networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of experience with the following vendors' equipment.

	<i>Expert</i>	<i>Advanced</i>	<i>Intermediate</i>	<i>Beginner</i>	<i>None</i>
	..... ..... ..... ..... .....				
6. Cisco	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Avaya	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Nortel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Bay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Have you participated in ANY training in the last two years?

Have you participated in any self-paced training conducted through CD ROM or online?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you participated in any self-paced training conducted through book learning?	<input type="checkbox"/>	<input type="checkbox"/>
Have you participated in Instructor Led Classroom Training?	<input type="checkbox"/>	<input type="checkbox"/>
Have you participated in Instructor Led On-Line Training?	<input type="checkbox"/>	<input type="checkbox"/>



## Terminology Review

Please look at the terms *italicized* below and rate your level of comfort with the following statements.  
*IP Address, Default Gateway, Routing Protocol, Firewall, Frame Relay, Ethernet Address*

	<i>Very Comfortable</i>		<i>Comfortable</i>		<i>Very Uncomfortable</i>
	..... ..... ..... .....				
14. I would be comfortable using these terms in a conversation with a peer or customer.	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
15. I can describe the meaning of ALL of the terms.	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

Please look at the terms *italicized* below and rate your level of comfort with the following statements.  
*BIOS Settings, SCSI Bus, IDE Interface, PCI Card, DB-9 Interface*

	<i>Very Comfortable</i>		<i>Comfortable</i>		<i>Very Uncomfortable</i>
	..... ..... ..... .....				
16. I would be comfortable using these terms in a conversation with a peer or customer.	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
17. I can describe the meaning of ALL of the terms.	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

Please look at the terms *italicized* below and rate your level of comfort with the following statements.  
*VoIP, Audio Codec, RTP, Voice Gateway, IP PBX, IP Soft phone, Packet Switching*

	<i>Very Comfortable</i>		<i>Comfortable</i>		<i>Very Uncomfortable</i>
	..... ..... ..... .....				
18. I would be comfortable using these terms in a conversation with a peer or customer.	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
19. I can describe the meaning of ALL of the terms.	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

	<i>Very</i>		<i>Interested</i>		<i>Not Interested</i>
	..... ..... ..... .....				
20. Please rate your level of interest in the Article 43 certification process.	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

Thank you.

**Fax Completed Survey to Dave Balenger at: 630-810-7412**