








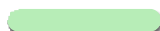

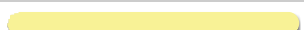
ATMC Benchmarks Survey for Training Consumers 2015

Which of these best describes your job in the auto, truck, or collision repair business?

		Response percent	Response total
Repair Technician		69.2%	2229
Collision Repair Technician		1.8%	58
Service Advisor		3.35%	108
Shop Manager or Owner		20.71%	667
Parts Distribution		4.94%	159

Statistics based on 3,221 respondents;

Your age?

		Response percent	Response total
18 - 24 years old		2.05%	66
25 - 34 years old		11.67%	376
35 - 44 years old		18.32%	590
45 - 54 years old		33.16%	1068
55 years and older		34.8%	1121

Statistics based on 3,221 respondents;

Who pays for training in your workplace?

		Response percent	Response total
The employee		19.71%	635
The employer		65.01%	2094
The cost is shared between the employee and employer		15.28%	492
Comments			201

Statistics based on 3,221 respondents;

Do you have a way to determine deficiencies in your knowledge of the skills required for your job?

		Response percent	Response total
Yes		67.03%	2159
No		32.97%	1062
Comments			237










Statistics based on 3,221 respondents;

Do you feel as though you have access to the training that you need?

		Response percent	Response total
Yes		63.49%	2045
No		36.51%	1176
Comments			204








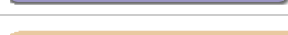
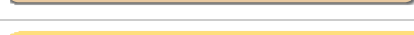











Statistics based on 3,221 respondents;

You answered NO, you do not feel as though you have access to the training you need. Which of these are factors in your inability to get the necessary training? Choose up to 5 reasons

		Response percent	Response total
Availability of the right training		74.41%	875
Lack of quality training		50.85%	598
High cost of training		48.13%	566
Inability to take time off from work		35.88%	422
Unwilling to sacrifice personal free time		11.31%	133
Lack of required equipment to receive training		17.86%	210
Lack of internet access		4.59%	54
Excessive travel distance		27.81%	327
Other		10.97%	129

Statistics based on 1,176 respondents;

In which of these training areas are your needs the greatest? Choose up to 6 areas.

		Response percent	Response total
Engine		24.43%	787
Automatic transmission		37.78%	1217
Manual transmission and drivetrain		14.22%	458
Steering and suspension		15.21%	490
Brakes		11.39%	367
Electrical / Electronic		52.31%	1685
Heating and A/C		19.28%	621
Engine performance		33.69%	1085
Advanced engine performance		48.74%	1570
Hybrid / EV systems		54.77%	1764
CNG fuel systems		23.84%	768
Maintenance		6.18%	199
Collision structural repair		5.71%	184
Paint and refinish		4.94%	159
Collision estimation		4.01%	129
Customer Service		7.95%	256
Sales		5.43%	175
Compliance		6.02%	194
Parts Distribution		3.2%	103
Business management		13.66%	440

Statistics based on 3,221 respondents;

Approximately, what percentage of the training that you receive or provide for your personnel currently comes from each of these delivery methods?

	Mean		Response total
Classroom, Instructor-led	25.07		3221
Lab, (Hands-on) Instructor-led	10.20		3221
Virtual Classroom, Online Instructor-led	6.56		3221
Coaching/Mentoring, On-the-Job	15.86		3221
Video Learning	9.23		3221
Self-paced E-Learning	14.57		3221
Self-paced Printed Manual	6.45		3221
Virtual Simulation (Computer-generated 2D or 3D)	1.54		3221
Mobile Learning (Smartphone or Pad)	1.24		3221
Informal Learning (e.g., Social Media, Wikis, Discussion Groups, Blogs)	5.93		3221
Other	3.36		3221

Statistics based on **3,221** respondents;

If "Other" in the question above amounted to more than 5% of the total, please provide a description of the training delivery method(s) involved.

	Response total
	319

Statistics based on **319** respondents;

Please indicate the percentage of training that you or your staff would ideally prefer to receive via each of these delivery methods?

	Mean	Response total
Classroom, Instructor-led	27.50	3221
Lab, (Hands-on) Instructor-led	26.94	3221
Virtual Classroom, Online Instructor-led	6.61	3221
Coaching/Mentoring, On-the-Job	9.83	3221
Video Learning	6.55	3221
Self-paced E-Learning	11.59	3221
Self-paced Printed Manual	3.54	3221
Virtual Simulation (Computer-generated 2D or 3D)	2.33	3221
Mobile Learning (Smartphone or Pad)	1.44	3221
Informal Learning (e.g., Social Media, Wikis, Discussion Groups, Blogs)	2.15	3221
Other	1.53	3221

Statistics based on **3,221** respondents;



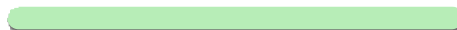



If "Other" in the question above amounted to more than 5% of the total, please provide a description of the training delivery method(s) involved.

	Response total
	98

Statistics based on **98** respondents;







How do you see the use of these delivery methods changing in the next 12 to 18 months?

Classroom, Instructor-led

	Response percent	Response total
Substantial Increase 	3.01%	97
Some Increase 	10.37%	334
About the Same 	54.24%	1747
Some Decrease 	13.29%	428
Substantial Decrease 	6.83%	220
Don't anticipate using this method for training 	12.26%	395
Comments		57







Statistics based on **3,221** respondents;

Lab, (Hands-on) Instructor-led

		Response percent	Response total
Substantial Increase		3.91%	126
Some Increase		11.49%	370
About the Same		49.74%	1602
Some Decrease		10.9%	351
Substantial Decrease		6.43%	207
Don't anticipate using this method for training		17.54%	565
Comments			49







Statistics based on 3,221 respondents;

Virtual Classroom, Online Instructor-led

		Response percent	Response total
Substantial Increase		7.92%	255
Some Increase		26.27%	846
About the Same		36.29%	1169
Some Decrease		2.45%	79
Substantial Decrease		1.43%	46
Don't anticipate using this method for training		25.64%	826
Comments			33







Statistics based on 3,221 respondents;

Coaching/Mentoring, On-the-Job

		Response percent	Response total
Substantial Increase		4.28%	138
Some Increase		13.04%	420
About the Same		52.72%	1698
Some Decrease		6.21%	200
Substantial Decrease		2.95%	95
Don't anticipate using this method for training		20.8%	670
Comments			50

Statistics based on 3,221 respondents;

Video Learning

		Response percent	Response total
Substantial Increase		6.74%	217
Some Increase		25.27%	814
About the Same		43.37%	1397
Some Decrease		3.26%	105
Substantial Decrease		1.49%	48
Don't anticipate using this method for training		19.87%	640
Comments			29

Statistics based on 3,221 respondents;

Self-paced E-Learning

		Response percent	Response total
Substantial Increase		8.66%	279
Some Increase		26.79%	863
About the Same		44.09%	1420
Some Decrease		1.83%	59
Substantial Decrease		0.99%	32
Don't anticipate using this method for training		17.63%	568
Comments			26

Statistics based on 3,221 respondents;

Self-paced Printed Manual

		Response percent	Response total
Substantial Increase		1.86%	60
Some Increase		9.78%	315
About the Same		44.18%	1423
Some Decrease		11.67%	376
Substantial Decrease		6.77%	218
Don't anticipate using this method for training		25.74%	829
Comments			32

Statistics based on 3,221 respondents;

Virtual Simulation (Computer-generated 2D or 3D)

		Response percent	Response total
Substantial Increase		4.72%	152
Some Increase		19.59%	631
About the Same		35.14%	1132
Some Decrease		1.8%	58
Substantial Decrease		0.9%	29
Don't anticipate using this method for training		37.85%	1219
Comments			28







Statistics based on 3,221 respondents;

Mobile Learning (Smartphone or Pad)

		Response percent	Response total
Substantial Increase		7.33%	236
Some Increase		20.58%	663
About the Same		30.02%	967
Some Decrease		1.71%	55
Substantial Decrease		0.5%	16
Don't anticipate using this method for training		39.86%	1284
Comments			32


Statistics based on 3,221 respondents;

Informal Learning (e.g., Social Media, Blogs, Wikis, Discussion Groups)

		Response percent	Response total
Substantial Increase		5.43%	175
Some Increase		18.26%	588
About the Same		43.03%	1386
Some Decrease		2.42%	78
Substantial Decrease		0.9%	29
Don't anticipate using this method for training		29.96%	965
Comments			34

Statistics based on **3,221** respondents;

Other

		Response percent	Response total
Substantial Increase		1.26%	26
Some Increase		4.37%	90
About the Same		83.38%	1716
Some Decrease		1.22%	25
Substantial Decrease		9.77%	201
Comments			20

Statistics based on **2,062** respondents;

General comments related to this survey:

		Response total
		464

Statistics based on **464** respondents;