2017 IT Exam Series Study Classes
Instructor: Sarah Lauser - Sarah@TonerTutoring.com

Monday, September 18th
Tuesday, September 26th
Sunday, October 1st

Sponsored by the Public Employees Federation

Special thanks to:
Bill Moonan, Michael Blue, and Mario Chiarello

Some important resources:

   CS.NY.GOV

   NYSITS.ORG

   CSEALEARNINGCENTER.ORG

   PEF.ORG

NYSITS 2017

Sarah Lauser

AGENDA

- ➤ General Tips
- ➤ Logical Reasoning Using Flowcharts
- ➤ Understanding & Interpreting a Manual
- ➤ Preparing Written Material / Writing Skills for Managers
- ➤ Systems Analysis
- ➤ Understanding & Interpreting Tabular Material
- ➤ Project Management
- ➤ Supervision / Administrative Supervision

GENERAL TIPS

WHAT TO STUDY

- ➤ Read the exam announcement!
- ➤ Look at the Civil Service sample questions.
- ➤ Materials on NYSITS.org are a **starting point**.
    - ➤ CSEA - csealearningcenter.org
    - ➤ Wikipedia (follow links to sources)

OTHER PREPARATION

- ➤ Get a good night's sleep.
- ➤ Know where you're going and get there early.

WHAT TO BRING

- ➤ Admission notice
- ➤ Photo ID
- ➤ #2 pencils and good erasers
- ➤ Calculator
- ➤ Food and drinks

WHAT NOT TO BRING

- ➤ Cell phone / smart watch
- ➤ Any other papers

> " Answer all questions designated for your examination(s). At the test site, you will be given Candidate Directions that identify the Test Booklet(s) and question numbers to be completed for each examination. You are responsible for determining which questions you are to answer, for making sure you have the correct Test Booklet(s), and for completing all test material required for your examination(s).

LOGICAL REASONING USING FLOWCHARTS

G23 (ITS3) Only
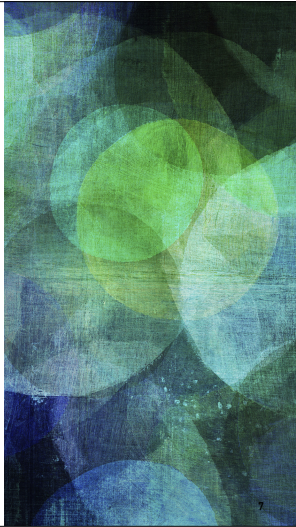
" These questions test for ability to reason logically by solving problems involving given variables expressed in flowcharts and accompanying information. All information needed to answer the questions is included within the flowcharts and the accompanying information. Prior knowledge of flowchart conventions is necessary to answer these questions.
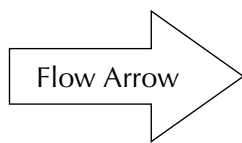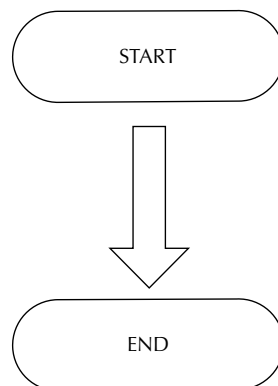

FLOWCHART CONVENTIONS

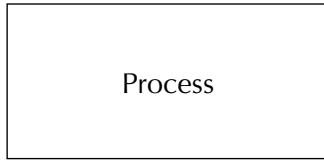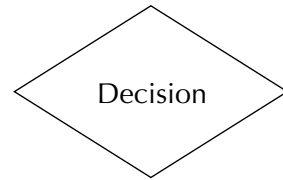
Terminator

Flow Arrow

START

END

Process

13

13

Decision

14

14

Input/Output

15

15

Connector
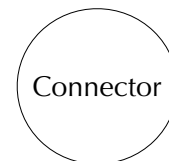
16

16

More shapes at http://www.rff.com/flowchart_shapes.htm

17

17

Start/End

Process
or
Task

Decision

Sequence
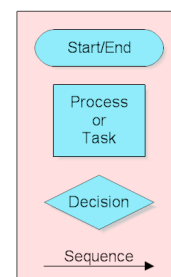
18

18

1. READ INSTRUCTIONS

2. WORK NEATLY

3. SET UP ITERATIONS

PATTERN

JUMPS

LAST ITERATION

EXAMPLE QUESTION 1

START

A = 0

B = 1

C = 2

A > 10 — YES → PRINT A → PRINT B → PRINT C → STOP

NO → X

X → A = A + B

B = B + C

Y

1. What are the values of A, B, and C at the beginning of the flow?

2. What are the values of A, B, and C at the end of the flow?

3. How many times does the process "A = A + B" get executed?
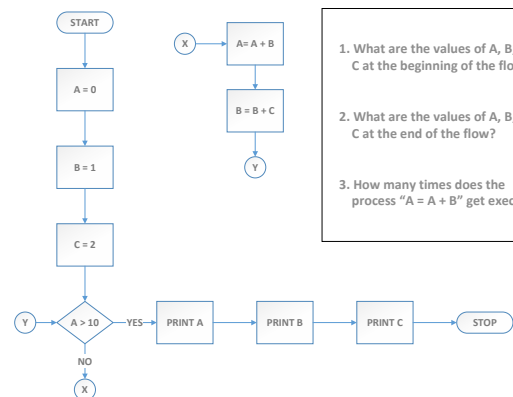
UNDERSTANDING & INTERPRETING A MANUAL

G23 (ITS3) Only

" These questions test for the ability to comprehend a set of directions and apply them. Candidates will be provided with a procedural manual excerpt to read. This information will be used to answer questions about procedures and the way operations should be carried out. All of the information needed to answer the questions is provided in the set of directions. Candidates will not be required to have any special knowledge about the content area covered.

TIPS

➤ Read the excerpt to get a **general overview** of the procedures.

➤ Read each question carefully.

➤ **DON'T** bring in outside knowledge or make assumptions!

Seriously, READ the instructions!

WRITING SKILLS

2 DIFFERENT SUBJECTS

PREPARING WRITTEN MATERIAL

G23
G25 / M1

" These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
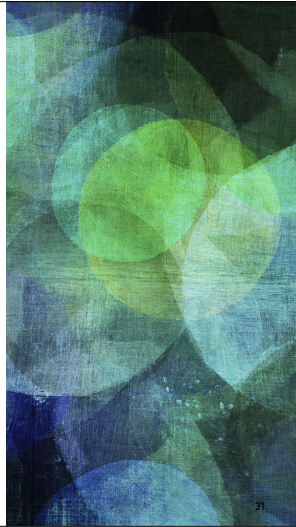
WRITING SKILLS FOR MANAGERS

G27 / M2 , G29 / M3
M4 , M5 , M6

" These questions test for the writing skills that managers use in composing their own reports and correspondence as well as in reviewing documents produced by others. Both sentence skills and paragraph skills are addressed. The specific points tested include grammar, usage, punctuation, sentence structure, appropriate and correct content, editing, and organizing sentences into well-constructed paragraphs.

Information Presentation

Choosing the best restatement of presented information.

Strategy

- Underline or circle mistakes
- Cross out choices with factual mistakes
- Eliminate choices with awful grammatical mistakes
- Choose the best remaining one

Mistakes to look for

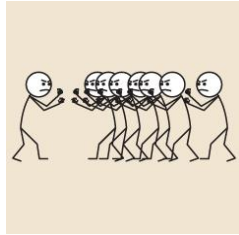- Factual mistakes
- Grammatical mistakes
- Redundancy

Factual Mistakes

- Stating things that aren't in the original
- Not stating things that are in the original
- Same category, different meaning

    will / may

    some / all

Grammatical mistakes

Singular vs. Plural

37

Grammatical mistakes

- Singular vs. Plural

- A large percentage of the older population **???** voting against her.

- Each of the students **???** responsible for doing his or her work in the library.

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Grammatical mistakes

- Homophones
  - Their / there / they're
  - Your / you're
  - It's / its

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Pronouns

- Personal:
  He, His, Him, She, Her, Hers

- Impersonal:
  This, These, Those, They, Them, They're, It, Its

40

Grammatical mistakes

Pronoun Confusion

I'll position the target, and when I nod my head, shoot at it.
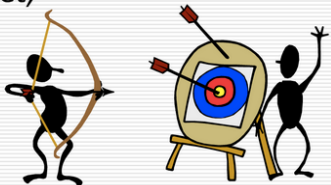
41

Grammatical mistakes

- Pronoun confusion
  - Agreement in number
    - **Everybody** should do ~~their~~ **his** work on time.
  - Agreement in person
    - When **a student** is late, ~~you~~ **he** should apologize.
  - Eliminate ambiguity
    - Fred visited Bob after ~~his~~ **Fred's** graduation.

42

Redundancy

- Every sentence starts with the same word.
- A long string of words appears verbatim in more than one sentence.

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EXAMPLE QUESTION 2

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1. Select the paragraph that best expresses the ideas contained in the sentences above it.
   (Example © CSEA Booklet #17 - Preparing Written Material ©2006 p. 13 #21; used with permission)

   1. Snowboarding has become an increasingly popular alternative to traditional skiing.
   2. From the beginning, snowboarders were perceived as a little wilder, a little more adventurous than skiers.
   3. This image of the snowboarder as a free spirit has made the sport particularly popular among young people.

   _____

   a. In recent years, snowboarding has actually become more popular than traditional skiing. The image of the reckless, carefree snowboarder has made the sport especially popular among young people, who are more inclined to take risks.
   b. Snowboarding has become increasingly popular over the years. Snowboarding is seen by many as a more adventurous sport than skiing. Snowboarding has become popular for this reason among young people.
   c. Snowboarding has become an increasingly popular sport, particularly among young people. The image of the snowboarder as a carefree adventurer seems to have an especially strong appeal to the young.
   d. Adventure and risk-taking, to some degree, is the main appeal of snowboarding. This combination of features makes snowboarding especially appealing to young people.

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Paragraph Organization Strategies

Choosing the correct order for sentences in order to form a coherent paragraph

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Basic Strategies

- Find the topic sentence
- Identify the "question marks" in sentences
- Underline key words and phrases
- Look for strong connectors

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EXAMPLE QUESTION 3

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Slide 49

Put these sentences about the Empire Plaza in the best order.

1. The massive undertaking used 232,000 tons of steel, 900,000 cubic yards of concrete, and 40,000 tons of marble, and expended 1.7 billion in 1970s dollars, leading to the popular joke that the governor had an "edifice complex", though not all commentators were so waggish.
2. As the governor remarked: "There's no question that the city did not look as I think the Princess thought it was going to."
3. Governor Nelson A. Rockefeller formulated his plans to build what is now the Empire Plaza in the wake of a diplomatic visit by Princess Beatrix of the Netherlands that highlighted the dilapidated condition of much of the city.
4. One biographer wrote: "In a deeper sense, art and architecture have a much more intimate relationship. For him, art and architecture often blurred, and there is no doubt that on one plane of consciousness, Rockefeller perceived the outer shell of buildings as sculpture. The Mall here in Albany, for instance, can be characterized as a group of forms on a platform – sculpture on a pedestal, if you will."
5. His attempt to improve the city's looks, however, met with a great deal of criticism due in large part to the effort's gargantuan scope and budget.

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Slide 50

SYSTEMS ANALYSIS

G23, G25 / M1 , G27 / M2

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Slide 51

" These questions test for techniques and concepts of computer systems analysis. They cover such subjects as feasibility and applications studies, systems development tools and software, the systems life cycle, types of systems (e.g., client/server, Web-based), controls, and systems documentation, testing, and implementation.

51
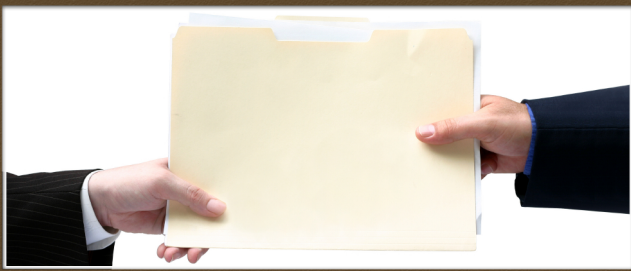
Slide 52

SYSTEM DEVELOPMENT LIFECYCLE

52

Slide 53

6 PHASES

53

Slide 54

PHASE 1
System Initiation

54

DELIVERABLES
Validated Solution, System Schedule

55

PHASE 2
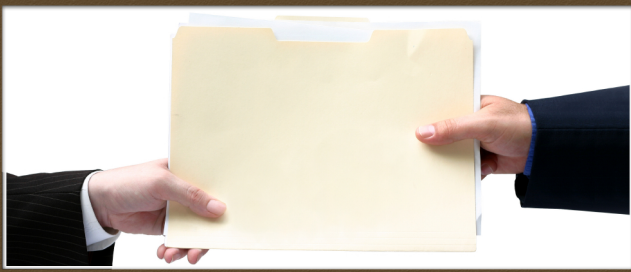System Requirements Analysis

56

DELIVERABLES
Business Requirements, Process Model,
Logical Data Model, Functional Specification

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PHASE 3
System Design

58

DELIVERABLES
Technical Architecture, System Standards,
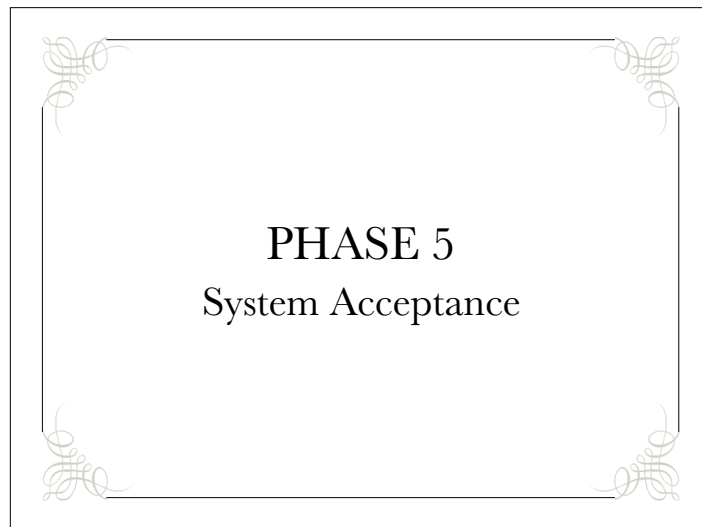Database, Prototype, Technical Specification

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PHASE 4
System Construction

60

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DELIVERABLES

Refined System Standards, Unit/Integration/System Test Results, User and Training Materials, Documentation
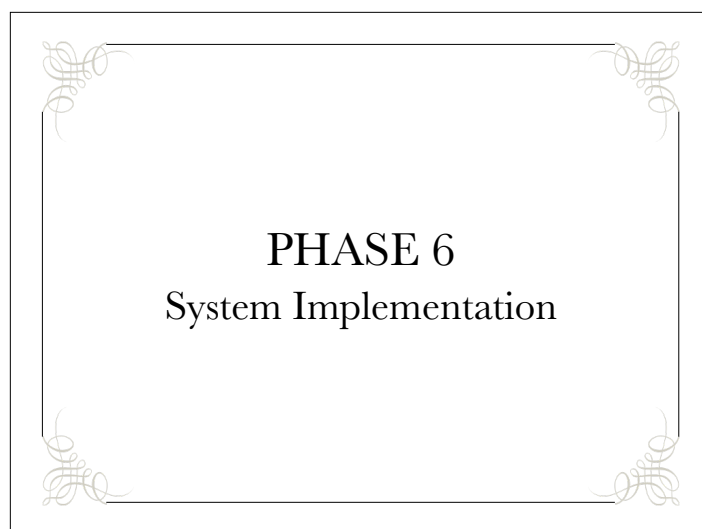

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PHASE 5
System Acceptance

63

DELIVERABLES

Data Validation Results, Acceptance Test Results, Refined Training Materials and Documentation

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PHASE 6
System Implementation

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Process	Measurements of Success	Yes	No
Prepare for System Implementation	Has anyone verified that every Consumer has the right level of system access and security?		
	Is there a checklist of all system components that can be used to verify that all the right versions of all components of the system are in the production environment?		
	Do the managers of Technical Services and Technical Support agree with your estimate of extra work for their units associated with new system deployment?		
Deploy System	Do your team members agree that their part of the effort as outlined in the Project Implementation and Transition Plan is reasonable and achievable?		
	Do the training evaluation forms filled out by Consumers and Customers being trained in the new system reflect scores equal to or higher to those anticipated in the Project Implementation and Transition Plan?		
	Have you had to "freeze" or "fall back" in system deployment activities no more than originally anticipated in the deployment plan?		
	Is the volume of support calls within the range originally anticipated in the deployment plan?		
Transition to Performing Organization	Has the Performing Organization agreed to transition all of the remaining defects along with the system itself?		

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Integrating SDLC with the Project Management Lifecycle
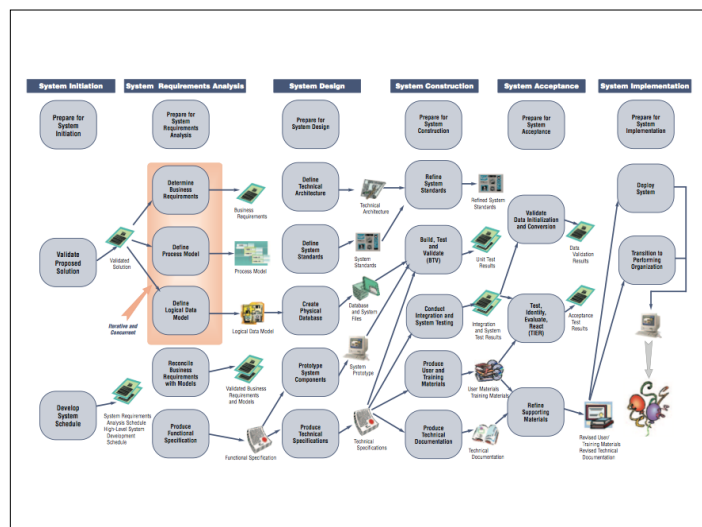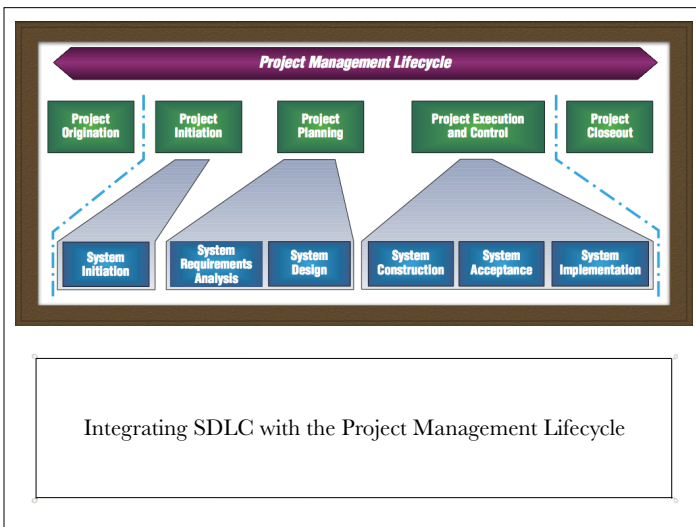
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REQUIREMENTS

68
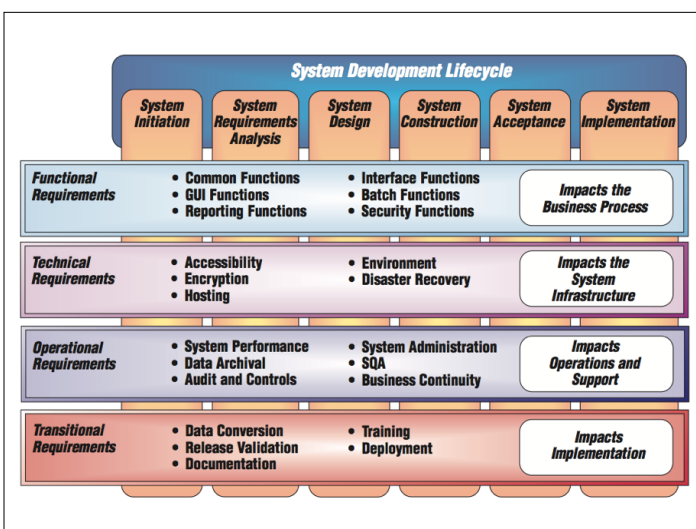
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REVIEW QUESTIONS

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QUESTION 1

_____ is the process of translating a task into a series of commands that a computer will use to perform that task.

A. Project design

B. Installation

C. Systems analysis

D. Programming

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QUESTION 2

_____ spend most of their time in the beginning stages of the SDLC, talking with end-users, gathering information, documenting systems, and proposing solutions.

A. Business analysts

B. Project managers

C. Network engineers

D. Database administrators

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QUESTION 3

The _____ determines whether the project should go forward.

A. feasibility assessment

B. opportunity identification

C. system evaluation

D. program specification

QUESTION 4

A _____ is used to schedule the time it will take to complete computer tasks or program development.

A. WBS

B. Gantt chart

C. data flow diagram

D. data dictionary

QUESTION 5

Within data flow diagrams, the transformations that occur within the lowest level are described by

A. development methodologies

B. structure charts

C. selection constructs

D. process specifications

QUESTION 6

Which of the following is the tool used by database designers to document a conceptual data model?

A. Entity-Relationship diagram

B. Partition statement

C. Matrix diagram

D. Data-flow diagram

QUESTION 7

Technical writers generally provide the _____ for the new system.

A. programs

B. network

C. analysis

D. documentation

QUESTION 8

In a systems development process, users are made active members of development project teams. This is an example of

A. RAD

B. JAD

C. Waterfall

D. documentation

QUESTION 9

The stage in a system's life cycle in which logical and physical specifications are produced is called

A. initiation

B. design

C. construction

D. acceptance

QUESTION 10

In most organizations, the entire system-building effort is driven by

A. availability of packaged applications

B. existing hardware

C. user training requirements

D. user information requirements

UNDERSTANDING & INTERPRETING TABULAR MATERIAL

G25 / M1 , G27 / M2 , G29 / M3

These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form.

You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets.
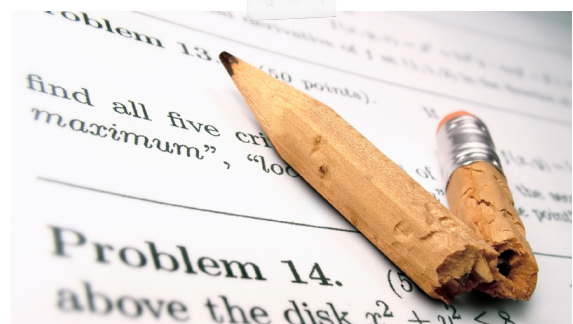
The concepts of rate, ratio, and proportion are tested.

Calculator

* You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

KNOW YOUR TOOLS!

Math Review

"In real life, I assure you, there is no such thing as algebra." - Fran Lebowitz

Negative Numbers

BE CAREFUL WITH YOUR CALCULATOR!

3 - (-2) is not the same as 3 - 2

Two wrongs make a right...

3 - (-2) = 3 + 2

Average

$$\frac{A + B + C + \dots}{\# \text{ of items}}$$

	Y1	Y2	Y3
A	1	-3	6
B	4	5	-1
C	7	4	10
avg	4	2	5

Participation Rate/Ratio

Rate $\dfrac{\# \text{ who are participating}}{\# \text{ who are eligible to participate}}$

Ratio Participants : Eligibles

Percentage

$$\frac{\text{is}}{\text{of}} = \frac{\%}{100}$$

3 is what % of 40	7.5%
15% of 20 is ...	3
2.3 is 50% of ...	4.6

Changing % to Decimal

"per cent" means "out of one hundred"

%   ÷100

$$75\% \qquad 75 \div 100$$

$$0.75$$

Percent Change
increase, decrease, growth, decline, ...

$$\frac{\text{NEW} - \text{ORIGINAL}}{\text{ORIGINAL}} \times 100\%$$

"from 19 to 20" $\dfrac{20 - 19}{19} \times 100\%$

"compare 30 to 15" $\dfrac{30 - 15}{15} \times 100\%$

More Key Words

+	add total sum all together in all	**−**	subtract fewer left less than minus
X	multiply times every/each at this rate of	**÷**	divide quotient per out of distribute

Reading a Table

* How many tables are there?

* Read the row and column headings.

* Are there any subtotals or totals?

* What are the units for the numbers?

* Use a piece of scrap paper to keep focused.

EXAMPLE QUESTION 4

Neilsen TV Ratings

TOP 10 LIST FOR Cable Network TV - United States ⇕   Week of Aug. 21, 2017

RANK	PROGRAM	NETWORK	RATING	VIEWERS (000)
1	GAME OF THRONES	HBO PRIME	6.4	12,072
2	BREAK	HBO PRIME	3.6	6,690
3	PRES ADDRESS-AFGHANISTAN	FOX NEWS CHANNEL	3.3	5,117
4	HANNITY	FOX NEWS CHANNEL	2.9	4,582
5	PRES ADDRESS/ANALYSIS	FOX NEWS CHANNEL	2.8	4,443
6	NFL PRE-SEASON FOOTBALL L (GIANTS/BROWNS)	ESPN	2.3	3,577
6	SPECIAL RPT W/BRET BAIER	FOX NEWS CHANNEL	2.3	3,548
8	PRES ADDRESS CVG	FOX NEWS CHANNEL	2.3	3,468
9	WWE ENTERTAINMENT (WWE RAW)	USA NETWORK	2.1	3,588
10	RACHEL MADDOW SHOW	MSNBC	2.1	3,129

Source: Nielsen. Total Day Cable Programs. Viewing estimates on this page include Live viewing and DVR playback on the Same Day, defined as 3am-3am. Ratings are the percentage of TV homes in the U.S. tuned into television.

PROJECT MANAGEMENT

3 DIFFERENT SUBJECTS

SUPERVISING A PROJECT

G25 / M1

> These questions test for the ability to conduct and supervise the activities necessary to achieve the goals and deadlines of a specific project. The questions cover such topics as setting up the project, developing the work plan for the project, assigning and reviewing work, evaluating performance and progress, coordinating phases of the project, handling problems as they arise, and meeting deadlines.

PROJECT MANAGEMENT FUNDAMENTALS

G27 / M2

> These questions test for knowledge of the techniques and concepts of project management. They may cover terminology and concepts; project scheduling and control techniques (e.g., CPM); creating and evaluating bids; monitoring project progress; controlling a project timeline; and evaluating the project.

PROJECT MANAGEMENT

G29 / M3
M4 , M5 , M6

> These questions test for the primary project management knowledge areas across all phases of the project management life cycle. The major project management knowledge areas are: Integration Management, Scope Management, Time Management, Cost Management, Quality Management, Human Resources Management, Communications Management, Risk Management, and Procurement Management. The phases of the project management life cycle are: Origination, Initiation, Planning, Execution and Control, and Closeout. These questions may also include activity definition and sequencing, cost estimating and tracking, schedule tracking, change control, stakeholder identification and management, quality planning, communications planning, risk identification, and risk monitoring.
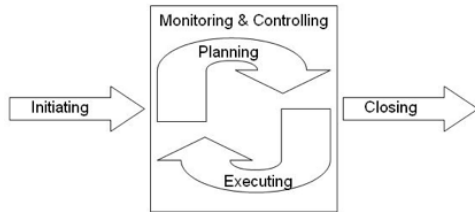
Time

Quality

Scope

Cost
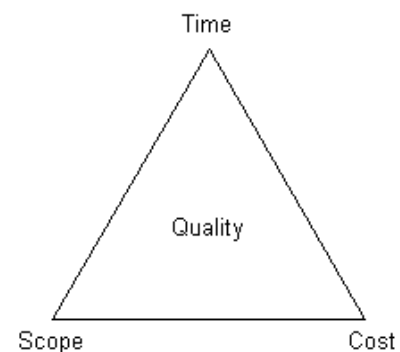
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SMART OBJECTIVES

➤ SPECIFIC

➤ MEASURABLE

➤ ACHIEVABLE

➤ RELEVANT

➤ TIME-SPECIFIC

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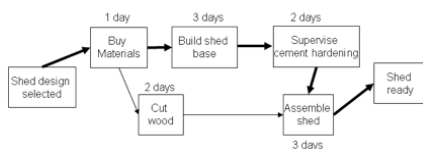# PROJECT INITIATION

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WBS
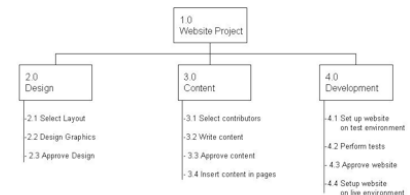
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NETWORK DIAGRAM

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GANTT CHART
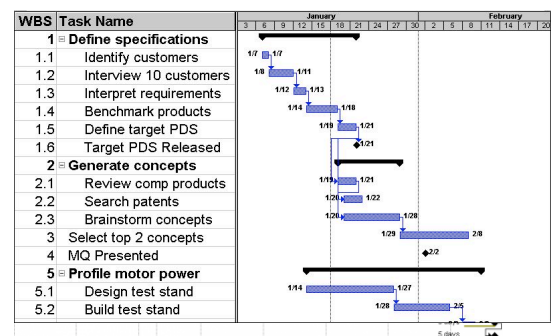
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KICK-OFF MEETING

- ➤ Introduction
- ➤ Objectives
- ➤ Planning
- ➤ Risks
- ➤ Stakeholders
- ➤ Organization
- ➤ Roles & responsibilities
- ➤ Q & A
- ➤ Next Steps

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CONTROLLING & MONITORING

- ➤ Review Meetings
- ➤ Resolving conflicts
- ➤ Resolving project problems
  - ➤ Resources
  - ➤ Schedule
  - ➤ Budget
  - ➤ Scope Creep
- ➤ Controlling Change

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PROJECT CLOSEOUT

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PLANNING AND MANAGING WORK

3 DIFFERENT SUBJECTS

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SUPERVISION

G27 / M2

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" These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

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ADMINISTRATION

G27 / M2 , G29 / M3
M4 , M5 , M6

" These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning, including succession planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.

ADMINISTRATIVE SUPERVISION

G29 / M3
M4 , M5 , M6

" These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

MANAGEMENT ACTIVITIES – PODSCORB

➤ Planning

➤ Organizing

➤ Directing

➤ Staffing

➤ Coordinating / Communicating

➤ Reporting

➤ Budgeting

SARAH'S SUPERVISION QUESTION TIPS

➤ Underline or circle tricky wording (e.g. least). Maybe label T/ F choices.

➤ "Does it disrupt work?"

➤ Take all grievances seriously.

➤ Delegate work! (But *never* delegate discipline!)

➤ In most cases, more direct approaches are better.

➤ Be wary of words that are too **strong** for the situation (e.g. frank, forceful).

➤ Remember the same questions are given across the state, for people in different jobs at different agencies.

REVIEW QUESTION 1

Which criteria would be best for a supervisor to use when assigning work?

A) assign the most tiring and repetitive tasks to new employees

B) assign all unimportant work to slower employees

C) assign tasks based on your employees' abilities

D) let employees choose their own tasks based on what they do best

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REVIEW QUESTION 2

Which statement least represents a basic principle of the employee appraisal process?

A) appraisals should be based mostly on objective observations

B) the supervisor's value judgements can affect the appraisal

C) appraisal of future potential should be based on subjective judgment

D) employee strengths should be emphasized rather than weaknesses

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REVIEW QUESTION 3

Which factor is least important when setting up vacation schedules?

A) the competence of each employee

B) how essential each employee's services will be

C) the vacation preferences of your employees

D) your unit's anticipated workload

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REVIEW QUESTION 4

In trying to reduce your employee turnover rate, which of the following initial steps would be least appropriate?

A) Review training procedures to see if they can be improved.

B) Ask a few trusted employees for their insights.

C) Be more lenient about performance standards and time off to increase morale in your unit.

D) Review records of past employees to look for underlying causes.

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Example Question 1.

START

A = 0

B = 1

C = 2

X → A = A + B

B = B + C

Y

A > 10 —YES→ PRINT A → PRINT B → PRINT C → STOP

NO

X

1. What are the values of A, B, and C at the beginning of the flow?

2. What are the values of A, B, and C at the end of the flow?

3. How many times does the process "A = A + B" get executed?

X
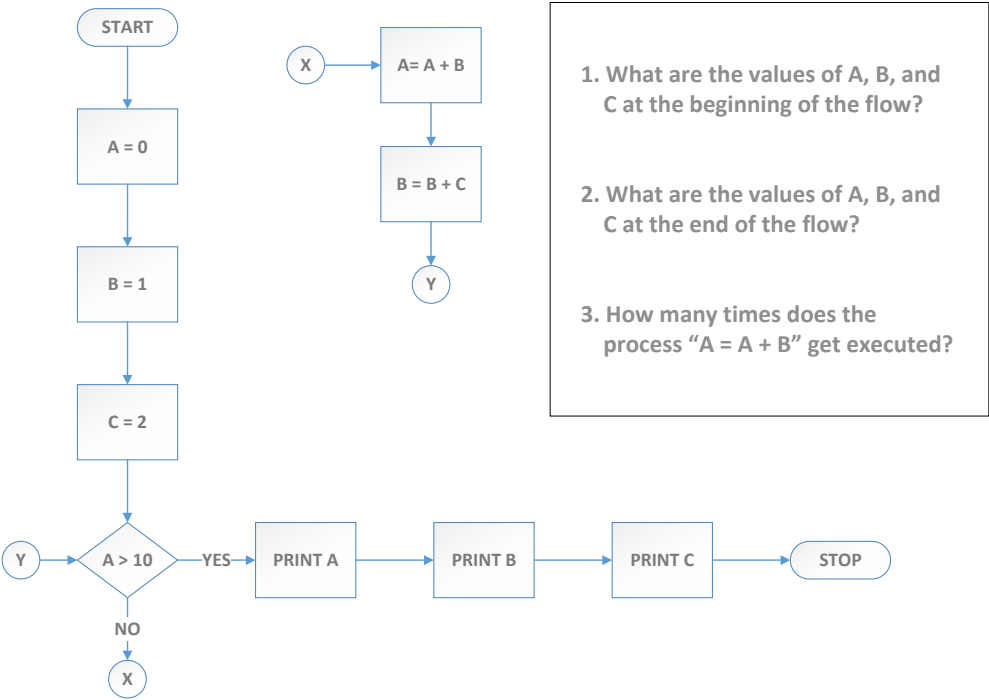
Example Question 2.

1. Select the paragraph that best expresses the ideas contained in the sentences above it.
   (Example © CSEA Booklet #17 - Preparing Written Material ©2006 p. 13 #21; used with permission)

   1. Snowboarding has become an increasingly popular alternative to traditional skiing.

   2. From the beginning, snowboarders were perceived as a little wilder, a little more adventurous than skiers.

   3. This image of the snowboarder as a free spirit has made the sport particularly popular among young people.

   _____

   a. In recent years, snowboarding has actually become more popular than traditional skiing. The image of the reckless, carefree snowboarder has made the sport especially popular among young people, who are more inclined to take risks.

   b. Snowboarding has become increasingly popular over the years. Snowboarding is seen by many as a more adventurous sport than skiing. Snowboarding has become popular for this reason among young people.

   c. Snowboarding has become an increasingly popular sport, particularly among young people. The image of the snowboarder as a carefree adventurer seems to have an especially strong appeal to the young.

   d. Adventure and risk-taking, to some degree, is the main appeal of snowboarding. This combination of features makes snowboarding especially appealing to young people.

X

Example Question 3.
Put these sentences about the Empire Plaza in the best order.

1. The massive undertaking used 232,000 tons of steel, 900,000 cubic yards of concrete, and 40,000 tons of marble, and expended 1.7 billion in 1970s dollars, leading to the popular joke that the governor had an "edifice complex", though not all commentators were so waggish.

2. As the governor remarked: "There's no question that the city did not look as I think the Princess thought it was going to."

3. Governor Nelson A. Rockefeller formulated his plans to build what is now the Empire Plaza in the wake of a diplomatic visit by Princess Beatrix of the Netherlands that highlighted the dilapidated condition of much of the city.

4. One biographer wrote: "In a deeper sense, art and architecture have a much more intimate relationship. For him, art and architecture often blurred, and there is no doubt that on one plane of consciousness, Rockefeller perceived the outer shell of buildings as sculpture. The Mall here in Albany, for instance, can be characterized as a group of forms on a platform – sculpture on a pedestal, if you will."

5. His attempt to improve the city's looks, however, met with a great deal of criticism due in large part to the effort's gargantuan scope and budget.

Put these sentences about the Empire Plaza in the best order.

1. This name comes from the structure's distinctive curvilinear concrete shell with a half-spherical half-prolate oval horizontal cross section.

2. The shell's vast interior houses two amphitheaters with a combined seating capacity of 1,432, more than enough for the Ellen Sinopoli Dance Company, which has called it home for more than ten years.

3. In 2004, the latter wrote a song entitled "The Egg" about the venue.

4. The New York City Ballet, Henry Rollins, and They Might Be Giants, have also performed there.

5. One of the most striking and distinctive features of Empire Plaza is a concert hall commonly known as 'The Egg'.

Example Question 4.

Nielsen TV Ratings

TOP 10 LIST FOR	Cable Network TV - United States			Week of Aug. 21, 2017
RANK	PROGRAM	NETWORK	RATING	VIEWERS (000)
1	GAME OF THRONES	HBO PRIME	6.4	12,072
2	BREAK	HBO PRIME	3.6	6,690
3	PRES ADDRESS-AFGHANISTAN	FOX NEWS CHANNEL	3.3	5,117
4	HANNITY	FOX NEWS CHANNEL	2.9	4,582
5	PRES ADDRESS/ANALYSIS	FOX NEWS CHANNEL	2.8	4,443
6	NFL PRE-SEASON FOOTBALL L (GIANTS/BROWNS)	ESPN	2.3	3,577
6	SPECIAL RPT W/BRET BAIER	FOX NEWS CHANNEL	2.3	3,548
8	PRES ADDRESS CVG	FOX NEWS CHANNEL	2.3	3,468
9	WWE ENTERTAINMENT (WWE RAW)	USA NETWORK	2.1	3,588
10	RACHEL MADDOW SHOW	MSNBC	2.1	3,129

Source: Nielsen. Total Day Cable Programs. Viewing estimates on this page include Live viewing and DVR playback on the Same Day, defined as 3am-3am. Ratings are the percentage of TV homes in the U.S. tuned into television.

In the week of August 14th, Game of Thrones had 10.24 million viewers. What is the percentage increase in viewers for the week of August 21st?

What is the ratio of people who watched Game of Thrones to people who watched the Giants/Browns pre-season game?

If there are 5,000 people in the arena for the live show, how does that compare to the number of people who watched WWE RAW on TV?

Thanks in advance for your feedback!

What day is it today?

[   ] Monday, Sept 18th   [   ] Tuesday, Sept 26th   [   ] Sunday, Oct 1st

Comments about the time/date: _____

_____

_____

What do you think of this location?

[   ] I don't like it.   [   ] It's OK.   [   ] I like it.

Comments about the location: _____

_____

_____

What did you think of the training?

[   ] I didn't like it.   [   ] It was OK.   [   ] I liked it.

What were the strengths of this training? _____

_____

_____

_____

What should be improved for next time? _____

_____

_____

_____

Optional: What's your contact info?

Name: Phone Number:

Email: