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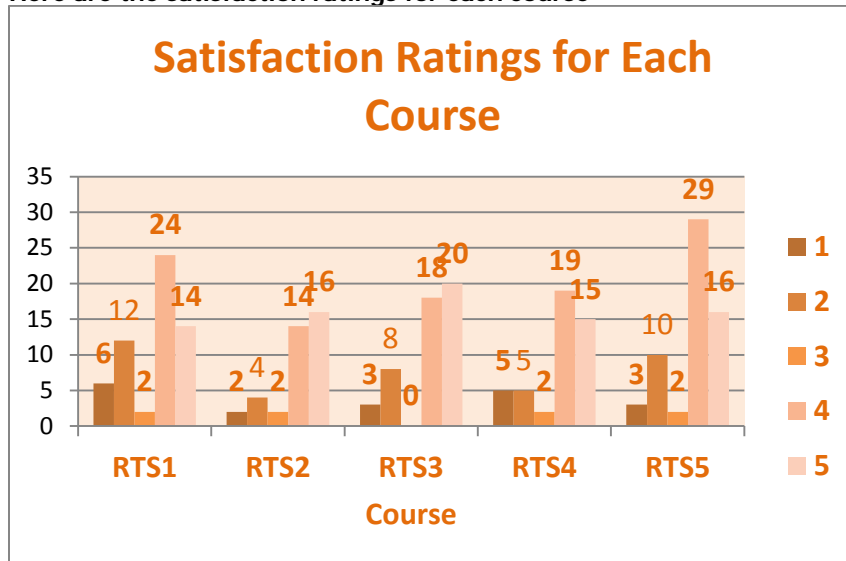
# MEMORANDUM

To: Mr. Klein  
From: Carl M. Rebman, Jr., Associate Professor  
Date:  
Subject: Response to questions

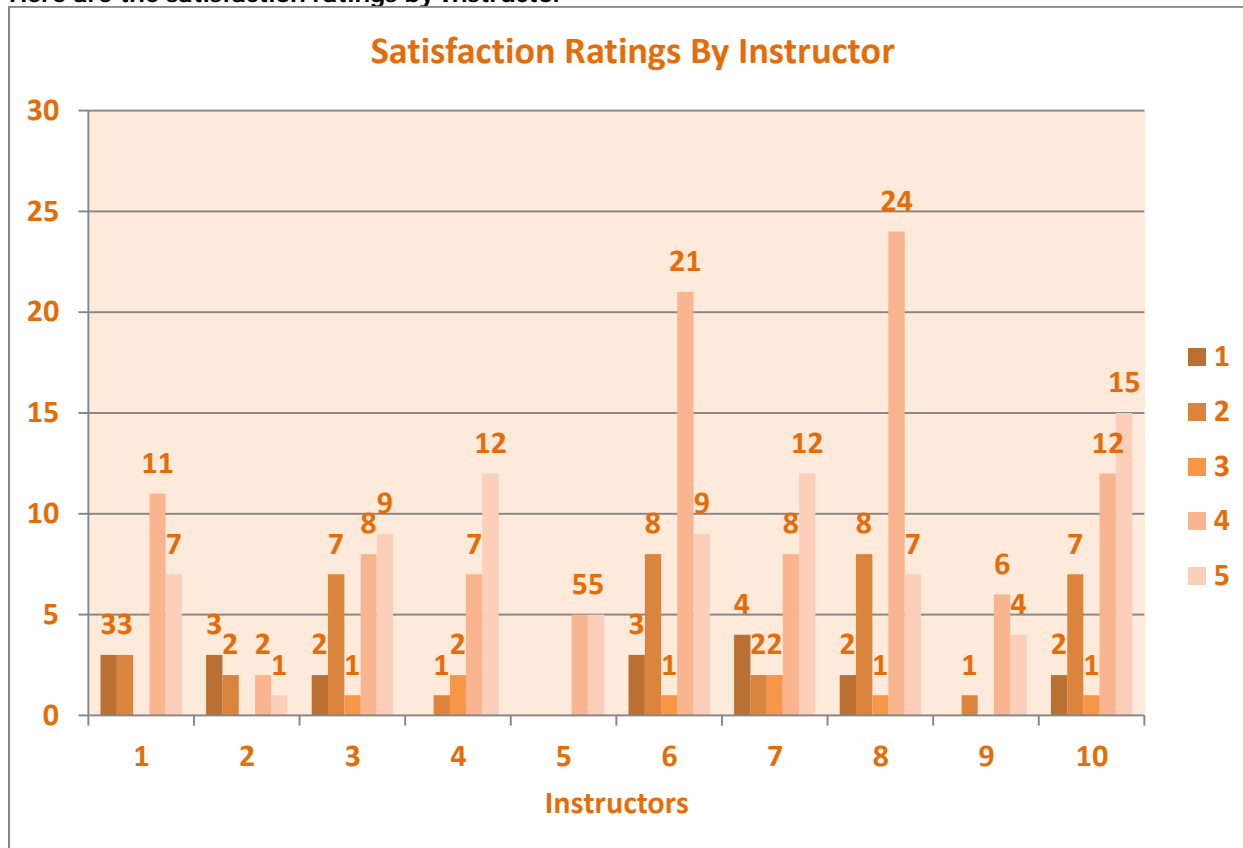
Dr. Klein here the following are the answers to the questions that you requested from our firm.  
First here is the summary of the responses.

Questionnaire Responses Summary For October 2008						
Class Size		Location				
Average	16.54	Client Site (1)	70			
Mode	21	KTS (2)	103			
Median	16	Another (3)	78			
Question 1: KTS Attendance		Question 2: Attended KTS and Attended Another		Attended One or the Other	Attended a Seminar	Never Attended
No (1)	133	121	58	132	190	61
Yes (2)	118	130				
Question 3: Satisfaction		Question 4: Another Course	Question 5: Course Usefulness	Question 6: Knowledgeable	Question 7: Timely Content	Question 8: Course Objectives
Strongly Agree (5)	81	91	83	79	95	91
Agree (4)	104	90	87	102	96	103
Neutral (3)	8	11	21	9	12	10
Disagree (2)	39	43	53	46	39	36
Strongly Disagree (1)	19	16	7	15	9	11
Average	3.75	3.78	3.74	3.73	3.91	3.90
Median	4	4	4	4	4	4
Mode	4	5	4	4	4	4
Course No.	Count					
RTS1	58					
RTS2	34					
RTS3	49					
RTS4	50					
RTS5	60					
RTS6	0					
RTS7	0					
RTS8	0					
RTS9	0					
RTS10	0					
Total	251					

Here are the satisfaction ratings for each course



Here are the satisfaction ratings by Instructor



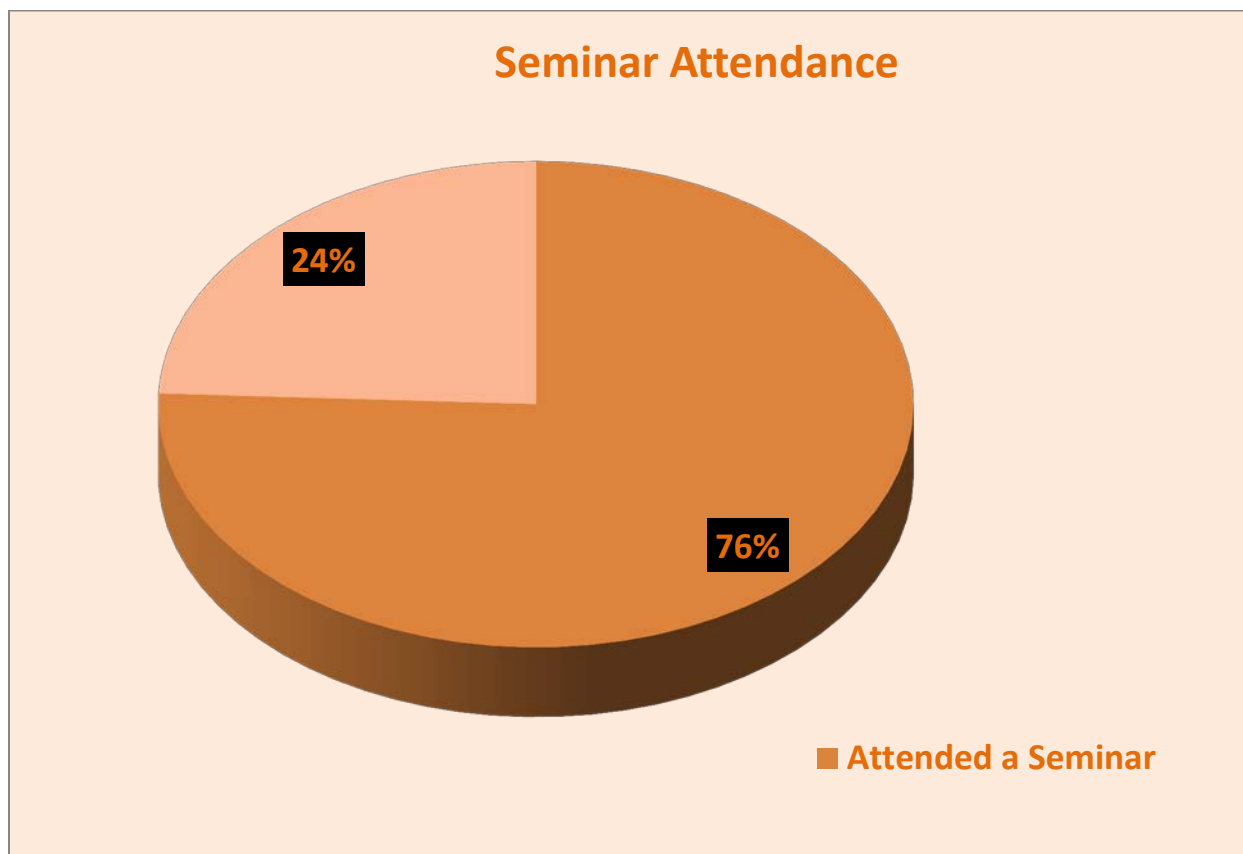
### Question One

For each course what is the average class size?

Average of Class Size	
Course No.	Total
RTS1	18.59
RTS2	11.68
RTS3	16.47
RTS4	15.86
RTS5	17.93
Grand Total	16.54

### Question Two

What percentage of respondents has attended a seminar before? Use a pie chart to summarize the results.



### Question Three

How many respondents who have taken a seminar course with another company agreed or strongly agreed that they would take another course with Klein Technology Seminars?

Count of Question 4: Another Course	Question 2: Attended Another	
Question 4: Another Course	2	Grand Total
4	51	51
5	63	63
Grand Total	114	114

Question Four--How many students strongly agreed that their instructor was knowledgeable about the subject matter. Display this information on a separate page for each course.

Course No.	RTS1	
Count of Question 6: Knowledgeable	Question 6: Knowledgeable	
Instructor ID	5	Grand Total
2	1	1
3	3	3
8	10	10
10	7	7
Grand Total	21	21

Course No.	RTS2	
Count of Question 6: Knowledgeable	Question 6: Knowledgeable	
Instructor ID	5	Grand Total
1	4	4
4	3	3
Grand Total	7	7

Course No.	RTS3	
Count of Question 6: Knowledgeable	Question 6: Knowledgeable	
Instructor ID	5	Grand Total
1	4	4
3	5	5
5	2	2
10	7	7
Grand Total	18	18

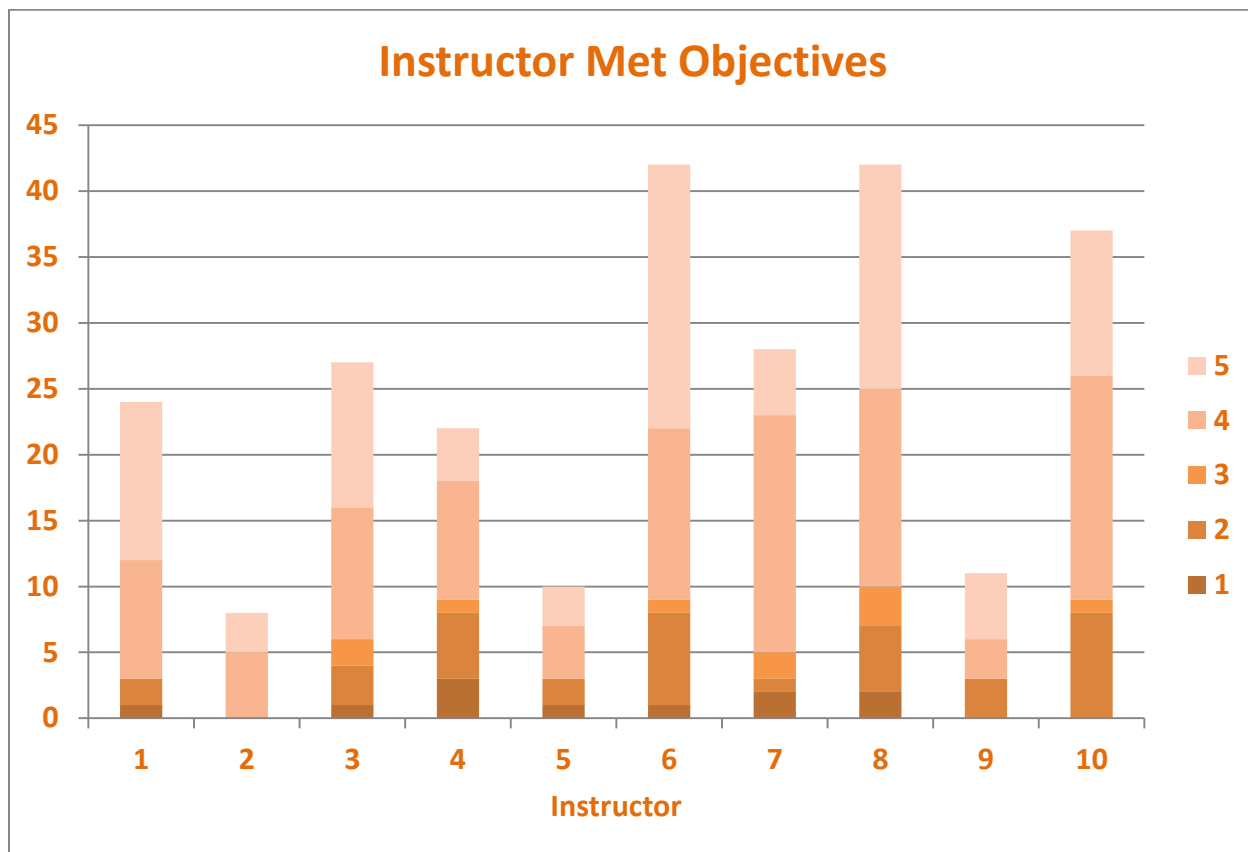
Course No.	RTS4	
Count of Question 6: Knowledgeable	Question 6: Knowledgeable	
Instructor ID	5	Grand Total
2	1	1
6	9	9
7	3	3
9	1	1
Grand Total	14	14

Course No.	RTS5	
Count of Question 6: Knowledgeable	Question 6: Knowledgeable	
Instructor ID	5	Grand Total
6	9	9
7	3	3
8	5	5
9	2	2
Grand Total	19	19

### Question Five

How did the students rate their instructor on the instructor's ability to meet course objectives. For each instructor provide a count for each response. Also provide a chart.

Count of Question 8: Course Objectives	Question 8: Course Objectives	1	2	3	4	5
Instructor ID						
1		1	2		9	12
2					5	3
3		1	3	2	10	11
4		3	5	1	9	4
5		1	2		4	3
6		1	7	1	13	20
7		2	1	2	18	5
8		2	5	3	15	17
9			3		3	5
10		8	1	17	11	



### Question Six

Which instructor had the highest percent of strongly agreed responses for Question Six?

Count of Question 6:	Column Labels	
Row Labels	5	Grand Total
6	22.78%	22.78%
8	18.99%	18.99%
10	17.72%	17.72%
3	10.13%	10.13%
1	10.13%	10.13%
7	7.59%	7.59%
4	3.80%	3.80%
9	3.80%	3.80%
2	2.53%	2.53%
5	2.53%	2.53%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>

### TEST YOUR DESIGN

TYD Question One and Two

The new surveys have been added.

TYD Question Three

Provide summary counts of the satisfaction ratings by class size for each instructor.

Count of Question 3:	
Question 3: Satisfaction	Total
1	40
2	78
3	16
4	211
5	162
<b>Grand Total</b>	<b>507</b>

#### TYD Question Four

Which instructor had the highest percent of strongly disagree responses for Question 8?

Count of Question 8:	Column Labels	
Row Labels		1 Grand Total
4	6	6
7	4	4
8	4	4
3	3	3
5	3	3
6	2	2
1	2	2
<b>Grand Total</b>	<b>24</b>	<b>24</b>

#### TYD Question Five

OF those students who attended a seminar provided by another company, how did they rate Klein Technology Seminars? How do these results compare to students who have not attended a seminar offered by another company? Use a pivot table and a pivot chart.

Count of Question 3: Satisfaction	Question 3: Satisfaction	1	2	3	4	5	Grand Total
Question 2: Attended Another							
1		24	32	8	94	86	244
2		16	46	8	117	76	263
<b>Grand Total</b>		<b>40</b>	<b>78</b>	<b>16</b>	<b>211</b>	<b>162</b>	<b>507</b>



# TYD Question Six

By class, how many students strongly agreed that the class provided useful information for their jobs? Summarize your results in a bar chart.

Count of Question 5: Course Usefulness	Question 5: Course Usefulness	
Course No.	5	Grand Total
RTS1	17	17
RTS2	12	12
RTS3	16	16
RTS4	20	20
RTS5	22	22
RTS10	16	16
RTS8	16	16
RTS6	22	22
RTS9	9	9
RTS7	17	17
<b>Grand Total</b>	<b>167</b>	<b>167</b>

