



POWERED BY

California Community Colleges

## Unit 7 – Quiz

1. What are the keys to good instructor relationships? (circle three)
  - a. Long-term benefit
  - b. Clear communication
  - c. A good instructor handbook
  - d. Pay above market value
  - e. A prime parking space
  
2. Name three things that should be in an instructor handbook. (circle three)
  - a. How to handle follow-on leads gained in training
  - b. The pay for delivering the contract
  - c. The payment schedule
  - d. Standards for handouts
  - e. How your institution will reprimand an instructor
  
3. Instructor salaries should not exceed what percentage of your gross income? (circle one)
  - a. 10%
  - b. 25%
  - c. 40%
  - d. 50%
  - e. 90%
  
4. Name at least three qualities of a good Contract Education instructor. (circle three)
  - a. Know the subject matter
  - b. Loves to share the subject matter with others
  - c. Has a PhD.
  - d. Is a retired instructor
  - e. Can ask questions that help participants learn

5. Describe a good approach to preventing theft of follow-on business. (circle three)
  - a. Have an instructor handbook that covers what to do with follow-on business
  - b. Make it clear you don't trust instructors with leads
  - c. Cover the issue in an interview
  - d. Put this information on your website, but don't talk about it because it implies a lack of trust
  - e. Have the instructor sign a non-compete clause and review it with them
  
6. Reviewing curriculum to be sure it's up-to-date is part of a salesperson's responsibility.
  - a. True
  - b. False
  
7. The key to success with instructors is to create a win-win, long-term relationship.
  - a. True
  - b. False
  
8. To review curriculum to see if it's up-to-date, it's best to use a (circle one)
  - a. Salesperson
  - b. Subject matter expert
  - c. Participants in contract
  - d. Colleague
  - e. Dean
  
9. Instructor contracts for most jobs should be legal documents covering every possible risk at length.
  - a. True
  - b. False

10. Whenever possible you should see an instructor teach before hiring them.  
(circle one)

- a. False because it takes up non-billable time
- b. False because instructors can teach in a classroom, but may not do well with demonstrations
- c. True because instructors may know their subject, but be poor presenters
- d. True because instructors in general are not trustworthy on their resumes
- e. False because it constitutes an HR risk

## **Answers**

Question 1: a, b & c

Question 2: a, c & d

Question 3: d

Question 4: a, b & e

Question 5: a, c & e

Question 6: b

Question 7: a

Question 8: b

Question 9: b

Question 10: c