

ELM SURVEY RESULTS

ELM asks all course participants to complete a Feedback Survey. The results of this survey are delivered to clients periodically and reviewed with the ELM Editorial Board on a semi-annual basis. The following represents a summary of those results over the last four years.

PARTICIPATION:

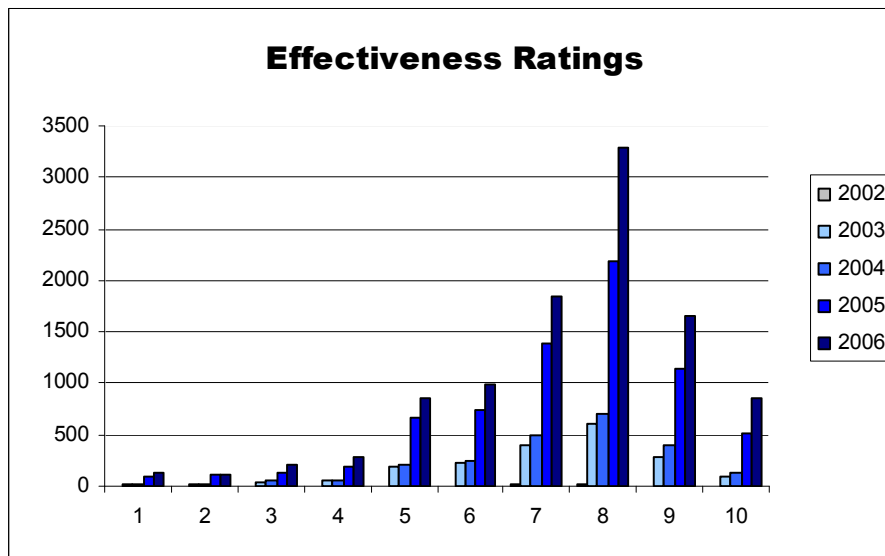
ELM participation and survey sample size has increased dramatically over the last few years. The number of survey respondents, by year total:

2003:	2,047	2005:	7,547
2004:	4,416	2006:	10,518

With this tremendous growth, ELM is proud that participant ratings for satisfaction, effectiveness and usefulness are consistently strong and impressive.

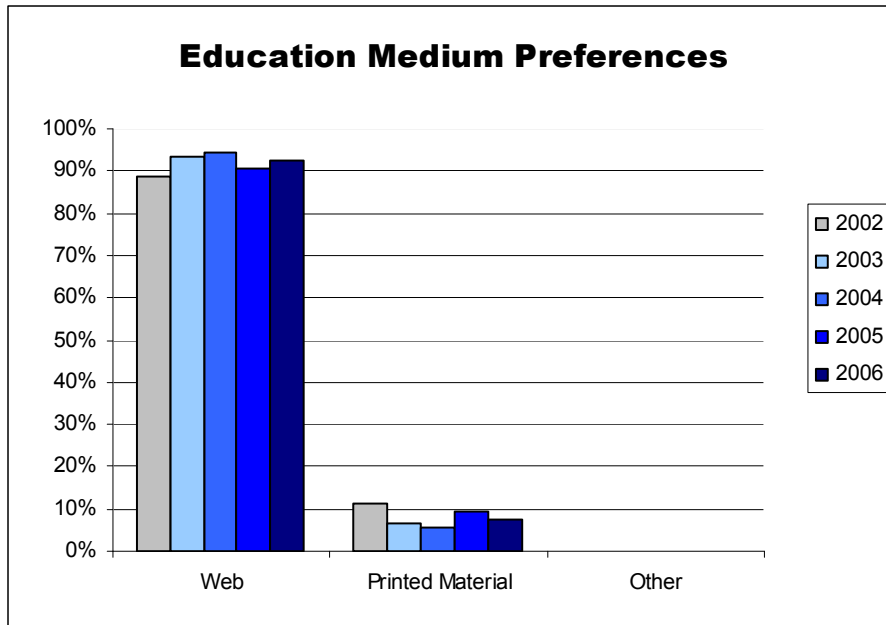
EFFECTIVENESS:

The overall effectiveness rating of the course, on a 1-10 scale, has continued to improve reaching **7.3** this year. Given the sample size, it is wonderful to see what we considered a strong rating each year, remain consistent, and even grow, as we have increased usership each year. Also considering the strains on a physician’s time, and their workload, we would consider this a positive rating and a reaction for mandated courseware. Satisfaction with ELM courses as also maintained consistently high ratings. In 2006, 73% reported being “Satisfied” or “Very Satisfied” and 94% reported “Neutral” or better.



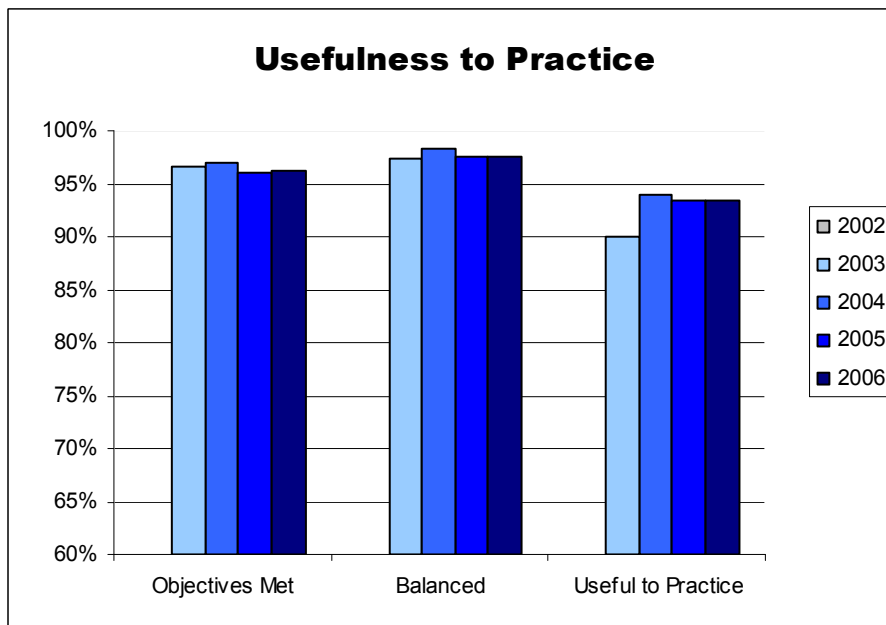
ONLINE DELIVERY:

Participants overwhelmingly prefer delivery of education material over the internet, with 93% of in 2006 stating that they preferred the web to other sources.



USEFULNESS:

Participants are asked if the information presented is useful to their practice. Agreement that it does has been consistently high each year, reaching 93.4% in 2006 while 96.3% stated that the objectives of the course were achieved



COMMENTS:

ELM also solicits qualitative feedback from its participants. We use this feedback to make ongoing improvements to the coursework. The following is a sampling of that feedback.

1. Positive Feedback:

- "Excellent job! This was very useful."
- "overall very good and informative. Good use of testing throughout"
- "I think that this course was just perfect and at the moment I do not see the compelling need to alter any of its contents."
- "It was a job well done!"
- "online use is perfect!"
- "precise and very effective course"
- "Excellent."
- "An excellent and highly relevant course."
- "Excellent practice for everyday clinical practice and for final boards exam."
- "pretty well put together with good clinical examples"
- "VERY HELPFUL COURSE MATERIALS FOR GRADUATING RESIDENTS"
- "It is good and easy to use online."
- "Useful course, gives an insight to apply to day to day practice of medicine."
- "I liked the fact that I could do this from home"
- "This was very good course and highlighted all the important aspects of standard patient care and documentation etc."
- "Excellent. Full of facts that are useful to practice. I love it and would like to have more of this again. Thank you so much."

2. Language:

In the past, we had noticed that a significant number of respondents felt that some of the language was difficult. Since then we underwent a large-scale editorial review of the course content and test material by outside editors and feel that resulted in much fewer comments about "legal-speak".

3. Course Content & Formatting:

As with last year we have received some recommendations for additional course content and formatting. Some of the responses were:

- "great format; user-friendly interface; succinct, relevant content"
- "It should be every year."
- "More examples cases, they are really helpful."