

## Team SYS-ED

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<b>To:</b>	"David Shapiro" <dshapiro@sysed.com>
<b>CC:</b>	
<b>Sent:</b>	2004/12/03 Fri 07:53:02 -0500
<b>Subject:</b>	DB2 UDB Training Course

The course seems to have been well-received. They clapped at the end - I have never had such an ovation before. The class dynamic (rapport) got better and better as the week progressed, and the questions kept coming right up to the end. The evaluations might even make pleasant reading.

The FM support was excellent when it was needed in the early stages.

As this was my first course at your client (learning curve, finding my way around, etc.), I'm happy about the way things ran here. Naturally, there is always room for refining methods and materials; such is the value of applying technical feedback.

All in all, a positive experience.