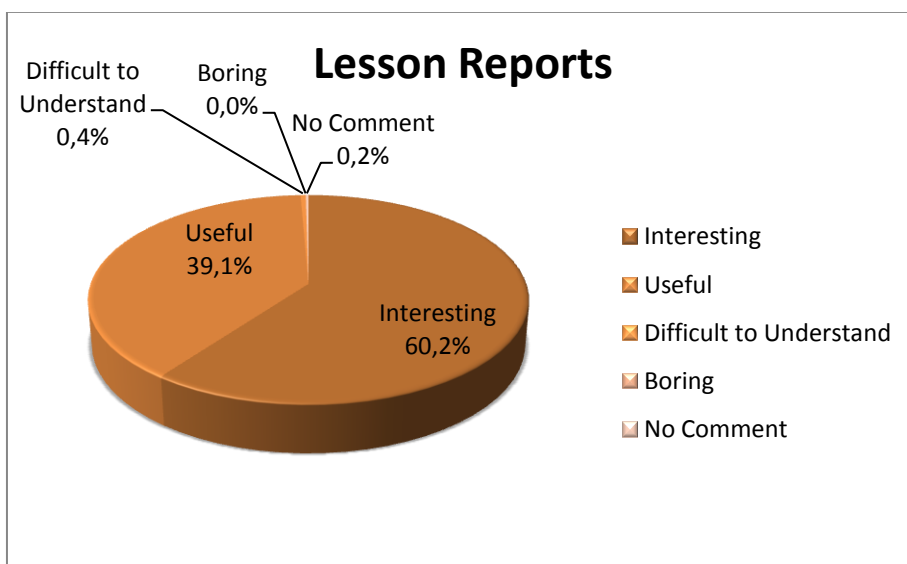


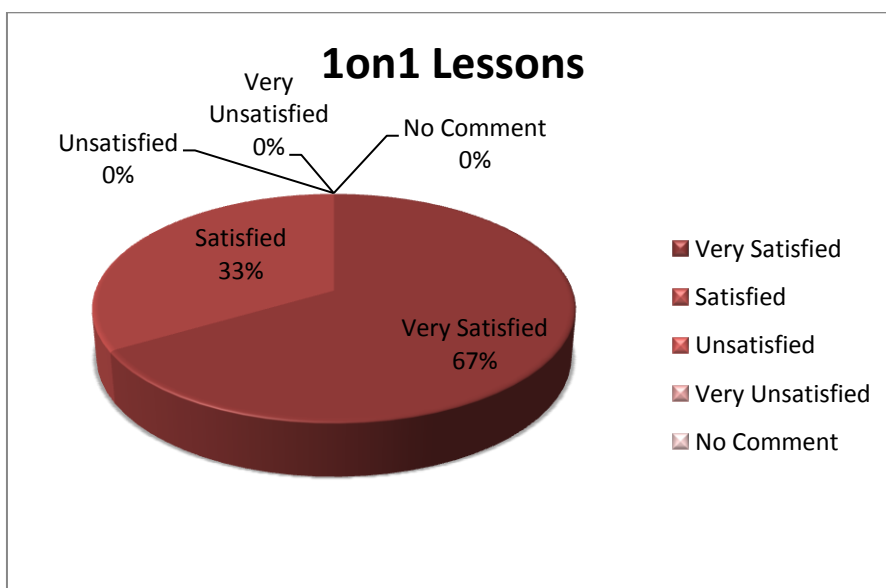
## Case Study – Italian Ministry of Health

### Feedback

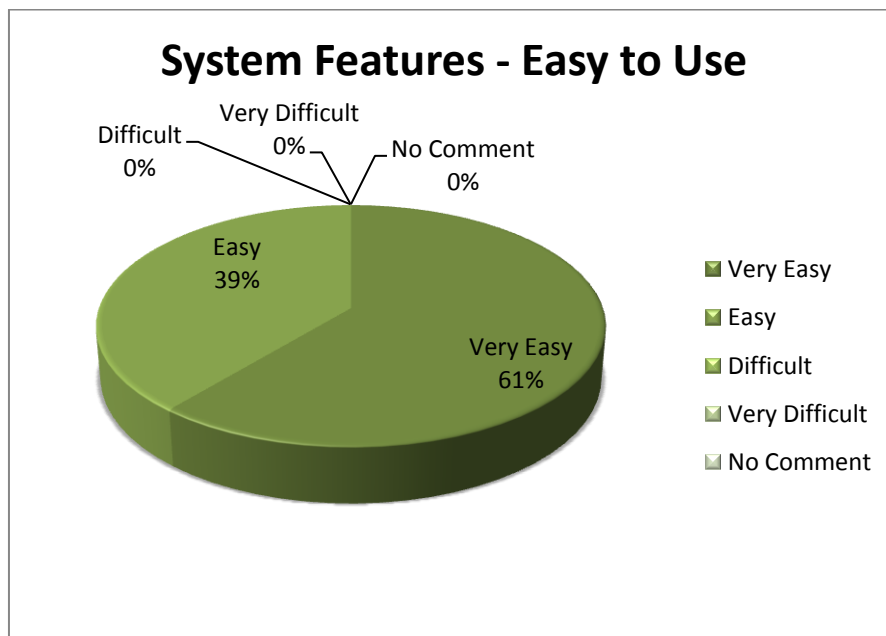
At English Ranch we give great importance to feedback, as we are constantly striving to improve our services. MOH employees provided feedback on several different areas and aspects of their learning experience, all of which were extremely positive.



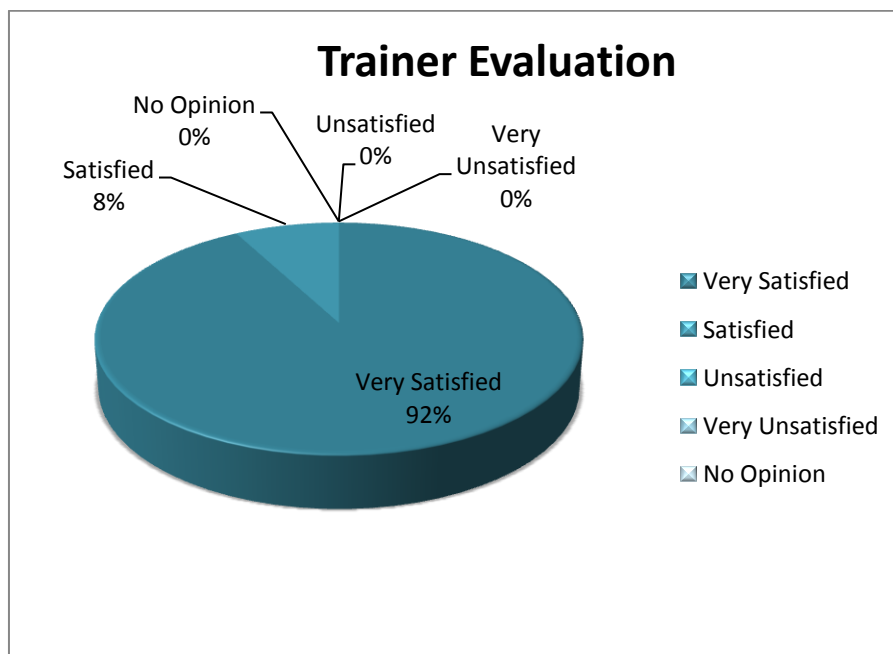
Lesson Reports are provided at the end of each lesson with trainer notes and a summary of lesson contents. We believe this is a very important tool in learning, and so did 99.3% of the MOH employees who evaluated these reports as *useful* and *interesting*.



One-on-one lessons were also extremely successful according to 100% of the MOH employees were satisfied with the quality and professional impact of their lessons with English Ranch.



Our platform is at the base of all training activities; it’s where the learning begins! And 100% of the MOH employees found it easy to use in all aspects of their learning experience.



Although our platform is at the base of all training activities, the core of our service is delivered by real people, our trainers. 100% of MOH employees who took lessons with our trainers were satisfied with the professionalism, clarity, and availability of trainers. 92% were even more than satisfied!

Quality matters.