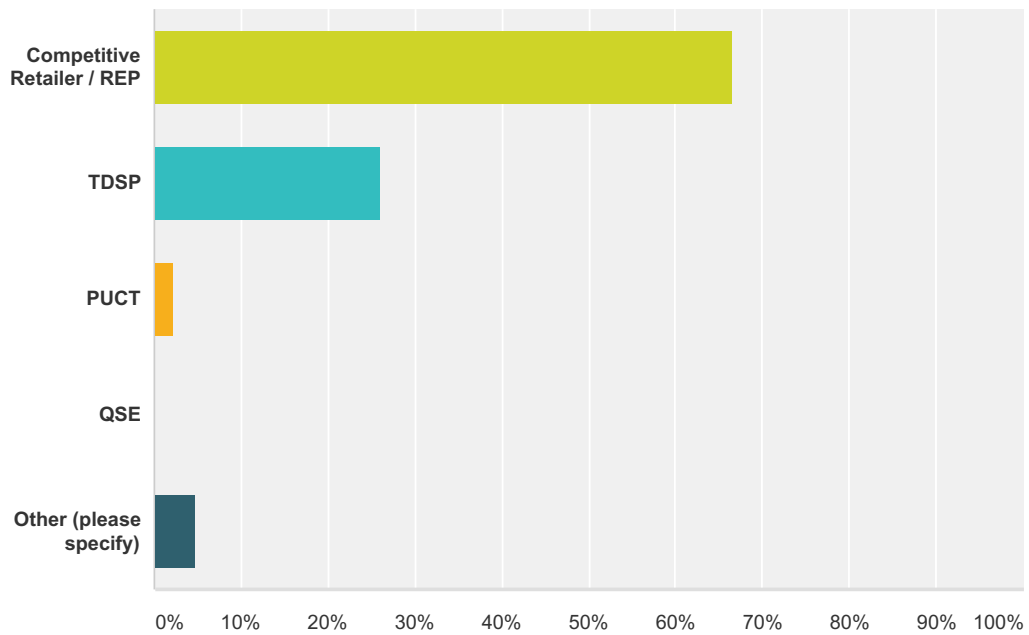


Q1 What Market Participant type best describes your company?

Answered: 42 Skipped: 0

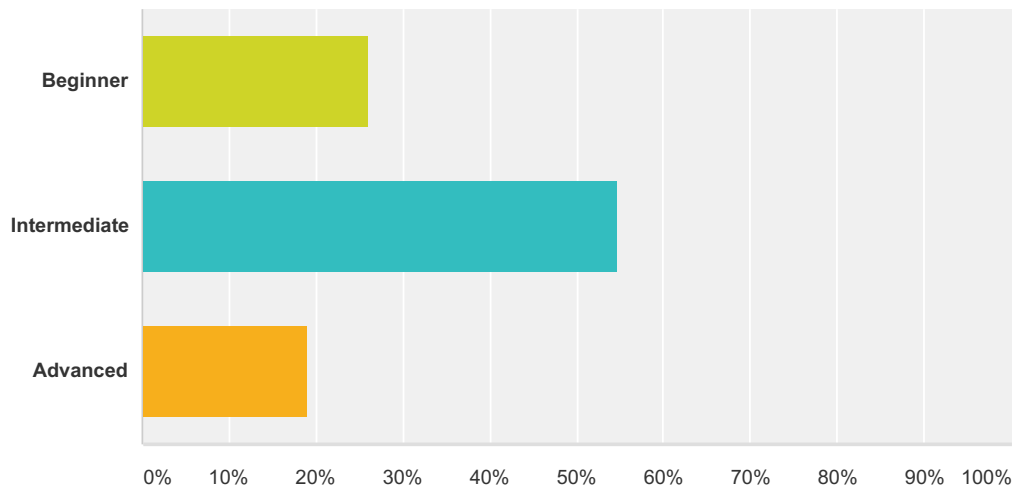


Answer Choices	Responses
Competitive Retailer / REP	66.67% 28
TDSP	26.19% 11
PUCT	2.38% 1
QSE	0.00% 0
Other (please specify)	4.76% 2
Total	42

#	Other (please specify)	Date
1	REP	6/17/2015 2:04 PM
2	ERCOT	6/3/2015 4:07 PM

Q2 How would you best describe your level of knowledge in MarkeTrak?

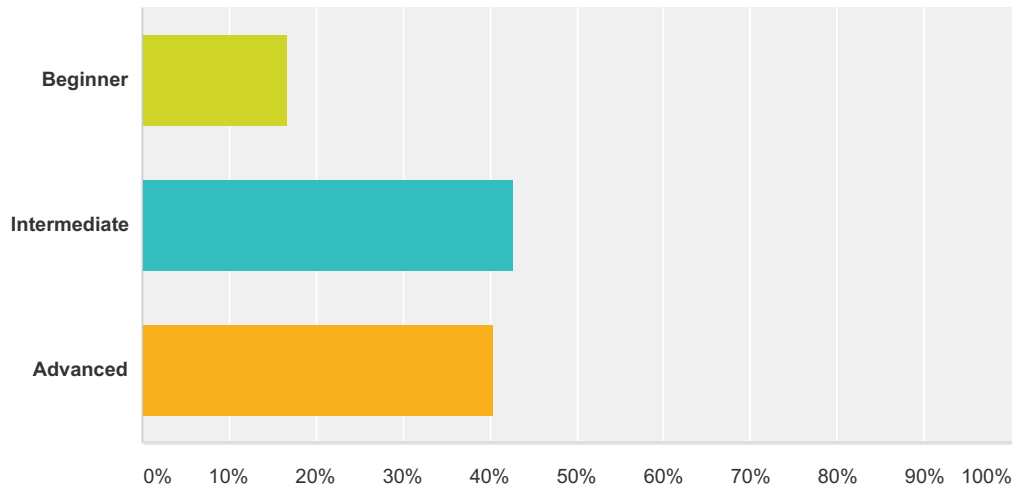
Answered: 42 Skipped: 0



Answer Choices	Responses
Beginner	26.19% 11
Intermediate	54.76% 23
Advanced	19.05% 8
Total	42

Q3 How would you best describe your level of knowledge in the Inadvertent Gain / Rescission process?

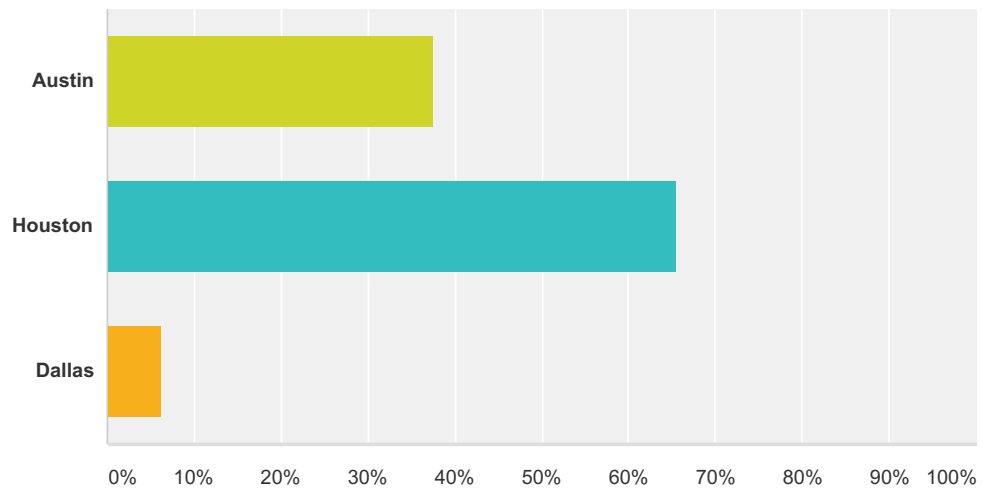
Answered: 42 Skipped: 0



Answer Choices	Responses
Beginner	16.67% 7
Intermediate	42.86% 18
Advanced	40.48% 17
Total	42

Q4 Which training session(s) did you attend?

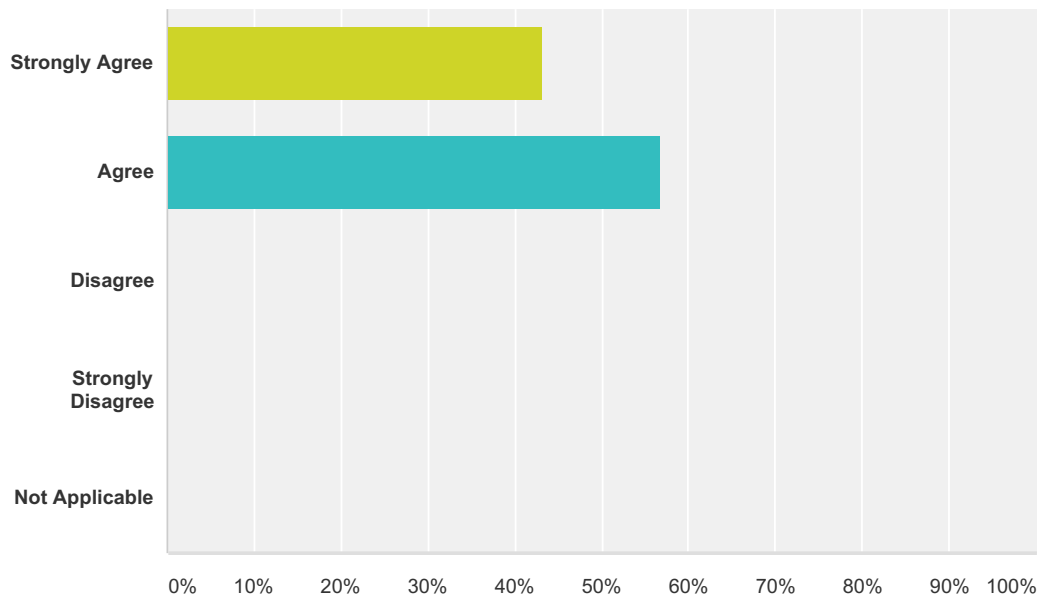
Answered: 32 Skipped: 10



Answer Choices	Responses	
Austin	37.50%	12
Houston	65.63%	21
Dallas	6.25%	2
Total Respondents: 32		

Q5 The training had clearly explained objectives

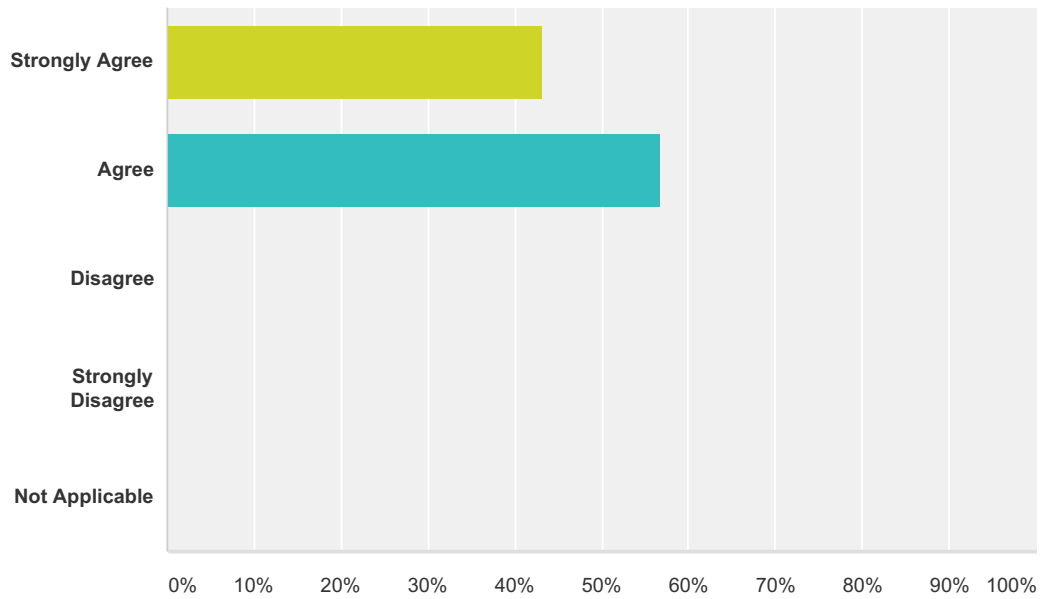
Answered: 37 Skipped: 5



Answer Choices	Responses
Strongly Agree	43.24% 16
Agree	56.76% 21
Disagree	0.00% 0
Strongly Disagree	0.00% 0
Not Applicable	0.00% 0
Total	37

Q6 The training met the stated objectives

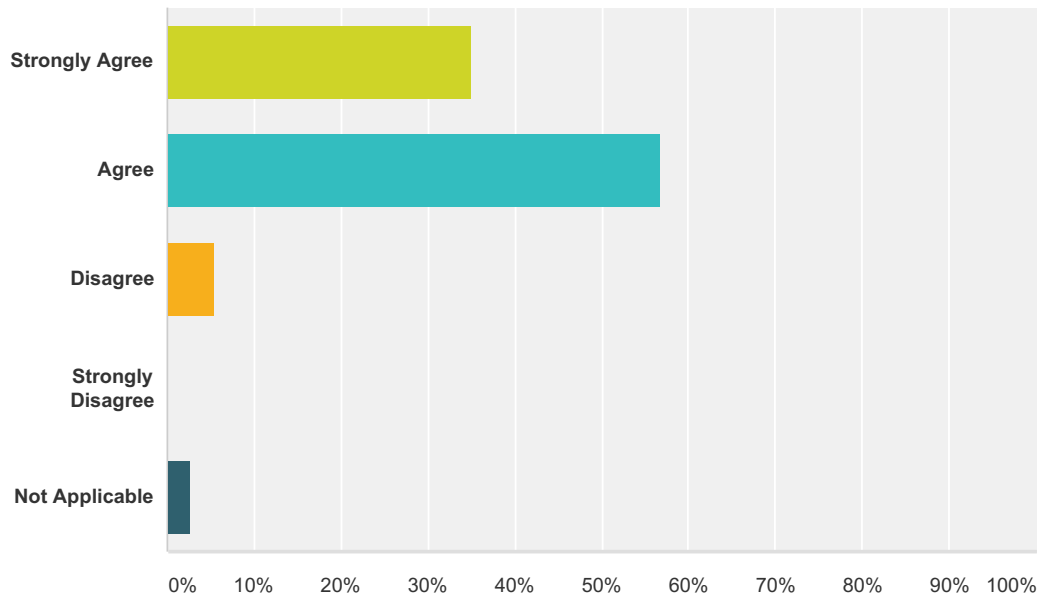
Answered: 37 Skipped: 5



Answer Choices	Responses	
Strongly Agree	43.24%	16
Agree	56.76%	21
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
Total		37

Q7 The training met my expectations

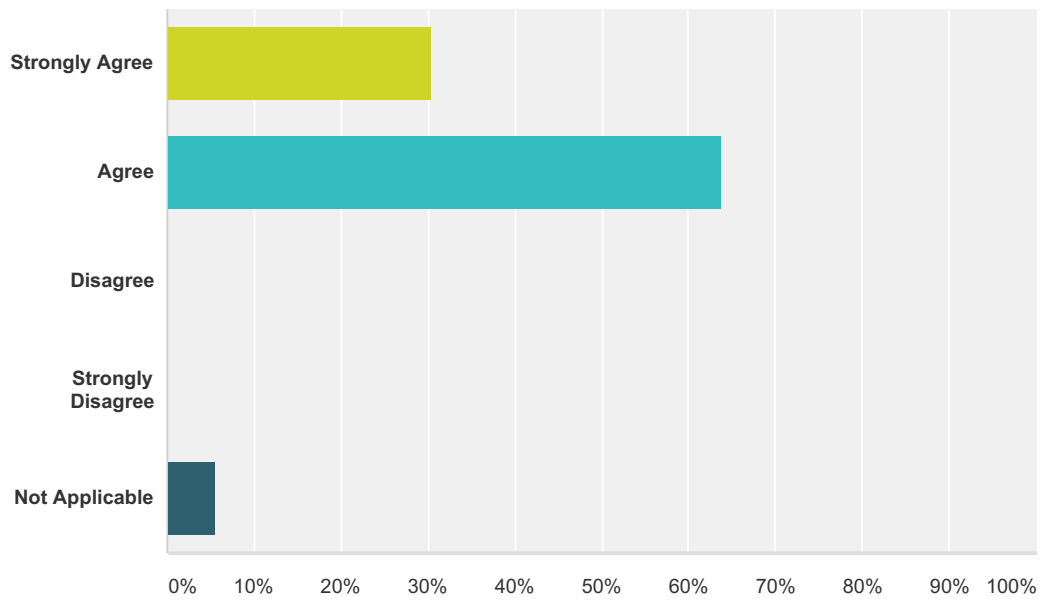
Answered: 37 Skipped: 5



Answer Choices	Responses
Strongly Agree	35.14% 13
Agree	56.76% 21
Disagree	5.41% 2
Strongly Disagree	0.00% 0
Not Applicable	2.70% 1
Total	37

Q8 The training was appropriate for me, given my knowledge and experience

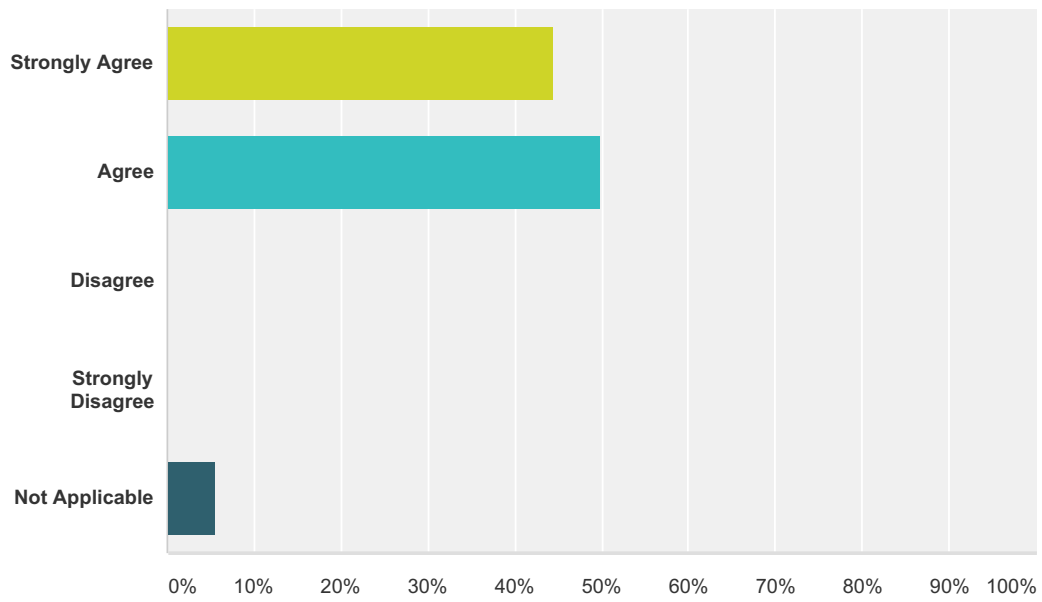
Answered: 36 Skipped: 6



Answer Choices	Responses	
Strongly Agree	30.56%	11
Agree	63.89%	23
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	5.56%	2
Total		36

Q9 The training provided knowledge and/or skills that apply to my job

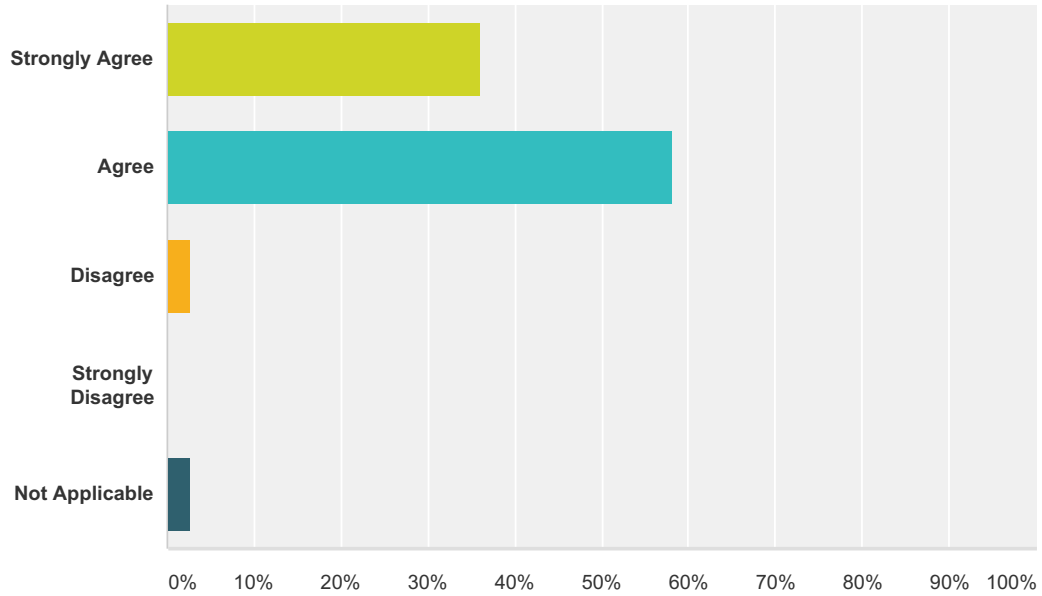
Answered: 36 Skipped: 6



Answer Choices	Responses	Count
Strongly Agree	44.44%	16
Agree	50.00%	18
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	5.56%	2
Total		36

Q10 The training improved my understanding of the Inadvertent Gain/Rescission processes

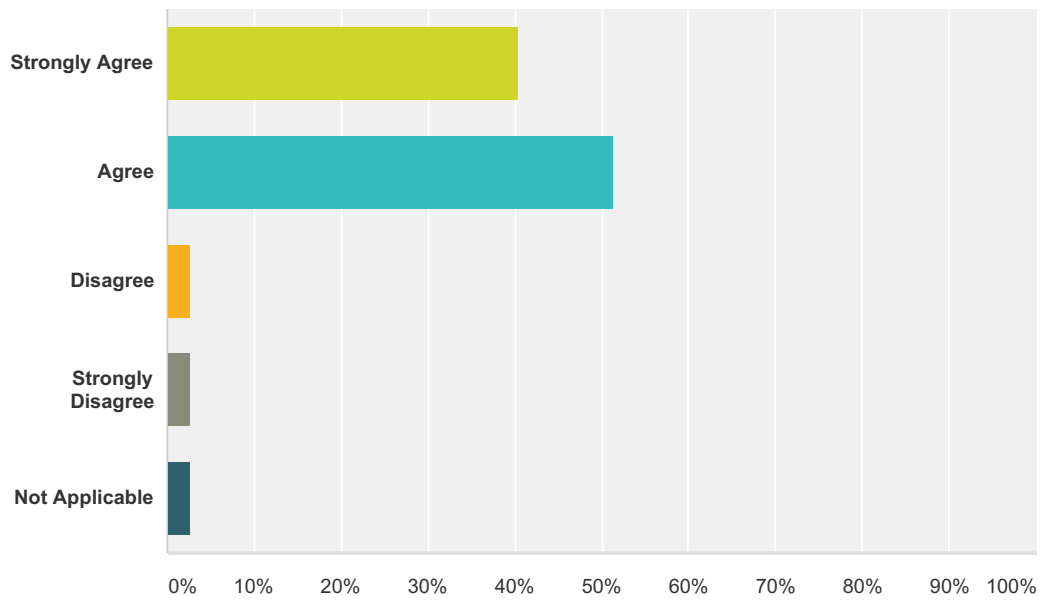
Answered: 36 Skipped: 6



Answer Choices	Responses	
Strongly Agree	36.11%	13
Agree	58.33%	21
Disagree	2.78%	1
Strongly Disagree	0.00%	0
Not Applicable	2.78%	1
Total		36

Q11 The training was enhanced by audio and / or visual materials

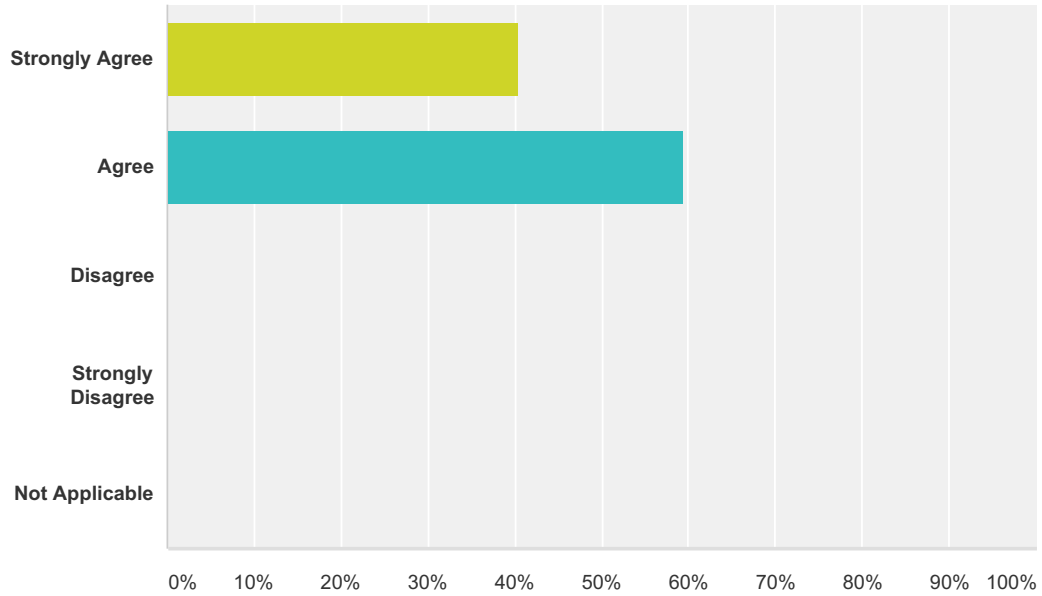
Answered: 37 Skipped: 5



Answer Choices	Responses	
Strongly Agree	40.54%	15
Agree	51.35%	19
Disagree	2.70%	1
Strongly Disagree	2.70%	1
Not Applicable	2.70%	1
Total		37

Q12 The training utilized methods of instruction that were appropriate for the subject matter presented

Answered: 37 Skipped: 5



Answer Choices	Responses	
Strongly Agree	40.54%	15
Agree	59.46%	22
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
Total		37

Q13 What was the MOST effective aspect of this course?

Answered: 27 Skipped: 15

#	Responses	Date
1	Details provided	6/25/2015 8:23 AM
2	Having representatives from various utilities present the course.	6/21/2015 8:24 PM
3	the lenght of time it take to complete the IAG	6/18/2015 2:58 PM
4	Going over the Inadvertent GAIN process	6/18/2015 8:51 AM
5	Being able to ask questions in real time	6/17/2015 3:53 PM
6	Outline	6/17/2015 1:41 PM
7	SMEs presented the information	6/17/2015 1:35 PM
8	The slide presentation	6/17/2015 1:32 PM
9	The actual filling out the MT that was done in the afternoon.	6/17/2015 1:18 PM
10	rescission process	6/17/2015 1:16 PM
11	The people in attendance presenting scenarios and the trainers providing a resolution, Q & A session	6/17/2015 8:47 AM
12	The discussions brought out some things that I didn't know.	6/15/2015 11:04 AM
13	Questions answers	6/9/2015 5:11 PM
14	Review of most common mistakes made	6/3/2015 12:57 PM
15	The IAS and Customer Rescission Walkthrough and ERCOT Live Demostration	6/3/2015 11:29 AM
16	SME participation and Q and A sessions	6/3/2015 9:23 AM
17	Live presentation and Q&A	6/2/2015 3:50 PM
18	Thorough explanation of MarkeTrak process	6/2/2015 10:24 AM
19	Being able to openly discuss issues that matter to each individual and receive feedback from participants.	6/2/2015 8:52 AM
20	Feedback from other REP'S and the people in attendance	6/2/2015 8:22 AM
21	hearing special case scenarios	6/2/2015 8:19 AM
22	The clarification on rescission time frames.	6/2/2015 7:47 AM
23	the group interaction for understanding	6/2/2015 6:46 AM
24	Rescission	6/1/2015 5:28 PM
25	Explanation of the different types of MT's and how they should be executed.	6/1/2015 4:39 PM
26	The interaction and ability to hear from others	6/1/2015 4:28 PM
27	Walking through the processes and explaining the unhappy path.	6/1/2015 4:24 PM

Q14 What changes would make this course a more effective learning experience?

Answered: 24 Skipped: 18

#	Responses	Date
1	More scenerios	6/25/2015 8:23 AM
2	The walk through of the system at the end of the course could be changed/improved, lost most of the audience.	6/21/2015 8:24 PM
3	the mircophone could be a little clearer	6/18/2015 2:58 PM
4	A better audio/telecom system. The trainer(s) were very difficult to understand clearly.	6/18/2015 8:51 AM
5	Follow up on all questions asked w/ answers. Since a lot of times there's different answers.	6/17/2015 1:41 PM
6	Require all MPs to attend the training. The MPs that need the training are typically not in attendance.	6/17/2015 1:35 PM
7	For those of us who couldn't attend and had to call in, the audio was horrible no matter how many times we said we could not hear. As far as any questions or discussion that varied from the slides, I could only make out a word here and there because of the bad audio.	6/17/2015 1:32 PM
8	n/a	6/17/2015 1:16 PM
9	to have them more frequently	6/17/2015 8:47 AM
10	Nothing that I can think of.	6/15/2015 11:04 AM
11	it'sgreat already	6/9/2015 5:11 PM
12	Brief quiz after each section to confirm understanding	6/3/2015 12:57 PM
13	Effective as it is to me	6/3/2015 11:29 AM
14	Host sessions upon request at MP locations	6/3/2015 9:23 AM
15	Possibly add 1/2 day for next day...a bit rushed	6/2/2015 3:50 PM
16	More examples of valid/invalid to marke a MT as unexecutable	6/2/2015 10:24 AM
17	I feel that there arent any changes necessary, it was very well put together.	6/2/2015 8:52 AM
18	To think outside the box	6/2/2015 8:22 AM
19	A hands on situation. Perhaps a "fake" MT situation	6/2/2015 8:19 AM
20	more participation from more REPs	6/2/2015 6:46 AM
21	none	6/1/2015 5:28 PM
22	Interactive learning and different scenarios presented for each instance of a MT.	6/1/2015 4:39 PM
23	Course was great. No changes	6/1/2015 4:28 PM
24	None	6/1/2015 4:24 PM

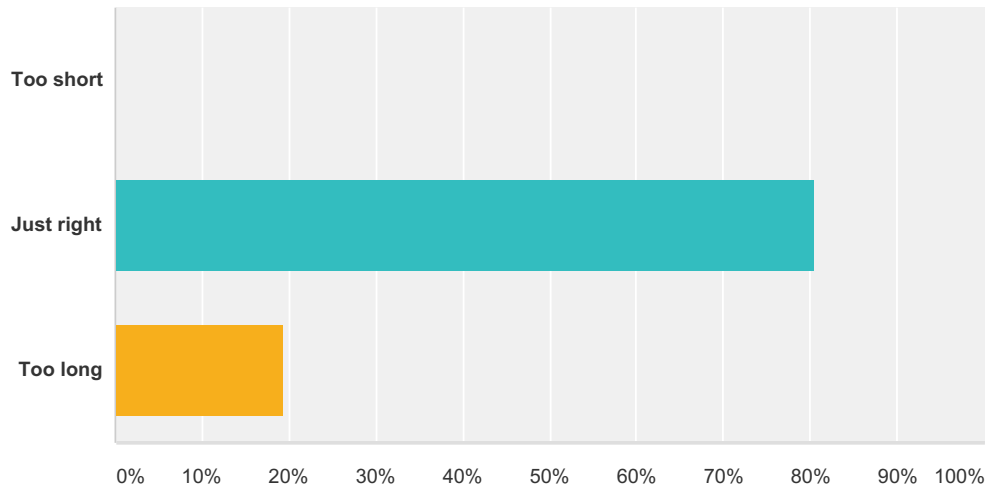
Q15 Do you feel that an online, interactive Inadvertent Gain/Rescission training program would be beneficial?

Answered: 30 Skipped: 12

#	Responses	Date
1	Yes	6/25/2015 8:23 AM
2	wouldn't hurt, especially for those not able to attend	6/21/2015 8:24 PM
3	maybe	6/18/2015 2:58 PM
4	Yes	6/18/2015 8:51 AM
5	yes	6/18/2015 8:05 AM
6	yes	6/17/2015 3:53 PM
7	yes!	6/17/2015 2:04 PM
8	yes	6/17/2015 1:41 PM
9	Yes	6/17/2015 1:35 PM
10	Anything with better audio would be helpful.	6/17/2015 1:32 PM
11	Yes.	6/17/2015 1:18 PM
12	n/a	6/17/2015 1:16 PM
13	yes	6/17/2015 8:47 AM
14	Hands-on is always useful I feel.	6/15/2015 11:04 AM
15	yes	6/9/2015 5:11 PM
16	Yes	6/3/2015 12:57 PM
17	Yes	6/3/2015 11:29 AM
18	Yes	6/3/2015 9:23 AM
19	Yes only as reference, but not to take place of Live presentation	6/2/2015 3:50 PM
20	Yes	6/2/2015 10:24 AM
21	Yes!	6/2/2015 8:52 AM
22	Yes	6/2/2015 8:22 AM
23	yes	6/2/2015 8:19 AM
24	Yes.	6/2/2015 7:47 AM
25	yes	6/2/2015 6:46 AM
26	Yes	6/1/2015 8:18 PM
27	unsure	6/1/2015 5:28 PM
28	Yes, definitely	6/1/2015 4:39 PM
29	yes	6/1/2015 4:28 PM
30	Would be secondary to attending with 3 SMEs (ERCOT, CR, TDSP) available to explain their processing if asked.	6/1/2015 4:24 PM

Q16 The length of this course was:

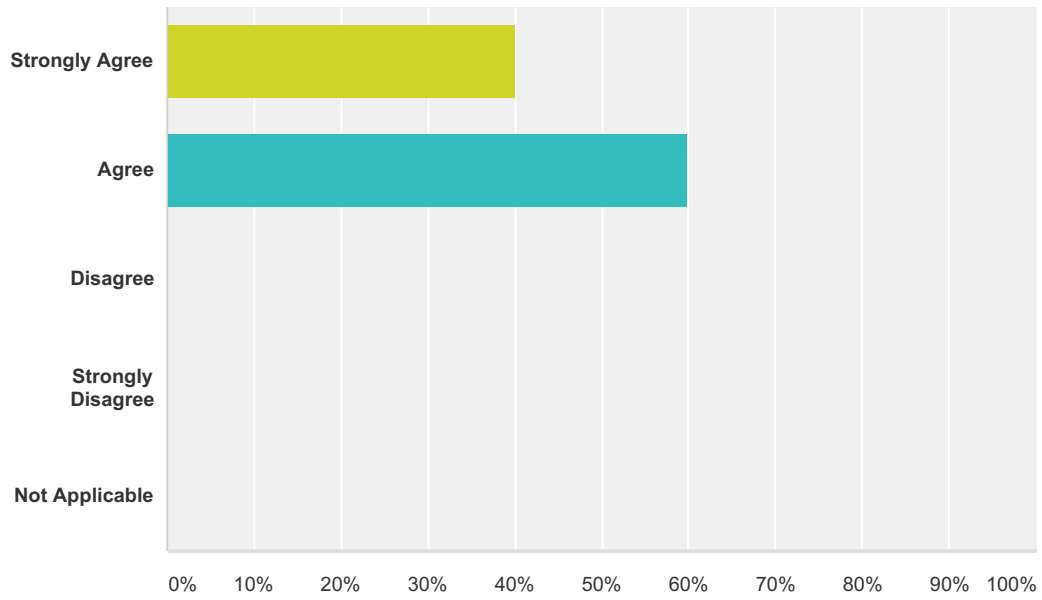
Answered: 36 Skipped: 6



Answer Choices	Responses
Too short	0.00% 0
Just right	80.56% 29
Too long	19.44% 7
Total	36

Q17 The instructor demonstrated expertise in this subject

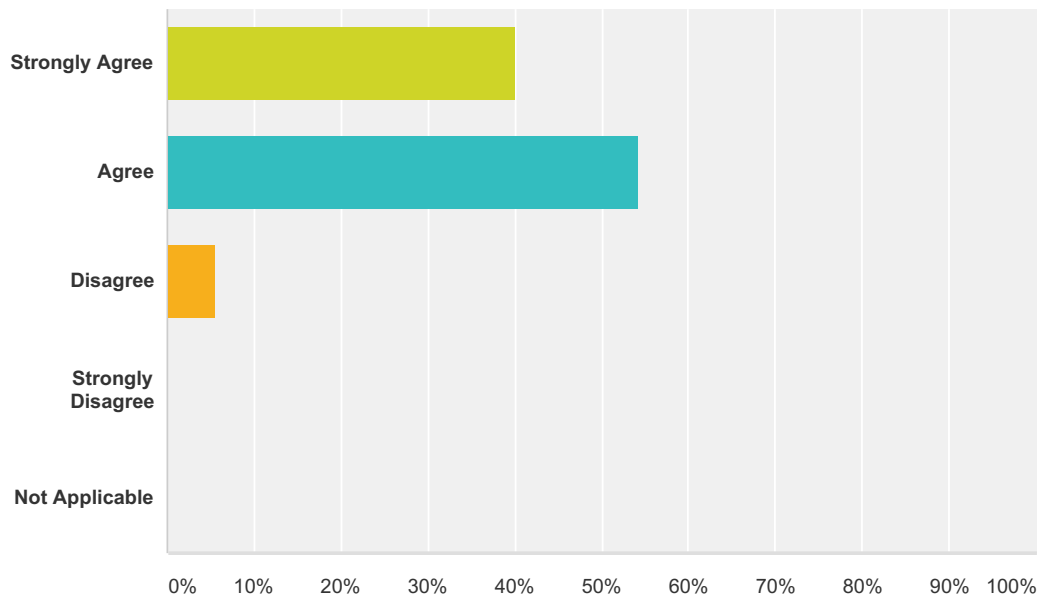
Answered: 35 Skipped: 7



Answer Choices	Responses	Count
Strongly Agree	40.00%	14
Agree	60.00%	21
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
Total		35

Q18 The instructor presented the material in an engaging way

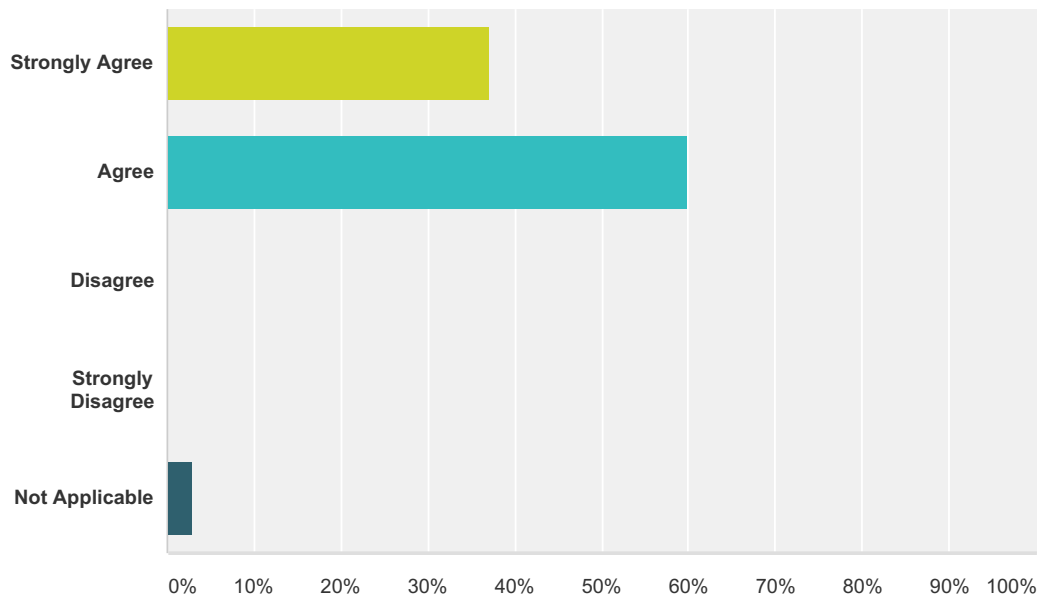
Answered: 35 Skipped: 7



Answer Choices	Responses	
Strongly Agree	40.00%	14
Agree	54.29%	19
Disagree	5.71%	2
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
Total		35

Q19 The instructor provided complete answers to questions from participants

Answered: 35 Skipped: 7



Answer Choices	Responses	
Strongly Agree	37.14%	13
Agree	60.00%	21
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	2.86%	1
Total		35

Q20 What was the MOST effective aspect of the instructors' teaching styles?

Answered: 20 Skipped: 22

#	Responses	Date
1	na	6/25/2015 8:23 AM
2	hands-on knowledge, bringing up specific examples	6/21/2015 8:25 PM
3	They did not digress from current topic	6/18/2015 8:52 AM
4	The slides to follow as they discussed things.	6/17/2015 3:54 PM
5	First hand knowledge	6/17/2015 1:36 PM
6	Providing solutions to questions	6/17/2015 8:47 AM
7	the interactive discussions	6/15/2015 11:10 AM
8	auditory	6/9/2015 5:11 PM
9	We were able to ask questions during the presentation. We didn't have to wait until the end.	6/3/2015 11:31 AM
10	Repeating important points	6/3/2015 9:28 AM
11	Multiple instructors complimenting each other	6/2/2015 3:51 PM
12	N/A	6/2/2015 10:25 AM
13	Patience and making sure everyone was able to ask their questions and also made sure they were answered and that the person asking understood the response provided.	6/2/2015 8:53 AM
14	Using scenario's	6/2/2015 8:22 AM
15	good verbal skills. incorporated humor w/ education	6/2/2015 8:20 AM
16	very clear and understanding	6/2/2015 6:46 AM
17	The instructors did not read the slides word for word	6/1/2015 8:20 PM
18	The way everything was explained.	6/1/2015 4:41 PM
19	Very Good teaching	6/1/2015 4:28 PM
20	Multiple presenters kept it interesting and therefore engaging.	6/1/2015 4:25 PM

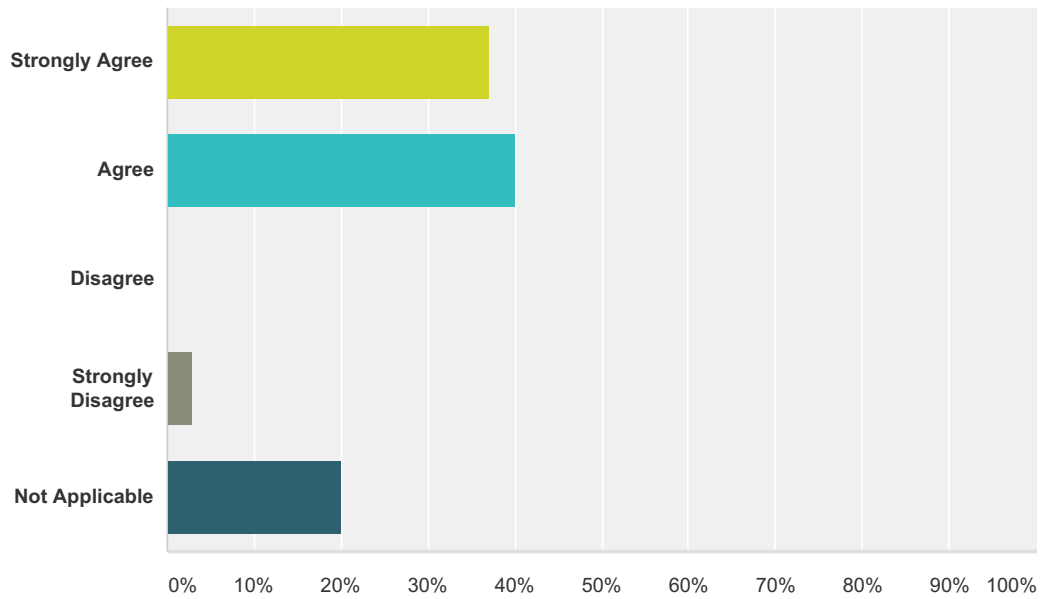
Q21 What changes in instructors' teaching styles would make this course more effective?

Answered: 15 Skipped: 27

#	Responses	Date
1	na	6/25/2015 8:23 AM
2	make the walk through of MarketTrak more interactive	6/21/2015 8:25 PM
3	N/A	6/18/2015 8:52 AM
4	Don't just read the slides. Put the information in the slides into everyday business language.	6/17/2015 1:36 PM
5	none	6/17/2015 1:16 PM
6	nothing	6/15/2015 11:10 AM
7	perfect	6/9/2015 5:11 PM
8	n/a	6/3/2015 11:31 AM
9	None	6/3/2015 9:28 AM
10	None	6/2/2015 3:51 PM
11	N/A	6/2/2015 10:25 AM
12	hands on MT from start to finish	6/2/2015 8:20 AM
13	none	6/2/2015 6:46 AM
14	Make specific training for beginner, intermediate, expert level MT participants	6/1/2015 4:41 PM
15	Non	6/1/2015 4:25 PM

Q22 The facilities were appropriate

Answered: 35 Skipped: 7



Answer Choices	Responses
Strongly Agree	37.14% 13
Agree	40.00% 14
Disagree	0.00% 0
Strongly Disagree	2.86% 1
Not Applicable	20.00% 7
Total	35

Q23 Please list any suggestions you have for facilities improvements

Answered: 10 Skipped: 32

#	Responses	Date
1	co comment	6/25/2015 8:23 AM
2	Better audio.	6/17/2015 1:33 PM
3	I attended the Dallas training via webex. It was very hard to understand what the instructors were saying. Therefore, it was hard for me to understand all of what they were speaking on. I don't know exactly how to fix the performance of the webex but I do think that online training would be a great help. We could take it on our own time schedule and the instructors could just go and update it when needed. Then if we had questions or needed more one on one assistance, maybe provide an email address to contact someone if we have questions.	6/17/2015 1:24 PM
4	just fine, I learned alot	6/9/2015 5:12 PM
5	Pre-check WebEx connectivity 30 minutes prior to class start time.	6/3/2015 9:29 AM
6	Add additional 1/2 day and somehow get more Market Participants involved to attend.	6/2/2015 3:52 PM
7	N/A	6/2/2015 10:25 AM
8	none	6/2/2015 6:46 AM
9	Whichever entity is hosting a training session, that entity should have responsibility for ensuring that the facilities are prepared (physical aspects and technical aspects)	6/1/2015 8:21 PM
10	classroom set up at ERCOT would have been preferable.	6/1/2015 4:26 PM