

SAP EDUCATION

COMPARISON OF SAP VIRTUAL VERSUS CLASSROOM TRAINING DELIVERABLES



Version 2 – January 21, 2009

	Virtual Classroom Training	Classroom Training
Delivery environment	Via PC using the internet and telephone	Classroom
Instructor-Led Training	Yes	Yes
Access to instructor	Yes, via telephone or Chat/Q&A features of Adobe Connect during daily training sessions	Yes, in person in the classroom during daily training sessions
Access to SAP server for hands-on activities	Yes, depending on course taken access will be via the internet using SAP Windows Terminal Server (WTS) or Surgient	Yes, depending on where the course is taken and which course is taken course access will be provided directly via SAP GUI, or over the internet via SAP Windows Terminal Server (WTS) or Surgient
Number of students per PC during hands-on activities	1 for each registered student	2 – SAP classrooms are designed for 2 students to share a single PC.
Hours of access to SAP server for hands-on activity	12 hours daily; 7 AM to 7 PM Eastern	Access is available from the time the training center opens until it closes. Typically this is 8 AM to 5:30 PM local time.
Access to training manual	Yes, each registered student receives access to an electronic version of the course manual which they can download and then print; if desired; for use during and after the class.	Yes, each registered student receives a printed manual for use during and after the class.
Is the same content delivered if a course is taught both in the classroom and virtually?	Yes, same as that delivered in classroom	Yes, same as that delivered virtually
Is the customer responsible for the learning environment?	Yes, the student requires a space where they will not be interrupted which is	No, SAP provides a room and all equipment required for the training event.

	Virtual Classroom Training	Classroom Training
	equipped with a PC, internet connection, and telephone	
Does the student need to do any technical setup prior to attending the class?	Yes, 2 business days prior to course start an e-mail will be sent to the student advising exactly what they must do to prepare themselves for the class. Activities include: <ul style="list-style-type: none"> ▪ installation of required software used for presentation and hands-on ▪ downloading of electronic version of course manual ▪ performing PC network connection, bandwidth, and latency tests 	No, all technical setup is performed by SAP
Is travel required to attend class?	No	Yes, depending on location of training delivery
Are there additional training costs beyond potential travel costs?	Yes, if the registered student is connecting remotely from outside the US or Canada they will have to pay the long-distance telephone charges from their location to the US.	No