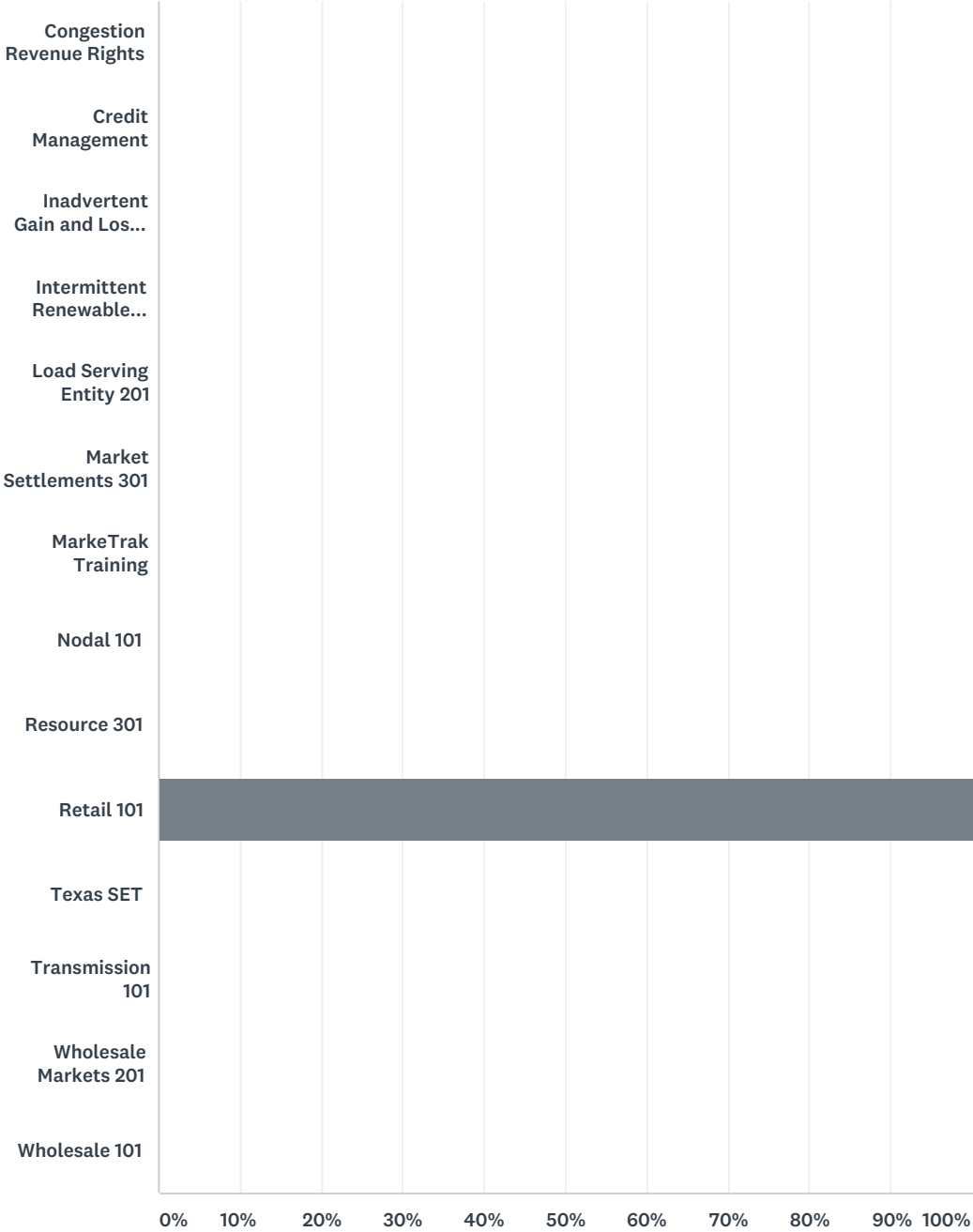


# Q1 Which course did you attend?

Answered: 34 Skipped: 0



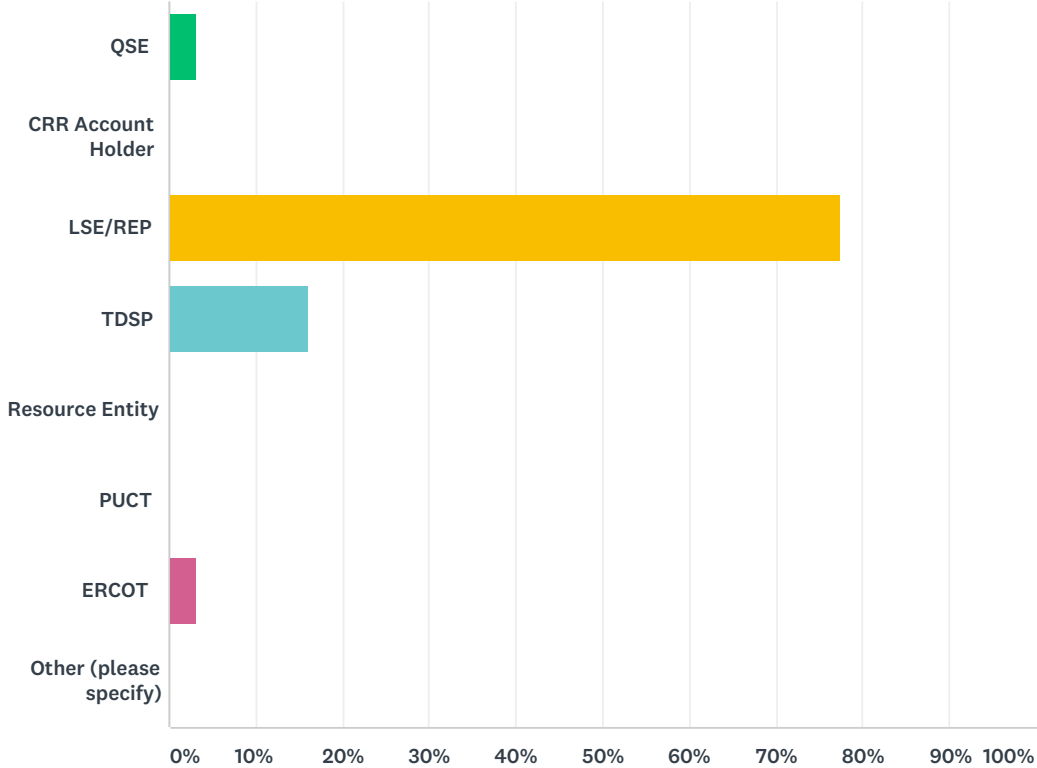
ANSWER CHOICES	RESPONSES
Congestion Revenue Rights	0.00% 0
Credit Management	0.00% 0
Inadvertent Gain and Loss Training	0.00% 0
Intermittent Renewable Resources	0.00% 0
Load Serving Entity 201	0.00% 0

## ERCOT Market Training Survey - Instructor Led Course

Market Settlements 301	0.00%	0
MarkeTrak Training	0.00%	0
Nodal 101	0.00%	0
Resource 301	0.00%	0
Retail 101	100.00%	34
Texas SET	0.00%	0
Transmission 101	0.00%	0
Wholesale Markets 201	0.00%	0
Wholesale 101	0.00%	0
<b>TOTAL</b>		<b>34</b>

## Q2 Participant Type:

Answered: 31 Skipped: 3

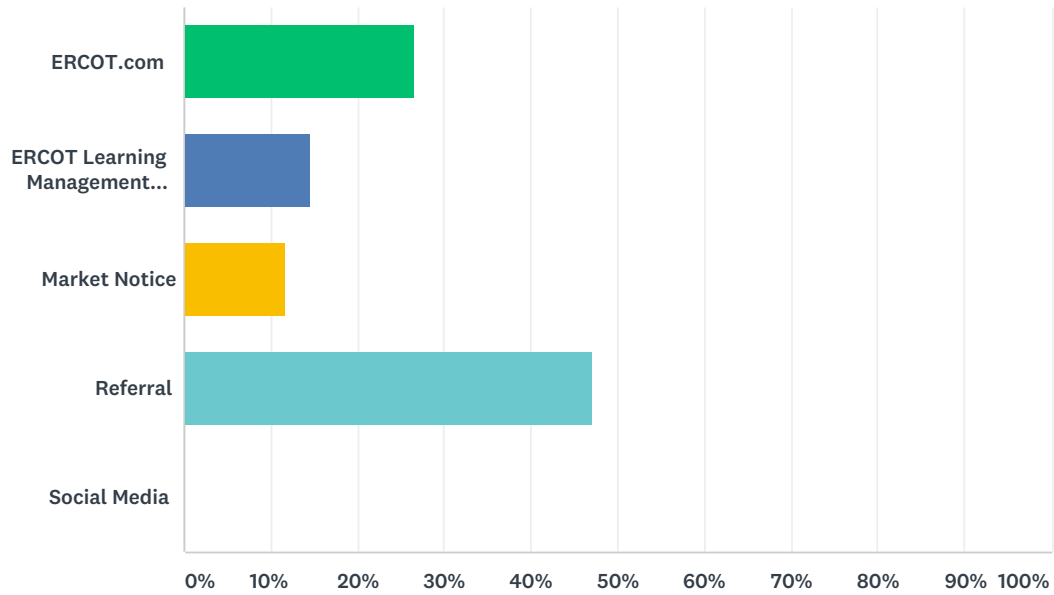


ANSWER CHOICES	RESPONSES	
QSE	3.23%	1
CRR Account Holder	0.00%	0
LSE/REP	77.42%	24
TDSP	16.13%	5
Resource Entity	0.00%	0
PUCT	0.00%	0
ERCOT	3.23%	1
Other (please specify)	0.00%	0
<b>TOTAL</b>		<b>31</b>

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

### Q3 How did you learn about this course?

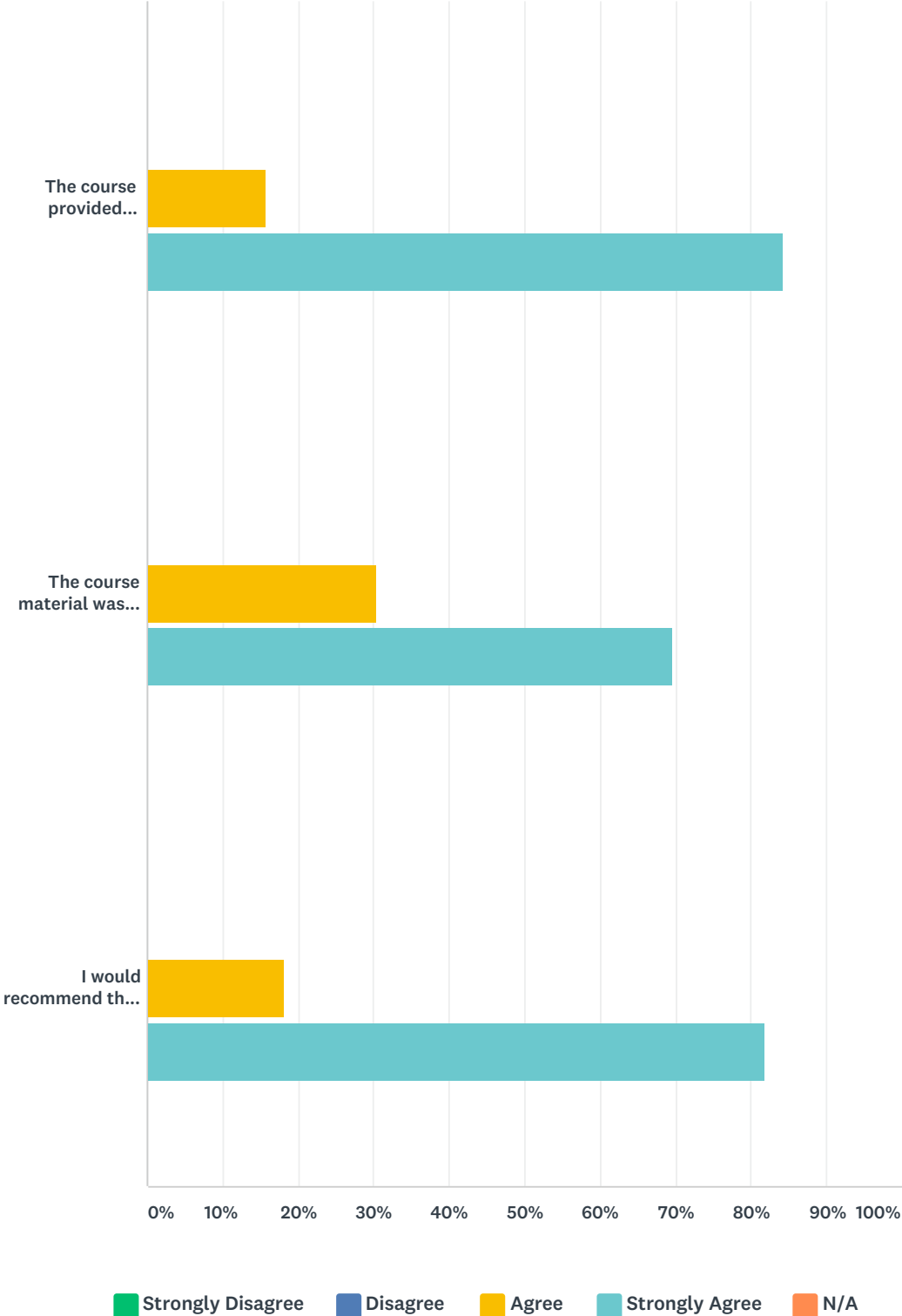
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
ERCOT.com	26.47%	9
ERCOT Learning Management System (LMS)	14.71%	5
Market Notice	11.76%	4
Referral	47.06%	16
Social Media	0.00%	0
<b>TOTAL</b>		<b>34</b>

### Q4 Please respond to the following:

Answered: 33 Skipped: 1



	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
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## ERCOT Market Training Survey - Instructor Led Course

The course provided knowledge and / or skills that apply to my job.	0.00% 0	0.00% 0	15.63% 5	84.38% 27	0.00% 0	32	3.84
The course material was presented in a clear and engaging manner.	0.00% 0	0.00% 0	30.30% 10	69.70% 23	0.00% 0	33	3.70
I would recommend this course to others.	0.00% 0	0.00% 0	18.18% 6	81.82% 27	0.00% 0	33	3.82

## Q5 What did we do well?

Answered: 28 Skipped: 6

#	RESPONSES	DATE
1	Explain the ERCOT Website and how to use it.	9/30/2019 4:32 AM
2	Clear and thorough slides	9/30/2019 4:31 AM
3	Great material, presentation was engaging, good visuals, great attitude.	9/30/2019 4:30 AM
4	The group breaks outs helped everyone collaborate and understand the topic/situation at hand. Brining everyone together and engaging helped get the subject data across.	9/30/2019 4:29 AM
5	Instructions was clear and well presented.	9/30/2019 4:26 AM
6	1. explaining all the acronyms the first time they appear in the material so it was easy to follow and understand. 2..reviewing the material covered at the end of the class, to drive home the concepts of playing "Retail Jeopardy".	9/30/2019 4:25 AM
7	Team scenarios was an engaging exercise.	9/30/2019 4:23 AM
8	Engaged the audience in games. covered what the acronyms mean so that we could follow a long. Broad base of MIS Site and what it covers. I really liked it!	9/30/2019 4:18 AM
9	Examples. experiences	9/30/2019 4:16 AM
10	Presentation and speakers where knowledgeable of content. Learned new subjects/topics	9/30/2019 4:14 AM
11	GREAT!! I strongly agreed to all questions.	9/30/2019 4:13 AM
12	Provides overall knowledge and process on MT and how ERCOT role plays in the energy industry.	9/30/2019 4:12 AM
13	Relevant information was provided in an engaging manner.	9/30/2019 4:10 AM
14	Everything was presented well.	9/30/2019 4:08 AM
15	Team formation and game. Very interactive.	9/30/2019 4:08 AM
16	Everything was explained very well.	9/30/2019 4:06 AM
17	Breaking down the responsibilities of each individual involved in starting service for a customer from statrt to finish	9/30/2019 4:05 AM
18	Appropriate breaks	9/30/2019 4:04 AM
19	Explain everything thoroughly	9/30/2019 4:03 AM
20	Explaining	9/30/2019 4:01 AM
21	Good job with supplying the information. Art made it entertaining with jokes and interacting with class.	9/30/2019 3:58 AM
22	Presented the information and it was relevant.	9/30/2019 3:53 AM
23	Nice to have presentation in a booklet to take notes.	9/30/2019 3:45 AM
24	explained everything in a clear concise manner.	9/25/2019 9:48 AM
25	Articulated well and very organized.	9/25/2019 9:46 AM
26	Instructors gave clear information and answered questions in detail.	9/25/2019 9:15 AM
27	The side shows and the	9/25/2019 9:10 AM
28	Great instructors and information presented in an easy to understand format.	9/25/2019 9:10 AM

## Q6 How can we improve?

Answered: 14 Skipped: 20

#	RESPONSES	DATE
1	More interactions, explain how it ties in with your role.	9/30/2019 4:32 AM
2	Engage more with the class.	9/30/2019 4:31 AM
3	During the breakouts use a ball to help visualize the actions of LSE's, TDSP's, ERCOT	9/30/2019 4:29 AM
4	All was well done.	9/30/2019 4:26 AM
5	1. For all data available via ERCOT website, going through "real-world examples" of some of the data available would help: illustrate what expectations can be made upon our returns to our respective offices. 2..offer Q and A sessions after each section.	9/30/2019 4:23 AM
6	GREAT JOB! THANK YOU!!	9/30/2019 4:16 AM
7	I like all the training	9/30/2019 4:13 AM
8	More group engagements.	9/30/2019 4:12 AM
9	Provide a glossary/index of the abbreviations used throughout the course for student reference.	9/30/2019 4:10 AM
10	Spell out acronyms.	9/30/2019 3:45 AM
11	When doing the group activity role playing a switch following along with a visual aid or the swim lane would be a good aid for visual learners.	9/25/2019 9:48 AM
12	I would say something interactive and engaging for each chapter.	9/25/2019 9:46 AM
13	Provide parking information in the email reminds. Also, provide instructions on which floor to check in and advise valid ID must be shown. I saw a couple of lost folks.	9/25/2019 9:15 AM
14	Everything was great	9/25/2019 9:10 AM