



NADA University equips dealers and their staffs to get results—with the right knowledge, coaching, and resources to develop skills and confidence. Four robust “centers of excellence”—Academy, Learning Hub, 20 Group, and Resource Toolbox—make NADA U every dealership’s source for profit-building tools and training.

For more on **Internet Response Time**, go to www.NADAuniversity.com. Sign in (or enroll if you’re not a NADA or ATD dealer member) for access to the following programs and resources on this topic:



Variable Operations 1, including e-commerce, is taught in week 4 of 6 in the Academy program. [Listen](#) to what our Academy students have to say and then let us tell you more about how the program can meet your needs. Sign in to [NADA U](#) and select “Academy” to complete the online request for more information.



The new “**Online Presence**” workshop track for the 2011 NADA Convention featured 9 workshops with top speakers from DrivingSales.com, Google, AutoTrader.com, ActivEngage, Inc., and more! Workshops are available at NADA U—and are activated for **NADAvt** subscribers! Archived webinars and 2010 convention workshops are also posted in the “Online Presence” category. Sign in to [NADA U](#); select “Learning Hub,” then “Online Presence.” Click to purchase archived webinars and workshops in the [NADA U Store](#).



Internet Process Management and **Leveraging the Internet to Drive Sales** are *Driven* management guides that can help you refine your website strategy. *Driven* guides are complimentary for NADA and ATD members; others may purchase guides for a nominal charge. Sign in to [NADA U](#); select “Resource Toolbox” for access to *Driven*, **NADAPerks**, such valuable industry information as the latest **NADA DATA** report, and archives of the **MarketINSIGHT** complimentary mini-webinars—including the Sept. 2010 webinar, “Profiting from Social Media,” and the May 2010 webinar, “Leveraging the Internet as an Influencing Medium.”



Utilize 20 Group Meetings to discover how your peers measure Internet response time—their know-how can benefit you! Comprehensive Financial Composite Reports, proven best ideas, and the experience of other successful dealers—NADA 20 Groups drive dealership profitability. [Hear](#) how to unlock the power of NADA 20 Group and let us tell you more about a group that could work for you. Sign in to [NADA U](#) and select “20 Group” to complete the online request for more information.

Please feel free to explore NADA University and all it can offer you! Don’t hesitate to call or email us with any questions you may have—we are here to help you.