Q1 Which course did you attend?

Answered: 21   Skipped: 0
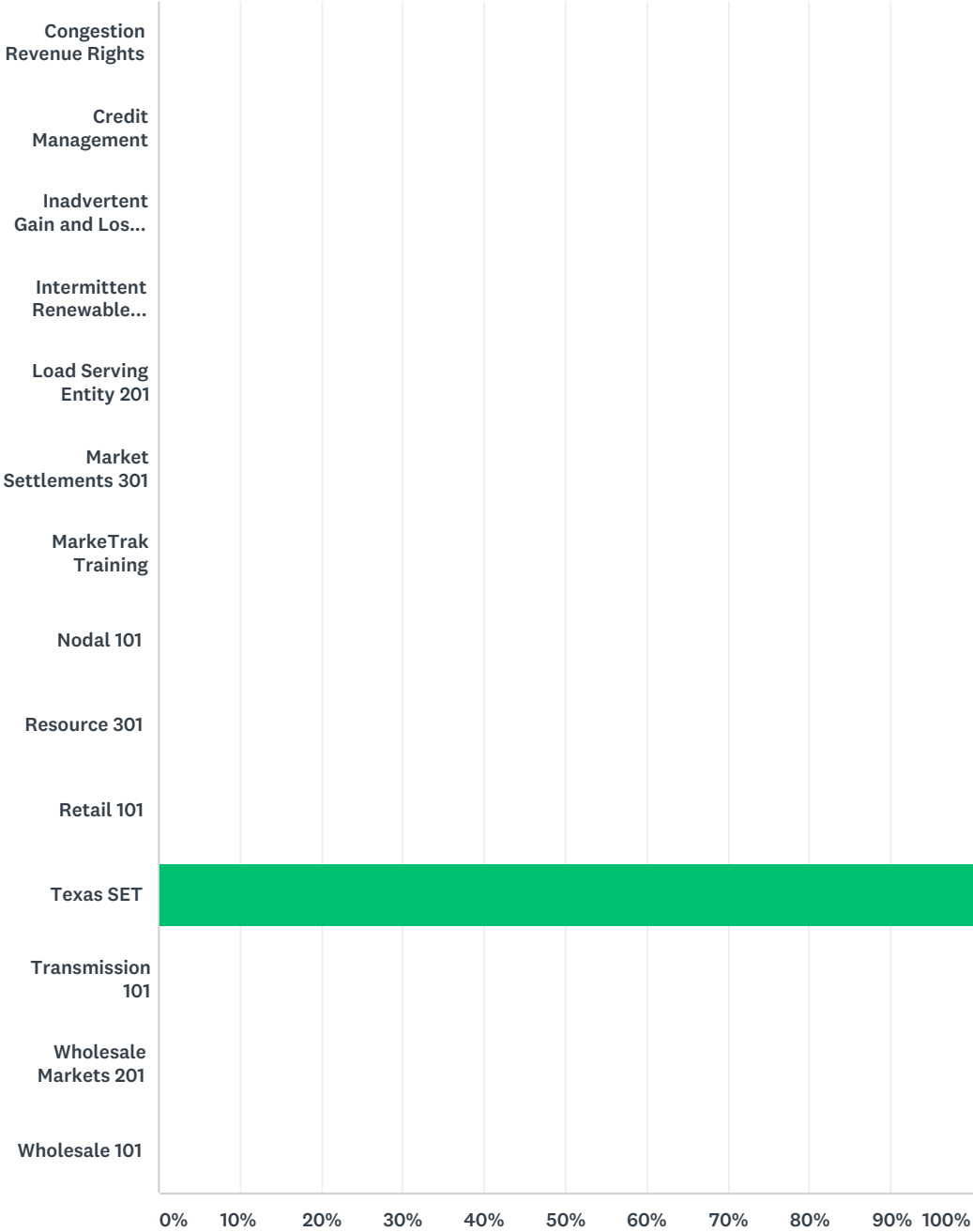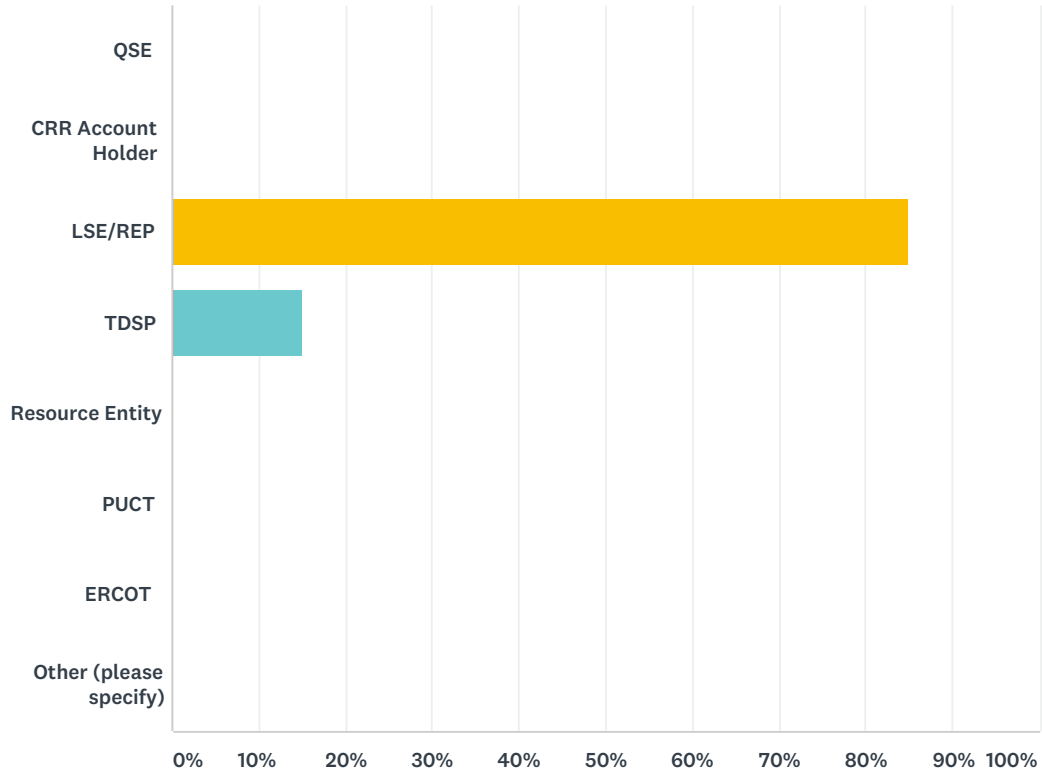

ANSWER CHOICES	RESPONSES	
Congestion Revenue Rights	0.00%	0
Credit Management	0.00%	0
Inadvertent Gain and Loss Training	0.00%	0
Intermittent Renewable Resources	0.00%	0
Load Serving Entity 201	0.00%	0

|		
Market Settlements 301	0.00%	0
MarkeTrak Training	0.00%	0
Nodal 101	0.00%	0
Resource 301	0.00%	0
Retail 101	0.00%	0
Texas SET	100.00%	21
Transmission 101	0.00%	0
Wholesale Markets 201	0.00%	0
Wholesale 101	0.00%	0
TOTAL		21

Q2 Participant Type:

Answered: 20   Skipped: 1

ANSWER CHOICES	RESPONSES	
QSE	0.00%	0
CRR Account Holder	0.00%	0
LSE/REP	85.00%	17
TDSP	15.00%	3
Resource Entity	0.00%	0
PUCT	0.00%	0
ERCOT	0.00%	0
Other (please specify)	0.00%	0
TOTAL		20

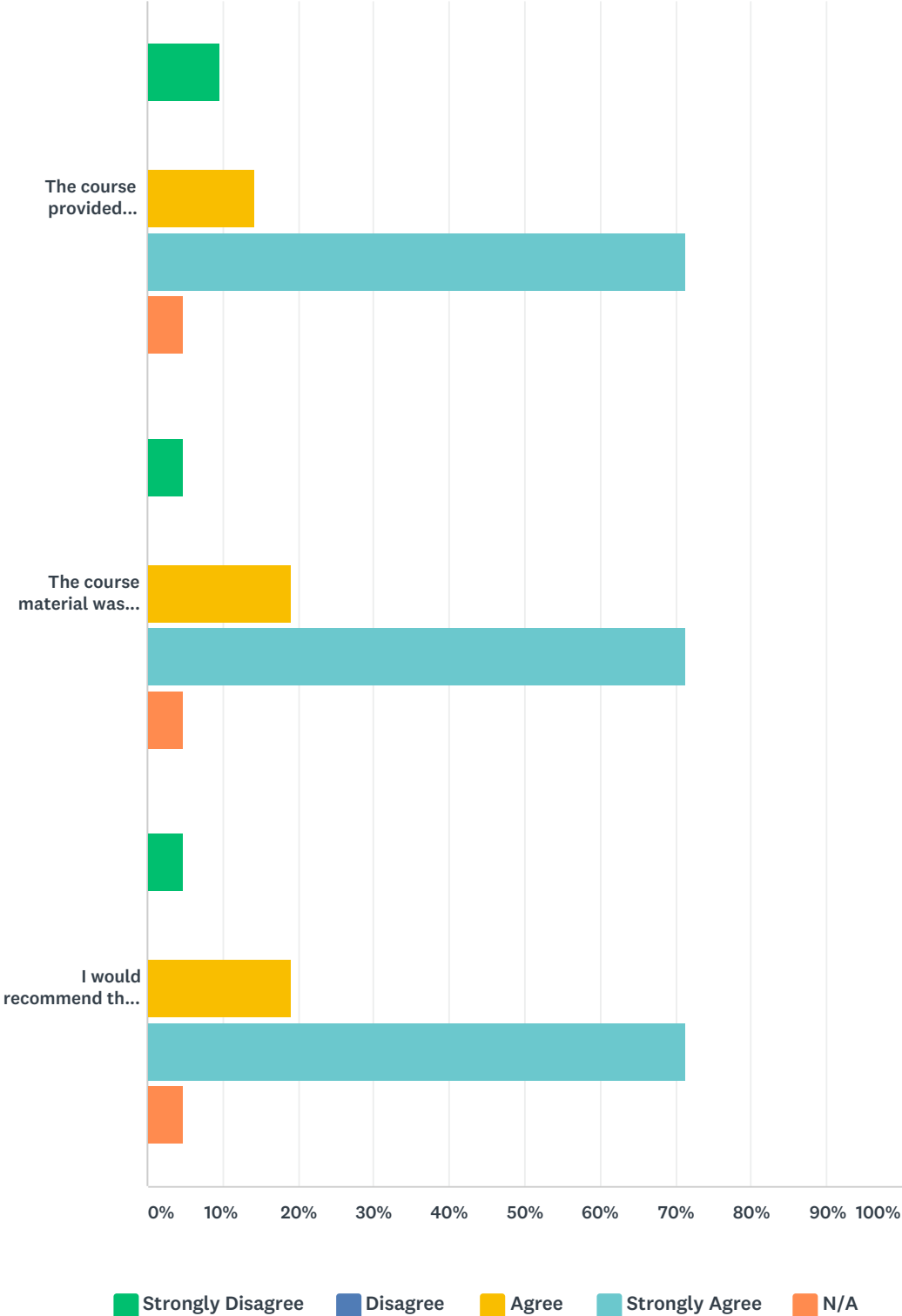| #	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q3 How did you learn about this course?

Answered: 21   Skipped: 0
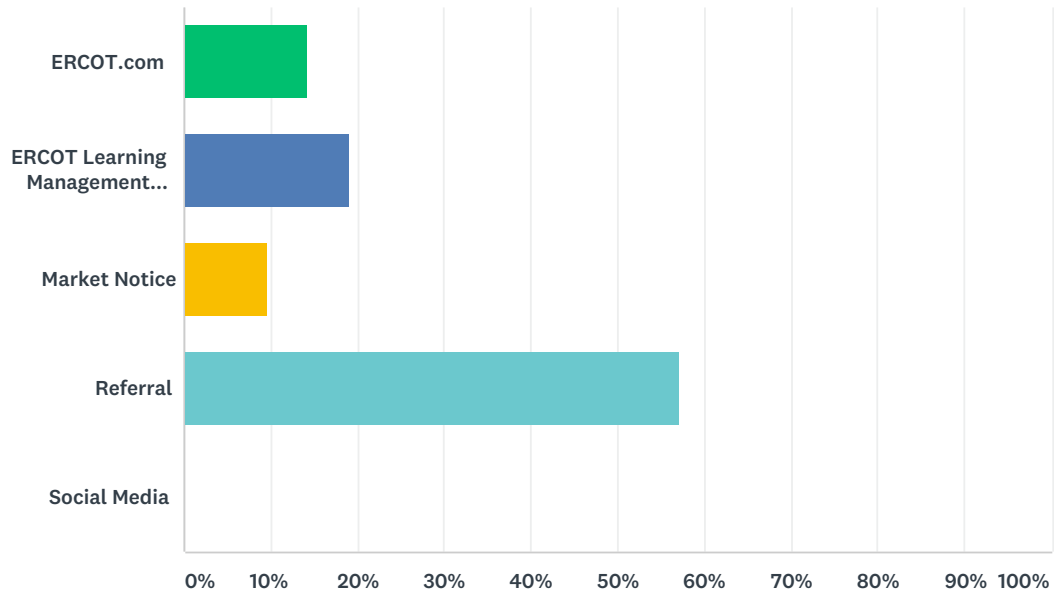
ANSWER CHOICES	RESPONSES	
ERCOT.com	14.29%	3
ERCOT Learning Management System (LMS)	19.05%	4
Market Notice	9.52%	2
Referral	57.14%	12
Social Media	0.00%	0
TOTAL		21

Q4 Please respond to the following:

Answered: 21   Skipped: 0

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE

The course provided knowledge and / or skills that apply to my job.	9.52% 2	0.00% 0	14.29% 3	71.43% 15	4.76% 1	21	3.55
The course material was presented in a clear and engaging manner.	4.76% 1	0.00% 0	19.05% 4	71.43% 15	4.76% 1	21	3.65
I would recommend this course to others.	4.76% 1	0.00% 0	19.05% 4	71.43% 15	4.76% 1	21	3.65

Q5 What did we do well?

Answered: 21   Skipped: 0

#	RESPONSES	DATE
1	Very interactive, good material, good presentation	9/30/2019 5:08 AM
2	Group activities very engaging	9/30/2019 5:03 AM
3	Rewards....Structure....Interactive	9/30/2019 5:02 AM
4	Interactive and examples are great!	9/30/2019 5:02 AM
5	Interacting with group; keeping it fun.	9/30/2019 4:59 AM
6	Very engaging--very easy to follow	9/30/2019 4:59 AM
7	Transaction explanation	9/30/2019 4:58 AM
8	Easy to understand explanation of detailed transaction activity	9/30/2019 4:57 AM
9	They kept us engaged with exercises and participation.	9/30/2019 4:56 AM
10	Participation! Presentation!	9/30/2019 4:55 AM
11	Presentations were GOOD!	9/30/2019 4:54 AM
12	Very interactive	9/30/2019 4:51 AM
13	everything!!! Instructors were wonderful and very educational.	9/30/2019 4:50 AM
14	Everything was well.	9/30/2019 4:49 AM
15	Everything was great! The information was broken down great.	9/30/2019 4:49 AM
16	It was interactive	9/30/2019 4:47 AM
17	Demonstrating the movement between all the stakeholders(TDSP, CR's and ERCOT) during a transaction really helped me understand the process better and made it much more clear	9/30/2019 4:47 AM
18	-Presentation book was easy to read and provided room to make notes. Recommend to change Retail 101 presentation book to have same look and spell out acronyms. Interaction w/class on TXSET transactions and swim lanes kept trainees engaged and made us think. recommend to add similar trainee interaction to Retail 101. Laminate cards and answer key.	9/30/2019 4:44 AM
19	Use of blank flows to teach the process. Moving around the room, high energy, and volume/tone changes.	9/26/2019 11:06 AM
20	The way how everything was explained, the slide shows was very detailed and explained everything well.	9/26/2019 10:24 AM
21	Worked through different transaction examples very thoroughly. I learned so much in 1 day.	9/26/2019 10:24 AM

Q6 How can we improve?

Answered: 10   Skipped: 11

#	RESPONSES	DATE
1	Be clear on questions	9/30/2019 4:59 AM
2	2 days	9/30/2019 4:58 AM
3	More group exercises.	9/30/2019 4:56 AM
4	Show an example video	9/30/2019 4:55 AM
5	The game at the end needs to be worked on. It's a bit confusing. Some screen shots at the MIS portal were blurry	9/30/2019 4:54 AM
6	You ALL were GREAT!!	9/30/2019 4:50 AM
7	Use the tempo and detail of this course to revamp the Retail 101 course.	9/30/2019 4:47 AM
8	Quite honestly, this training exceeded my expectation. It is obvious that a lot of thought went into this training. Recommend changing Retail 101 to be more interactive. Keep up the good work!	9/30/2019 4:44 AM
9	Visual overload: All of the boards and the amount of content on some of the slides made it hard to focus on the point of reference at times.	9/26/2019 11:06 AM
10	Everything was PERFECT!!	9/26/2019 10:24 AM