Q1 What Market Participant type best describes your company?
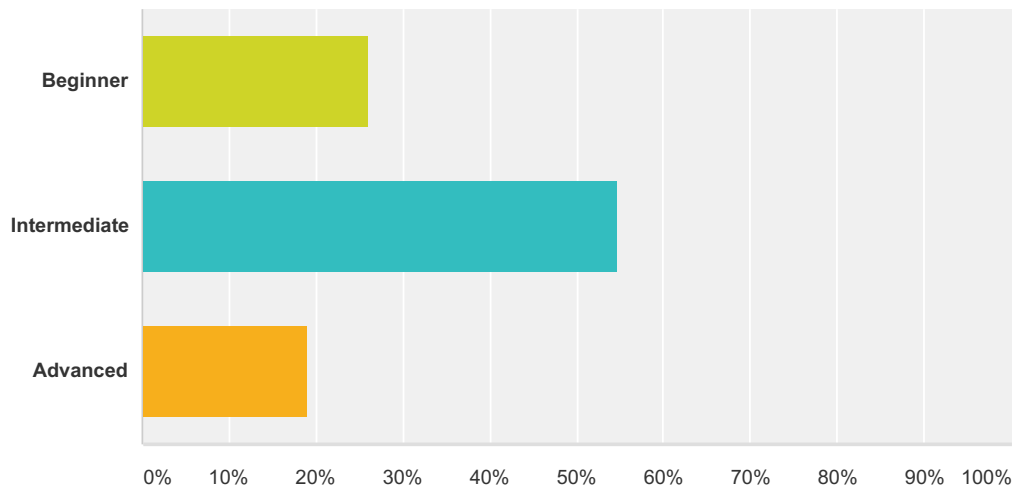
Answered: 42   Skipped: 0
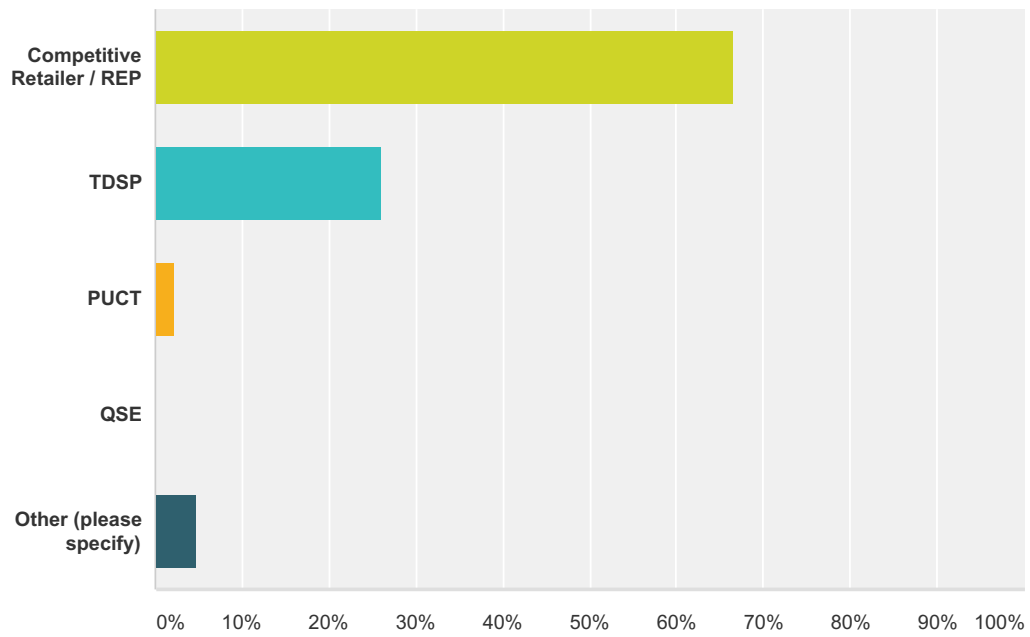
Answer Choices	Responses	
Competitive Retailer / REP	**66.67%**	28
TDSP	**26.19%**	11
PUCT	**2.38%**	1
QSE	**0.00%**	0
Other (please specify)	**4.76%**	2
Total		**42**

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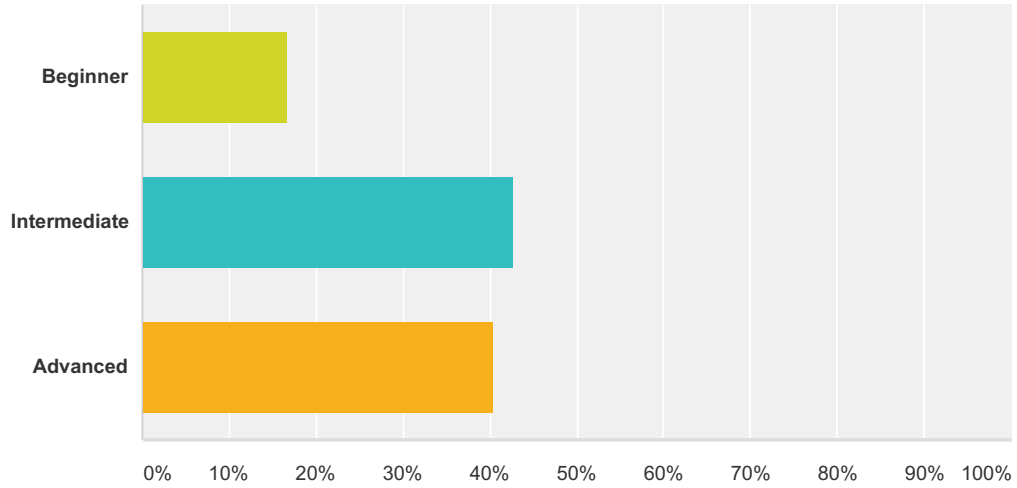
Answer Choices	Responses	
Beginner	**16.67%**	7
Intermediate	**42.86%**	18
Advanced	**40.48%**	17
Total		**42**

Q4 Which training session(s) did you attend?

Answered: 32   Skipped: 10
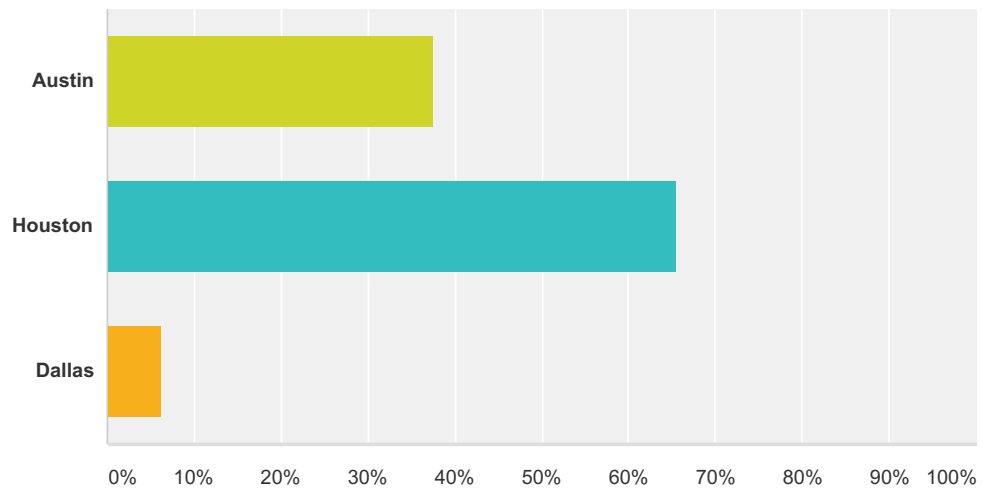
Answer Choices	Responses	
Austin	**37.50%**	12
Houston	**65.63%**	21
Dallas	**6.25%**	2
Total Respondents: 32		

Q5 The training had clearly explained objectives

Answered: 37　　Skipped: 5
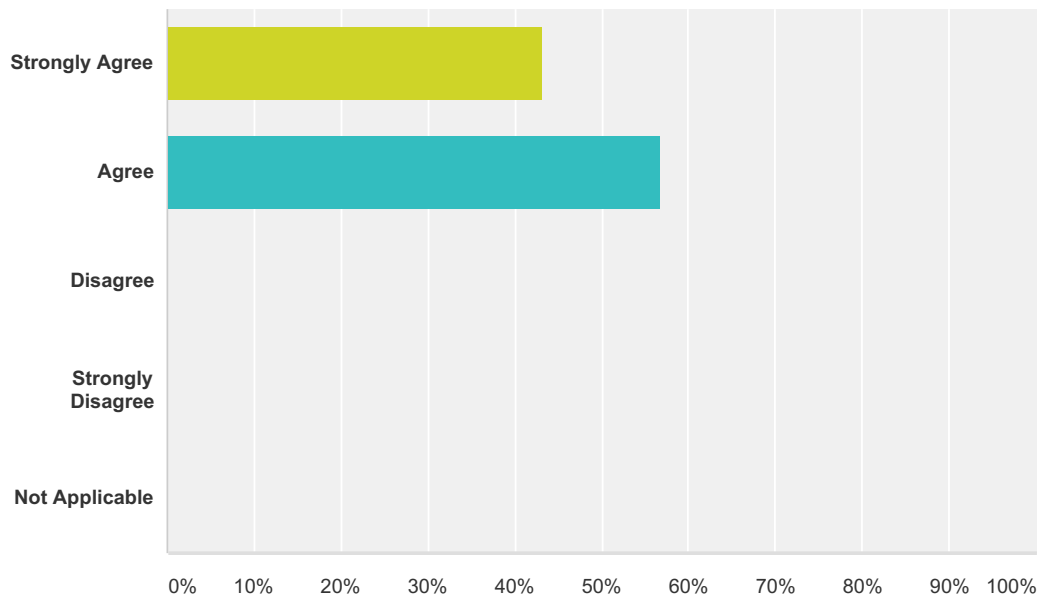
Answer Choices	Responses	
Strongly Agree	**43.24%**	16
Agree	**56.76%**	21
Disagree	**0.00%**	0
Strongly Disagree	**0.00%**	0
Not Applicable	**0.00%**	0
Total		**37**

Q6 The training met the stated objectives

Answered: 37 Skipped: 5
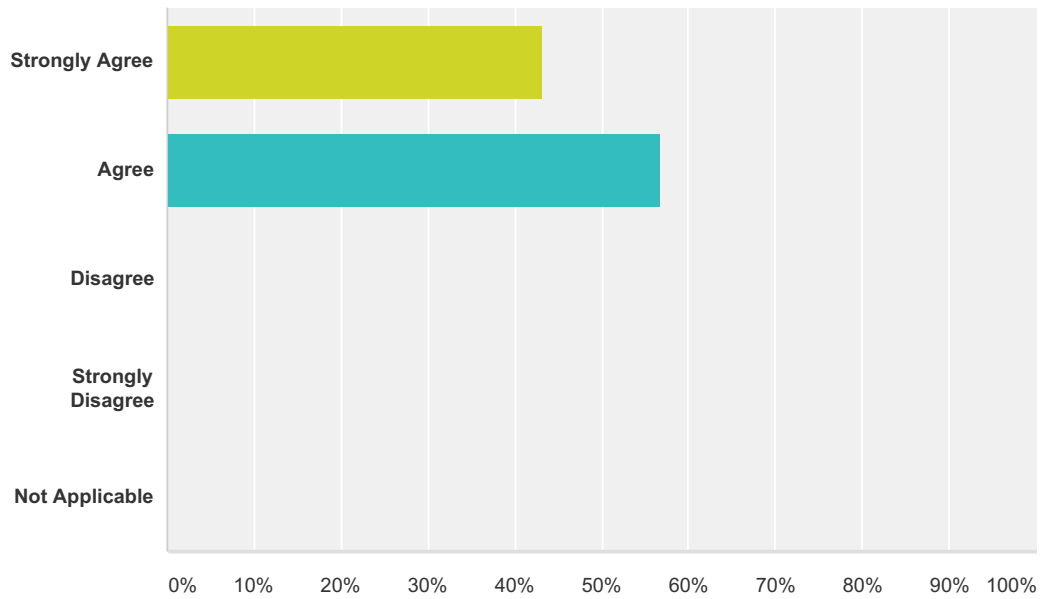
Answer Choices	Responses	
Strongly Agree	**43.24%**	16
Agree	**56.76%**	21
Disagree	**0.00%**	0
Strongly Disagree	**0.00%**	0
Not Applicable	**0.00%**	0
Total		**37**

Q7 The training met my expectations

Answered: 37   Skipped: 5
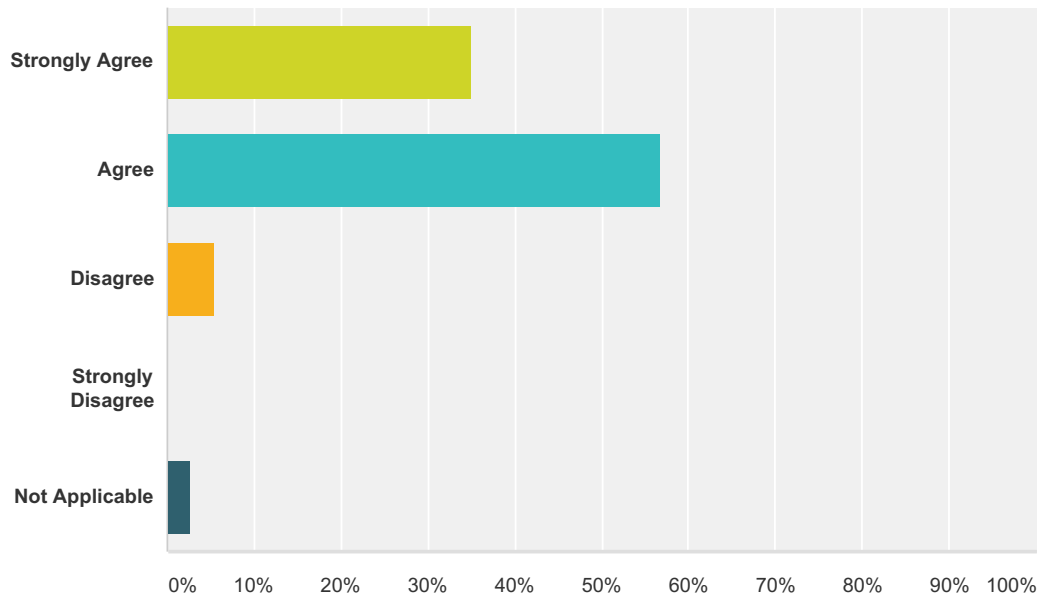
Answer Choices	Responses	
Strongly Agree	**35.14%**	13
Agree	**56.76%**	21
Disagree	**5.41%**	2
Strongly Disagree	**0.00%**	0
Not Applicable	**2.70%**	1
Total		**37**

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

Answered: 36   Skipped: 6
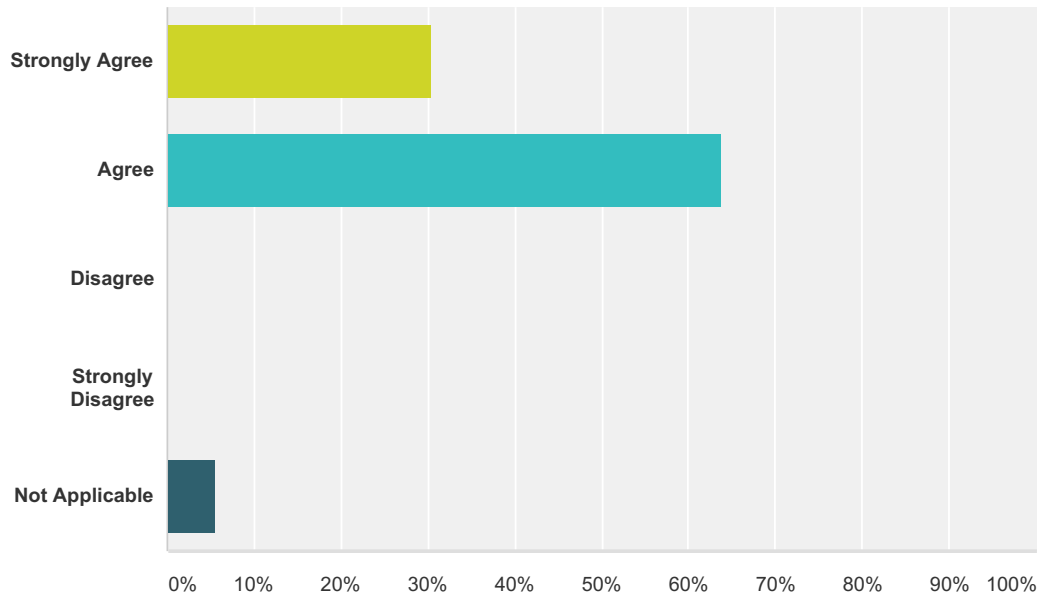
Answer Choices		Responses	
Strongly Agree		**30.56%**	11
Agree		**63.89%**	23
Disagree		**0.00%**	0
Strongly Disagree		**0.00%**	0
Not Applicable		**5.56%**	2
Total			**36**

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

Answered: 36   Skipped: 6
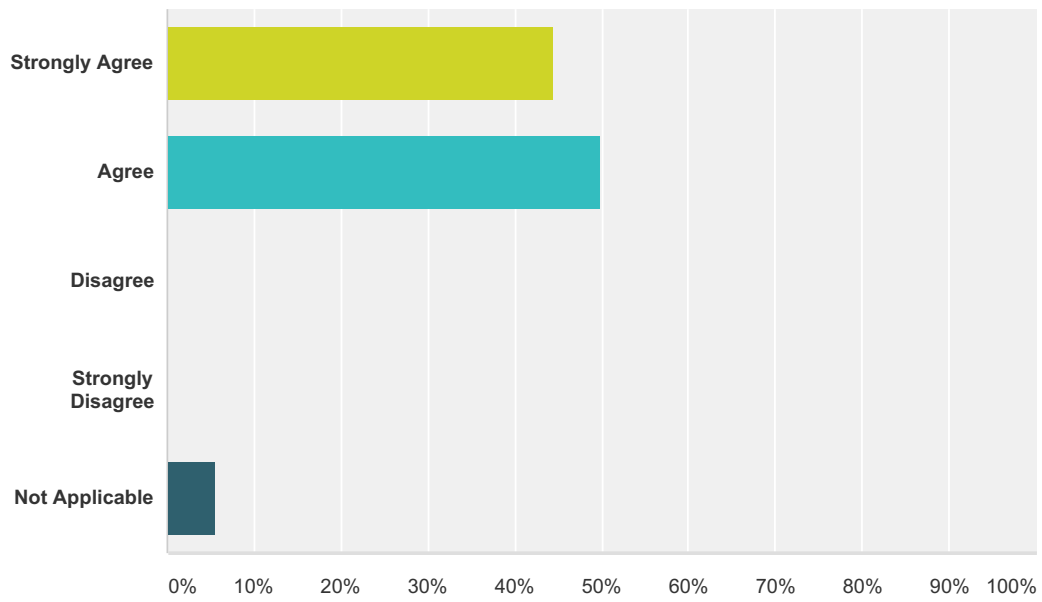
Answer Choices	Responses	
Strongly Agree	**44.44%**	16
Agree	**50.00%**	18
Disagree	**0.00%**	0
Strongly Disagree	**0.00%**	0
Not Applicable	**5.56%**	2
Total		**36**

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

Answered: 36   Skipped: 6
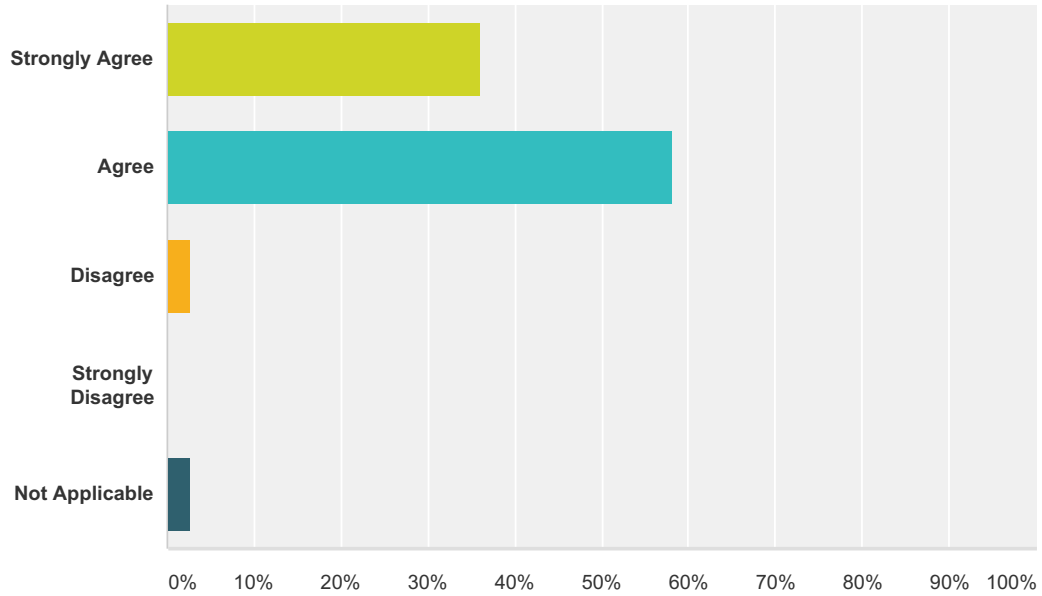
Answer Choices	Responses	
Strongly Agree	**36.11%**	13
Agree	**58.33%**	21
Disagree	**2.78%**	1
Strongly Disagree	**0.00%**	0
Not Applicable	**2.78%**	1
Total		**36**

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

Answered: 37   Skipped: 5
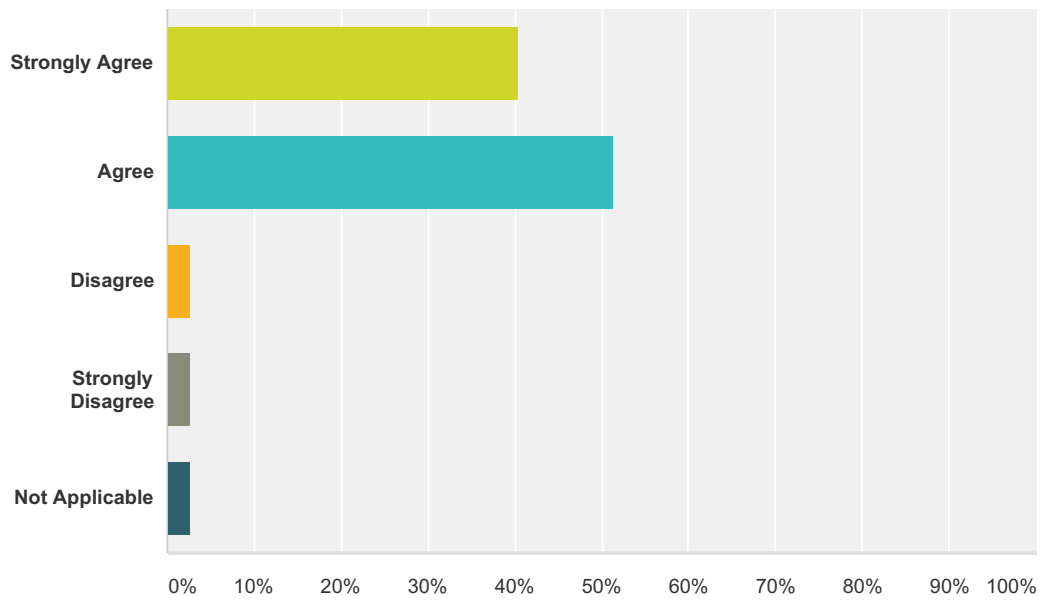
Answer Choices	Responses	
Strongly Agree	**40.54%**	15
Agree	**51.35%**	19
Disagree	**2.70%**	1
Strongly Disagree	**2.70%**	1
Not Applicable	**2.70%**	1
Total		**37**

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

Answered: 37   Skipped: 5
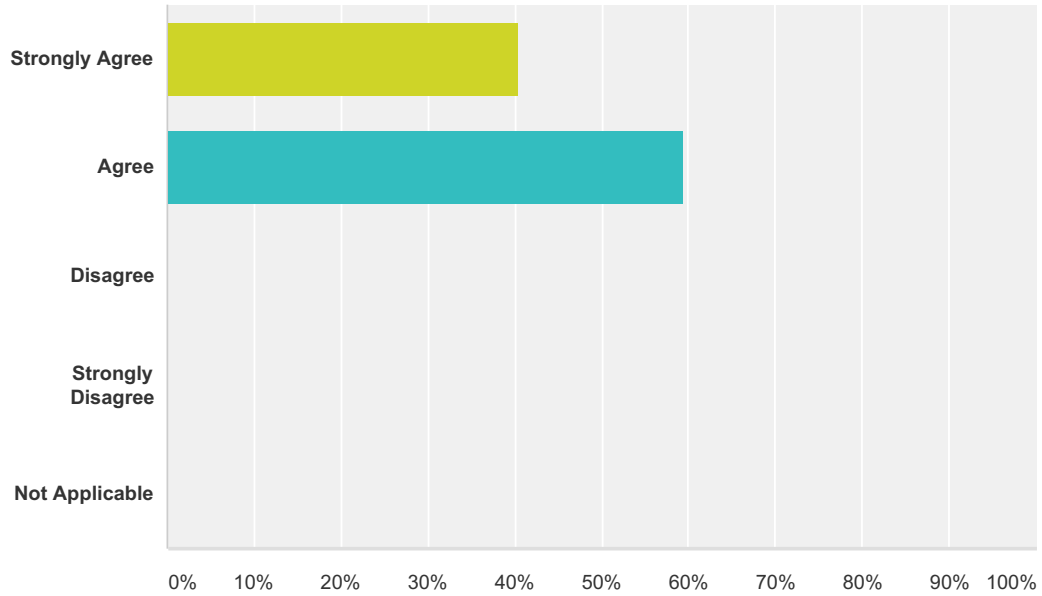
Answer Choices	Responses	
Strongly Agree	**40.54%**	15
Agree	**59.46%**	22
Disagree	**0.00%**	0
Strongly Disagree	**0.00%**	0
Not Applicable	**0.00%**	0
Total		**37**

**Q13 What was the MOST effective aspect of
this course?**

Answered: 27   Skipped: 15

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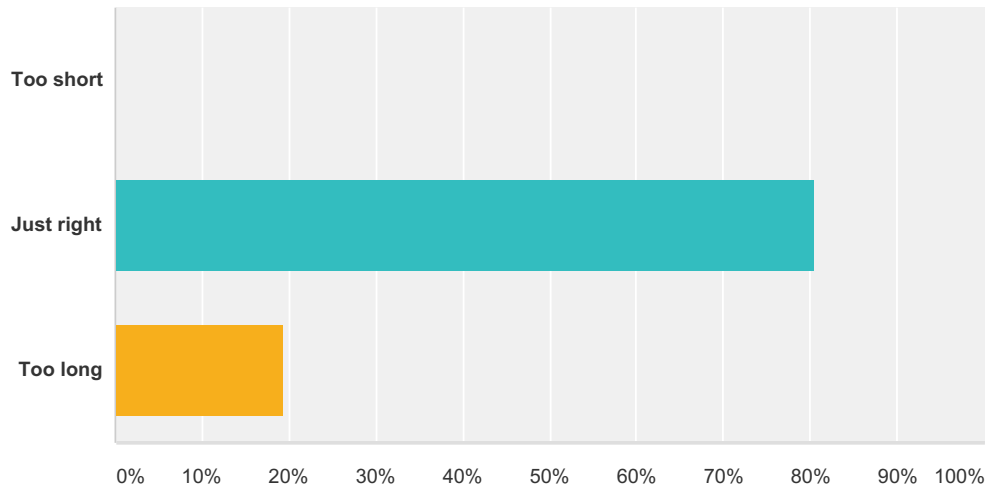a more effective learning experience?**

Answered: 24   Skipped: 18

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

Answered: 30   Skipped: 12
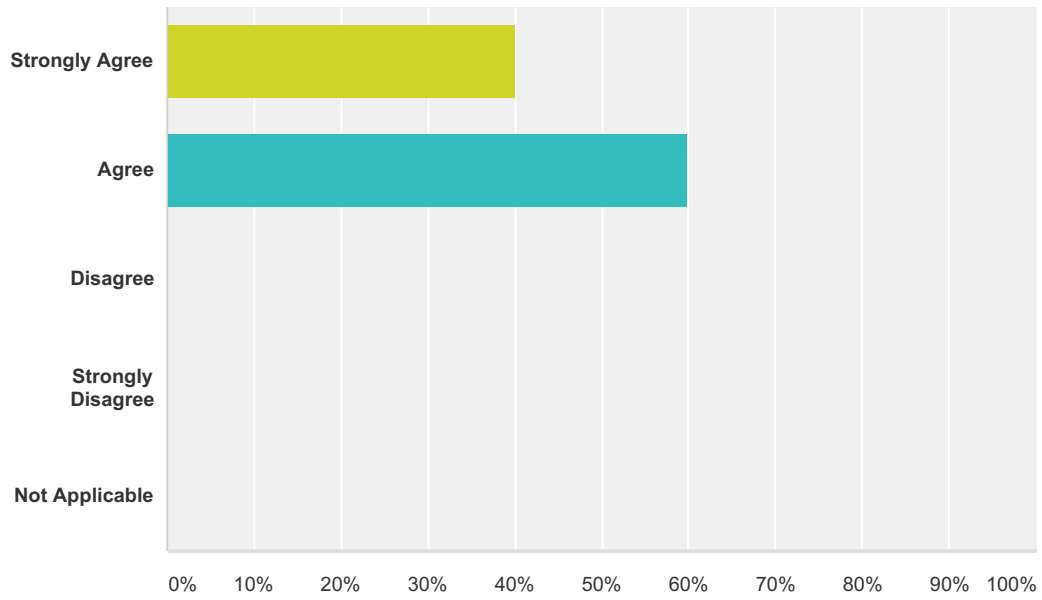
Q16 The length of this course was:

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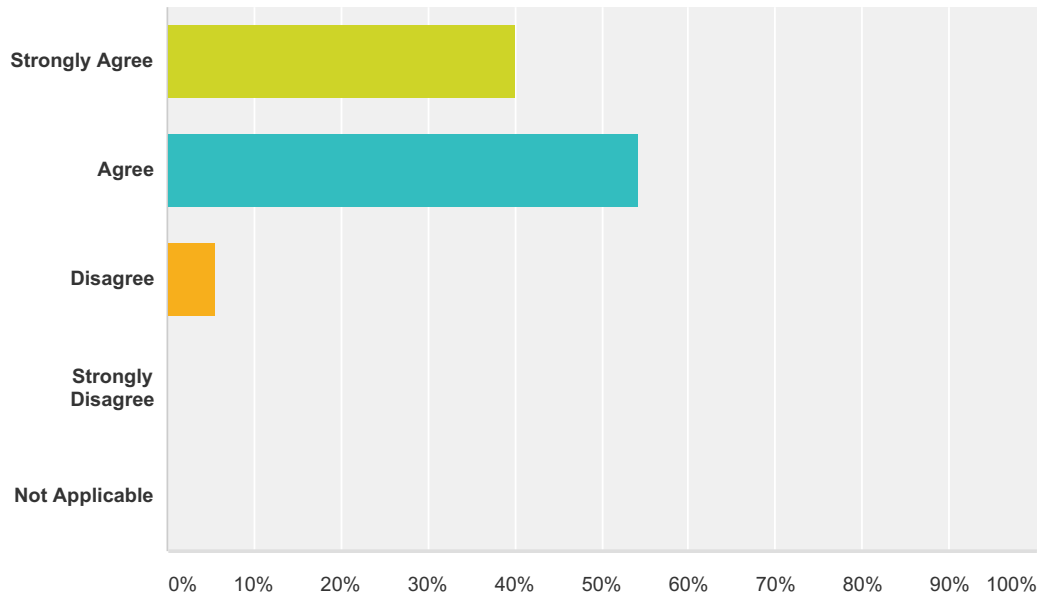
Answer Choices		Responses	
Strongly Agree		**40.00%**	14
Agree		**54.29%**	19
Disagree		**5.71%**	2
Strongly Disagree		**0.00%**	0
Not Applicable		**0.00%**	0
Total			**35**

Q19 The instructor provided complete answers to questions from participants

Answered: 35   Skipped: 7
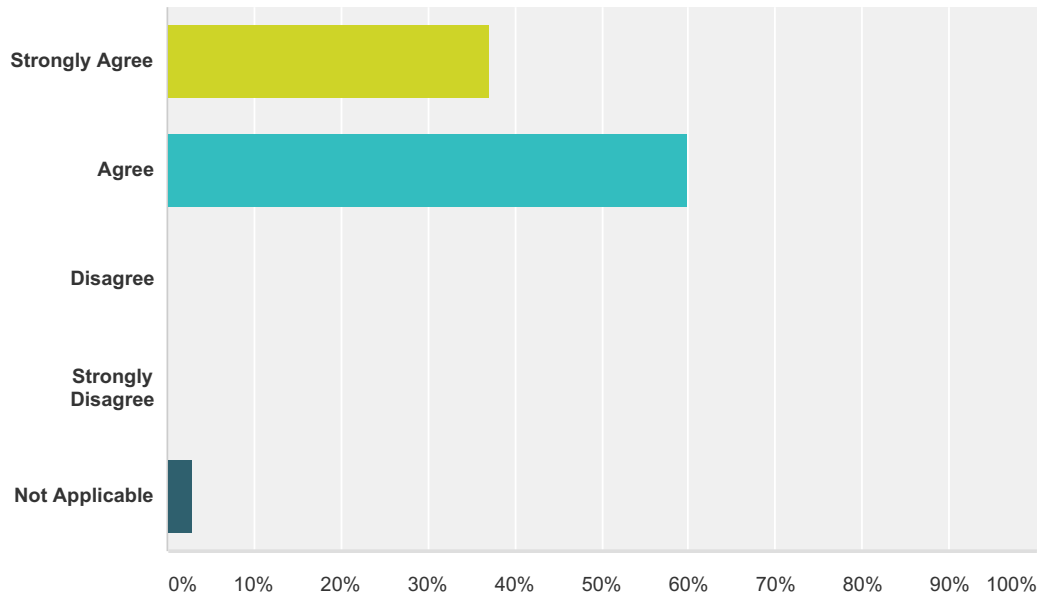
Answer Choices		Responses	
Strongly Agree		**37.14%**	13
Agree		**60.00%**	21
Disagree		**0.00%**	0
Strongly Disagree		**0.00%**	0
Not Applicable		**2.86%**	1
Total			**35**

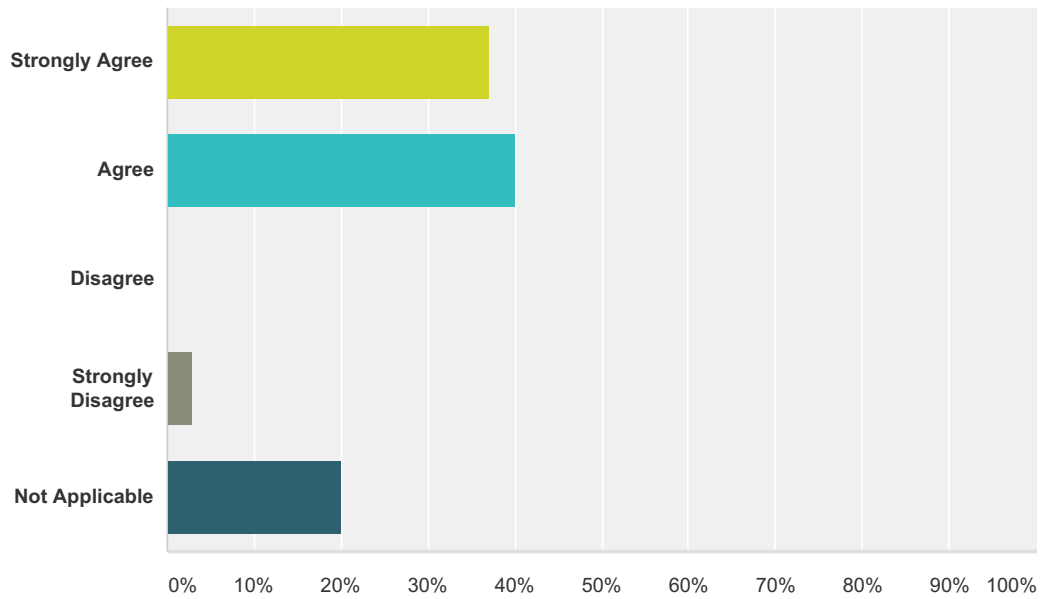## Q20 What was the MOST effective aspect of the instructors' teaching styles?

Answered: 20   Skipped: 22

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

Answered: 15   Skipped: 27

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