

Product Line	Issue	Response
JDE	No local training (this was Eastern, PA area)	We are constantly trying to improve the public schedule. Customers can provide their feedback directly and even request their own public class by clicking the link titled "Not finding the course or date that you're looking for? Let us know!". This link can be found after searching for a course at the bottom of the "View Schedule" display on the OU website.
	Need to send folks from Scranton PA to Denver for training - extra costs (used to get training in North Jersey)	We are constantly trying to improve the public schedule. Customers can provide their feedback directly and even request their own public class by clicking the link titled "Not finding the course or date that you're looking for? Let us know!". This link can be found after searching for a course at the bottom of the "View Schedule" display on the OU website.
	E1 Collab Portal - Lots of IBM related training is gone	If you can provide specific courses we can provide a better answer. In general, we did remove many older legacy courses around JDE & IBM due to lack of demand, instructor skills and classroom environment. We are in the process of determining a strategy to replace dependencies on IBM servers and switching to an Oracle solution.
	All underlying partner technology is no longer part of the training	We are working with partners to pick up this area of training. Timeframe is undetermined.
	JDE CD-ROM training would be an option - when available?	There are self-paced learning options available for JD Edwards products. They are not in CD-ROM format but instead are offered via the OU Knowledge Center. Customers may purchase individual online courses a la carte or purchase an enterprise subscription for access to all training available through the Knowledge Center. Access is for one-year. To view the Knowledge Center catalog, visit <a href="http://www.oracle.com/education/oukc/ou_online_home.html">http://www.oracle.com/education/oukc/ou_online_home.html</a>
PSFT/Enterprise	Lack of Response to 800 line	You can enroll or purchase any Oracle University training by calling our dedicated, toll-free number for OU-PeopleSoft customers at 877-270-2444 anytime between 8:00 a.m. – 8:00 p.m. EST. In addition to this dedicated 800 #, PeopleSoft and JD Edwards customers may call our general OU number at 800-633-0575. Due to the volume of calls we have been experiencing

		lately, we are increasing our call support investment in order to provide more timely service.
	Difficulty with the transition from Units to Credits	On June 15, 2005, all PeopleSoft Training Units were converted to Oracle Learning Credits. We based the conversion on the education discount each customer received when you purchased your PeopleSoft Training Units. This means your buying power remained the same. Your Learning Credits account will expire on the same day that your existing Training Units term ends. Oracle Learning Credits are similar to cash and are held in an account for use towards the purchase of training. Based on the volume purchased, a discount may apply. When you purchase training with Oracle Learning Credits, we'll automatically apply the discount to the purchase, if applicable. For more information about Oracle Learning Credits, please visit the <a href="#">Oracle Learning Credits information page</a> , or view the Training Unit to Learning Credits <a href="#">Conversion FAQ</a> . With Oracle Learning Credits, you can purchase all education products or services offered by Oracle University including Oracle technology, eBusiness Suite, PeopleSoft, and JD Edwards courses.
	Expiration date on Units set to ONE WEEK from the date of conversion (which did not match the original expiration date)	We can follow up on this if we are provided with the account details. There are various reasons why this may have occurred and we can investigate and possibly correct the account if the expiration date was in fact in error.
	People missed classes as the result of this expiration issue	See above comments. It is unfortunate if the students missed classes due to uncertainty over the account. There may be a valid reason for the expiration date issue, which we can research with more details.
	They want the single point of contact for education back	Every PeopleSoft customer has been assigned to an Oracle University Education Sales Representative. Emails were recently sent to customers we had email addresses for introducing them to their rep. To reach your representative, you can call 877-270-2444 or 800-633-0575 anytime between 8:00 a.m. - 8:00 p.m. EST and ask to be transferred to your education account

		manager.
	Search on our web is inadequate - the end users cannot find what they need	We are always looking for ways to improve our Web search capabilities. If there is a specific course that the customer could not find easily, it would help us identify if there's a problem or where there is an opportunity for improvement. In general, customers can and should contact their representatives or our inbound line for assistance using the web.
	Local Classes for the west conshohocken area cut in half	We are constantly trying to improve the public schedule. Customers can provide their feedback and even request their own public class by clicking the link titled "Not finding the course or date that you're looking for? Let us know!". This link can be found after searching for a course at the bottom of the "View Schedule" display on the OU website.
	Focus is on tools classes - users need application classes	The Tools classes do run with more frequency and consistency than the applications classes. If you do not find the class and location for the Applications class you are looking for please clicking the link titled "Not finding the course or date that you're looking for? Let us know!". This link can be found after searching for a course at the bottom of the "View Schedule" display on the OU website.
	Web/CD classes would be an option - when available?	There are self-paced learning options available for PeopleSoft products. They are available in CD-ROM format and also over the web via the OU Knowledge Center. Customers may purchase individual online courses a la carte or purchase an enterprise subscription for access to all training available through the Knowledge Center. Access is for one-year. To view the Knowledge Center catalog or our CD-Rom offerings, visit <a href="http://www.oracle.com/education/oukc/ou_online_home.html">http://www.oracle.com/education/oukc/ou_online_home.html</a>
	Is the History of training gone?	You may get your training history at anytime by calling us at 877-270-2444 or speaking with your Oracle University Sales Representative.

	If not - how can the customers get their staff's training history?	You may get your training history at anytime by calling us at 877-270-2444 or speaking with your Oracle University Sales Representative.
	What are the plans for 8.9 Financials training?	Many of the Financials and Supply Chain Management 8.9 course are under development. There are couple that have just been released and will be going through a testing phase before they are made available on the public schedule. You can anticipate to start seeing these courses being available this fall with additional courses beinf rolled out through fall and into winter.
	What % of the class needs to be registered for the class to be held	There is no set number of students that will confirm a class, but generally speaking, enrollment levels above 6 will usually result in a confirmed class.
	Where is training going - what are our plans (they want details specific to products/releases/locations	We have had some challenges around curriculum, environments and documentation. Most of the issues have been worked out. We have 450 course offerings for JDE and PS classes. Courses have also been changed and offered on the OU Knowledge Center that are no longer offered in the public schedule. We continue to work with product development to develop courseware for new releases of PeopleSoft and JDE software. Several 8.9 courses have recently been released. For specifics, visit the OU web site.
	Issues with having only one bucket for training units per company	We are capable of setting up separate accounts per company, each identified with it's own account number and account contact.