



2004-2005 Statewide Education, Training and Services Program Evaluation

Volume II of II Appendices

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1. **Appendix A: Indepth Interview Guide**

Overall Goals and Issues

What do you see as the primary mission for your center? What other missions does your center have?

What do you see as the major goals for this center during the coming year?

Does the Center have explicit written goals? If yes – what are these? Who establishes them? Are there rewards if they are met? What are the ramifications if they aren't met?

Are you or is the utility planning any changes for the center? If yes, what? [probes: operation, focus, goals, staffing levels, funding] For each, what changes and why?

What are your major challenges in running the center?

What are the major successes/benefits in running the center?

What do you see as your most successful courses? Why?

What do you see as your least successful courses? Why?

Energy Savings

When we discussed goals you did (did not) mention energy savings. How important is energy savings as one of the Center's objectives?

Is there more emphasis on energy saving now than a couple of years ago?

[Ask if yes], how has that manifested itself? What changes have you instituted? What changes are you planning or considering in the future?

Depending upon responses, probe for: impetus for obtaining energy savings, efforts to quantify savings, what, if any, effect they think this will have on the Center (operations, funding, courses offered, etc.)?

Can you give us the names of those courses you think have the largest potential for energy saving?

Budget

What is the overall budget for the Center? What portion of this funding is from PGC funds? Where does the other funding come from? What are the objectives for that funding?

How steady has the Centers budget been over the last five years? {if not steady, probe for why not, what sources been erratic and why)

Do you see Center funding increasing, decreasing or staying the same in the next five years? Why do you say that?

[If it is getting larger ask], what areas will be expanded? Are there other areas you plan on de-emphasizing?

[If it is getting smaller ask], what areas will be de-emphasized? Are there other areas you plan on expanding?

Administration, Communication and Coordination

Excluding part-time instructors, how many persons work at the Center?

What are there positions and what are their roles?

Do you have the resources to administer the Center effectively? (adequate resources- staff, budget, technical support?)

How do you communicate/coordinate with your staff?

Are there any areas you'd like to see improved, regarding communication with you and your staff or between your staff?

How much communication/coordination is there between the Center and the [utility] Corporate office? Where do you report to at the Corporate level? Are there any communication/coordination issues between the Center and the {utility} corporate office?

How might program administration, communications and coordination be improved going forward?

Coordination with energy efficiency programs

Does the Center link to utility energy-efficiency programs? Which ones? In what ways/how? (e.g., SPC, Express Efficiency, SF Rebates) {probe for shared marketing, using workshops to promote program or vice versus, courses tied to technologies eligible for rebates, etc.)

Does the Center link to non-utility energy-efficiency programs? Which ones? In what ways/how?

Coordination with other Energy centers

Does this center coordinate with any other Energy Centers? Which ones? In what ways. How successful or unsuccessful have these coordination activities been?

Are there (additional) areas where coordination might be helpful? For what purposes? What barriers are there to this coordination?

Curriculum

How many different courses are offered at this Center? What percentages of the Center's activities are devoted to energy efficiency? How do you categorize a course as focusing on energy efficiency?

How do you decide what courses should be offered?

What is the process for adding a new course? Approximately how many new courses are offered each year?

What is the process for dropping a course? Approximately, how many courses are dropped each year? Why were those courses dropped?

What types, if any, of market research do you do regarding new courses, existing courses?

Besides the Web site, how do you market the courses to prospective attendees?

What, if any, organizations do you team with to offer/promote courses?

Do you do collect evaluation forms with each class? How are these used?

Instructors

How many instructors teach at least one course a year on an energy efficiency related topic?

How do you select instructors for the courses?

What instructions, if any, do you provide to instructors?

What types, if any, of supervision or mentoring do you provide to instructors?

Do you offer training for your instructors?

Other information

Organizational chart

Names, titles and contact information for people responsible for planning, marketing and implementing workshops.

2. **Appendix B: Interim Report**



2004–2005 California Statewide Education, Training, and Services Program Evaluation

Interim Report
Southern California Edison
Walnut Grove, California

July 17, 2006



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1. Introduction

This Interim Report is the first report resulting from the evaluation of the 2004-2005 California Statewide Education, Training, and Services (ETS) Program. The purpose of this report is to provide findings and preliminary recommendations from the evaluation activities completed to-date. The report is provided in four sections. After this introduction, we provide summary information based on the results of the Course Characterization task, highlights from the interviews with Center Directors, and an overview of the findings from the Best Practices workshop held in early April 2006.

1.1 Program Description

The California Statewide Education, Training, and Services (ETS) Program offers services at several physical energy centers (Centers). Through the Centers shown in Table 1-1, the Statewide ETS Program offers information to a wide array of market actors and supports participation in other public goods charge (PGC) programs. The program supports information transfer to end-use customers and other market actors such as architects, engineers, consultants, developers, contractors, distributors, and manufacturers to influence the specifications of energy-efficient equipment and the design of energy-efficient buildings and processes.

**Table 1-1
Energy Centers by Utility**

Utility	Center	Center Location
PG&E	Pacific Energy Center (PEC) Energy Training Center (ETC)	San Francisco Stockton
SCE	Customer Technology Application Center (CTAC) Agricultural Technology Application Center (AgTAC)	Irwindale Visalia
Sempra	Energy Resource Center (ERC) Energy Information Center (EIC)	Downey no physical center

1.2 Course Characterization

The purpose of the course characterization was to gain a systematic understanding of the differences in the courses offered across the six Centers to inform the development. The characterization is also designed to lead to a categorization of the courses into groups that will help us identify the types of courses that are likely to result in direct and measurable energy savings.

The result of this activity will be twofold. First, we have developed a database of Center offerings that includes the variables and associated values for each course. This database was reviewed by each of the Centers and in some cases refined. This interim report contains a summary of these characteristics for each utility and Center.

The next step will be a categorization of the courses and inclusion of the category in the database. The categorization is intended to provide the framework for understanding which Center courses are likely to lead to direct, measurable energy savings or other benefits, and for identifying courses for which future energy savings analyses might be conducted. The categorization will take into account observable or known characteristics of the courses, such as specificity (e.g., general, targeted end-uses) and technical complexity (e.g., introductory, advanced), and link these observable characteristics to assumptions regarding energy savings potential. The categorization will provide value to the Centers in systematically understanding the various approaches and types of courses they offer and, because it is based on observable characteristics, it should provide a useful tool for making decisions about future offerings.

For each broad category of courses (we anticipate between four and eight final categories into which all courses will fall), we will develop a generic model that relates the specific *intentions* of the course to an anticipated energy savings *outcome*. As such, the categorization exercise will lay the foundation for future activities to quantify energy savings from Center activities. As part of the 2004-2005 ETS Program evaluation, two or more courses may be selected as “case studies” for which we will attempt to quantify direct energy savings.¹

It is important to note that this is not an impact evaluation. That is, the Centers are not being evaluated based on any criteria related to direct or indirect energy savings. Rather, the evaluation has been designed to establish a framework for categorizing the portfolio of courses offered at each of the Centers should future efforts be undertaken to attribute energy savings benefits to these Center activities.

1.3 Center Director Interviews

The evaluation team conducted in-depth interviews with each of the five Center Directors. The purpose of the interviews was to determine any substantial changes to the Centers since the 2003 evaluation, to obtain contact information and key documents needed for the evaluation, and to discuss several specific issues with the Center Directors. These issues included a discussion of the specific Center goals, identification of major challenges to course design and implementation during 2004-2005, and staff perceptions regarding the least and most successful course offerings. A copy of the Center staff interview guide is included in Appendix A.

1.4 Best Practices Workshop

In April 2006, the evaluation team provided to selected Energy Center staff a workshop on best practices in adult education. The workshop, entitled the Technical Trainers Toolbox, was included in the evaluation to demonstrate the lessons learned from the previous evaluation and to provide the tools to implement the recommended changes in future years. Our evaluation objectives for the workshop included identifying and understanding:

¹ The decision to include the case studies in the 2004-2005 evaluation scope will be made based on the results of the categorization task.

- Current teaching practices;
- Perceptions and misperceptions of effective learning; and
- Barriers to using Best Practices at the Centers.

Evaluation staff were participant/observers at the workshop and used it as an opportunity to better understand center operations and challenges faced by staff.

The Technical Trainers Toolbox workshop was a two day workshop designed to help experienced technical trainers in energy efficiency build skills. The course was designed to help the learners:

1. Plan and structure training programs to cover essential content within appropriate timeframes;
2. Design interactive participant learning activities that both ensure and demonstrate desired learning; and
3. Motivate participants to apply learned techniques and prepare them to effectively address anticipated barriers to implementation.

In Section 4 of this interim report, we discuss the Best Practices in design and implementation identified in the 2003 evaluation, covered in the Technical Trainers Toolbox and identified through secondary research conducted outside of this study. We then discuss current practices at the Centers, perceptions regarding learning, participant barriers to implementing these Best Practices at the Centers and make initial recommendations for overcoming these barriers.

2. Course Characterization Results

This section provides the results of a preliminary characterization of courses offered at each of the utility's Centers during 2004-2005.² We present the important highlights from this characterization here, and more detailed tables are included in Appendix B.

KEMA obtained information from each of the six Centers about the specific courses offered during 2004 and 2005. Basically, we requested any and all information on the courses, including course descriptions, marketing materials, and course materials. For the substantial majority of the courses, we were provided only marketing materials. We also requested and obtained detailed attendance lists for each course offered in 2004-2005. Finally, additional information was provided by Center staff (Directors and other designated staff) as needed to fill in gaps from the course materials and attendance lists.

KEMA experienced many challenges obtaining complete information from the various Centers and are concerned that what we have obtained may not be complete. For example, the list of courses offered in 2004-2005 did not always match the list of courses for which we also received detailed attendance lists. While KEMA and the Centers worked together to ensure that the information in the characterization database was as accurate as possible, we may not have the complete list of courses funded through the program in 2004-2005. While we will continue to work closely with the Centers to ensure our information is accurate and complete for the final report, we feel the characterization results presented in this interim report provide the Centers with a fairly comprehensive picture of the types of courses offered in 2004-2005, and as such, provide a good suitable foundation for the completing the categorization exercise.

KEMA used the information obtained from the utilities to populate a course characterization database. The characterization database contains information on a total of 456 different courses offered during 2004 and 2005. Many of these courses were offered more than once. As shown in Table 2-1, a total of 981 courses were offered at the six Centers during 2004 and 2005. The next table shows the number of participants that attended courses during 2004 and 2005. A total of 31,676 participants attended these courses.

² This report reflects information provided to KEMA by the Centers as of April 20, 2006. Additional information provided by the Centers will be used in subsequent work products.

**Table 2-1
Number of Classes by Utility and Center**

Utility	Center	2004	2005	Total
PG&E	Pacific Energy Center (PEC)	99	85	184
	Energy Training Center (ETC)	63	91	154
SCE	Customer Technology Application Center (CTAC)	119	92	211
	Agricultural Technology Application Center (AgTAC)	57	45	202
SCG	Energy Resource Center (ERC)	136	116	252
SDG&E	Energy Information Center (EIC)	42	36	78
		516	465	1,081

**Table 2-2
Number of Attendees by Utility and Center**

Utility	Center	2004	2005	Total
PG&E	Pacific Energy Center (PEC)	4,088	3,763	7,851
	Energy Training Center (ETC)	960	1,445	2,405
SCE	Customer Technology Application Center (CTAC)	3,620	2,424	6,044
	Agricultural Technology Application Center (AgTAC)	852	787	1,639
SCG	Energy Resource Center (ERC)	4,485	5,096	9,581
SDG&E	Energy Information Center (EIC)	2,185	1,971	4,156
		16,190	15,486	31,676

This information was compiled and used to characterize each course based on various attributes:

- **Building Type.** Primary use of targeted building (e.g., residential, commercial);
- **New vs. Existing.** Course applicable to new construction and/or existing building;
- **End-use.** Course topic (e.g., HVAC, lighting, building envelope, etc.);
- **Target Audience.** Type of audience course marketing materials mention as target for the course (e.g., end users, HVAC contractor, builder, etc.);
- **Codes and Standards.** Course addresses requirements of specific codes or discusses requirements of certain standards; and
- **Continuing Education Credits.** Course has been approved for continuing education credits.

Some of these characteristics (e.g., building type, new vs. existing, end-use, and target Audience) are not mutually exclusive. For example, a course could be targeted to both end-users and HVAC contractors, or address both commercial and industrial applications.

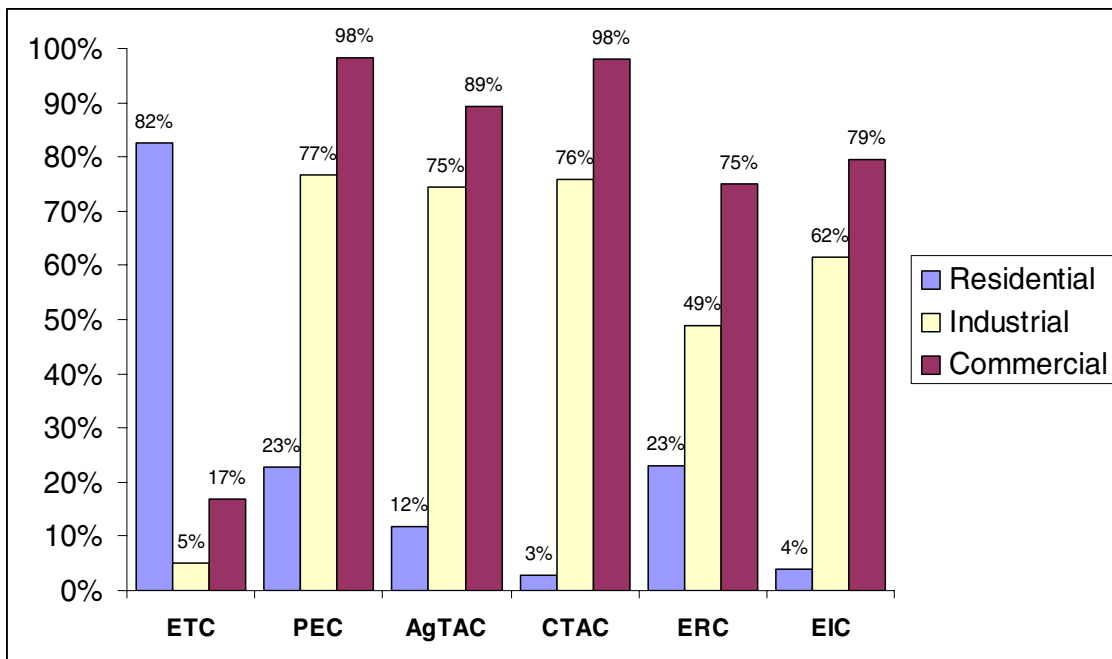
The following summarizes the results from the characterization analysis. More detailed tables are presented in Appendix A.

2.1 Building Type

Each course was classified into one of three building type categories based on the primary use of the buildings targeted for the course: residential, commercial, and industrial. Many courses are not targeted to a single building type, that is, a single course may address more than one building type. This multiple targeting reflects that many courses are focused on an end-use, and sometimes a specific technology, that applies to more than one building type. Overall, 77% of all classes offered in 2004-2005 addressed commercial building applications, 57% addressed industrial applications, and 25% addressed residential applications. We were not able to classify the building type(s) for only 3% of the classes overall because this information was not available from the utilities.

Figure 2-1 shows how the classes offered during 2004-2005 were targeted to residential, commercial, or industrial buildings for each of the six Centers. As shown, and as expected, ETC primarily focuses courses targeting residential building applications. All of the other Centers have more of a commercial and industrial focus. It is also possible that residential applications are addressed at these other Centers more frequently than these percentages reflect. For example, courses targeting HVAC contractors may focus on commercial applications, but the HVAC contractors who attend may also service residential end-use customers.

Figure 2-1
Percent of 2004-2005 Classes by Building Type and Center

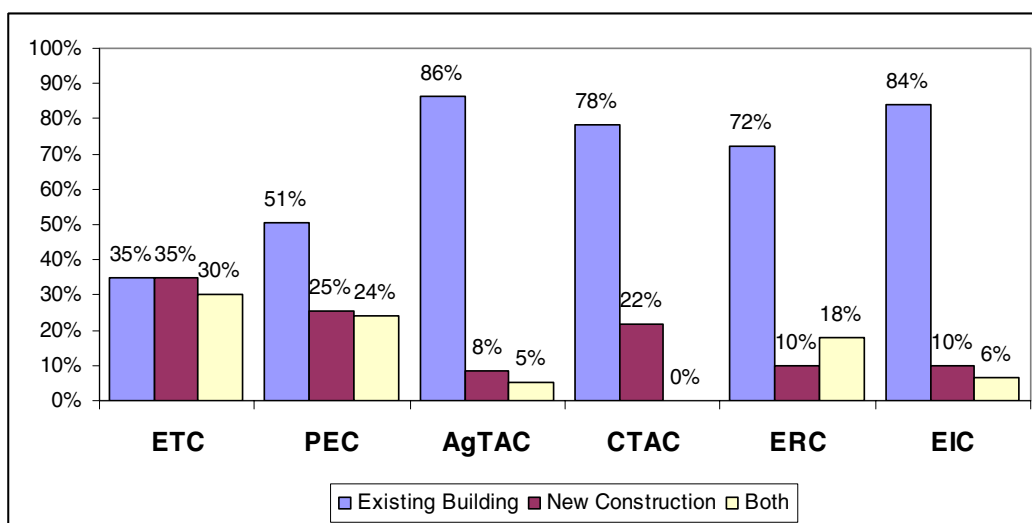


2.2 New Construction v. Existing

Each course was also classified into one of two categories based on whether it addressed applications for new construction and/or existing buildings. Again, these categories are not mutually exclusive as the same course might cover applications for both new and existing buildings. For nearly half of all courses (48 percent), however, we could not determine whether the course targeted new construction, existing, or both. When we remove these courses from the analysis, we find that the majority of courses appear to be targeting existing building applications – i.e., 70% address retrofit applications for existing buildings, 16% address applications for new construction, and another 14% address both retrofit and new construction applications.

Figure 2-2 shows this information by Center, where we see PG&E’s Centers – both ETC and PEC – are more likely to explicitly address new construction applications and the other utility Centers seem to focus more on retrofit applications at existing facilities.

Figure 2-2
Percent of 2004-2005 Classes by New Construction v. Existing and Center



2.3 End-Use

We also identified the specific end-use(s) that were to be addressed in each course. The following end-use categories were identified as having been addressed in at least one of the Center courses offered in 2004-2005:

- HVAC (heating, ventilation, and air conditioning)
- Lighting
- Building Envelope (windows, doors, and insulation)
- Cooking

- Refrigeration
- Compressed Air
- Motors, Pumps, Adjustable Speed Drives, Variable Speed Drives
- Energy Management System (EMS)
- Pools
- Renewable Energy
- Green Buildings
- Water Heating
- Process Equipment
- Other

Again, these categories were not mutually exclusive. Overall, only 2% of all courses could not be associated with a specific end-use focus. As shown in Table 2-3, each of the Centers offered classes on a wide array of end-uses during 2004-2005. Overall, the categories of HVAC (45 percent), Lighting (22 percent), and Building Envelope (12 percent) were the most popular class topics. Other notable topics at the Center level include, 28 percent of AgTAC classes were on motors, pumps, or drives; and 22 percent of ERC classes were on cooking topics and/or food service equipment. The most popular class topics at ETC, identified above as a residential focused Center, were HVAC, Building Envelope, and Water Heating.

Table 2-3
Percent of 2004-2005 Classes by End-Use and Center

	ETC	PEC	AgTAC	CTAC	ERC	EIC	Total
HVAC	55%	24%	40%	34%	63%	49%	45%
Lighting	5%	32%	32%	45%	0%	22%	22%
Building Envelope	39%	11%	7%	8%	5%	0%	12%
EMS	0%	14%	7%	13%	3%	10%	8%
Motors/Pumps/ASD/VSD	0%	5%	28%	11%	2%	6%	7%
Cooking	0%	3%	2%	1%	22%	8%	7%
Process Equipment	1%	4%	16%	1%	14%	8%	7%
Refrigeration	0%	3%	13%	9%	1%	8%	5%
Renewable Energy	13%	11%	0%	0%	2%	0%	5%
Water Heating	16%	4%	0%	1%	4%	4%	5%
Green Buildings	3%	12%	0%	6%	0%	1%	4%
Compressed Air	0%	0%	9%	5%	1%	1%	2%
Pools	0%	0%	0%	1%	0%	0%	0%
Other	34%	19%	26%	19%	12%	15%	20%

2.4 Target Audience

Each course was also classified according to its targeted audience. However, for over half of the courses in the database (60 percent), we could not identify an explicit target audience based on our review of the course materials and/or through information provided by Center staff. For the remaining courses, we were able to identify an explicit target audience, and grouped this information into three categories:

- End-user
- Trade ally
- End-user and trade ally

Overall, 33 percent of all courses offered during 2004-2005 included end-use customers (in general) as an explicit target audience, although 63 percent of all courses explicitly targeted facility managers and O&M personnel. Trade allies most commonly targeted for 2004-2005 courses included engineers (64 percent) and consultants (59 percent).

Table 2-4 presents a summary of this information by Center. As shown, ETC explicitly targeted the widest range of trade allies and, because its focus is primarily residential applications, it is not surprising that end-use customers are not an explicit target for this Center. The other Centers targeted specific trade allies less often. Data on the target audience for PEC was not specified for 88 percent of all courses in the database. We will work with PG&E to fill this information gap.

Table 2-4
Percent of 2004-2005 Classes by Target Audience and Center

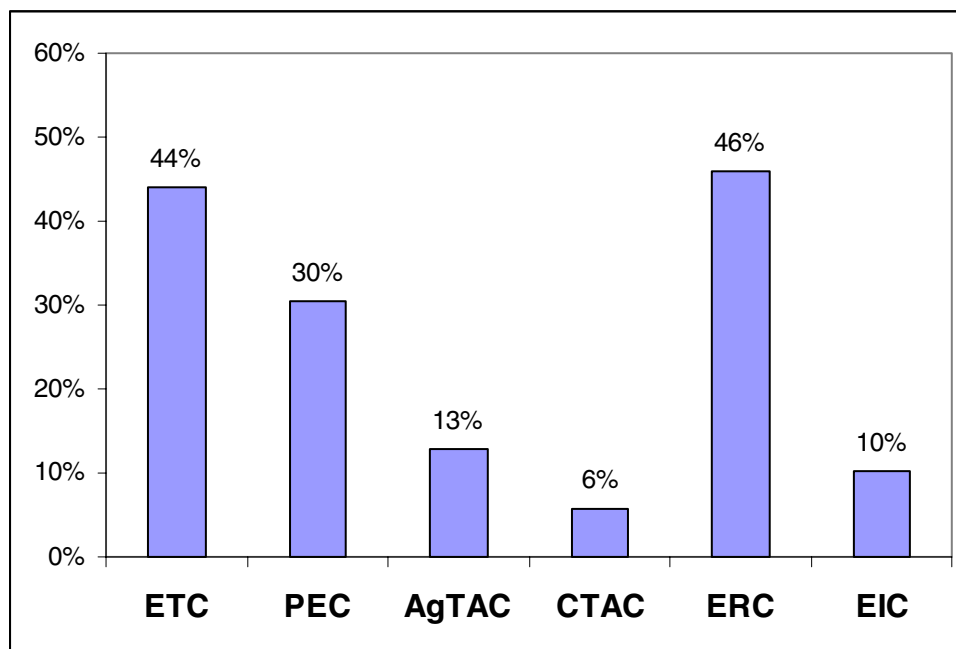
	ETC	PEC	AgTAC	CTAC	ERC	EIC	Total
Target Audience Not Specified	2%	88%	65%	67%	54%	42%	60%
Target Audience Specified	92%	12%	35%	33%	46%	58%	40%
End User	0%	13%	59%	71%	30%	42%	33%
Facility/O&M Professional	0%	73%	69%	79%	82%	85%	63%
Engineer	84%	73%	62%	50%	51%	70%	64%
Consultant	91%	67%	48%	50%	48%	52%	59%
HVAC Contractor	67%	27%	38%	13%	40%	58%	44%
Architect/Designer	67%	73%	24%	42%	33%	27%	42%
General Contractor	74%	40%	14%	29%	37%	45%	42%
Builder	86%	47%	21%	38%	21%	15%	37%
Inspector	63%	13%	17%	29%	21%	15%	28%
Other Contractor	41%	20%	3%	21%	34%	48%	31%

2.5 Codes and Standards

Most of the courses offered in 2004-2005 did not explicitly address building code requirements or other relevant energy standards. Overall, only 28 percent of classes addressed codes and standards and, ETC and ERC were most likely to offer classes that addressed these topics (Figure 2-3).

Figure 2-3

Percent of 2004-2005 Classes Addressing Codes & Standards by Center



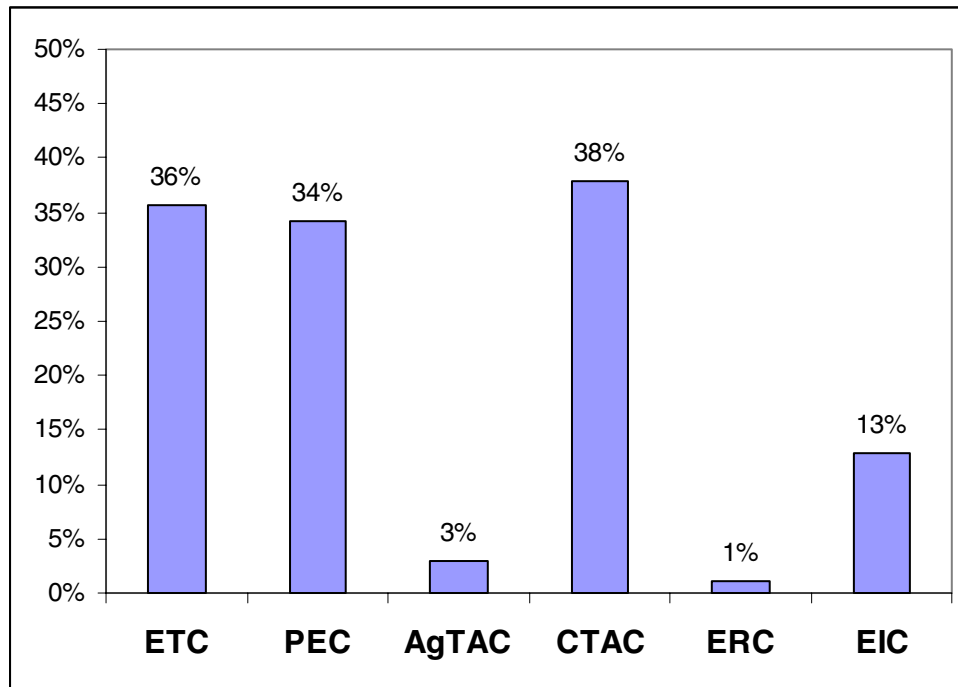
We identified codes and standards as an important attribute for the characterization analysis because effective courses covering energy codes and standards are likely to result in substantial energy savings. The conventional wisdom is that energy efficient practices are “institutionalized” through codes and standards. There is evidence, however, that code compliance is relatively low in California. As such, courses that provide the knowledge, skills and motivation to comply with these standards are likely to result in greater energy savings than would otherwise occur naturally even in cases where more stringent codes and standards are in place.

2.6 Continuing Education

Some of the courses offered in 2004-2005 have received continuing education accreditation. Overall, 22 percent of classes offer continuing education credits (CECs) to those who take the class. CTAC, ETC and PEC were most likely to offer these types of courses during 2004-2005 (Figure 2-4).

Figure 2-4

Percent of 2004-2005 Classes Offering Continuing Education Credits (CECs) by Center



We identified this attribute as important for the characterization analysis because the 2003 ETS Program evaluation identified providing CECs as a strong motivator for attendance at Center courses. It will be important to track efforts over time to expand the number and types of courses that offer CECs.

3. Center Director Interviews

The evaluation team conducted in-depth interviews with each of the five Center Directors. The purpose of the interviews was to determine any substantial changes to the Centers since the 2003 evaluation, to obtain contact information and key documents needed for the evaluation, and to discuss several specific issues with the Center Directors. The key issues that we discussed and report on here are:

- a. Center goals
- b. Major challenges
- c. Least and most successful course offerings.

3.1 Center Goals

We discussed with the Center Directors the specific goals (quantitative and reported in Section 2) and the overall goals of each of the Centers. All of the Centers have an overall goal of promoting energy efficiency within their service territory and also offering many courses that support the energy efficiency programs offered by the utility. Some Center Directors explicitly mention the customer service aspects of the course offerings.

Most of the Centers focus on commercial and industrial end-uses, with the exception of PG&E's Energy Training Center (ETC) and SCE's AgTAC. ETC primarily targets residential contractors and design professionals, and SCE's AgTAC focuses on agricultural end-uses.

All of the Center's have hard-to-reach customer goals in their program plans and several mentioned serving hard-to-reach customers as one of their goals. In addition, SCE assists customers through CTAC in meeting the tight air quality standards in the LA region.

Three of the five Center Directors interviewed (representing two of the three utilities) discussed internal pressure to offer courses that have demonstrable energy savings. This issue was emerging during the 2003 evaluation and appears to be more pressing over time. These Center Directors believe that to maintain or grow the offerings at their respective Centers it is increasingly important that they be able to demonstrate energy savings resulting from their course offerings. They acknowledge that currently there is no pressure to demonstrate this savings from the CPUC. These Centers do obtain funding from a variety of sources (with ETS funding as one). They are internally competing for these other resources with programs that have quantifiable energy savings. If these funding sources become more limited or there is a greater urgency for energy efficiency savings, they must be able to prove (quantify) the energy savings associated with their activities.

The Center Directors recognize that they are unlikely to be able to demonstrate direct energy savings from all (or even many) of their course offerings. They do believe that it may be possible to show direct and

large energy savings from enough of the courses to compete favorably with other energy efficiency programs.

All the Center Directors hope and believe that the courses they offer do result in increases in energy efficiency, either directly from the course, or indirectly through later participation in a program. One director not feeling pressure to demonstrate energy savings points out that quantification of energy savings would be “burdensome” and that since the Center supports other energy efficiency programs, this may result in double-counting. This director does see the value in conducting evaluations to determine the number of customers who take action as a result of a course, and in improving course delivery to increase action.

The Center Directors did discuss the quantitative goals related to the number of workshops (or seminars) that they offer. The Center Directors did not place much emphasize on these goals in the discussions. We did find, however, that staff at some of the Centers were highly focused on increasing attendance at the Centers, through more workshops or seminars, or at individual courses. At the Best Practices workshop two of the attendees put as a primary objective for the workshop learning how to increase the number of “butts in chairs.”

3.2 Major Challenges

We asked the Center Directors to identify the major challenges they currently face. The following issues were identified as major challenges:

- Internal pressure to get energy savings (discussed above)
- Maintaining and increasing funding (discussed above)
- Increasing attendance. Several of the Centers mentioned this issue. One identified problem is the number of “no-shows.” People sign up for courses but do not show up to the course. Second, some Centers are interested in expanding their reach – that is identifying additional ways to market the courses to draw in new attendees. This was identified as an issue in the 2003 evaluation and that report contains several recommendations to address it. (Wirtshafter Associates)
- Finding quality instructors for the courses. One director identified this as an issue, related to hiring internal staff to teach the courses. Other Centers have identified problems with hiring engineers. Apparently there is a shortage of experienced engineers in California (and possibly nationally).
- One director mentioned changing the way that courses are delivered as a challenge. This director is attempting to motivate internal staff to be creative in how the courses are delivered to the customers. The Best Practices workshop provided information related to this and may help this Center change its practices.

3.3 Least and Most Successful

We asked the Directors to identify the least and most successful courses that they offer. We found that the Directors often determine the success of a course based upon one or both of the following criteria:

- Attendance (higher numbers, relative to goals, indicates success);
- Participant satisfaction (the ratings on the evaluation forms completed at the end of the course).

We believe that these are excellent starting points for determining success of a course. Low attendance indicates a problem with marketing, timing or the course content and should be addressed. In-class participant satisfaction surveys are excellent tools for identifying big problems, but are not sufficient for differentiating courses at a finer level, or on specific attributes. Most courses consistently receive very high satisfaction problems. Two examples of low satisfaction illustrate the points above.

Example 1: A course was rated very low by the participants. Apparently the instructor was not well prepared and there was much evidence of this lack of preparation in the delivery of the course, including handwritten handouts. An in-class evaluation will quickly identify these types of problems.

Example 2: More than one Center Director mentioned the lower satisfaction ratings that some Title 24 courses receive. They feel, however, that the low ratings are not due to problems with the class itself, but that the learners are unhappy with the codes and the necessity of complying with them. So, the participant's general level of dissatisfaction is transferred to a lower course rating. These courses might, however, result in changes in behavior and direct energy savings.

4. Best Practices Workshop

4.1 Purpose of Workshop

Included in the research plan for the 2004-2005 ETS Program evaluation was a workshop on Best Practices in adult education. This workshop, developed by Deb Laurel and Associates, is based on identified Best Practices in adult learning and is specifically targeted to instructors providing information and skills in technical areas. The inclusion of the Best Practices workshop, entitled “Technical Trainers Toolbox” emerged from the 2003 ETS Program evaluation. In that evaluation, Best Practices were identified through expert interviews with adult education experts and energy education providers around the country. During that evaluation, it was determined that many of these Best Practices were not employed by the Centers. However, given the timing of the 2003 evaluation, it may not have been possible for the Centers to implement many of these Best Practices for the 2004-2005 programs.

The purpose of including the Technical Trainers Toolbox in the evaluation was to demonstrate the lessons learned from the previous evaluation (regarding workshop design and implementation) and to provide the tools to implement the recommended changes in future years. Our evaluation objectives for the workshop included identifying:

- Current teaching practices;
- Perceptions and misperceptions of effective learning; and
- Barriers to using Best Practices at the Centers.

We found the interaction among the participants/students invaluable for understanding the workshop issues.

The workshop was attended by 11 Center staff, plus two members of the evaluation team, and the instructor. The Center staff represented the three utilities that maintain physical Centers and a representative from SDG&E. Seven of the attendees were instructors at the Centers, the other four served educational support functions. The instructor made some adaptations to the curriculum so that the material and activities applied to all participants.

4.2 Workshop Content

The Technical Trainers Tool was a two day workshop designed to help experienced technical trainers in energy efficiency build skills. The instructor adapted the course based on the attendees, so that it also applied to those with no instructional experience and limited technical knowledge regarding energy efficiency. The course was designed to help the learners:

1. Plan and structure training programs to cover essential content within appropriate timeframes;

2. Design interactive participant learning activities that both ensure and demonstrate desired learning; and
3. Motivate participants to apply learned techniques and prepare them to effectively address anticipated barriers to implementation.

At the end of the course each student delivered a lesson to the class using one of the techniques demonstrated in the workshop.

Day One focused on the decisions involved in designing instructional curriculum. It introduced adult learning principles and provided practice using a five-step curriculum design and planning process. This includes how to:

1. Identify the training goals,
2. Determine the key content,
3. Set the learning levels,
4. Write the learning objectives, and
5. Select the training methods.

Day Two focused on techniques involved in facilitating interactive learning. The morning introduced different learning styles and how to design and facilitate a variety of instructional methods, drawing on examples of best practices currently used in workshops.

The afternoon allowed the participants to design and practice facilitating brief interactive learning activities. This facilitation practice was critiqued by the other participants and videotaped for post-workshop review by the participants themselves.

Participants rated the workshop highly and at least one Center is exploring offering the workshop to additional staff at their Center.

4.3 Current Practices and Perceptions of Effective Learning

The focus of the “Technical Trainers Toolbox” workshop is an approach to effective learning that emphasizes student activity and participation, and limits the amount of lecture style instruction. We found that there is substantial variation across and within Centers in the level of active engagement of students in learning. All Centers have some courses that include active engagement by the participant in the learning.

The instructor’s emphasis on training with minimal lecturing was cause for much discussion throughout the workshop. Many of the Centers offer a substantial number of courses that are lecture-based, with some, but limited activities that engage participants in the learning. Participant reaction to a non-lecture approach in instruction roughly fell into three basic groups:

- Participants who were aware of this Best Practice. Some of these instructors were excited to learn additional ways to actively engage learners.
- Participants who were unaware of this Best Practice and quickly embraced it.
- Participants who were initially resistant to this approach. (This was the smallest group.)

Many courses offered by the Centers are taught by a subject matter expert, not utility staff. The Centers have developed a substantial pool of experts who are willing to provide training in their area of expertise. Many subject matter experts teach similar (or the same) classes at more than one Center, often for fees that are substantially lower than their normal hourly rate.

Throughout the workshop, the instructor worked with the participants to explore perceptions regarding learning and to dispel some commonly held misperceptions. For example, in an early exercise participants were asked if they thought certain statements were true or false. The class discussed the statements and the instructor engaged the class in several exercises to demonstrate these learning ideas. Throughout the remainder of the workshop these learning ideas were readdressed in the exercises.

Most of the participants had correct assumptions regarding learning for four of the six items addressed using this approach. Participants had misperceptions regarding two of the assumptions, as shown in italics in Table 4-2.

Table 4-2
Learning Assumption Questions and Participant Responses

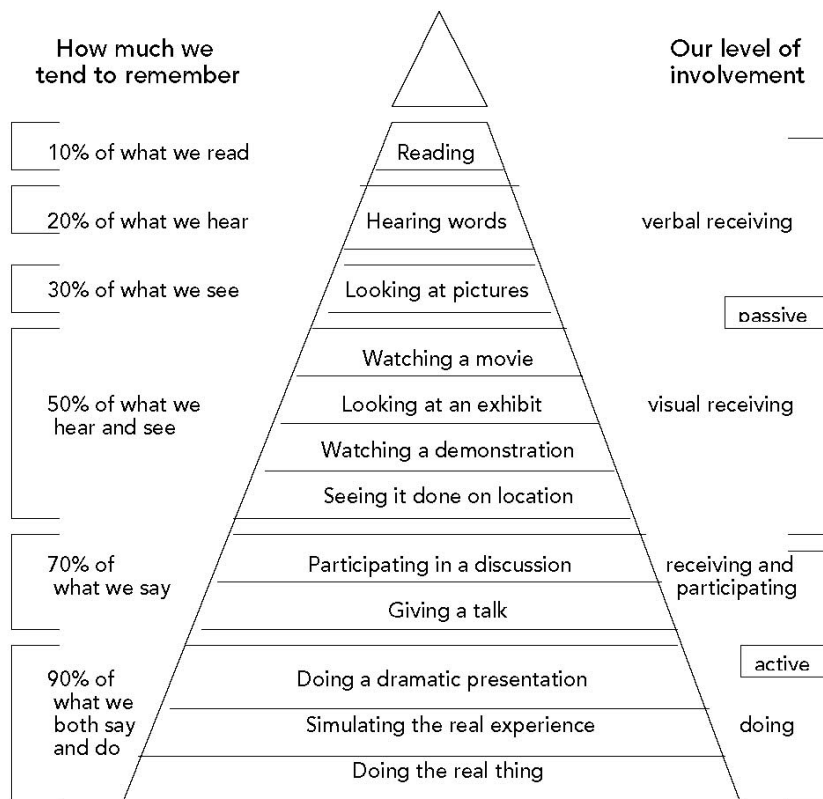
Statement	True or False	Majority of Attendees
<i>Motivation is not essential for learning.</i>	<i>True</i>	<i>False</i>
<i>Practice is always essential for learning.</i>	<i>False</i>	<i>True</i>
The more practice the better.	False	False
It is important to use the same practice sequence.	False	False
It is difficult to teach information that has no meaning to the learner.	True	True
Past learning can affect new learning.	True	True

4.4 Best Practices in Course Design and Implementation

In this and the following sub-section we discuss Best Practices in course design and implementation, as well as the barriers to implementing these Best Practices. These are a compilation of findings based upon the 2003 Evaluation study, interviews with Center Directors, observations and reports from attendees at the Technical Trainers Toolbox training, and secondary research.

The Best Practice examination demonstrated a series of principles in adult learning that should be a part of every energy efficiency course. These principles begin with a need to ensure that the focus of the class moves beyond one that is only a transfer of information from a knowledgeable instructor to attendees, to one that empowers attendees to take specific actions. (Actions can range from participating in an energy efficiency program to changing HVAC equipment installation practices.) Lecture instruction is not very effective in communicating information that will be retained by attendees. More importantly, this approach is less likely to lead to the desired actions being taken. The trainer pointed out the “Cone of Experience and Learning” by Edgar Dale, shown below, which correlates remembering with level of activity. As shown in Figure 4-1, passive activities result in low levels of retention, while activities that approach or are “doing the real thing” result in the greatest retention.

Figure 4-1
Edgar Dale’s Cone of Learning³



Best Practices in design and implementation incorporate learning activities that are likely to increase learning, retention and results. The activities are targeted to the specific objectives of the course and provide opportunities for learners to practice the desired behavior. We discuss key components of course design and implementation below. Best Practices garnered through the 2003 ETS Program evaluation

³ Adapted from Dale, E. *Audio-visual Methods in Teaching*. New York, The Dryden Press. 1946.

case studies and expert interviews, the best practices workshop, and secondary research conducted outside this project include:

- *Focus courses on obtaining actions not just transmitting knowledge.* This means identifying the desired actions before developing the course content and materials. It also means describing the intended outcomes in the marketing materials so that the course attracts the appropriate attendees and attendee expectations are met.
- *Design the course materials to meet the objectives outlined in the course description.* The course materials and activities should be designed specifically to meet the learner objectives. *All* content and class activities should be focused on providing (or reinforcing) the knowledge and skills to the learners to result in the desired behavioral change outcomes.
- *Structure course content so that it is practical and applicable to the participants in their jobs.* Adult learners are less interested in obtaining pure knowledge than in obtaining skills and tools that they can use in their job. “Adults have a strong readiness to learn those things that help them cope with daily life effectively. Training that relates directly to situations adults face is viewed as relevant.” (Biech 2006, 26) Employers are more likely to send staff to trainings that result in positive changes in how employees do their jobs.
- *Limit course (or section) content to teaching of three major objectives.* Do not overwhelm attendees with too much information at once. Adults can only process so much before all the material, including the objective is lost. This caution also speaks to the need for frequent changes in approach. If lectures are needed, they should be short and followed by an active activity that reinforces the message of the lecture portion. Many courses include a lot of content, but an increase in course content does not translate into an increase in the amount of information that is learned. Classes can result in more behavioral change if the content is limited, but the material is learned and retained.
- *Provide opportunities for attendees to participate and exchange ideas.* Adult learners bring experience and knowledge to the classroom. Learning is increased if participants recognize their own expertise, build upon it, and share it with others in the classroom.
- *Structure courses so that they engage the attendees in active participation in order to retain information conveyed.* Several of the experts pointed out the need to move from passive learning to actively engaging the students in the learning. As one expert pointed out, “Lecturing is easy, but the instructor needs to engage the student in the learning. The practice or integration phase of the learning cycle can account for 70 percent (or more) of a total learning experience. It’s in this phase that the learning actually takes place.” (Meier 2000, 91) Engineers may prefer problem-solving activities that require a calculator. Other student groups may be more extroverted and prefer interactive activities. Courses should provide attendees with opportunities to actively engage in the learning, not only by sharing what they already know, but by practicing what is being taught.

- *Build in opportunities for post-training reinforcement.* Learning is achieved when lessons are reinforced over time. "...even though something may be well-learned, if it is not used it can be forgotten. Consequently, once something has been learned, we need to increase the probability of its retention by changing the practice schedule from 'massed' to 'distributed' practice. Distributed practice means that material is periodically reviewed but with longer and longer time intervals between reviews. Distributed practice makes for very durable learning that is 'forgetting resistant.'" (Hunter 1994, 102) The classroom is the massed practice, reviewing or using class lessons in the workplace is distributed. Some instructors incorporate student action plans (as discussed below) as one method to increase the likelihood of practice. Follow-up emails, and telephone calls can also facilitate this learning.
- *Structure each workshop so that each attendee leaves with an action plan developed by that attendee.* Learners are more likely to change their behavior if they have a plan for how to implement what they have learned. Developing an action plan allows the learner to apply what they learned in the class to their job and determine what they need to do to make it happen. An additional benefit is follow-up evaluations can address the learners action plan to determine what changes resulted from the class and identify the barriers to implementing the plan.

4.5 Barriers to Best Practices in Design and Instruction

We identified a list of barriers to providing Best Practices in energy education through the case study analysis, interviews with staff at the various Centers, interviews with other energy education professionals, and by observing and asking the attendees at the Technical Trainers Toolbox training.

In this interim report we are providing the complete list of barriers identified by the workshop participants. We have not confirmed that all of these are actual barriers. Whether they are or are not barriers, the perception that barriers exist may impede employment of the Best Practices at the Centers. We discuss the participant perceptions of the barriers under two sub-headings, one that addresses general barriers and another that is specific to subject matter experts.

4.5.1 General Barriers

The participants identified several barriers that relate to their perceptions of how they, other instructors, or students may react to the approaches covered in the workshop:

- *Participants may be afraid of getting up in front of others.* Many of the learner activities involved workshop participants performing a function in front of the class. Some participants expressed concern that some Center workshop attendees may be uncomfortable in this role. (The workshop instructor pointed out that many of the activities did not include this, and courses could be designed so that no single activity required this type of participation from all attendees.)

- *Instructors may lack the confidence to employ new approaches.* Several participants, while enthusiastic about the learning that had taken place at the workshop, felt that they (or others) may lack the confidence to employ these practices in the classroom.
- *Requires a change in thinking.* Participants discussed how employing the workshop Best Practices required an adjustment in their thinking and an adjustment to the techniques they (or others) have used in the past. Some feel pressure from the commonly held belief that the subject matter expert lecturing is the best presentation style.
- *Lack of reinforcement of the lessons learned at the Centers.* Some participants, although excited to employ the best practices, expressed concern that the lessons would not be reinforced back at the Centers.
- *The amount of technical content makes it difficult to limit lecture time.* Some participants felt that the amount of material that is covered in some courses necessitated the use of a lecture style. Other participants noted that this was the “old thinking” or that they may be packing too much into a class.
- *Best practices design process requires more preparation time.* Participants noted that it would be take more time to design interactive course, and that their job is already demanding.
- *Budget constraints could limit the implementation of best practice approaches.* Some participants felt that budget constraints would limit their ability to implement these best practices.
- *Goals that are not aligned with best practices.* Several participants noted that they face goals of increasing the number of students that attend courses. They spend a substantial amount of effort achieving or exceeding attendance goal. The best practices for design and instruction do not address these goals.

4.5.2 Barriers Specific to External Subject Matter Experts

Many course instructors are “subject matter experts” not employed by the Centers. Rarely are they trained in adult education. They are valued for the knowledge they possess, not for their teaching expertise. They are likely to be unfamiliar with the Best Practices discussed above, especially active learning approaches. Participants identified the following barriers to employing Best Practices with these subject matter experts:

- *Limited control of non-utility staff.* Some Center staff feel they lack total control of individual course curriculum and teaching approach. The subject matter experts are much in demand and may be reluctant to change what is already established.
- *Investment of time by instructor.* Changing a course represents a significant investment in time that many instructors are unwilling or unable to undertake. Instructors are reluctant to change an existing course that has proven successful (based on satisfaction surveys). They may have little

motivation or time to spend on course preparation and may not be compensated for course preparation time.

- *Lack of awareness.* Course instructors are comfortable providing information in the lecture style. Many of the instructors have been exposed only to lecture style instruction and were successful learners in that teaching environment. They may be unaware of other teaching or learning styles, or uncomfortable with more active learning approaches. Instructors may not appreciate that many adults learn differently than they did. The material they are covering is so ingrained in their experience that they may not realize how much of what they know was learned through doing (not listening). They may not effectively convey all of the steps needed by students facing their first exposure to the material.
- *Perceived need to establish credibility.* Subject matter experts may feel it important to establish their credibility as an expert, rather than a facilitator of information. These instructors may perceive that letting students participate in the discussion and provide information undermines their position as an expert. Subject matter experts who are consultants may see this as a threat to potential consulting opportunities.

4.6 Overcoming Barriers to Best Practices in Design and Instruction

The Centers implement some of the Best Practices and strive to motivate learners to change attitudes and behavior. There are, however, opportunities to increase the adoption of Best Practices across the Centers. Currently the Centers meet their participation goals and receive high satisfaction ratings among attendees. The Centers also strive to improve their offerings, which is a motivation for adopting additional best practices. (One Center is providing the Technical Trainers Toolbox training to additional staff involved in providing workshops.) The sense of pressure at some of the Centers to demonstrate energy savings may provide further motivation to increase the adoption of Best Practices.

Implementing Best Practices in adult education at the Centers may require an additional investment of staff and financial resources. While ETS Program budgets have increased, in some cases overall Center budgets may still feel limitations. In situations where there are limited financial resources, combined with attendance goals and a need to demonstrate behavioral change (or energy savings), the Centers may want to focus their efforts. Regardless of resource limitation, we would not expect, nor recommend that the Centers try to immediately adopt the Best Practices approaches for all of their courses. Instead, they could identify courses that are likely to achieve behavioral change or energy savings, and can more easily be modified, to employ Best Practices.

For example, courses that are taught by Center staff and address specific skills to change behavior should be used as the starting point for implementing Best Practices. Second, the Centers may want devote limited resources to offering fewer courses that are likely to result in a greater change in behavior. If the more limited course offerings are marketed, delivered and evaluated to produce behavioral change, the overall outcomes from the courses may be increased.

A slower and more focused approach to adopting best practices addresses many of the barriers identified above. This approach allows instructors to become confident using their new tools, is less likely to be a time burden, and exposes others at the Centers to some of the new approaches. This approach also builds institutional knowledge.

Implementing change in courses provided by external subject matter experts may be more challenging. Centers staff at the workshop felt that they have limited control over the subject matter experts, but discussed ways to increase their leverage. They discussed requiring lesson plans and materials prior to the course implementation, but acknowledged that for some instructors, they were unlikely to get compliance. Many subject matter experts provide similar courses across multiple Centers. The workshop participants briefly discussed coordinating on their requirements (and including them in the contracts) to obtain more leverage with these instructors.

4.7 References

Biech, Elaine 2005 *Training for Dummies*. Indianapolis, IN.:Wiley Publishing.

Meier, Dave, 2000 *Accelerated Learning*. New York, NY.:McGraw-Hill.

Wirtshafter Associates, Inc. 2005. *Evaluation of the 2003 Statewide Education and Training Services, Final Report* June 3, 2005; prepared for Southern California Edison, Pacific Gas & Electric Company, San Diego Gas and Electric and Southern California Gas Company

Appendix A: Center Staff Interview Guide

Overall Goals and Issues

What do you see as the primary mission for your center? What other missions does your center have?

What do you see as the major goals for this center during the coming year?

Does the Center have explicit written goals? If yes – what are these? Who establishes them? Are there rewards if they are met? What are the ramifications if they aren't met?

Are you or is the utility planning any changes for the center? If yes, what? [probes: operation, focus, goals, staffing levels, funding] For each, what changes and why?

What are your major challenges in running the center?

What are the major successes/benefits in running the center?

What do you see as your most successful courses? Why?

What do you see as your least successful courses? Why?

Energy Savings

When we discussed goals you did (did not) mention energy savings. How important is energy savings as one of the Center's objectives?

Is there more emphasis on energy saving now than a couple of years ago?

[Ask if yes], how has that manifested itself? What changes have you instituted? What changes are you planning or considering in the future?

Depending upon responses, probe for: impetus for obtaining energy savings, efforts to quantify savings, what, if any, effect they think this will have on the Center (operations, funding, courses offered, etc.)?

Can you give us the names of those courses you think have the largest potential for energy saving?

Budget

What is the overall budget for the Center? What portion of this funding is from PGC funds? Where does the other funding come from? What are the objectives for that funding?

How steady has the Centers budget been over the last five years? {if not steady, probe for why not, what sources been erratic and why}

Do you see Center funding increasing, decreasing or staying the same in the next five years? Why do you say that?

[If it is getting larger ask], what areas will be expanded? Are there other areas you plan on de-emphasizing?

[If it is getting smaller ask], what areas will be de-emphasized? Are there other areas you plan on expanding?

Administration, Communication and Coordination

Excluding part-time instructors, how many persons work at the Center?

What are there positions and what are their roles?

Do you have the resources to administer the Center effectively? (adequate resources- staff, budget, technical support?)

How do you communicate/coordinate with your staff?

Are there any areas you'd like to see improved, regarding communication with you and your staff or between your staff?

How much communication/coordination is there between the Center and the [utility] Corporate office? Where do you report to at the Corporate level? Are there any communication/coordination issues between the Center and the {utility} corporate office?

How might program administration, communications and coordination be improved going forward?

Coordination with energy efficiency programs

Does the Center link to utility energy-efficiency programs? Which ones? In what ways/how? (e.g., SPC, Express Efficiency, SF Rebates) {probe for shared marketing, using workshops to promote program or vice versus, courses tied to technologies eligible for rebates, etc.)

Does the Center link to non-utility energy-efficiency programs? Which ones? In what ways/how?

Coordination with other Energy centers

Does this center coordinate with any other Energy Centers? Which ones? In what ways. How successful or unsuccessful have these coordination activities been?

Are there (additional) areas where coordination might be helpful? For what purposes? What barriers are there to this coordination?

Curriculum

How many different courses are offered at this Center? What percentages of the Center's activities are devoted to energy efficiency? How do you categorize a course as focusing on energy efficiency?

How do you decide what courses should be offered?

What is the process for adding a new course? Approximately how many new courses are offered each year?

What is the process for dropping a course? Approximately, how many courses are dropped each year? Why were those courses dropped?

What types, if any, of market research do you do regarding new courses, existing courses?

Besides the Web site, how do you market the courses to prospective attendees?

What, if any, organizations do you team with to offer/promote courses?

Do you do collect evaluation forms with each class? How are these used?

Instructors

How many instructors teach at least one course a year on an energy efficiency related topic?

How do you select instructors for the courses?

What instructions, if any, do you provide to instructors?

What types, if any, of supervision or mentoring do you provide to instructors?

Do you offer training for your instructors?

Other information

Organizational chart

Names, titles and contact information for people responsible for planning, marketing and implementing workshops.

Appendix B: Detailed Characterization Tables

This section provides detailed characterization tables for the classes offered in 2004 and 2005 classified by the following attributes:

- **Building Type.** Primary use of targeted building (e.g., Residential, Commercial);
- **New vs. Existing.** Course applicable to new construction or existing building;
- **End-use.** Course topic (e.g., HVAC, lighting, building envelope, etc.);
- **Target Audience.** Type of audience course marketing materials mention as target for the course (e.g., end users, HVAC contractor, builder, etc.);
- **Codes and Standards.** Course addresses requirements of specific codes or discusses requirements of certain standards; and
- **Continuing Education Credits.** Course has been approved for continuing education credits.

Building Type, New vs. Existing, End-use, and Target Audience course attributes are not mutually exclusive. For example, a course could cover both Residential and Commercial applications and therefore have a Building Type classification of both Residential and Commercial. Following the initial classification KEMA requested and the Centers provided additional information and confirmation for certain course classifications. For example, course “Building Type” (e.g. residential, commercial, were classified as “Not specified” in cases where neither KEMA nor the Centers were not able to indicate which category(ies) applied to a course.

Building Type

Each course was classified into the following Building Type categories based on the primary use of the buildings targeted for the course.

- Residential;
- Commercial;
- Industrial; and
- Not specified.

Many courses are not targeted to a single building type, that is, a single course may address more than one building type. This multiple targeting reflects that many courses are focused on an end-use, and sometimes a specific technology, that applies to more than one building type. (For example, high efficiency HVAC systems have both commercial and industrial applications. Below are two series of Building Type tables. The first, Mutually Exclusive Categories, shows results with each class reported in only one category. These categories demonstrate how many classes were targeted to Residential, Commercial or Industrial buildings and each combination of the three Building Types.

The second series of tables, Multiple Response Categories, shows the results with classes categorized into more than one category where applicable. These tables reflect how many classes were targeted to Residential, Commercial, or Industrial buildings, regardless of being classified into more than one category.

Building Type - Mutually Exclusive Categories

As shown in Tables B-1 and B-2, slightly more than half of ETS Program funded classes offered in 2004 and 2005 were targeted to both Commercial and Industrial. Overall there is little overlap between Residential and Commercial (4 percent), and no classes were targeted to both Residential and Industrial. Overall only 3 percent of classes were targeted to all three Building Types.

Industrial by itself was the least targeted Building Type, accounting for only 3 percent of classes. Eighteen percent of classes were targeted to Only Residential and another 18 percent were targeted to Only Commercial. PG&E's Energy Training Center provided more than three-quarters of the classes specifically on Only Residential buildings. This is indicative of the specific purpose of the ETC, to educate residential contractors on energy efficiency practices. The majority of classes at the other Centers were targeted to both Commercial and Industrial building types, and often targeted end-users and facility managers, as well as trade allies.

Table B-1

Number of 2004-2005 Classes by Building Type and Center (Mutually Exclusive)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Only Residential	117	0	5	0	51	0	173
Only Commercial	8	31	18	45	66	11	179
Only Industrial	0	3	6	4	7	0	20
Residential, Commercial, and Industrial	0	30	4	0	0	0	34
Residential and Commercial	10	12	3	6	7	3	41
Commercial and Industrial	8	108	66	156	116	48	502
Residential and Industrial	0	0	0	0	0	0	0
Not Specified	11	0	0	0	5	16	32
Total Number of 2004-2005 Classes	154	184	102	211	252	78	981

Table B-2

Percent of 2004-2005 Classes by Building Type and Center (Mutually Exclusive)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Only Residential	76%	0%	5%	0%	20%	0%	18%
Only Commercial	5%	17%	18%	21%	26%	14%	18%
Only Industrial	0%	2%	6%	2%	3%	0%	2%
Residential, Commercial, and Industrial	0%	16%	4%	0%	0%	0%	3%
Residential and Commercial	6%	7%	3%	3%	3%	4%	4%
Commercial and Industrial	5%	59%	65%	74%	46%	62%	51%
Residential and Industrial	0%	0%	0%	0%	0%	0%	0%
Not Specified	7%	0%	0%	0%	2%	21%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Tables B-3 through B-6 show the number and percent of classes by Building Type for 2004 and 2005. Overall the Building Type targeted showed little variation across years. This is evident in the near identical percentages in the Total columns of Tables 2-5 and 2-6. Notable changes at the Center level include a reduction in Only Residential classes at ERC and an increase in Only Residential classes at AgTAC.

Table B-3
Number of 2004 Classes by Building Type and Center (Mutually Exclusive)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Only Residential	52	0	0	0	41	0	93
Only Commercial	4	19	11	25	30	3	92
Only Industrial	0	0	5	2	3	0	10
Residential, Commercial, and Industrial	0	14	2	0	0	0	16
Residential and Commercial	4	7	2	3	7	1	24
Commercial and Industrial	0	59	37	89	53	26	264
Residential and Industrial	0	0	0	0	0	0	0
Not Specified	3	0	0	0	2	12	17
Total Number of 2004 Classes	63	99	57	119	136	42	516

Table B-4
Number of 2005 Classes by Building Type and Center (Mutually Exclusive)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Only Residential	65	0	5	0	10	0	80
Only Commercial	4	12	7	20	36	8	87
Only Industrial	0	3	1	2	4	0	10
Residential, Commercial, and Industrial	0	16	2	0	0	0	18
Residential and Commercial	6	5	1	3	0	2	17
Commercial and Industrial	8	49	29	67	63	22	238
Residential and Industrial	0	0	0	0	0	0	0
Not Specified	8	0	0	0	3	4	15
Total Number of 2005 Classes	91	85	45	92	116	36	465

Table B-5
Percent of 2004 Classes by Building Type and Center (Mutually Exclusive)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Only Residential	83%	0%	0%	0%	30%	0%	18%
Only Commercial	6%	19%	19%	21%	22%	7%	18%
Only Industrial	0%	0%	9%	2%	2%	0%	2%
Residential, Commercial, and Industrial	0%	14%	4%	0%	0%	0%	3%
Residential and Commercial	6%	7%	4%	3%	5%	2%	5%
Commercial and Industrial	0%	60%	65%	75%	39%	62%	51%
Residential and Industrial	0%	0%	0%	0%	0%	0%	0%
Not Specified	5%	0%	0%	0%	1%	29%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Table B-6
Percent of 2005 Classes by Building Type and Center (Mutually Exclusive)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Only Residential	71%	0%	11%	0%	9%	0%	17%
Only Commercial	4%	14%	16%	22%	31%	22%	19%
Only Industrial	0%	4%	2%	2%	3%	0%	2%
Residential, Commercial, and Industrial	0%	19%	4%	0%	0%	0%	4%
Residential and Commercial	7%	6%	2%	3%	0%	6%	4%
Commercial and Industrial	9%	58%	64%	73%	54%	61%	51%
Residential and Industrial	0%	0%	0%	0%	0%	0%	0%
Not Specified	9%	0%	0%	0%	3%	11%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Building Type - Multiple Response Categories

As shown in Tables B-7 and B-8, the majority of ETS Program funded classes offered in 2004 and 2005 were for non-residential applications. Overall 25 percent of classes were for residential applications. ETC was the only Center that offered more classes focused on residential applications. Among the Centers primarily offering non-residential classes, 98 percent of PEC and CTAC classes targeted Commercial buildings, while 77 percent and 76 percent of classes targeted Industrial buildings, respectively.

Table B-7
Number of 2004-2005 Classes by Building Type and Center (Multiple Response)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Residential	127	42	12	6	58	3	248
Commercial	26	181	91	207	189	62	756
Industrial	8	141	76	160	123	48	556
Not Specified	11	0	0	0	5	16	32
Total Number of 2004-2005 Classes	154	184	102	211	252	78	981

Building Type classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-8
Percent of 2004-2005 Classes by Building Type and Center (Multiple Response)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Residential	82%	23%	12%	3%	23%	4%	25%
Commercial	17%	98%	89%	98%	75%	79%	77%
Industrial	5%	77%	75%	76%	49%	62%	57%
Not Specified	7%	0%	0%	0%	2%	21%	3%

Building Type classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Tables B-9 through B-12 show the number and percent of classes by Building Type for 2004 and 2005.

Table B-9
Number of 2004 Classes by Building Type and Center (Multiple Response)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Residential	56	21	4	3	48	1	133
Commercial	8	99	52	117	90	30	396
Industrial	0	73	44	91	56	26	290
Not Specified	3	0	0	0	2	12	17
Total Number of 2004 Classes	63	99	57	119	136	42	516

Building Type classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-10
Number of 2005 Classes by Building Type and Center (Multiple Response)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Residential	71	21	8	3	10	2	115
Commercial	18	82	39	90	99	32	360
Industrial	8	68	32	69	67	22	266
Not Specified	8	0	0	0	3	4	15
Total Number of 2005 Classes	91	85	45	92	116	36	465

Building Type classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-11
Percent of 2004 Classes by Building Type and Center (Multiple Response)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Residential	89%	21%	7%	3%	35%	2%	26%
Commercial	13%	100%	91%	98%	66%	71%	77%
Industrial	0%	74%	77%	76%	41%	62%	56%
Not Specified	5%	0%	0%	0%	1%	29%	3%

Building Type classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Table B-12
Percent of 2005 Classes by Building Type and Center (Multiple Response)

Building Type	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Residential	78%	25%	18%	3%	9%	6%	25%
Commercial	20%	96%	87%	98%	85%	89%	77%
Industrial	9%	80%	71%	75%	58%	61%	57%
Not Specified	9%	0%	0%	0%	3%	11%	3%

Building Type classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

New vs. Existing

Each course was classified into the following New vs. Existing categories based on the type of building targeted for the course.

- Existing Building;
- New Construction; and
- Not Specified.

These categories are not mutually exclusive; that is, a course could cover both new and existing building applications.

The number and percent of 2004-2005 ETS funded classes for each Center by New vs. Existing are shown in Tables B-13 and B-14. Roughly half of the classes were targeted at Existing Buildings compared with only 16 percent targeted at New Construction. ETC was the only Center to offer more classes targeting New Construction than Existing Buildings; however 77 percent of ETC's classes were classified as "Not Specified." Overall, approximately half of the classes were given the Not Specified classification because the course material did not indicate whether the classes targeted new or existing structures and the Centers did not classify the class during the confirmation process. We (the evaluation team) are uncertain why the Center's did not classify them during the confirmation process.

**Table B-13
Number of 2004-2005 Classes by New vs. Existing and Center**

New vs. Existing	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Existing Building	23	88	64	99	131	33	438
New Construction	32	59	10	25	28	6	160
Not Specified	119	65	33	87	121	41	466
Total Number of 2004-2005 Classes	154	184	102	211	252	78	981

New vs. Existing classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

**Table B-14
Percent of 2004-2005 Classes by New vs. Existing and Center**

New vs. Existing	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Existing Building	15%	48%	63%	47%	52%	42%	45%
New Construction	21%	32%	10%	12%	11%	8%	16%
Not Specified	77%	35%	32%	41%	48%	53%	48%

New vs. Existing classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Tables B-15 through B-18 show the number and percent of classes by New-Existing for 2004 and 2005. A similar percentage of classes were targeted to Existing Buildings and New Constructions in 2004 and 2005. The large number of classes in the Not Specified classification makes it difficult to make comparisons across years.

Table B-15
Number of 2004 Classes by New vs. Existing and Center

New vs. Existing	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Existing Building	8	42	35	52	59	18	214
New Construction	10	29	7	14	13	1	74
Not Specified	51	40	18	53	78	24	264
Total Number of 2004 Classes	63	99	57	119	136	42	516

New vs. Existing classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-16
Number of 2005 Classes by New vs. Existing and Center

New vs. Existing	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Existing Building	15	46	29	47	72	15	224
New Construction	22	30	3	11	15	5	86
Not Specified	68	25	15	34	43	17	202
Total Number of 2005 Classes	91	85	45	92	116	36	465

New vs. Existing classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-17
Percent of 2004 Classes by New vs. Existing and Center

New vs. Existing	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Existing Building	13%	42%	61%	44%	43%	43%	41%
New Construction	16%	29%	12%	12%	10%	2%	14%
Not Specified	81%	40%	32%	45%	57%	57%	51%

New vs. Existing classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Table B-18
Percent of 2005 Classes by New vs. Existing and Center

New vs. Existing	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Existing Building	16%	54%	64%	51%	62%	42%	48%
New Construction	24%	35%	7%	12%	13%	14%	18%
Not Specified	75%	29%	33%	37%	37%	47%	43%

New vs. Existing classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

End-use

Each course was classified into the following End-use categories based on the end-use topic of the course.

- HVAC (heating, ventilation, and air conditioning);
- Lighting;
- Building Envelope (windows, doors, and insulation);
- Cooking;
- Refrigeration;
- Compressed Air;
- Motors, Pumps, Adjustable Speed Drives, Variable Speed Drives;
- Energy Management System (EMS);
- Pools;
- Renewable Energy;
- Green Buildings;
- Water Heating;
- Process Equipment;
- Other; and
- Not specified.

These categories are not mutually exclusive; that is, a course could cover more than one category.

As shown in shown in Tables B-19 and B-20, each of the Centers offered classes on a wide array of end-uses during the 2004-2005 program years. Overall, the categories of HVAC (45 percent), Lighting (22 percent), and Building Envelope (12 percent) were the most popular class topics. Other notable topics at the Center level include, 28 percent of AgTAC classes were on motors, pumps, or drives; and 22 percent of ERC classes were on cooking equipment. The most popular class topics at ETC, identified above as a residential focused Center, were HVAC, Building Envelope, and Water Heating.

Table B-19
Number of 2004-2005 Classes by End-use and Center

Enduse	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
HVAC	85	45	41	72	160	38	441
Lighting	7	58	33	96	1	17	212
Building Envelope	60	21	7	17	12	0	117
Cooking	0	6	2	2	55	6	71
Refrigeration	0	6	13	18	2	6	45
Compressed Air	0	0	9	10	2	1	22
Motors/Pumps/ASD/VSD	0	10	29	24	4	5	72
EMS	0	25	7	27	7	8	74
Pools	0	0	0	2	0	0	2
Renewable Energy	20	21	0	0	4	0	45
Green Buildings	4	22	0	12	0	1	39
Water Heating	24	7	0	2	9	3	45
Process Equipment	2	8	16	2	36	6	70
Other	53	35	27	40	29	12	196
Not Specified	8	2	2	0	3	9	24
Total Number of 2004-2005 Classes	154	184	102	211	252	78	981

Enduse classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-20
Percent of 2004-2005 Classes by End-use and Center

Enduse	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
HVAC	55%	24%	40%	34%	63%	49%	45%
Lighting	5%	32%	32%	45%	0%	22%	22%
Building Envelope	39%	11%	7%	8%	5%	0%	12%
Cooking	0%	3%	2%	1%	22%	8%	7%
Refrigeration	0%	3%	13%	9%	1%	8%	5%
Compressed Air	0%	0%	9%	5%	1%	1%	2%
Motors/Pumps/ASD/VSD	0%	5%	28%	11%	2%	6%	7%
EMS	0%	14%	7%	13%	3%	10%	8%
Pools	0%	0%	0%	1%	0%	0%	0%
Renewable Energy	13%	11%	0%	0%	2%	0%	5%
Green Buildings	3%	12%	0%	6%	0%	1%	4%
Water Heating	16%	4%	0%	1%	4%	4%	5%
Process Equipment	1%	4%	16%	1%	14%	8%	7%
Other	34%	19%	26%	19%	12%	15%	20%
Not Specified	5%	1%	2%	0%	1%	12%	2%

Enduse classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Tables B-21 through B-24 show the number and percent of classes by End-use for 2004 and 2005. Similar to the previous attributes, overall there is little variation across years. Notable differences at the Center level include an increase in the percentage of HVAC classes at AgTAC from 32 percent to 51 percent and a reduction in AgTAC's Motors, Pumps, and Drives classes from about a third to a quarter of classes.

Table B-21
Number of 2004 Classes by End-use and Center

Enduse	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
HVAC	37	22	18	42	87	19	225
Lighting	0	31	17	53	0	10	111
Building Envelope	22	9	5	7	8	0	51
Cooking	0	3	1	0	25	2	31
Refrigeration	0	3	8	12	0	2	25
Compressed Air	0	0	7	4	2	0	13
Motors/Pumps/ASD/VSD	0	3	18	14	2	2	39
EMS	0	14	4	16	3	6	43
Pools	0	0	0	1	0	0	1
Renewable Energy	5	12	0	0	2	0	19
Green Buildings	1	10	0	7	0	0	18
Water Heating	8	5	0	1	5	1	20
Process Equipment	0	5	9	1	20	3	38
Other	23	22	19	23	18	7	112
Not Specified	3	0	1	0	1	8	13
Total Number of 2004 Classes	63	99	57	119	136	42	516

Enduse classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-12
Number of 2005 Classes by End-use and Center

Enduse	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
HVAC	48	23	23	30	73	19	216
Lighting	7	27	16	43	1	7	101
Building Envelope	38	12	2	10	4	0	66
Cooking	0	3	1	2	30	4	40
Refrigeration	0	3	5	6	2	4	20
Compressed Air	0	0	2	6	0	1	9
Motors/Pumps/ASD/VSD	0	7	11	10	2	3	33
EMS	0	11	3	11	4	2	31
Pools	0	0	0	1	0	0	1
Renewable Energy	15	9	0	0	2	0	26
Green Buildings	3	12	0	5	0	1	21
Water Heating	16	2	0	1	4	2	25
Process Equipment	2	3	7	1	16	3	32
Other	30	13	8	17	11	5	84
Not Specified	5	2	1	0	2	1	11
Total Number of 2005 Classes	91	85	45	92	116	36	465

Enduse classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-22
Percent of 2004 Classes by End-use and Center

Enduse	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
HVAC	59%	22%	32%	35%	64%	45%	44%
Lighting	0%	31%	30%	45%	0%	24%	22%
Building Envelope	35%	9%	9%	6%	6%	0%	10%
Cooking	0%	3%	2%	0%	18%	5%	6%
Refrigeration	0%	3%	14%	10%	0%	5%	5%
Compressed Air	0%	0%	12%	3%	1%	0%	3%
Motors/Pumps/ASD/VSD	0%	3%	32%	12%	1%	5%	8%
EMS	0%	14%	7%	13%	2%	14%	8%
Pools	0%	0%	0%	1%	0%	0%	0%
Renewable Energy	8%	12%	0%	0%	1%	0%	4%
Green Buildings	2%	10%	0%	6%	0%	0%	3%
Water Heating	13%	5%	0%	1%	4%	2%	4%
Process Equipment	0%	5%	16%	1%	15%	7%	7%
Other	37%	22%	33%	19%	13%	17%	22%
Not Specified	5%	0%	2%	0%	1%	19%	3%

Enduse classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Table B-23
Percent of 2005 Classes by End-use and Center

Enduse	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
HVAC	53%	27%	51%	33%	63%	53%	46%
Lighting	8%	32%	36%	47%	1%	19%	22%
Building Envelope	42%	14%	4%	11%	3%	0%	14%
Cooking	0%	4%	2%	2%	26%	11%	9%
Refrigeration	0%	4%	11%	7%	2%	11%	4%
Compressed Air	0%	0%	4%	7%	0%	3%	2%
Motors/Pumps/ASD/VSD	0%	8%	24%	11%	2%	8%	7%
EMS	0%	13%	7%	12%	3%	6%	7%
Pools	0%	0%	0%	1%	0%	0%	0%
Renewable Energy	16%	11%	0%	0%	2%	0%	6%
Green Buildings	3%	14%	0%	5%	0%	3%	5%
Water Heating	18%	2%	0%	1%	3%	6%	5%
Process Equipment	2%	4%	16%	1%	14%	8%	7%
Other	33%	15%	18%	18%	9%	14%	18%
Not Specified	5%	2%	2%	0%	2%	3%	2%

Enduse classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Target Audience

Each course was classified into the following Target Audience categories based on the target for the course explicitly mentioned in the course marketing materials. The target audience is one indicator of the likely impact of the course. Effective courses targeted to end-users or facility personnel are likely to have an impact on one (or maybe a few) sites. Effective courses targeted toward trade and professional allies have the potential for having an impact on many sites. We identified the following target audiences in the characterization:

- End User;
- Facility or Operations & Maintenance Professionals;
- HVAC Contractor;
- Builder;
- Engineer;
- Consultant;
- Inspector;
- Architect or Designer;
- General Contractor;
- Other Contractor; and
- Not specified.

These categories are not mutually exclusive; that is, a course could target more than one audience.

The number and percent of 2004-2005 ETS funded classes for each Center by Audience Target are shown in Tables B-25 and B-26. The Target Audience was not specified for more than half of the classes. For the classes that were classified the Target Audience varied across Centers.

Table B-24
Number of 2004-2005 Classes by Target Audience and Center

Target Audience	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Not Specified	9	168	64	130	144	38	553
End User	0	1	23	71	30	15	140
Facility/O&M Professional	0	12	28	53	89	35	217
HVAC Contractor	110	1	12	6	60	23	212
Builder	135	9	8	17	17	10	196
Engineer	124	12	27	37	72	30	302
Consultant	126	11	20	26	50	22	255
Inspector	92	2	6	15	22	7	144
Architect/Designer	84	15	11	25	30	13	178
General Contractor	101	5	9	15	46	18	194
Other Contractor	53	3	1	8	38	21	124
Total Number of 2004-2005 Classes	154	184	102	211	252	78	981

Target Audience classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-25
Percent of 2004-2005 Classes by Target Audience and Center

Target Audience	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Not Specified	6%	91%	63%	62%	57%	49%	56%
End User	0%	1%	23%	34%	12%	19%	14%
Facility/O&M Professional	0%	7%	27%	25%	35%	45%	22%
HVAC Contractor	71%	1%	12%	3%	24%	29%	22%
Builder	88%	5%	8%	8%	7%	13%	20%
Engineer	81%	7%	26%	18%	29%	38%	31%
Consultant	82%	6%	20%	12%	20%	28%	26%
Inspector	60%	1%	6%	7%	9%	9%	15%
Architect/Designer	55%	8%	11%	12%	12%	17%	18%
General Contractor	66%	3%	9%	7%	18%	23%	20%
Other Contractor	34%	2%	1%	4%	15%	27%	13%

Target Audience classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Tables B-27 through B-30 show the number and percent of classes by Target Audience for 2004 and 2005. Overall the percentage of classes is similar across years. However it is difficult to make comparisons with more than half of the classes given the Not Specified classification.

Table B-26
Number of 2004 Classes by Target Audience and Center

Target Audience	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Not Specified	3	87	37	73	84	22	306
End User	0	0	14	41	17	8	80
Facility/O&M Professional	0	8	18	28	42	17	113
HVAC Contractor	48	1	3	4	31	11	98
Builder	56	9	2	12	10	6	95
Engineer	50	9	15	24	40	15	153
Consultant	52	10	8	15	24	12	121
Inspector	35	2	1	10	12	4	64
Architect/Designer	33	12	6	15	18	8	92
General Contractor	39	5	4	10	29	10	97
Other Contractor	19	3	1	6	20	12	61
Total Number of 2004 Classes	63	99	57	119	136	42	516

Target Audience classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-27
Number of 2005 Classes by Target Audience and Center

Target Audience	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Not Specified	6	81	27	57	60	16	247
End User	0	1	9	30	13	7	60
Facility/O&M Professional	0	4	10	25	47	18	104
HVAC Contractor	62	0	9	2	29	12	114
Builder	79	0	6	5	7	4	101
Engineer	74	3	12	13	32	15	149
Consultant	74	1	12	11	26	10	134
Inspector	57	0	5	5	10	3	80
Architect/Designer	51	3	5	10	12	5	86
General Contractor	62	0	5	5	17	8	97
Other Contractor	34	0	0	2	18	9	63
Total Number of 2005 Classes	91	85	45	92	116	36	465

Target Audience classification is not mutually exclusive; therefore summing categories may not equal the total number of classes.

Table B-28
Percent of 2004 Classes by Target Audience and Center

Target Audience	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Not Specified	5%	88%	65%	61%	62%	52%	59%
End User	0%	0%	25%	34%	13%	19%	16%
Facility/O&M Professional	0%	8%	32%	24%	31%	40%	22%
HVAC Contractor	76%	1%	5%	3%	23%	26%	19%
Builder	89%	9%	4%	10%	7%	14%	18%
Engineer	79%	9%	26%	20%	29%	36%	30%
Consultant	83%	10%	14%	13%	18%	29%	23%
Inspector	56%	2%	2%	8%	9%	10%	12%
Architect/Designer	52%	12%	11%	13%	13%	19%	18%
General Contractor	62%	5%	7%	8%	21%	24%	19%
Other Contractor	30%	3%	2%	5%	15%	29%	12%

Target Audience classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Table B-30
Percent of 2005 Classes by Target Audience and Center

Target Audience	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
Not Specified	7%	95%	60%	62%	52%	44%	53%
End User	0%	1%	20%	33%	11%	19%	13%
Facility/O&M Professional	0%	5%	22%	27%	41%	50%	22%
HVAC Contractor	68%	0%	20%	2%	25%	33%	25%
Builder	87%	0%	13%	5%	6%	11%	22%
Engineer	81%	4%	27%	14%	28%	42%	32%
Consultant	81%	1%	27%	12%	22%	28%	29%
Inspector	63%	0%	11%	5%	9%	8%	17%
Architect/Designer	56%	4%	11%	11%	10%	14%	18%
General Contractor	68%	0%	11%	5%	15%	22%	21%
Other Contractor	37%	0%	0%	2%	16%	25%	14%

Target Audience classification is not mutually exclusive; therefore percentages may sum to greater than 100 percent.

Codes and Standards

As shown in Tables B-31 and B-32, the majority of ETS Program funded classes offered in 2004 and 2005 did not address requirements of specific codes or discuss requirements of certain standards. Overall 28 percent of classes addressed Codes and Standards. ETC and ERC had the highest portion of classes that addressed Codes and Standards.

Effective courses covering energy codes and standards are likely to result in substantial energy savings. The conventional wisdom is that by enacting codes and standards California has institutionalized energy efficient practices. There is evidence, however, that code compliance is relatively low and thus, center courses that provide the knowledge, skills and motivation to comply with these standards are likely to result in energy savings.

Table B-31
Number of 2004-2005 Classes by Codes & Standards and Center

Codes & Standards Addressed	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	78	128	87	199	131	54	677
Yes	68	56	13	12	116	8	273
Not Specified	8	0	2	0	5	16	31
Total Number of 2004-2005 Classes	154	184	102	211	252	78	981

Table B-32
Percent of 2004-2005 Classes by Codes & Standards and Center

Codes & Standards Addressed	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	51%	70%	85%	94%	52%	69%	69%
Yes	44%	30%	13%	6%	46%	10%	28%
Not Specified	5%	0%	2%	0%	2%	21%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Tables B-33 through B-36 show the number and percent of classes by Codes & Standards for 2004 and 2005. Overall a similar number and percent of classes addressed codes and standards across years. There is little evidence of significant change at the Center level across years.

Table B-33
Number of 2004 Classes by Codes & Standards and Center

Codes & Standards Addressed	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	29	71	50	111	74	26	361
Yes	31	28	6	8	60	4	137
Not Specified	3	0	1	0	2	12	18
Total Number of 2004 Classes	63	99	57	119	136	42	516

Table B-34
Number of 2005 Classes by Codes & Standards and Center

Codes & Standards Addressed	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	49	57	37	88	57	28	316
Yes	37	28	7	4	56	4	136
Not Specified	5	0	1	0	3	4	13
Total Number of 2005 Classes	91	85	45	92	116	36	465

Table B-35
Percent of 2004 Classes by Codes & Standards and Center

Codes & Standards Addressed	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	46%	72%	88%	93%	54%	62%	70%
Yes	49%	28%	11%	7%	44%	10%	27%
Not Specified	5%	0%	2%	0%	1%	29%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Table B-36
Percent of 2005 Classes by Codes & Standards and Center

Codes & Standards Addressed	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	54%	67%	82%	96%	49%	78%	68%
Yes	41%	33%	16%	4%	48%	11%	29%
Not Specified	5%	0%	2%	0%	3%	11%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Continuing Education

Some ETS Program funded classes offered in 2004 and 2005 have received continuing education accreditation. As shown in Tables B-37 and B-38 nearly a quarter (22 percent) of classes is eligible for continuing education credits (CECs). The 2003 ETS evaluation identified providing CECs as a motivator for attendance at Center courses. That evaluation encouraged the Centers to expand the number and types of courses that offer CECs.

Table B-37
Number of 2004-2005 Classes by Continuing Education and Center

Continuing Education Credit Course	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	91	121	97	131	244	52	736
Yes	55	63	3	80	3	10	214
Not Specified	8	0	2	0	5	16	31
Total Number of 2004-2005 Classes	154	184	102	211	252	78	981

Table B-38
Percent of 2004-2005 Classes by Continuing Education and Center

Continuing Education Credit Course	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	59%	66%	95%	62%	97%	67%	75%
Yes	36%	34%	3%	38%	1%	13%	22%
Not Specified	5%	0%	2%	0%	2%	21%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Tables B-39 through B-42 show the number and percent of classes by Continuing Education for 2004 and 2005. Overall the percentage of classes that qualify for continuing education credits increased from 18 percent in 2004 to 26 percent in 2005. This increase is driven largely by a 44 percentage point increase at PEC.

Table B-39
Number of 2004 Classes by Continuing Education and Center

Continuing Education Credit Course	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	34	85	56	71	132	25	403
Yes	26	14	0	48	2	5	95
Not Specified	3	0	1	0	2	12	18
Total Number of 2004 Classes	63	99	57	119	136	42	516

Table B-40
Number of 2005 Classes by Continuing Education and Center

Continuing Education Credit Course	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	57	36	41	60	112	27	333
Yes	29	49	3	32	1	5	119
Not Specified	5	0	1	0	3	4	13
Total Number of 2005 Classes	91	85	45	92	116	36	465

Table B-41
Percent of 2004 Classes by Continuing Education and Center

Continuing Education Credit Course	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	54%	86%	98%	60%	97%	60%	78%
Yes	41%	14%	0%	40%	1%	12%	18%
Not Specified	5%	0%	2%	0%	1%	29%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Table B-42
Percent of 2005 Classes by Continuing Education and Center

Continuing Education Credit Course	PG&E		SCE		Sempra		Total
	ETC	PEC	AgTAC	CTAC	ERC	EIC	
No	63%	42%	91%	65%	97%	75%	72%
Yes	32%	58%	7%	35%	1%	14%	26%
Not Specified	5%	0%	2%	0%	3%	11%	3%
Total	100%	100%	100%	100%	100%	100%	100%

3. Appendix C: List of Courses Offered in 2004-2005 and Number of Attendees

**List of Course Titles and Count of Attendees by Center
(2004-2005)**

Course Title	Number of Attendees by Center						Total Number of Attendees
	AgTAC	CTAC	ETP	ERC	ETC	PEC	
Advanced Foodservice Refrigeration		30					30
Advanced Lighting Technologies	26	147	78				251
Advanced Photovoltaics (PV) for Grid-Tied Applications						111	111
Advanced VFD	3						3
African and European Influences on American Cuisine				59			59
Agricultural Pumping Efficiency Program Technical	37						37
Air Balance			63				63
Air Balance - Beginners Part I			85				85
Air Balance - Beginners Part II			75				75
Air Compression Seminar & Expo				102			102
Air Handling Systems	26	123					149
Air Quality Regulations for Small Boilers				143			143
All About Chocolate				164			164
All About Variable Speed Drives: A Lunch Time Seminar						29	29
Alternatives to Payback: Advanced Financial Calculations						65	65
Asian Influences on American Cuisine				59			59
Assessing the Future of Green Building						52	52
Bakersfield Combustion Seminar for Residential Appliances, Housing Authority, HIA				34			34
Baking Equipment: Today, Tomorrow & Beyond				19			19
Barbecue: How America Cooks				67			67
Basic Heating, Ventilation and Air Conditioning (HVAC)	45						45
Basic HVAC		492					492
Basic Lighting for Commercial and Industrial Facilities		430					430
Basics in Package Unit Air Conditioning			94				94
Basics of Photovoltaic (PV) Electric Systems						183	183
Basics of Photovoltaic (PV) Systems for Commercial Applications						88	88
Basics of Photovoltaic (PV) Systems for Grid-Tied Applications						181	181
Basics of Photovoltaic (PV) Systems for Grid-Tied Residential Applications					150		150
Biggest Energy Mistakes Made in Residential Construction					145		145
Bill Coad: Energy Considerations in Engineering Design - The Ethic and the Reality						24	24
BOC General EE	8						8
Boiler Basics			66				66

**List of Course Titles and Count of Attendees by Center
(2004-2005)**

Course Title	Number of Attendees by Center						Total Number of Attendees
	AgTAC	CTAC	ETP	ERC	ETC	PEC	
Discovering the Utility of Utility Billing Data						57	57
DOE Electric Motor Assessment				19			19
DOE Fan System Assessment		49					49
DOE Motor Systems Management Training		61					61
DOE PHAST Specialist Training Co-sponsored with the Department of Energy				33			33
DOE Process Heating Assessment		37					37
DOE Process Heating Assessment Training				37			37
DOE Pumping System Assessment Training		208					208
DOE Steam Assessment				45			45
DOE Steam Specialist Training				40			40
Doug Herman: Distributed Generation - Technologies, Applications, and Implementation Issues						42	42
Duct Testing for Change-Outs			125				125
Eating Healthy: A Benefit for Life featuring Ron Pickarski, CEC				48			48
Education Forum: Students Learn from Industry Experts				123			123
EEBA: Houses That Work					42		42
Efficient Tech. for Commercial Refrigeration		60					60
Efficient Technologies for Commercial Refrigeration	24						24
Electric Forklifts	9						9
Electric Motor Efficiency			84				84
Electric Motor Systems	16	60					76
Electric Motors & Adjustable Speed Drives	69						69
Electrical Controls			104				104
Electrical Energy Efficiency			116				116
Electrical Systems Analysis		55					55
Electricity and Energy Efficiency Fundamentals	100						100
Emerging Equipment Trends featuring Brian Ward Chief Editor of Foodservice Equipment Reports				53			53
Energy 101		25					25
Energy Answers for Foodservice, Hospitals, Healthcare and Assist. Living Facilities		75					75
Energy Answers: Correctional Facilities (Joint Energy Center Seminar @ FSEC)				50			50
Energy Answers: Grocers, Supermarkets, Delis...			40				40
Energy Answers: Schools from K-12 to Universities (Joint Energy Center Seminar @ FSEC)				43			43
Energy Answers: Independent & Chain			36				36

**List of Course Titles and Count of Attendees by Center
(2004-2005)**

Course Title	Number of Attendees by Center						Total Number of Attendees
	AgTAC	CTAC	ETP	ERC	ETC	PEC	
Exceeding Title 24 for Schools						85	85
Expanding Our Approach to Sustainable Design						46	46
Exploring Cuisines of the South Pacific				47			47
Exploring the New and Improved Functional Test Guide						17	17
Express Efficiency Workshop- San Diego			57				57
Facts About Adjustable Speed Drives			71				71
Fan System Performance Assessment	18						18
Fertigation	21						21
Field Testing & Commissioning of Kitchen Ventilation Systems				50			50
Fireplaces: Venting and Performance Issues and Solutions					19		19
Food Regulations 101				136			136
Food Safety Success: Practical Applications				81			81
Food Safety Success: The Inspection Process				68			68
Food Safety Symposium				28			28
Food Service Lighting			19				19
Frying Equipment: Today, Tomorrow & Beyond				23			23
FSU-CIT Well Rehabilitation Irrigation and Scheduling	16						16
Fuel Cell Overview						54	54
Fuel Cells for Commercial Buildings						39	39
Fundamentals of Compressed Air Systems	21						21
Fundamentals of Electricity and Energy Efficiency		84					84
Gas Engines: Testing and Tuning for AQMD Compliance				68			68
Gas Foodservice Equipment Network (GFEN)				25			25
Gas Heating			268				268
Geoexchange Alternative					56		56
Going Green: Earth Friendly Foodservice			14				14
Golf Course and Large Turf Pump Efficiency	12						12
Green Building Confessions						124	124
Green Building Materials Selection						78	78
Green Materials and Systems						116	116
Grilling Equipment: Today, Tomorrow & Beyond				18			18
Groundwater Wells and Pumps	25						25
Healthy Products Using Eco-Cuisine Techniques				36			36
Heat Pumps			170				170
Hibay Lighting			80				80

**List of Course Titles and Count of Attendees by Center
(2004-2005)**

Course Title	Number of Attendees by Center						Total Number of Attendees
	AgTAC	CTAC	ETP	ERC	ETC	PEC	
Hibay Lighting Workshop	10						10
High Efficiency HVAC Troubleshooting				76			76
High Performance Windows				22	74		96
Holiday Baking Festival				85			85
Holiday Survival Strategies for Caterers featuring Mike Roman of Cater source				61			61
Hotel Workshop			36				36
House as a System (3-day class)					100		100
House as a System Overview					95		95
How To Conduct An Energy Audit for Your Business				17			17
How to Do An Audit For Your Business			48				48
How to Manage Energy Costs at Your Business			57				57
How to Manage Your Business' Energy Costs		74					74
How to Specify Environmentally Preferable Lighting Equipment						65	65
HVAC Distributors Appreciation Dinner Meeting				36			36
HVAC Fundamentals: New Ideas for Novices						91	91
HVAC Maintenance for Efficiency			301				301
HVAC Quality Installation	30						30
HVAC System Testing	6	60					66
HVAC Systems 101			33				33
HVAC, Direct Digital Controls (DDC), Open Systems			171				171
Hydronic Heating: What, When and How					75		75
IHACI - Installation Best Practices				301			301
IHACI - Duct Testing for Change-Outs				225			225
IHACI - Electrical Controls				307			307
IHACI - Gas Heating - Chatsworth				572			572
IHACI - Hands-On Duct Testing Training				292			292
IHACI - Heat Pumps				132			132
IHACI - HVAC Maintenance / Selling Efficiency				333			333
IHACI - Indoor Air Quality & Demand Controlled Ventilation				87			87
IHACI - Preventing Compressor Failures				357			357
IHACI - Residential & Light Commercial Zoning (HVAC)				201			201
IHACI - Selling Efficiency				107			107
IHACI - System Design				436			436
IHACI / Indoor Air Quality			48				48
Impact of TDV on Whole Building Energy Compliance and Design An Introduction		25					25

**List of Course Titles and Count of Attendees by Center
(2004-2005)**

Course Title	Number of Attendees by Center						Total Number of Attendees
	AgTAC	CTAC	ETP	ERC	ETC	PEC	
Implementing Energy Efficient Projects	8	97					105
Improving Energy Efficiency in Drip Irrigation	24						24
Improving Mechanical System Efficiency through Architect and Engineer Coordination						52	52
Industrial Maintenance	67						67
Industrial Refrigeration	27	82					108
Innovations in Evaporative Cooling and Water Treatment						65	65
Installation Best Practices - Part I			120				120
Installation Best Practices - Part II			53				53
Institutional Food Service	10						10
Instrumentation and Sensors	16						16
Insulate Right					133		133
Integrated School Building Design Seminar		36					36
Integrating Daylighting & Electric Lighting Design						39	39
International Taste Tour				85			85
Invitation Only: Static Pressure & Air Flow Testing				26			26
ITRC- On-Farm SCADA	22						22
Keep it Simple San Diego (KISS)			53				53
Kevin Hydes: New Developments for the USGBC LEED Rating System						80	80
Kitchen Ventilation: Fan Application & Demand Control Ventilation				55			55
L.A. Steam Operators 3 Day License Training				240			240
Lamp and Ballast Basics	53						53
Lawrence Scarpa: Going Green Without Going Red						85	85
LEED Advanced Training Workshop		1					1
LEED for Homes - Current Status and Future Directions						70	70
LEED Intermediate Training Workshop		5					5
LEED Residential Update					11		11
LightFair 2005 Update			75				75
Lighting 101	9		81				90
Lighting Controls for Energy Management	14	116					130
Lighting Design for Architects						35	35
Lighting Fixture Maintenance		302					302
Lighting for Architecture and Interiors		86					86
Lighting for Offices						47	47
Lighting Fundamentals			84			251	335
Lighting Retrofit Strategies & Project		104					104

**List of Course Titles and Count of Attendees by Center
(2004-2005)**

Course Title	Number of Attendees by Center						Total Number of Attendees
	AgTAC	CTAC	ETP	ERC	ETC	PEC	
Optimizing VAV System Design from Box Selection to Controls						46	46
Package Unit Air Conditioning			87				87
Package Unit HVAC	51	211					262
Patricia Glasow and Richard Osborn: Mission Bay - An Adventure in Urban Lighting Design						49	49
PG&E Energy Auditing Techniques for Small Business	33						33
Photovoltaic (PV) Installation and Safety Basics					58		58
Photovoltaic (PV) Site Analysis and System Sizing					25	33	58
PIA Equipment Maintenance; California State Prison Authority				19			19
Practical Introduction to Commissioning						57	57
Premium Efficiency Motors and Adjustable Speed Drives		167					167
Preventative Equipment Maintenance for Safety & Performance				76			76
Preventative Equipment Maintenance for Safety and Performance			19				19
Preventing Compressor Failures			140				140
Principles of Energy					57		57
Principles of Lighting	26						26
Professional Wet Cleaning Demonstration and Workshop		41					41
Proper Procedures for Charging Air Conditioners and Heat Pumps	21						21
Pumping System Assessment Workshop	17						17
Raising the Energy IQ of Libraries						32	32
Ralph Cavanagh & Devra Bachrach: The Role of Energy Efficiency in California's New Energy Market						51	51
Rate Comparison Training Session		39					39
Real World Insights for College Dietetic & Foodservice Students				90			90
Rebuild America		74					74
RECLAIM				45			45
Refrigeration/HVAC for FS Facilities			46				46
Residential and Light-Commercial Zoning			133				133
Restaurant and Foodservice Energy Strategies		45					45
Retrofit, Relight & Redesign			62				62
Richard Taylor: The Holistic Approach to Modern Lighting - International Style						54	54
Rx for Energy Cost Savings			23				23
Save Your Energy...Entertain with Ease!				42			42

**List of Course Titles and Count of Attendees by Center
(2004-2005)**

Course Title	Number of Attendees by Center						Total Number of Attendees
	AgTAC	CTAC	ETP	ERC	ETC	PEC	
Savings by Design: An Approach to Title 24 & Integrated Design						13	13
SCADA and VFDS	26						26
Schools-Pass the Test on Energy Efficient and Effective Lighting	7						7
Seafood: Grilling, Steaming & More				74			74
See SPOT Run						23	23
Shedding Light on Lumens						37	37
Shifting From Green to Sustainable Design						64	64
SHOWCASE Lighting Controls Product Showcase						173	173
Skylighting in Big Box Buildings and Beyond: New in Title 24						27	27
Small Business Energy Survey Training		15					11
Small Commercial Package Units: Design and Components						20	20
Smart Solutions for Future Energy Savings (JEC @SoCalGas)				13			13
So Watt if Already T8s						63	63
So Watt If You Already Have T8s			69				69
Soil and Groundwater Remediation				93			93
Solar Hot Water Systems					24	223	247
Solar Hot Water Systems for Commercial Applications						116	116
Specifying Controls for Campuses						36	36
Specifying Direct Digital Controls and DDC Online						47	47
Static Pressure & Air Flow Testing				86			86
Steam System Assessment	22						22
Steam System Improvement		32					32
Steaming Equipment: Today, Tomorrow & Beyond				28			28
Successful Control Strategies for Engine Emissions Systems				49			49
Successful Merchandising with Efficient Lighting		10					10
Sustainable Design Concepts for Electrical and Lighting Systems						34	34
System Design			87				87
System Design Part I			79				79
T24 Residential Zoning				76			76
Technology Update	16	105					121
The "LEED" Process Continued			27				27
The Digitization of Lighting Controls: Making Lighting Systems Responsive						113	113

**List of Course Titles and Count of Attendees by Center
(2004-2005)**

Course Title	Number of Attendees by Center						Total Number of Attendees
	AgTAC	CTAC	ETP	ERC	ETC	PEC	
The Energy Efficient Chef: Grilling & Charbroiling				23			23
The Energy Efficient Chef: Lock in the Flavors				34			34
The Energy Efficient Chef: Pan Frying, Sautéing & Deep Frying				20			20
The Energy Efficient Chef: Poaching, Simmering & Steaming				17			17
The Energy Efficient Chef: Roasting & Baking				38			38
The Energy Efficient Chef: Slowcooking, Braising & Stewing				22			22
The Glass Class						54	54
The Ten Steps of HVAC Commissioning			171				171
Title 24 - Advanced ACCA Manual D					67		67
Title 24 - Duct Design (ACCA Manual D)					150		150
Title 24 Duct Design	11						11
Title 24 Duct Installation Standards	45						45
Title 24 Equipment Sizing and Selection	12						12
Title 24 Impacts on Lighting	12						12
Title 24 Requirements for Certifying Site-Built Fenestration						18	18
Title 24 Standards and Beyond	33						33
Title 24 Zoning Design	17				64		81
Title 24: Overview Of 2005 Nonresidential Standards						148	148
Tool Lending Library	14						14
Turn Trash Into Cash					24		24
Underfloor Air Systems						48	48
Understanding Boiler Basics - ERC				60			60
Understanding Financial Analysis Methods for Photovoltaic (PV) Systems						99	99
Uniform Mechanical Code				53			53
Using the Cx+ Tool: A Web-based Resource for Commissioning Projects						15	15
Using the Field Test Guide and Commissioning Test Protocol Library						33	33
Ventilation 101				53			53
WASCO Boiler and Dryer Seminar, California State Prison Authority				22			22
Water, Some Like It Hot					194		194
Willard Warren: How Energy Efficiency Drives Lighting Codes and Standards						32	32
Wireless Sensors for Building Controls Applications						55	55
Total Number of Attendees	1,696	6,063	4,456	9,581	2,084	7,895	31,775

4. Appendix D: Participant Survey

4.1 Participant Telephone Questionnaire

INTRODUCTION

Hello, my name is _____ and I'm calling from _____, a research firm conducting a brief survey for [UTILITY] to help them improve their energy education classes. Our records show that you recently attended one of their classes. Do you have about 10 minutes to complete this survey with me now?

- 1 Yes [Continue]
- 2 No [Arrange call-back]
- 8 Refused [Thank and terminate]

[If asked about the purpose of the survey, mention the survey is about the classes, workshops, and seminars offered at the utility's Energy Center. Read information from sample. Responses will be kept confidential and only reported in aggregate. Respondents' information was obtained from the attendance lists provided by the utility. To verify the legitimacy of the survey, provide utility contact information listed with sample.]

SCREENING

S1. According to our records, in [MONTH/YEAR] you attended a class called [COURSE NAME] at [CENTER NAME] in [LOCATION]. Is this correct? (2002 S1/2003 A1)

- 1 Yes
- 2 No [Try to prompt recall by repeating information about course and location]
- 9 Do not know/Do not recall [Thank and terminate]

S2. Which of the following three statements best describes your company? [READ LIST] (2003 A2)

- 1 My company provides energy related services or equipment to customers, such as design, engineering, or construction
- 2 My company handles property that we own or manage but do not necessarily occupy.
- 3 My company occupies space for which we make equipment and space-related decisions.
- 4 [Don't read] None, residential customer (SKIP TO B1)
- 5 [Don't read] None, student (SKIP TO B1)
- 6 [Don't read] None, utility company employee (SKIP TO B1)

[If S2 = 1, classify as Upstream Market Actor – UMA – and go to S3.]

[If S2 = 2, classify as End User and go to B1.]

[If S2 = 3, classify as End User and go to S5.]

S3. What type of energy related services or equipment does your business provide? Any others? [Do not read list. Check all that apply.] (2002 S5/ 2003 A3/PEC 2002 Q2)

- 1 Construction
- 2 Engineering or architectural design
- 3 Lighting design assistance, sales, installation
- 4 HVAC equipment sales, installation, repair or maintenance
- 5 Refrigeration equipment sales, installation, repair or maintenance
- 6 Motor/ASD equipment sales, installation, repair or maintenance
- 7 Pumping/hydraulic equipment sales, installation, repair or maintenance
- 8 Other equipment sales, installation, repair or maintenance (*Specify*)
- 9 Facility operations or maintenance
- 10 Energy technology research/consulting
- 11 Other (*Specify*)
- 99 DK/DR

S4. Please indicate what percentage of your business – in terms of overall sales or revenues generated – is targeted at residential buildings, commercial buildings, industrial facilities and/or agricultural businesses? [Record percentages for all that apply. Percentages should add to 100%]

- _____ Residential
- _____ Commercial
- _____ Industrial
- _____ Agricultural
- _____ Other (Specify)
- 88 Refused
- 99 DK/DR

[Skip to B1]

S5. What is the main business activity of your firm? [Do not read. Check all that apply.] (2002 S5)

- 1 Apartment building, condominium, or other multi-family residential facility
- 2 Commercial office building
- 3 Government/community services facility (includes offices, police/fire stations, prisons, and military bases)
- 4 Retail sales
- 5 Grocery store/convenience store
- 6 Restaurant/deli/tavern
- 7 Health services (hospital, nursing home, health care facility, clinic)
- 8 Hotel/motel
- 9 Manufacturing/industrial facility
- 10 Food processing facility
- 11 Warehouse
- 12 School, college or university
- 13 Other end-user (Specify)
- 88 Refused
- 99 DK/DR

RESPONDENT CHARACTERISTICS

B1. I'd like to better understand your role at your business. (2002 UE NP1)

[If UMA, read B1a - B1c.]

	Yes	No	DK/DR
B1a For prospective customers or clients, are you involved in recommending new equipment or building design options?	1	2	9
B1b Are you involved in installing new equipment at your customers' facilities?	1	2	9
B1c Are you involved in maintaining existing equipment?	1	2	9

[If End-User, read B1d – B1h.]

B1d At your business, are you involved in identifying and evaluating new equipment needs for the facility?	1	2	9
B1f Are you involved in giving final approval for new purchases?	1	2	9
B1g Are you involved in selecting a supplier or vendor to install new equipment?	1	2	9
B1h Are you involved in the operation and maintenance of equipment?	1	2	9

B2. How long have you been employed by your firm? (2002 End User B1)

_____ Years [If less than 1 year, record as "0"]
 88 Refused
 99 DK/DR

B3. How long have you worked in this industry? (2002 UMA B5)

_____ Years [If less than 1 year, record as "0"]
 88 Refused
 99 DK/DR

B4. How many total business locations does your company have within 50 miles of [UTILITY]'s [CENTER NAME] in [LOCATION]? (2002 UMA B1)

_____ Number of business locations near Center
 88 Refused
 99 DK/DR

B5. How many employees are there at this/these location(s)? (2003 A4/PEC 2002 Q4)

_____ Number of employees
 8888 Refused
 9999 DK/DR

SOURCES OF INFORMATION ABOUT CENTER / CLASSES

P1. How did you first hear about [CENTER] and the classes they offer? Have you heard about [CENTER] classes through any other sources? [Do not read. Record first and all other mentions.] (2002 C1/2003 C1/PEC 2002 Q7)

P2. How did you first hear about the [COURSE NAME] class you attended in [MONTH] [YEAR] at [CENTER]? Did you hear about this specific class through any other sources? [Do not read. Record first and other mentions.]

P3. In general, what is the best way to inform you about future classes at [CENTER]? Any other recommendations? [Do not read. Record first and other mentions.] (2002 C2/2003 C2)

	P1		P2		P3	
	1 st Mention	Other Mentions	1 st Mention	Other Mentions	1 st Mention	Other Mentions
A utility rep						
Inserted in my company's utility bill						
Letter mailed from utility						
E-mail from utility						
Fax from utility						
Brochure/flyer from utility						
Utility/Center website						
Other website (<i>Specify</i>)						
Trade magazine						
Professional organization (<i>Specify</i>)						
Display at trade show						
A colleague at my company						

A colleague outside of my company							
Other (<i>Specify</i>)							
DK/DR							

REASONS FOR PARTICIPATION / EXPECTATIONS

P4. Thinking about the [COURSE NAME] class in particular, what was the most important reason you decided to attend? Anything other reasons? [*Record first and other mentions.*](2002 C3)

P5. What specifically were you expecting to get out of attending this class? Anything else? [*Record first and other mentions.*]

P6. Please give us your honest opinion on how well this class met your expectations. That is, on a scale of 1 to 10, where 1 means the class “Didn’t meet any of your expectations” and 10 means the class “Completely met all your expectations” how would you rate the [COURSE NAME] class in terms of meeting your expectations? [*Check only one response.*]

1 2 3 4 5 6 7 8 9 10 99

[*If P6<10, ask P7. Otherwise skip to P8.*]

P7. In what way didn’t the [COURSE NAME] completely meet all of your expectations? Anything else? [*Record first and all other mentions verbatim*]

COURSE FORMAT AND RATINGS

P8. Next, I’d like to know about the format of the [COURSE NAME] class you attended in [MONTH YEAR]? What percentage of the time did the class include ... [*Read choices. Record percentages. Use “99” for DK/DR.*]

- _____ Interaction among the attendees or between the students and instructor
- _____ Hands-on activities where attendees have the chance to practice skills they are learning
- _____ Lecturing with little or no interaction or hands-on demonstrations

P9. How would you rate each of the following aspects of the [COURSE NAME] class? On a scale of 1 to 10, where 1 means “Poor” and 10 means “Excellent,” please give me your honest opinion of how you would rate the ... [*Read list.*] (2002 C4/2003 C3)

P9a Level of technical information

1 2 3 4 5 6 7 8 9 10 77 99

P9b Teaching skill of instructor

1 2 3 4 5 6 7 8 9 10 77 99

P9c Providing new information

1 2 3 4 5 6 7 8 9 10 77 99

P9d Time for asking questions

1 2 3 4 5 6 7 8 9 10 77 99

P9e Opportunities to network or interact with other students

1 2 3 4 5 6 7 8 9 10 77 99

COURSE USEFULNESS

P10. I'm going to read some statements others have made about classes like the [COURSE NAME] at [CENTER]. Some of these statements may not apply to the class you took, so feel free to say "Not applicable." On a scale of 1 to 10, where 1 means "Strongly disagree" and 10 means "Strongly disagree," please give me your honest opinion about the following statements:

[If UMA, ask P10a-P10c]

NA DK
/DR

P10a As a result of taking the [COURSE NAME] class at [CENTER], I am more aware of energy efficient technologies or solutions for my clients 1 2 3 4 5 6 7 8 9 10 77 99

P10b As a result of the class, I recommend energy efficient technologies and solutions to my clients more often 1 2 3 4 5 6 7 8 9 10 77 99

P10c As a result of the class, I have more confidence in the performance of energy efficient technologies 1 2 3 4 5 6 7 8 9 10 77 99

[If End-User, ask P10d-P10g]

P10d As a result of taking the [COURSE NAME] class at [CENTER], I am more aware of energy efficient technologies or solutions for my facility 1 2 3 4 5 6 7 8 9 10 77 99

P10e As a result of the class, I recommend energy efficient technologies and solutions to my management more often 1 2 3 4 5 6 7 8 9 10 77 99

P10f As a result of the class, I am better able to implement energy efficient technologies or solutions 1 2 3 4 5 6 7 8 9 10 77 99

P10g As a result of the class, I have more confidence in the performance of energy efficient technologies 1 2 3 4 5 6 7 8 9 10 77 99

P11. How would you rate your overall knowledge of energy efficiency technologies and solutions compared to your peers in your industry? Would you say you are...? [Read list.] (2003 C10)

- 1 More knowledgeable than most,
- 2 About as knowledgeable as average, or
- 3 Not very well informed about energy efficiency?
- 9 DK/DR

P12. Prior to attending the [COURSE NAME] at [CENTER], would you say that you were...? [Read list.]
 (2003 C10)

- 1 More knowledgeable,
- 2 About as knowledgeable, or
- 3 Not very well informed about energy efficiency?
- 9 DK/DR

USE / VALUE OF CLASSES

P13. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices? Any other sources? [Do not read. Record first and all other mentions.] (2002 NP2/2003 NP1)

- 1 Trade journals
- 2 Manufacturers reps
- 3 Distributors or other sales staff
- 4 Training classes, seminars or workshops
- 5 Colleagues within my company
- 6 Colleagues outside my company
- 7 Consultants (engineers, architects)
- 8 Utility company
- 9 Internet
- 10 Other (*Specify*)
- 99 DK/DR

P14. I'm going to read you a few statements that people have made about why they attend classes – like the one you attended in [MONTH] [YEAR] at [CENTER]. On a scale of 1 to 10, where 1 means “Strongly disagree” and 10 means “Strongly agree,” please give me your honest opinion about the following statements: [Read statements and repeat scale.]

P14a The type of information provided is best learned in a classroom.

1 2 3 4 5 6 7 8 9 10 99

P14b Classes like this are the only source I know of to get this type of information.

1 2 3 4 5 6 7 8 9 10 99

P14c It's valuable to me to interact with the instructor and other students.

1 2 3 4 5 6 7 8 9 10 99

P14d Classes like this provides unbiased or objective information.

1 2 3 4 5 6 7 8 9 10 99

P15. How often do you attend classes like the [COURSE NAME] class you attended in [MONTH] [YEAR] at [CENTER]? Would you say you attend similar classes ...? [Read list. Check only one response.]
(2002 EU B3, UMA B7)

- 1 Very frequently, that is once a month or more
- 2 Somewhat frequently, that is once a season/year
- 3 Infrequently, that is once every other year or less
- 4 Not at all, this was my first time [SKIP TO U1]
- 9 DK/DR [Do not read]

P16. Approximately, how many other classes have you taken at the [CENTER] in [LOCATION] in the last two years? (2002 S2, S3)

_____ Number of other classes taken at Center in last two years
99 DK/DR

[If P16=0 or P16=99 then skip to P18.]

P17. What was/were the main topic(s) of the (other) class(es) you have taken? [Do not read list. Check all that apply.] (2002 S4)

- 1 New Construction - Title 24 Workshop (building codes, standards)
- 2 Refrigeration - Energy Efficient Refrigeration, Refrigeration Fundamentals, Industrial Refrigeration
- 3 HVAC - Basic HVAC, HVAC Fundamentals
- 4 Lighting - Commercial/Industrial Lighting, HID Lighting
- 5 Motors and ASDs
- 6 Pumping, Hydraulic Systems
- 7 Dairy Milking Technologies
- 8 Energy management systems, controls technologies
- 9 Food service equipment, cooking
- 10 Air quality
- 11 Swimming pool pumps
- 12 Water or wastewater
- 13 Other (Specify)
- 99 DK/DR

LINK TO UTILITY PROGRAMS

U1. Are you aware of any programs offered by [UTILITY] to help businesses promote energy efficiency?

- 1 Yes
- 2 No
- 9 DK/DR

[If U1=1, ask U2. Otherwise, skip to F1.]

U2. Has your business participated in any of these programs since attending the [COURSE NAME] class?
(2003 C17/PEC 2002 Q5)

- 1 Yes
- 2 No
- 9 DK/DR

U3. Which programs are you aware of? Any others? [Do not read list. Check all that apply.]

[If U2=1, ask U4. Otherwise, skip to U5.]

U4. Which programs, if any, have you participated in the past two years? Any others? [Do not read list. Check all that apply.]

U5. Are there any programs that you are likely to participate in the next two years? Any others? [Do not read list. Check all that apply.]

U6. Did the [COURSE NAME] class provide you with information about any of these programs? (2003 C18a)

- 1 Yes
- 2 No
- 9 DK/DR

[If U6=1, ask U7. Otherwise, skip to F1.]

U7. Which programs? Any others? [Do not read list. Check all that apply.]

		U3	U4	U5	U7
	Program Name/Description	(Aware)	(Participated)	(Likely to Participate)	(Class Made Aware)
a	Prescriptive rebate program for standard energy efficiency measures at existing facilities, or “Express Efficiency Rebate Program”				
b	Custom incentive program for more complex energy efficiency projects at existing facilities, sometimes referred to as “shared savings” program, the “Standard Performance Contract Program,” or “SPC”				
c	Incentive and technical assistance program for new construction projects, or “Savings by Design Program” or “Energy Design Resources” Program				
d	Agricultural incentives and pumping services program				
e	Incentive program for multi-family properties				
f	Incentive program for distributors or other vendors of energy efficient equipment (HVAC, motors, lighting, etc.)				
g	Other rebate or financial incentive program (<i>Specify</i>)				
h	Incentive program for renewable power and distributed generation projects, or “Self Generation Incentive Program”				
i	Other renewable/self-generation program (<i>Specify</i>)				
j	Interruptible rate/services program				
k	Demand bidding program				
l	Critical peak pricing				
m	Other demand response/interruptible rate program (<i>Specify</i>)				
n	“20/20” program				
o	Flex Your Power				
p	Other (<i>Specify</i>)				

CHANGES AT FACILITY SINCE TAKING CLASS

[If End-User, ask C1. Otherwise, skip to F1.]

- C1. Now, I'm going to read a list of changes that may have made at your facility since attending the [COURSE NAME] class at [CENTER]. Has your business purchased any major energy-using equipment, such as lighting, refrigeration, HVAC, or food service equipment since attending the [COURSE NAME] class? (2002 C9/2003 C11)**
- C1a. Since attending the [COURSE NAME] class, has your business made any major changes to the way it operates or maintains its equipment? (2002 EU C13/2003 C15/PEC 2002 Q6)**
- C1b. Since attending the [COURSE NAME] class, have you made any major changes to the building's shell – such as, insulating walls, replacing a roof or windows, etc.?**
- C1c. Since attending the [COURSE NAME] class, have you made any major changes to the design of your facility, such as adding more space or remodeling existing space?**
- C1d. Have you made any other major changes to the energy-using equipment or space at your facility since attending the [COURSE NAME] class?**

[If any "Yes" in C1-C1de, ask C2. Otherwise, skip to F1.]

- C2. Did the [COURSE NAME] class in any way influence the decision(s) you made about: [Repeat for each "Yes" in C1-C1de.] (2002 C12/2003 C13 and C14)**
- C3. (If yes) What influence did it have? Anything else? [Record first and all other mentions verbatim for each change mentioned in C1-C1de.]**
- C4. (If no) Why do you say that? Any other reasons? [Record first and all other mentions verbatim for each change mentioned in C1-C1de.]**

	C1-C1d			C2-C2d			C3-C3d/C4-C4d
	Yes	No	DK/ DR	Yes	No	DK/ DR	Verbatim
the new equipment you purchased?	1	2	9	1	2	9	
the changes you made to your equipment operation or maintenance?	1	2	9	1	2	9	
the changes you made to the building shell?	1	2	9	1	2	9	
the changes you made to your facility design?	1	2	9	1	2	9	
the other changes you made (Specify)?	1	2	9	1	2	9	

FINAL QUESTIONS

- F1. Overall, how satisfied were you with the [COURSE NAME] class? Please answer on a scale of 1 to 10, where 1 means "Not at all satisfied" and 10 means "Very satisfied." (2002 C6/2003 C5)**

1 2 3 4 5 6 7 8 9 10 99

[If P32<9, ask P33. Otherwise, skip to P34.]

- F2. In what way were not entirely satisfied with the class? Any other reasons? [Record first and all other mentions verbatim.] (2002 C7/2003 C7)**

F3. Would you recommend this class to a colleague?

- 1 Yes
- 2 No
- 9 DK/DR

F4. How likely are you to attend another class at [CENTER] in the next year or two? Please answer on a scale of 1 to 10, where 1 means “Not at all likely” and 10 means “Very likely.”

1 2 3 4 5 6 7 8 9 10 99

[If F4<9, ask F5. Otherwise, skip to F6.]

F5. Why do you say that? Anything other reasons?*[Record first and all other mentions verbatim.]*

F6. Are there any suggestions you have for helping to make the classes offered at [CENTER] more useful or valuable to you and others in your industry? Anything else? *[Record first and all other mentions verbatim.]*

OK, that’s all the questions I have for you. Thank you for your time and cooperation. Have a great day!

[END SURVEY]

4.2 Summary of Participant Survey Results

Participant Survey Results

This section presents the results from telephone surveys with participants who attended a course held at any of the Centers during 2005. We have organized this section as follows:

- **Section C.1, Participant Summary** – Presents a summary of the type of participants who have attended courses during 2005, including a discussion of the type of business (e.g., upstream market actor v. end-use customer, size of business, etc.), as well as the type of participant (e.g., role in business, years of experience, knowledge level, frequency of attending Center courses, etc.).
- **Section C.2, Program Awareness** – Discusses sources of participant awareness of courses offered through the different Centers, as well as the specific courses they attended in 2005. Also provides suggestions for ways to inform participants of courses offered in the future.
- **Section C.3, Course Attributes and Value Ratings** – Presents survey results for such items as: course format (e.g., hands-on, interactive, lecture style); course attribute ratings (e.g., level of technical information, teaching skill of instructor, providing new information, providing time for questions, networking opportunities); and course value ratings (e.g., classroom format, interaction, limited sources of unbiased information, etc.)
- **Section C.4, Expectations and Outcomes** – Summarizes participants' primary reasons for attending courses in 2005, and their primary expectations for what they wanted to get from the course. Also includes analysis of whether or not courses met participants' expectations and, where applicable, a summary of participants' responses related to how some courses may have fallen short. Also discusses the following:
 - Course outcomes (e.g., increased awareness, knowledge, behaviors)
 - Cross-selling opportunities (e.g., awareness of and participation in other utility programs, effectiveness of course in leading to participation in these other programs)
 - Satisfaction ratings (e.g., overall satisfaction, likelihood of attending future courses, and reasons for dissatisfaction)

In each section, comparisons are made across Centers and, where applicable, across the 11 different types of courses offered. Table C-1 lists the courses that were attended by 2005 participants within each of the 11 broad course-type categories.

**Table C-1
Specific Course Titles/Topics Attended by 2005 Participants**

Course Type	Course Title/Topic	Percent of Respondents	Course Type	Course Title/Topic	Percent of Respondents			
Cooking (n=82)	Regional cuisines (Italy, Asian, Native American)	45%	Other (n=123)	Preventative Equipment Maintenance	4%			
	Holidays and entertaining	20%		EEBA: Houses That Work	4%			
	The Energy Efficient Chef	15%		Building Performance Investigations	6%			
	Sector-specific (caterers, institutions)	9%		New Developments in Demand Response (DR)	6%			
	Food safety	6%		Certified Permitting Professionals' Update	6%			
	Energy tips	5%		HVAC Distributors Appreciation Dinner Meeting	6%			
Energy Codes/Standards (Title 24, 2005) (n=113)	Acceptance testing	21%	Other End-Uses (n=277)	Energy Auditing Techniques	10%			
	Building envelope	12%		Commercial Contractors Program Kick-Off	10%			
	General/overview	31%		Other	12%			
	Glazing and fenestration	2%		CEPE Training	16%			
	High Performance Ducts	4%		Commissioning	21%			
	HVAC	15%		Boilers	12%			
	Lighting	10%		Building envelope	20%			
	Sector-specific (offices, retail, schools)	4%		Chilled water systems	9%			
General (Energy Related) (n=82)	Energy-related calculations, cost management strategies	21%	Other End-Uses (n=277)	Combustion	7%			
	Fundamentals of energy, electricity	27%		Compressed air	6%			
	Technology updates, equipment selection, "smart solutions"	21%		DOE assessment training (motors, pumps, fans)	10%			
	Biggest Energy Mistakes	13%		DOE assessment training (steam)	6%			
	Chain Account Expo	10%		EMS/DDC	6%			
	Implementing Energy Efficiency Projects	8%		Food service	5%			
Green Building/LEED (n=57)	Assessing the Future of Green Building	6%	PV/Renewable Energy/DG Technologies (n=78)	LA Steam Operator's License	3%			
	Building Green Homes: So What's the Big Deal?	2%		Motors, ASDs, pumps and fans	13%			
	Developing and Sharing Green Design Expertise - Models from the Field	6%		Refrigeration	1%			
	Expanding Our Approach to Sustainable Design	10%		Water heating	3%			
	Green Building Confessions	17%		Advanced Photovoltaics (PV) for Grid-Tied Applications	14%			
	Green Building Materials Selection	6%		Basics of Photovoltaic (PV) Systems for Grid-Tied Applications	11%			
	Kevin Hydes: New Developments for the USGBC LEED Rating System	13%		Basics of Photovoltaic (PV) Systems for Grid-Tied Applications (Online)	8%			
	LEED for Homes - Current Status and Future Directions	20%		Basics of Photovoltaic (PV) Systems for Grid-Tied Applications (Residential)	18%			
	Negotiating a Balance: LEED in the Laboratory	7%		Evaluating Combined Heat and Power (CHP) Applications	3%			
	Sustainable Design Concepts for Electrical and Lighting Systems	8%		Photovoltaic (PV) Installation and Safety Basics	8%			
HVAC (n=412)	The "LEED" Process Continued	5%	Sector-Specific (n=66)	Photovoltaic (PV) Site Analysis and System Sizing	6%			
	Installation best practices	4%		Solar Hot Water Systems	17%			
	IHACI	Selling energy efficiency		5%	Sector-Specific (n=66)	Understanding Financial Analysis Methods for Photovoltaic (PV) Systems	15%	
		Specific technologies		10%		Agriculture	5%	
		System design		15%		Food service	43%	
		System testing, measurement		11%		Grocery	3%	
	Other	Installation best practices		2%		Sector-Specific (n=66)	Hotels	5%
		Selling energy efficiency		1%			Industrial	6%
		Specific technologies		17%			Multifamily	2%
		System design		19%			Schools	12%
System testing, measurement		16%	Waste water	24%				
A Light Affair III		10%	Software/Analysis Tools (n=41)	Developing Data Analysis Skills			6%	
Advanced lighting	6%	Discovering the Utility of Utility Billing		16%				
C&I Lighting	10%	Energy Pro		41%				
Daylighting	22%	eQuest		27%				
Environmentally preferred lighting	4%	Micropas		3%				
LightFair 2005 Update	2%	Rate Comparison Training Session		8%				
Lighting 101	6%	Total Sample Size: 1509						
Lighting controls	2%							
Lighting Fundamentals	7%							
Lighting maintenance	5%							
Other basic lighting	5%							
Sector-specific (offices, manufacturing)	10%							
So Watt If You Already Have T8s	9%							

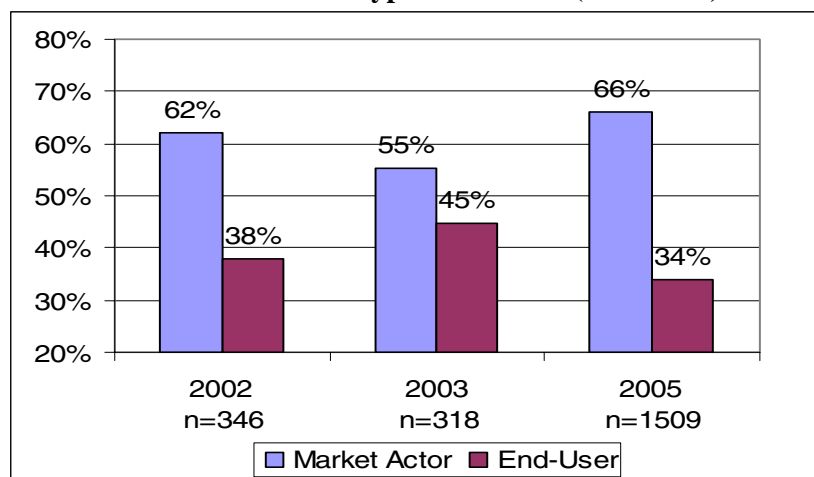
C.1 Participant Summary

As stated above, this section presents a summary of the type of participants who have attended courses during 2005, including an analysis of the type of business (e.g., upstream market actor v. end-use customer, size of business, etc.), as well as the type of participant (e.g., role in business, depth of experience, knowledge level, frequency of attending Center courses, etc.).

C.1.1 Type of Business

One of the first items to be addressed in the participant survey was to identify the type of businesses that attended courses in 2005. As Figure C-1 shows, most participants (66%) represent upstream market actors; that is, they work for firms that are engaged in selling products and services to end-use customers and are not directly responsible for energy use and energy-using equipment at utility customer facilities. About one-third of participants (34%) are actual end-use customers. This is consistent with attendance during the years 2002-2005, where market actors make up more than half of the participants who attend courses through the program.

Figure C-1
Trends in Business Type Attendance (2002-2005)¹



Sources: 2002 NAA, 2003 KEMA, 2003 Wirtshafter et al.

¹ Throughout this section, abbreviated references are made to prior evaluations completed for the ETS Program. The formal references for these studies (with the abbreviated references shown in parentheses) are as follows:

1. Newcomb Anderson Associates, "Measurement and Evaluation Study of PG&E's Local Crosscutting Pacific Energy Center Program: Final Report," prepared for PG&E, December 2003. (2002 NAA)
2. KEMA Consulting, Inc. "Evaluation of the 2002 Statewide Education, Training and Services Program: Final Report," prepared for SCE, PG&E, SDG&E and SCG, December 2003. (2002 KEMA)
3. Wirtshafter Associates, Inc., KEMA Consulting, Inc., and Kreidler Research & Consulting, "Evaluation of the 2003 Statewide Education, Training and Services Program: Final Report," prepared for SCE, PG&E, SDG&E and SCG, June 2005. (2003 Wirtshafter et al)

Figure C-2 displays information on the type of participant by Center. As shown, PG&E’s Centers – i.e., ETC and PEC – are more likely to attract upstream market actor participants (79% and 74%, respectively), whereas SCE’s AgTAC is more likely to attract end-use customers (49%).

**Figure C-2
Business Type by Center (2005)**

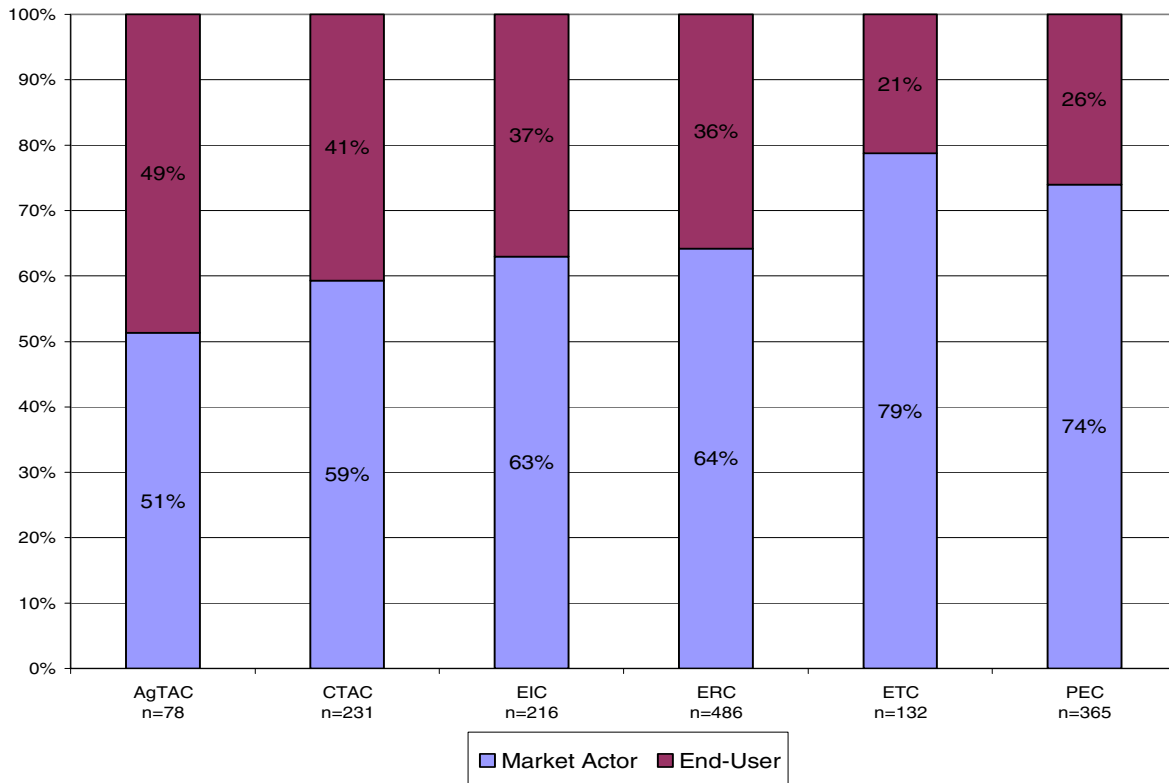
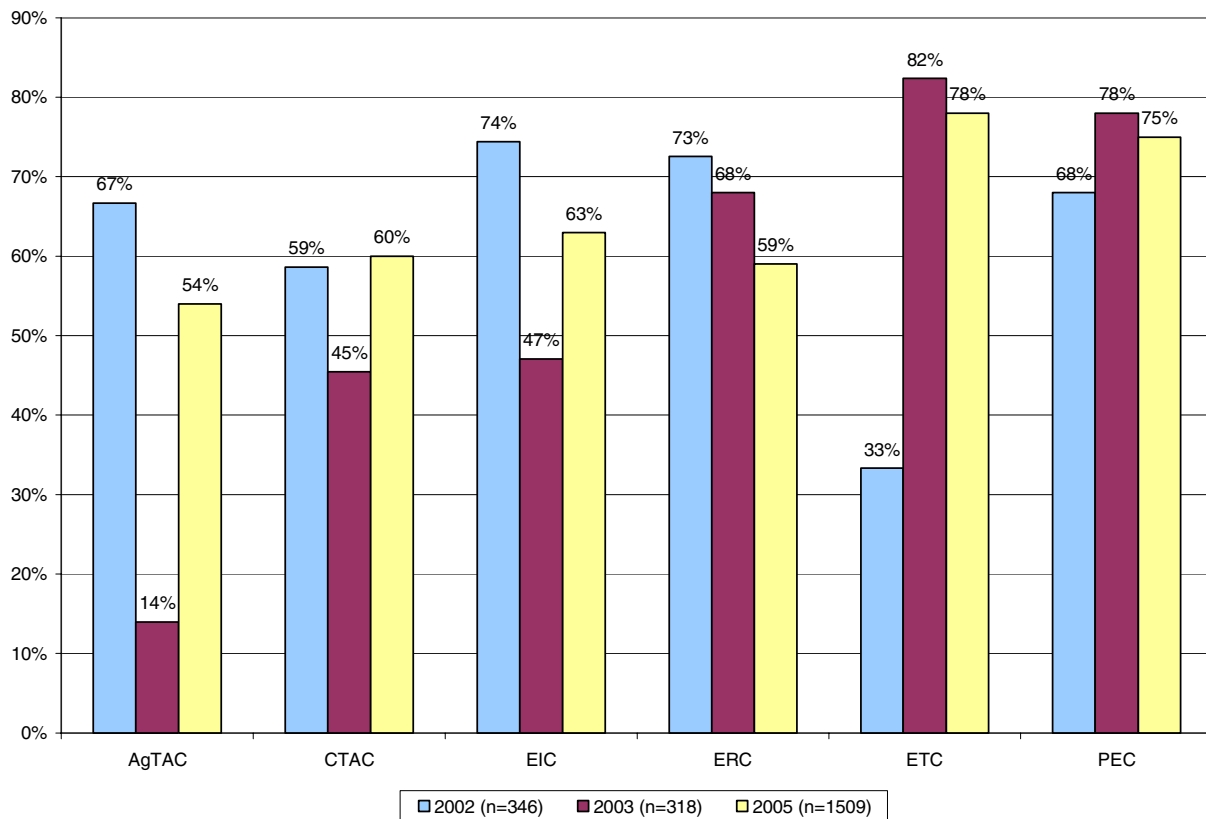


Figure C-3 shows market actor participation over time by Center. Market actor participation appears to be declining over time for AgTAC, EIC and ERC courses, whereas market actor participation increased significantly beginning in 2003 for ETC courses. Market actors continue to represent the majority of participants for PEC courses, while market actor participation has fluctuated from year to year for CTAC courses.

Figure C-3
Trends in Market Actor Participation by Center (2002-2005)

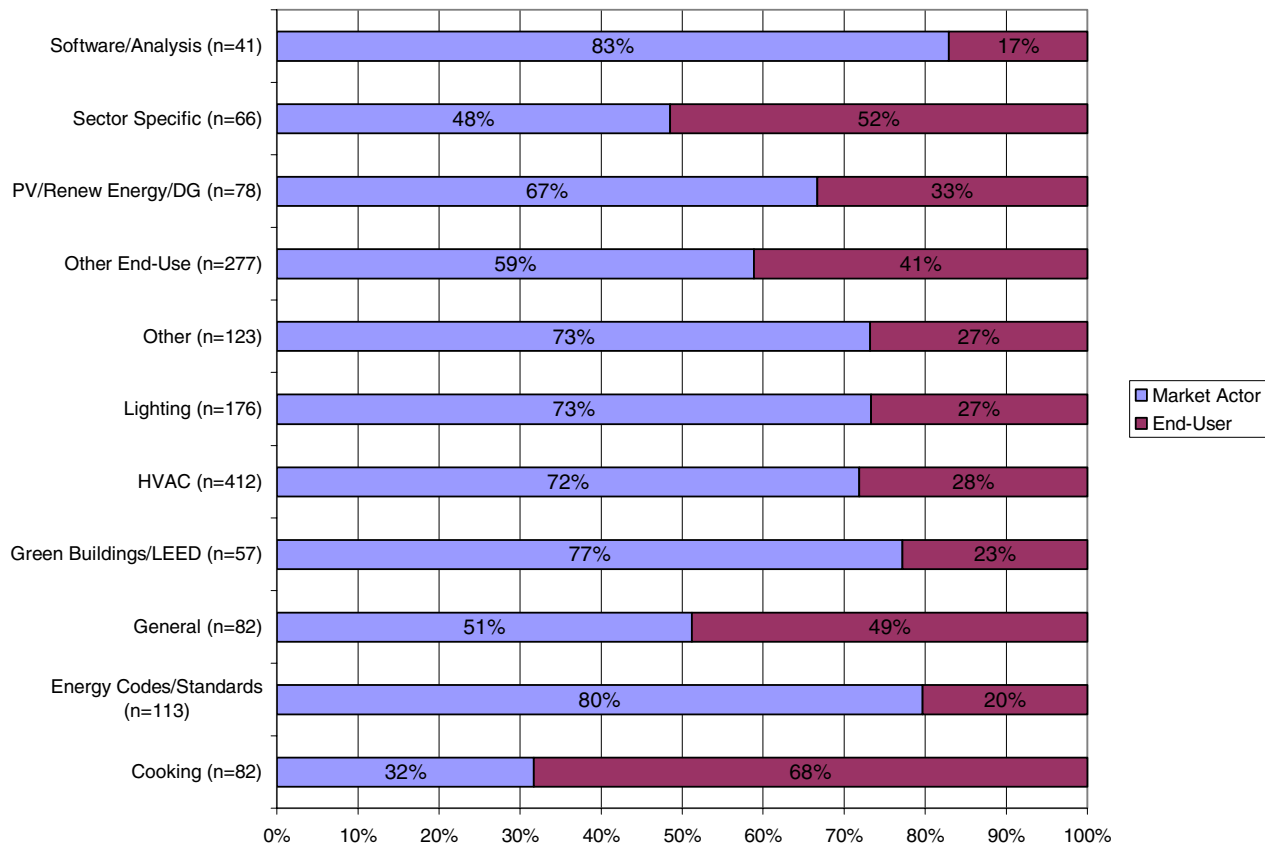


Sources: 2002 NAA, 2003 KEMA, 2003 Wirtshafter et al.

Figure C-4 displays business type by the type of course participants attended in 2005.² As shown, upstream market actors are much more frequently attracted to courses related to energy codes and standards (80%) and software and analysis tools (83%). End-use customers are most often attracted to courses related to cooking end-uses (68%) and sector-specific topics (52%).

² See Table C-1 for a list of the specific topics addressed in each of these broad course type categories.

**Figure C-4
Business Type by Course Type (2005)**

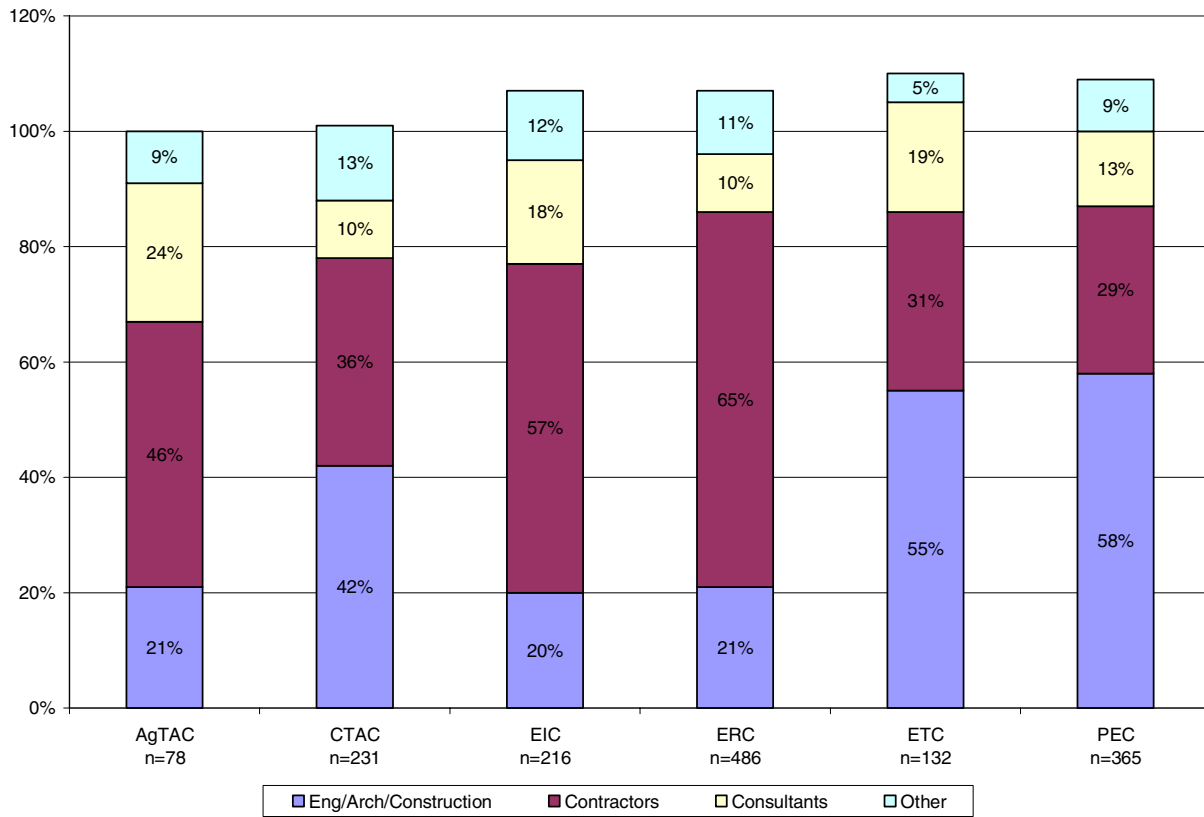


Type of Market Actor

Nearly half of all market actors who attended courses in 2005 are equipment contractors (46%), and 37% work in the engineering, architecture, and/or construction industries. About 13% are engaged in the energy technology research and/or consulting industries, and another 10% work for other types of businesses [e.g., utility companies, operations and maintenance (O&M) companies, etc.]. Figure C-5 displays the type of market actor results by Center. As shown:

- PEC and ETC are much more likely to attract market actor participants from the engineering, architecture, and construction fields, whereas AgTAC, EIC, and ERC are least likely to attract these types of participants.
- EIC and ERC are more likely to attract contractors, and PEC and ETC are least likely to attract contractors.
- AgTAC is more likely to attract energy technology and research consultants.

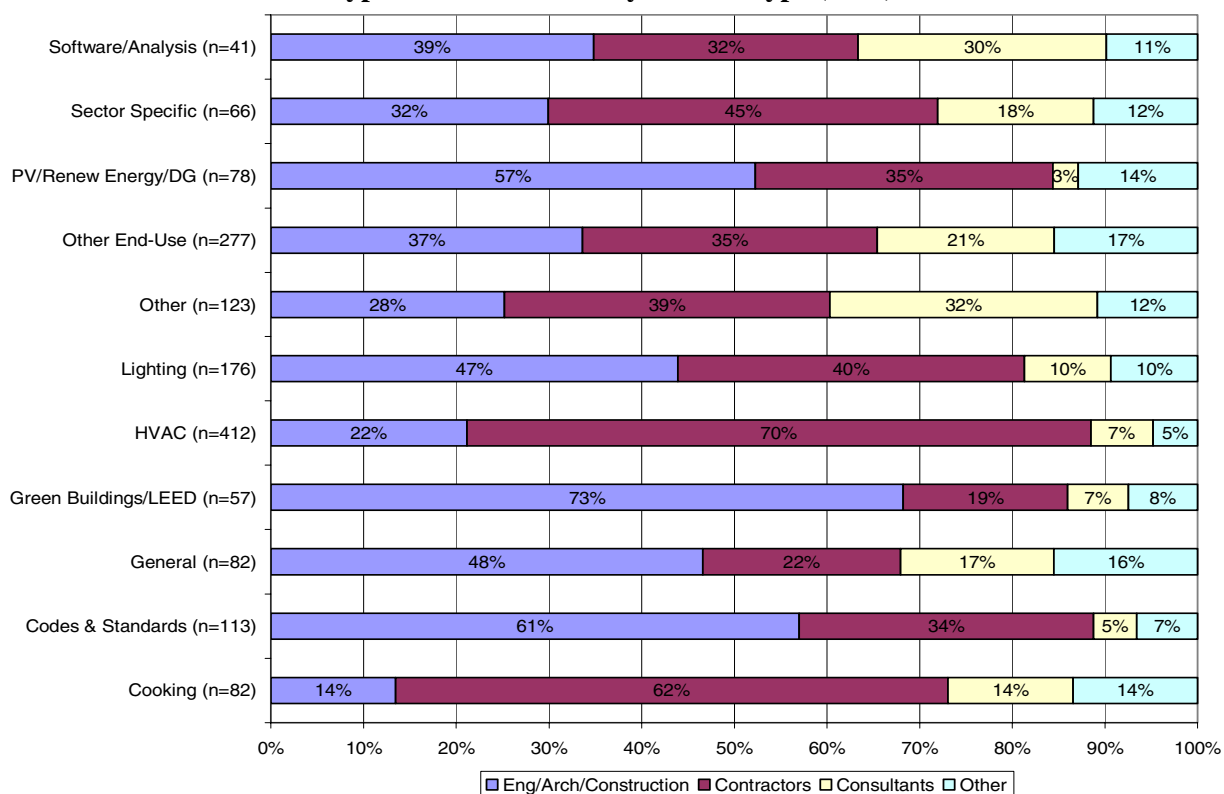
**Figure C-5
Type of Market Actor by Center (2005)**



(Note: Percentages total more than 100% as multiple responses were allowed.)

Figure C-6 shows differences by course type. As expected, engineers, architects, and construction industry professionals are much more likely to attend courses on green building and LEED concepts (73%) and energy codes and standards (61%), whereas courses on HVAC topics are most likely to be attended by contractors (70%). Energy technology research and consulting companies frequently attend courses addressing “other” topics, such as energy auditing, commissioning, CEPE training, etc. (32%), and software/analysis tools (30%).

Figure C-6
Type of Market Actor by Course Type (2005)



(Note: Percentages total more than 100% as multiple responses were allowed.)

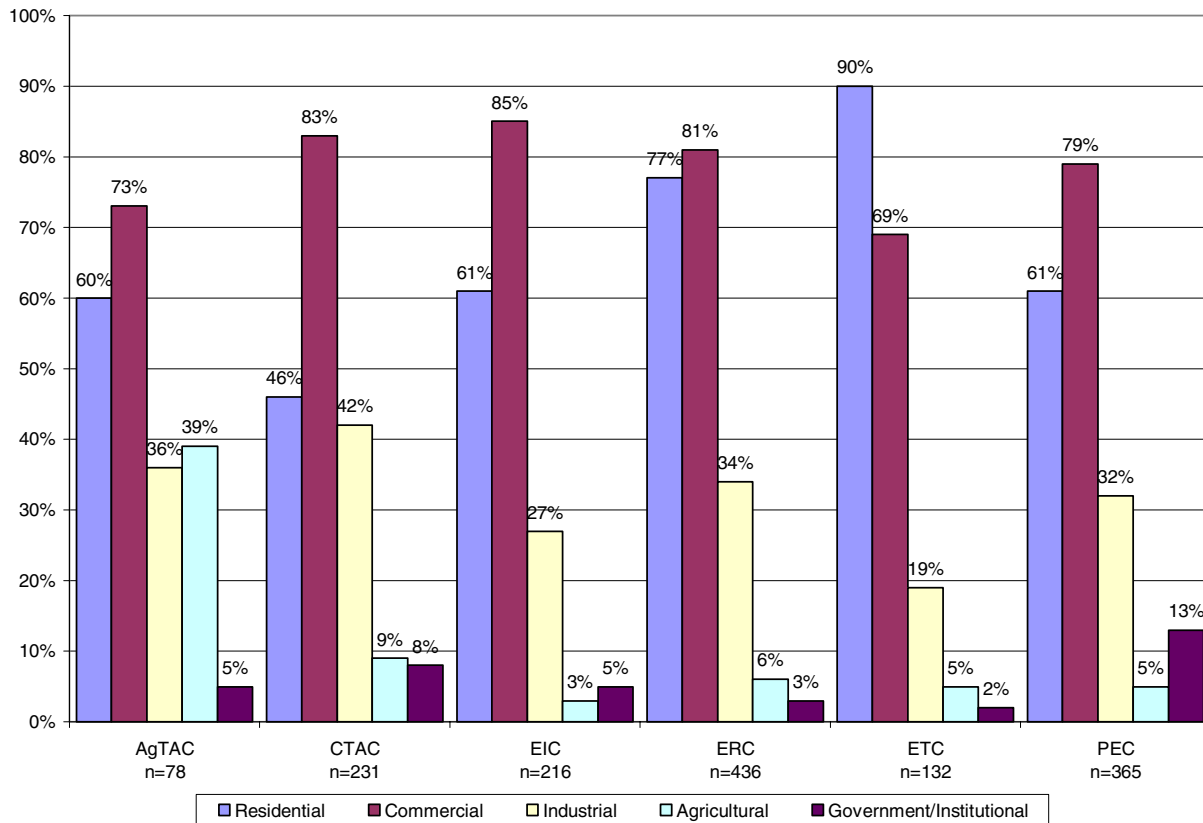
Market Actor Sector

Market actor participants were asked to indicate the sectors to which they target their services. Generally, most upstream market actors (80%) reported doing business with commercial sector clients, and more than two-thirds (67%) reported working in the residential sector. About one-third (32%) reported that they target their services to industrial sector clients, 7% target the agricultural sector, and 7% reported that they target the government and institutional (e.g., schools, hospitals, institutions) sectors. Market actors engaged in energy technology research and consulting are more likely to target their services to industrial, agricultural, and government/institutional clients.

Even though the majority of market actors reported that they do business in the commercial sector, only 42% of their annual business revenues (on average) stems from services provided to this sector. On average, about one-third of annual business revenues (31%, on average) are generated from services provided to the residential sector, 12% from the industrial sector, 9% from the government/institutional sector, and 5% from the agricultural sector.

Figure C-7 shows the percentage of market actors working in each sector by Center.

**Figure C-7
Market Actor Sector by Center (2005)**

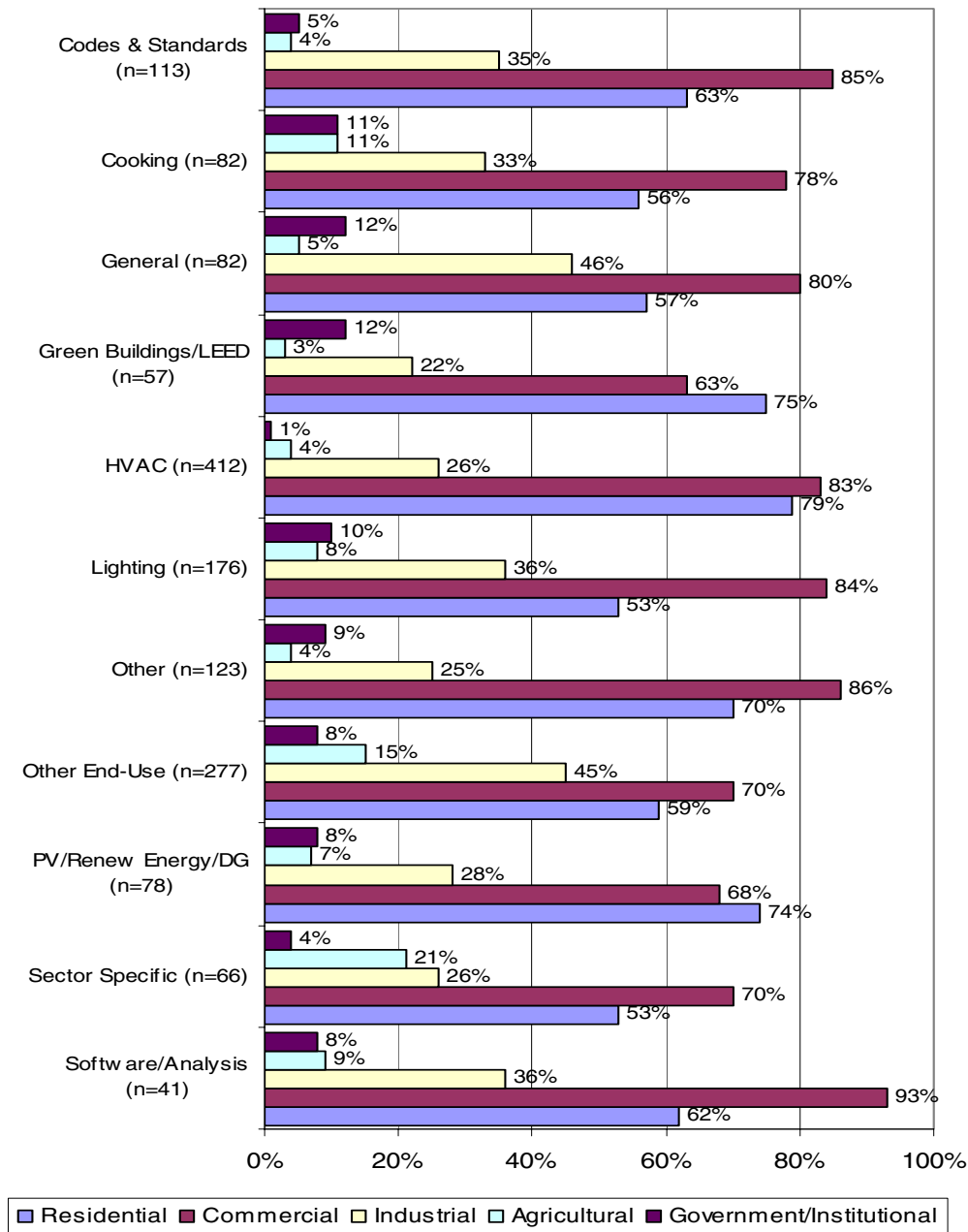


(Note: Percentages total more than 100% as multiple responses were allowed.)

As shown and as expected, AgTAC attracts a larger percentage of market actors who service agricultural sector clients; 39% of market actors attending courses at AgTAC work in the agricultural sector. Market actors attending courses at ETC are the most likely to target the residential sector and the least likely to work in the commercial or industrial sectors. CTAC courses are the most often attended by market actors who target the industrial sector and least often attended by market actors serving the residential sector. PEC courses tend to attract a larger percentage of market actors who target the government/institutional sector, whereas ERC and ETC courses are least likely to attract these types of market actors.

Figure C-8 displays similar findings by course type.

Figure C-8
Market Actor Sector by Course Type (2005)



As shown, market actors serving residential sector clients are more likely to attend courses addressing HVAC topics, as well as green building/LEED concepts and PV/RE/DG technologies, and least likely to attend classes on sector-specific and lighting topics, as expected. Market actors targeting commercial sector clients are least likely to attend courses on green building/LEED concepts and most likely to attend courses on software/analysis tools. Market actors serving industrial sector clients often attend courses

addressing other end-uses (e.g., motors) and “general” topics. Finally, as expected, market actors serving agricultural sector clients are more likely to attend courses addressing (agricultural) sector-specific topics.

Type of End-Use Customer

As stated above, about one-third (34%) of all participants who attended courses in 2005 are end-use customers. Many of these participants work for property management firms, as shown in Table C-2. End-use customers are also often employed by governmental organizations and commercial establishments (e.g., offices, retail, grocery, restaurants, etc.). This distribution is not significantly different by Center, except for ETC, where most end-use customer participants are property management firms (74%).

**Table C-2
Type of End-Use Customer (2005)**

	Percent of End-Use Customers
Property Management Firms	37%
Government Organizations	19%
Commercial Establishments	11%
Industrial	9%
School/University	9%
Health Care Services	6%
Other	5%
Don't know/refused	4%
Sample Size	509

There are some significant differences by course type. For example, cooking courses were most often attended by end-use customers working for commercial establishments. Property management firms often sent representatives to attend courses addressing energy codes and standards, and end-use customers working for governmental organizations often attended courses on energy software and analysis tools.

C.1.2 Size of Business

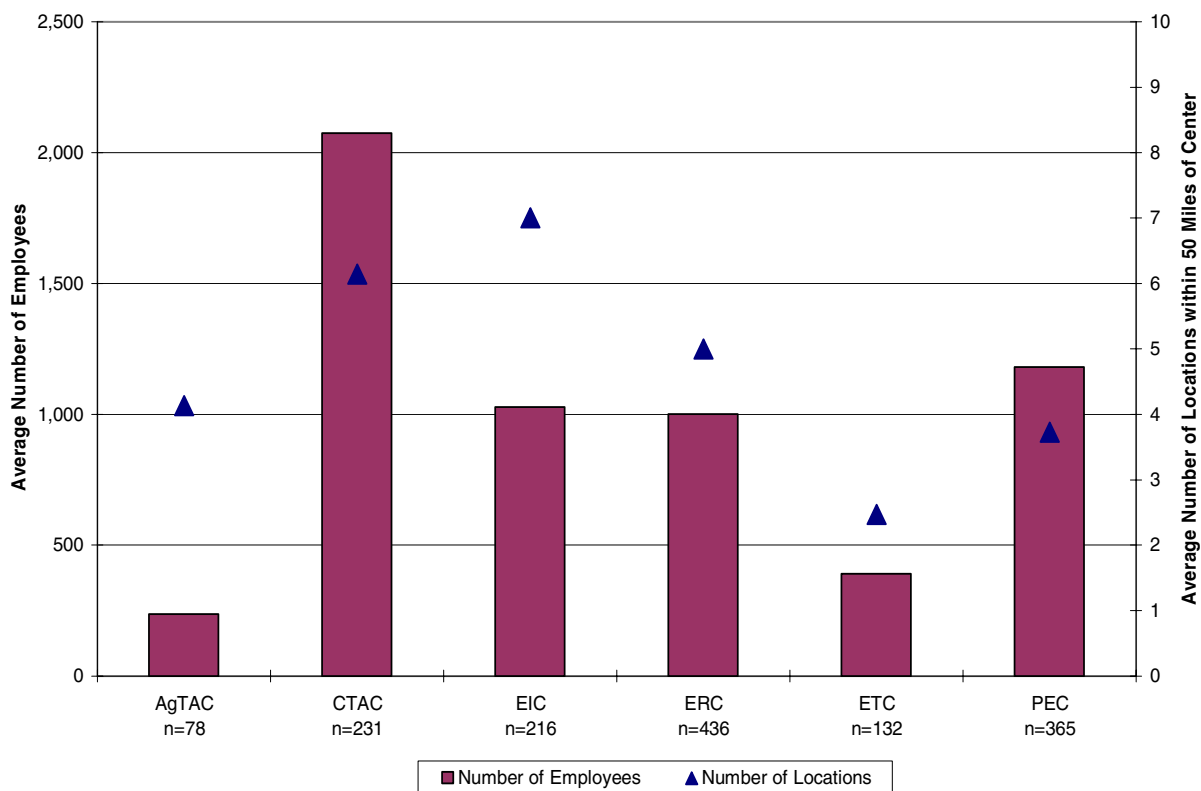
The average participant works for a firm that has approximately 1,100 employees³ (se 152.34) operating out of five business locations (se 0.31) within 50 miles of the Center where they attended a course in 2005. End-use customers are more likely than upstream market actors to represent larger businesses with more locations nearby. The typical end-use customer participant works for a firm with seven locations

³ This question was designed to address the size of the business within a reasonable driving distance from the Centers (i.e., within 50 miles). In prior evaluations, questions were asked to determine the average number of employees *firmwide*. As a result, the average number of employees produced from this survey is much smaller than found in prior evaluations. For example, in 2003 the average number of employees was found to be close to 10,000.

nearby (se 0.65) employing nearly 2,000 people (se 327.50). Market actor participants work for much smaller firms, on average, with only four locations nearby (se 0.33) employing over 750 people (se 161.73). It would appear that market actors attending courses in 2005 operate a larger number of businesses nearby the Centers when compared with participants from 2002, when on average, market actors operated out of only two locations nearby the Centers⁴.

As shown in Figure C-9, CTAC clearly attracts participants working for much larger businesses, although EIC tends to attract participants working for businesses with many locations nearby. ETC and AgTAC participants are most likely to represent relatively small businesses.

Figure C-9
Average Numbers of Employees and Business Locations by Center (2005)



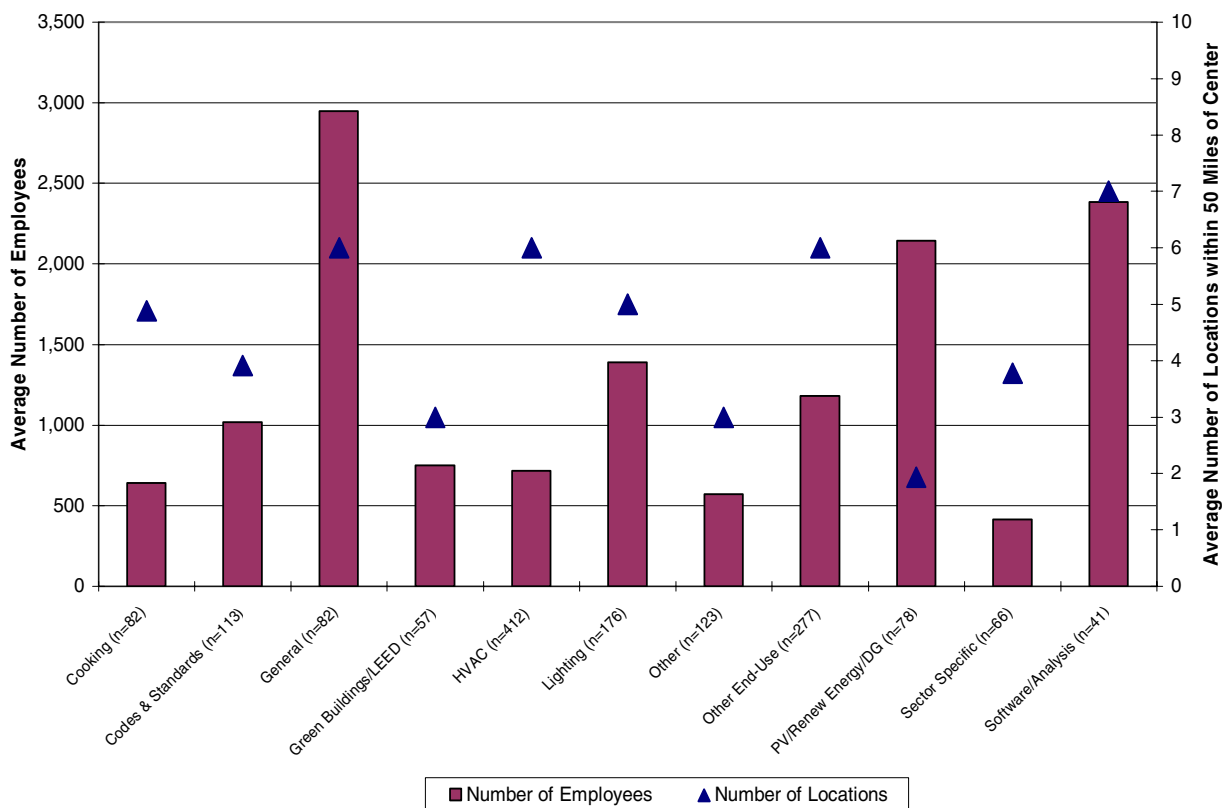
Standard Errors

	<i>AgTAC</i>	<i>CTAC</i>	<i>EIC</i>	<i>ERC</i>	<i>ETC</i>	<i>PEC</i>
Number of employees	52.32	543.12	204.63	336.79	131.45	308.78
Number of locations	0.58	0.80	1.15	0.68	0.52	0.51

⁴ The 2002 and 2005 surveys asked the same question regarding number of business locations nearby the Centers. Information was not available to compute standard errors for the 2002 survey results.

Figure C-10 shows that courses addressing general energy-related topics, PV/Renewable Energy/DG, and software/analysis tools were attended in 2005 by participants representing some of the largest businesses. Smaller businesses (i.e., on average, 500 employees or less) were more likely to send representatives to courses on sector-specific, HVAC, Green Buildings/LEED, cooking, and “other” topics. End-use specific courses (e.g., HVAC, lighting, cooking, other end-use, etc.) were frequently attended by businesses with five or more locations nearby.

Figure C-10
Average Numbers of Employees and Business Locations by Course Topic (2005)



Standard Errors

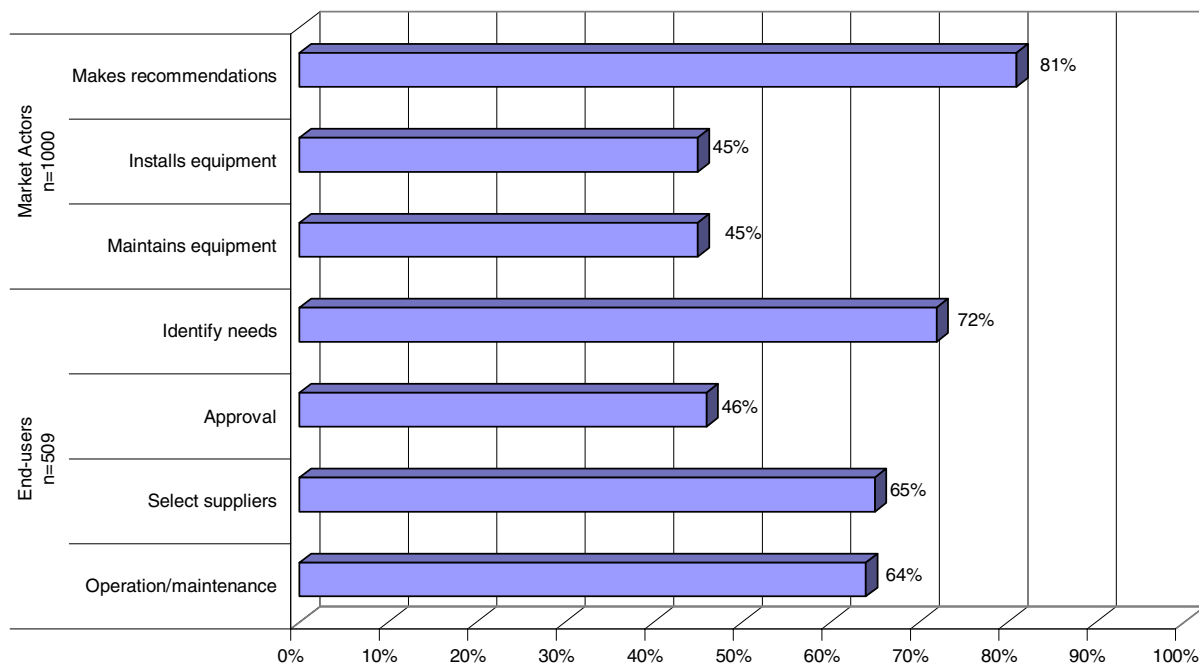
	<i>Cooking</i>	<i>Codes/Standards</i>	<i>General</i>	<i>GB/LEED</i>	<i>HVAC</i>	<i>Lighting</i>	<i>Other</i>	<i>Other EU</i>	<i>PV/RE/DG</i>	<i>Sector Specific</i>	<i>Software</i>
Number of employees	273.02	460.63	1344.57	373.94	291.31	426.74	206.02	241.36	1154.04	165.08	860.53
Number of locations	1.60	0.99	1.33	1.22	0.81	0.80	1.08	0.69	0.52	0.94	1.75

C.1.3 Role in Business

As shown in Figure C-11, the majority of upstream market actor participants (81%) indicated that they are involved with making recommendations to prospective clients or customers involving new equipment and/or building design options. Less than half are involved with installing (45%) and/or maintaining (45%) equipment at their clients' sites.

As shown, end-use customers are often involved with identifying and evaluating equipment needs for their facilities (72%), as well as selecting suppliers or vendors to install equipment (65%) and installing and maintaining existing equipment (64%). Less than half (45%) of the end-use customers who attended courses in 2005 reported that they were involved with approving new purchases. These results are consistent with findings from the 2002 program evaluation.

Figure C-11
Role of Participant in Business (2005)



Differences by Center include the following:

- ERC is least likely to attract market actors involved in recommending new equipment or building design options (76%), whereas AgTAC and PEC are most likely to attract these types of market actors (88% and 87%, respectively).

-
- EIC is most likely to attract market actors involved in equipment installation (60%), and PEC is least likely to attract equipment installers (32%).
 - ERC is most likely to attract market actors involved in maintaining existing equipment (60%), whereas PEC is least likely to attract equipment maintenance firms (26%).
 - EIC courses are the most likely to attract three types of end-use customers, including those involved in:
 - Identifying and evaluating new equipment needs for their facilities (91%)
 - Selecting suppliers or vendors to install new equipment (82%)
 - Operating and maintaining existing equipment (85%).
 - ETC courses are the least likely to attract these types of end-use customers (57%, 59%, and 38%, respectively).
 - End-use customers involved in giving final approval for new purchases are most often attracted to PEC courses (52%) and least often to CTAC courses (36%).

There are also some significant differences across course types, as shown in Table C-3. For example, courses addressing HVAC topics are most likely to attract market actors as well as end-use customers involved in equipment installation and maintenance. Courses addressing PV/renewable energy/distributed generation technologies were among the most likely to attract market actors involved in installing equipment (59%) and end-users involved in giving approach for new purchases (68%). In addition, courses addressing green building and LEED concepts were the least likely to attract market actors and end-users involved in equipment maintenance. Results for course topics not shown in Table C-3 are not significantly different from the overall averages shown in Figure C-11 above.

**Table C-3
Role of Participant in Business by Select Course Topics (2005)**

Type of Business	Role in Business (Percent of Respondents)	Course Topic (Percent of Respondents)	More / Less Likely to Have Role in Business
Market Actors n=1000	Makes recommendations (81%)	General (92%)	+
		Cooking (52%)	-
	Installs equipment (45%)	HVAC (59%)	+
		PV/Renew Energy/DG (59%)	+
		Cooking (10%)	-
	Maintains equipment (45%)	HVAC (61%)	+
Green Buildings/LEED (14%)		-	
End-Use Customers n=509	Identifies needs (72%)	Green Buildings/LEED (50%)	+
		PV/Renew Energy/DG (68%)	+
	Gives approval (46%)	Other (20%)	-
		Software/Analysis (50%)	-
	Selects suppliers (65%)	HVAC (75%)	+
		Green Buildings/LEED (14%)	-
Operates/maintains equipment (64%)			

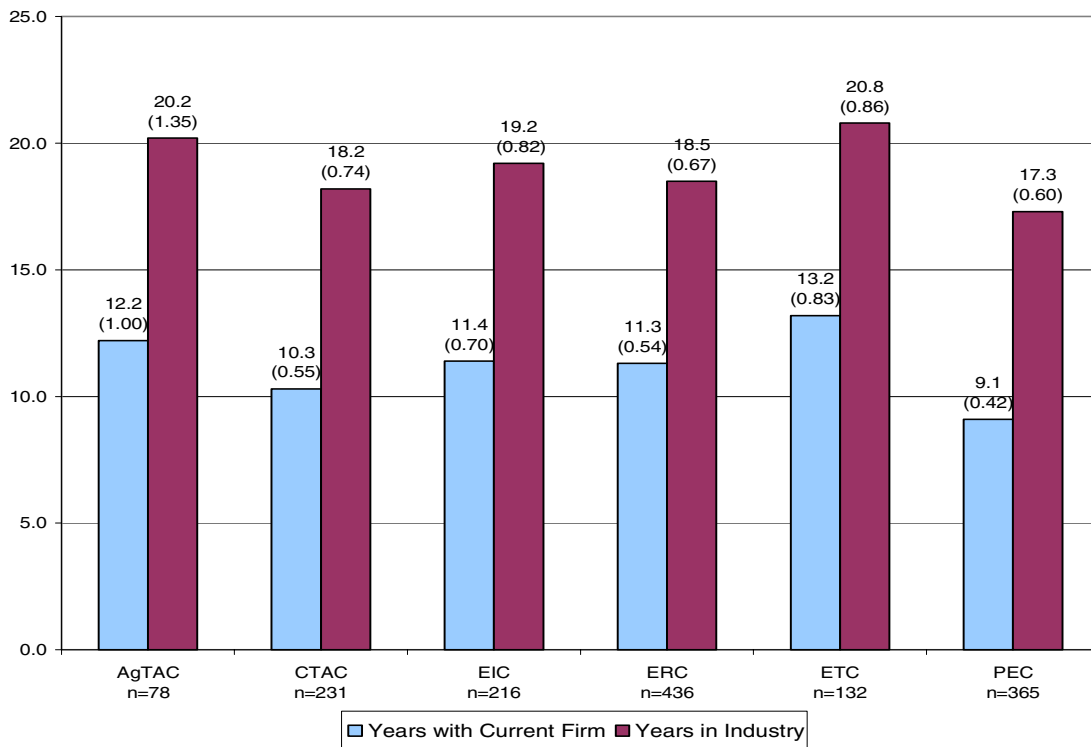
C.1.4 Years of Experience

Participants were asked two questions to assess their level of expertise in the energy efficiency and related industries. First, participants were asked to indicate the number of years they have been employed at their current firm. Second, participants were then asked to indicate the number of years they have worked in this industry. On average, participants who attended courses in 2005 have 18.6 years industry experience (se 0.31) and have been working for their current firm for almost 11 years (se 0.24).

There is evidence that suggests that participants who attended courses in 2005 may have somewhat less experience than participants from 2002. For example, 2002 end-use customer participants had, on average, 12 years of experience working for their current firm. Market actor participants had, on average, 17 years experience with their current firm. In addition, although the data is not completely comparable, market actor participants from 2002 reported working for companies that had been in business for 25 years on average.

Differences by Center are shown in Figure C-12. As shown, across all Centers, the average participant has more than 17 years industry experience and has worked for his/her firm for more than 9 years. ETC and AgTAC participants have the most years of experience, whereas PEC participants have slightly less.

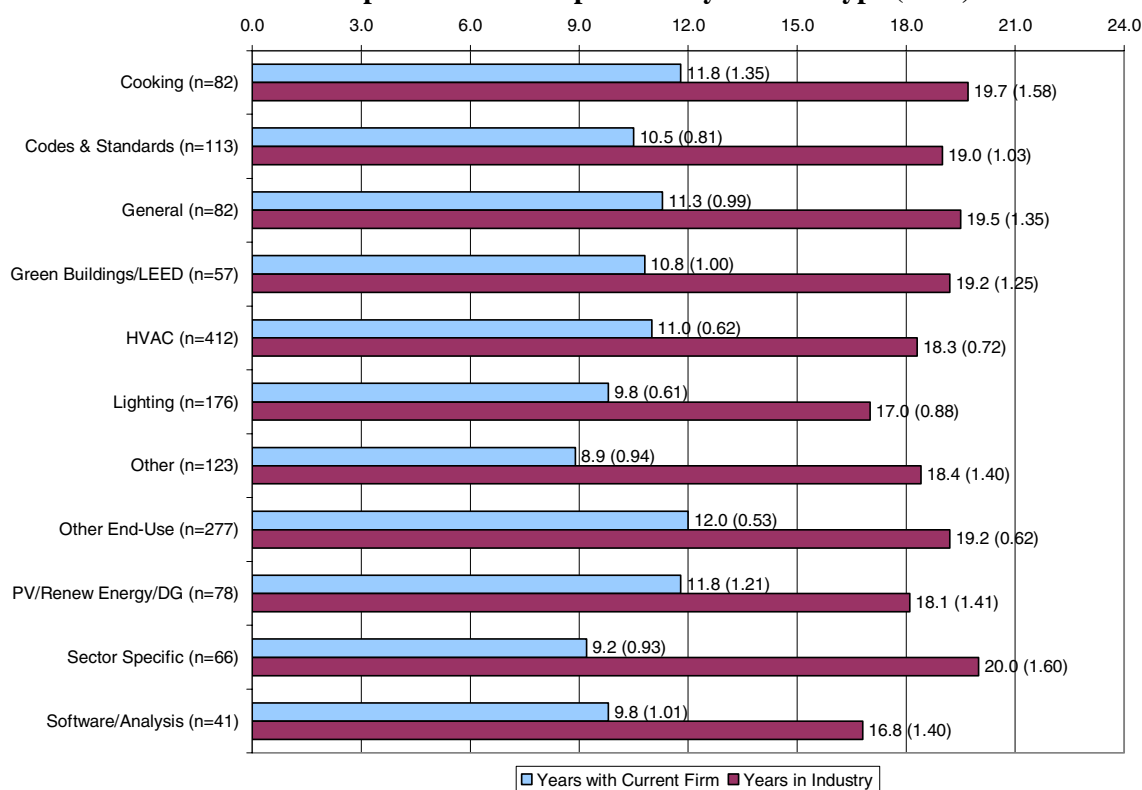
Figure C-12
Participant Years of Experience by Center (2005)



Differences by course type are shown in Figure C-13. As shown, participants who attended courses addressing sector-specific, Green Building/LEED, General, Codes and Standards, and Cooking topics have the most industry experience (20 years on average), whereas participants who attended courses on software/analysis tools and lighting have the least industry experience. Interestingly, despite extensive industry experience, participants who attended sector-specific courses have only been employed at their current firm for 9.2 years on average.

Participants with the most years of experience at their current firm include those who attended courses addressing other end-uses, cooking, and PV/renewable energy/DG technologies..

Figure C-13
Participant Years of Experience by Course Type (2005)



C.1.5 Participant Knowledge Levels

Participants were asked to rate their overall knowledge of energy efficient technologies and solutions compared to peers in the industry (Table C-4).⁵ Generally, about half of all participants who attended courses in 2005 (57%) considered themselves to be “more knowledgeable than most” of their peers, another 40% reported that they felt they were “as knowledgeable or average” relative to their peers, and only 3% stated that they felt they were “not very well informed about energy efficiency.”

We compared the results for this knowledge-level question with the question addressing years of industry experience discussed above. For the most part, participants’ self-reported perception of their knowledge level is in line with their reported years of experience, as shown in Figure C-14. Participants who consider themselves to be more knowledgeable have, on average, 20 years of industry experience.

⁵ We also asked participants to indicate how knowledgeable they felt they were prior to attending the course. Section C.4.2 compares the responses to both of these questions.

Table C-4
Participant Knowledge Levels Relative to Peers and Years of Industry Experience

	Average Years of Industry Experience	Number of Participants
More knowledgeable	20.2 (se 0.42)	823
Average knowledge	16.8 (se 0.49)	590
Not very well informed	10.1 (se 1.46)	38
Total Sample	18.6 (se 0.30)	1,451

Figure C-14 displays the knowledge level results by Center. As shown, AgTAC participants are the most likely to report their knowledge level as not very well informed (5%) and ETC participants are the most likely to report their knowledge level as more knowledgeable than most (64%).

Figure C-15 displays the results by course type. Interestingly, participants who attended courses addressing “other” topics were most likely to rate themselves as more knowledgeable than their peers (68%) and most likely to rate themselves as not very well informed about energy efficiency (5%). In addition, 67% of participants who attended courses on software/analysis tools reported themselves to be more knowledgeable than their peers, despite as reported above having the least years of industry experience (on average).

Figure C-14
Participant Knowledge Level Relative to Peers by Center (2005)

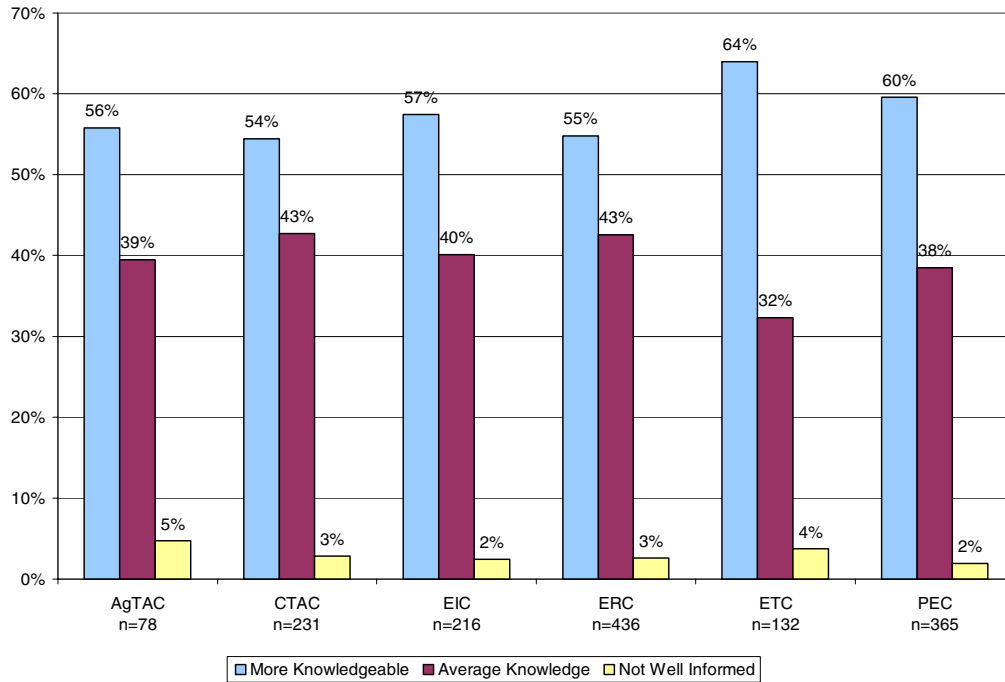
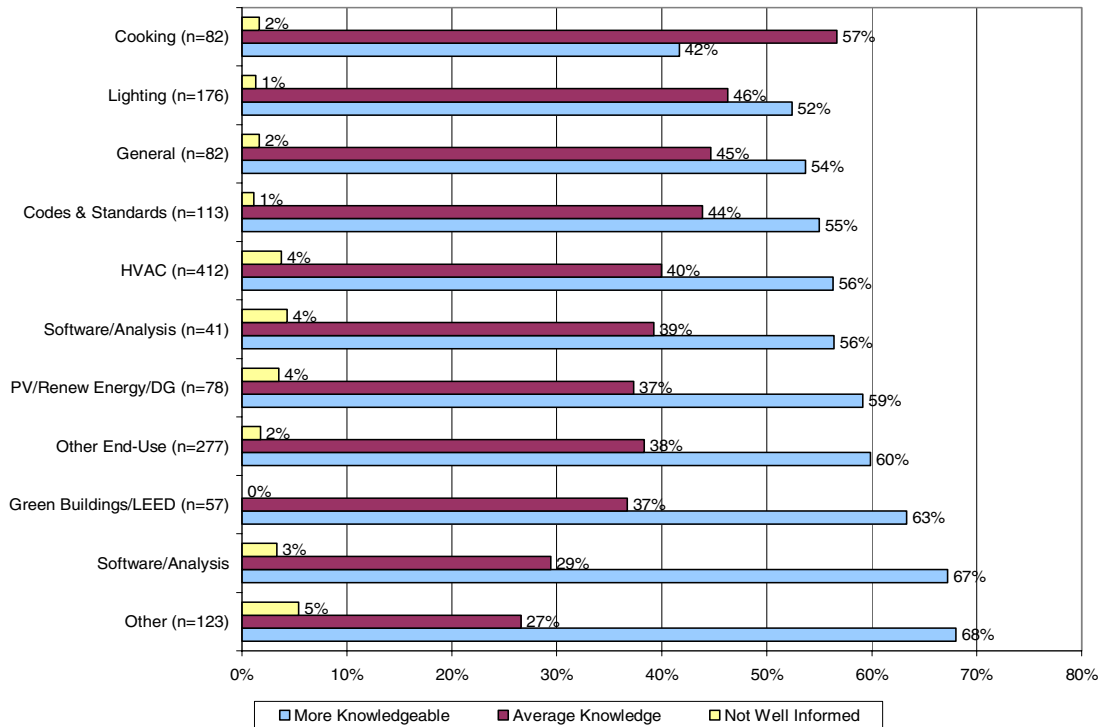


Figure C-15
Participant Knowledge Level Relative to Peers by Course Type (2005)



C.1.6 Frequency of Attending Courses

Participants were asked how often they attend courses like the specific class they attended in 2005. About 21% reported that they attend classes very frequently (i.e., once a month or more) and over half (57%) reported that they attend classes somewhat frequently (i.e., once a season or once per year). Another 14% mentioned that they attend classes infrequently (i.e., once every other year or less) and 8% indicated that the class they attended in 2005 was their first. In 2002, participants attended courses somewhat more frequently – 85% reported attending courses at least once per year.

Participants were also asked to indicate the total number of classes they have attended in the past two years (i.e., since September or October 2004). On average, participants had attended six classes in the past two years (5.7, se 0.19). Figure C-16 shows the average number of classes attended in the past two years according to the different attendance frequency levels. As shown, the average number of classes attended by participants who reported that they attend very frequently was reported to be 10.9 (0.68). Participants who attend classes somewhat frequently attended, on average, 5.5 classes in the past two years (se 0.15), and participants who attend classes infrequently reported on average that they have attended about 3 classes in the past two years (2.9, se 0.31).

Figure C-17 displays the attendance frequency results by Center, and Figure C-18 shows the average number of classes in the past two years by Center. Interestingly, ERC participants represent attendees who have attended courses the most and the least frequently. One in every four ETC participants (25%) has attended a class very frequently, with the average number of classes in past two years reported to be 13.2 (se 1.74). In addition, 11% of ERC participants reported that the class that they attended in 2005 was their first.

Figure C-16
Attendance Frequency and Average Number of Classes in Past Two Years (2005)

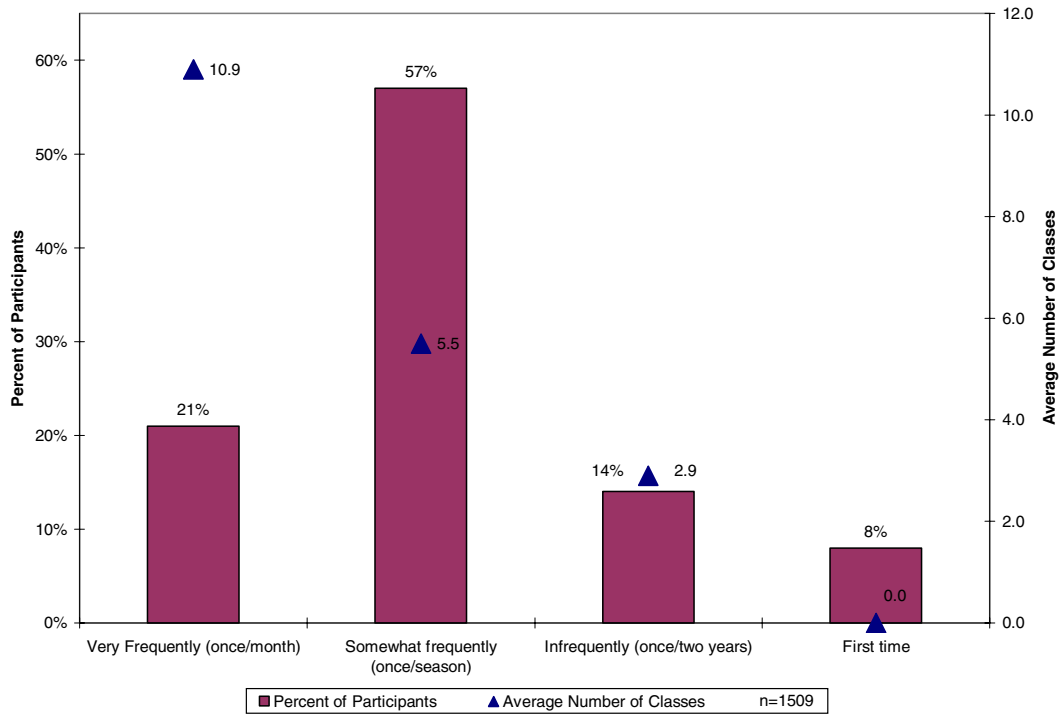


Figure C-17
Attendance Frequency by Center (2005)

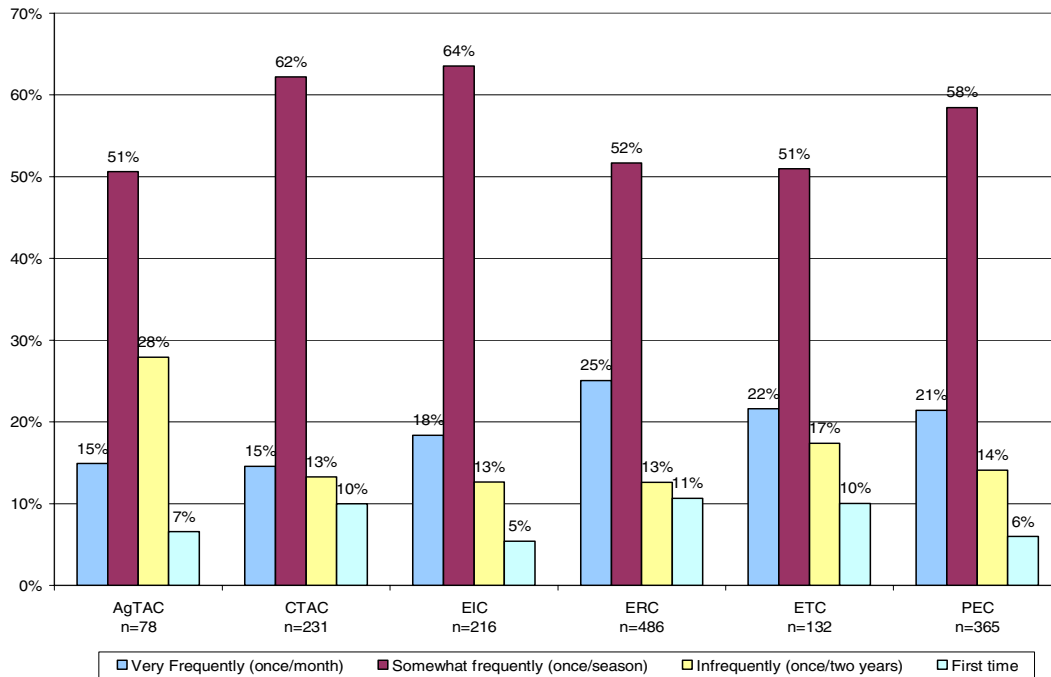
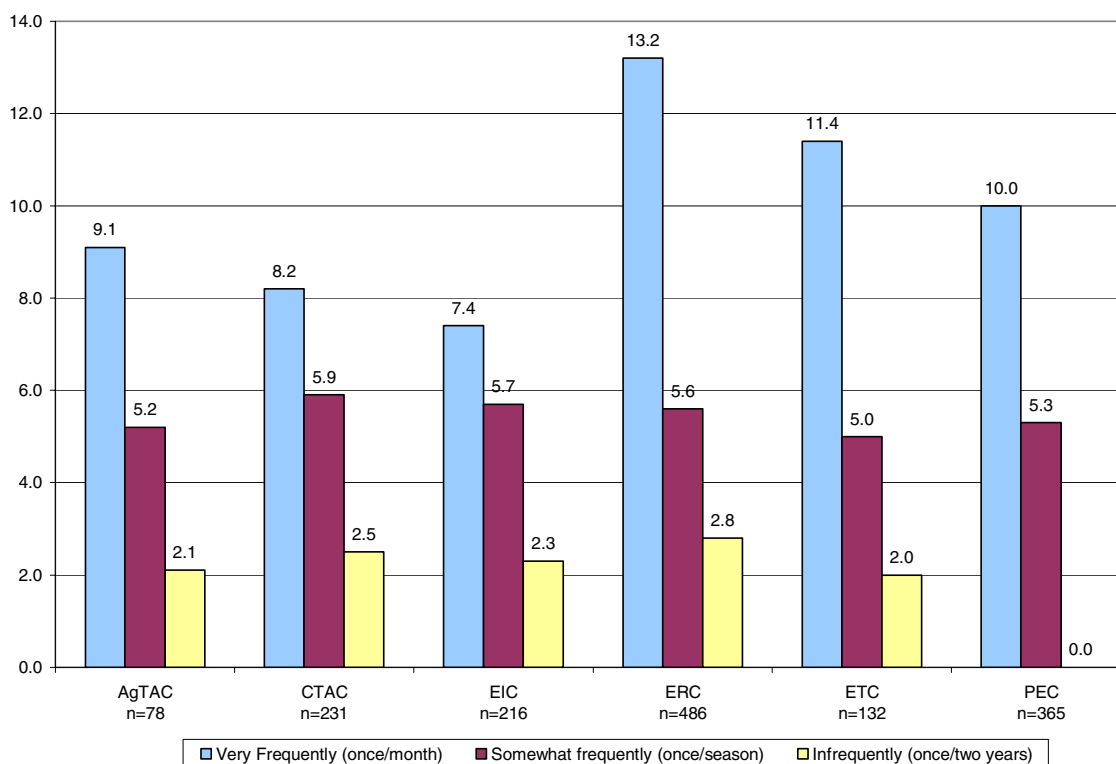


Figure C-18
Average Number of Classes in Past Two Years by Center (2005)



Standard Errors

	AgTAC	CTAC	EIC	ERC	ETC	PEC
Very frequently	1.62	1.06	1.00	1.74	1.44	1.08
Somewhat frequently	0.58	0.40	0.42	0.34	0.42	0.28
Infrequently	0.35	0.37	0.35	0.67	0.30	1.04

Figure C-19 displays the attendance frequency results by course type, and Figure C-20 shows the average number of classes in the past two years by course type. Findings include:

- Participants who attended PV/renewable energy/DG courses were some of the newest attendees to the Centers – for 12% of these participants, the course they took in 2005 on this topic was their first. However, participants who attended PV/renewable energy/DG courses in 2005 also represent some of the more frequent attendees – i.e., participants in the very frequent attendance category have attended nearly 17 classes on average over the past two years (16.7, se 3.41).
- Participants who attended green buildings/LEED courses represent some of the most frequent attendees – nearly one out of every three (30%) of these types of participants reported that they attend classes very frequently and, for only 2% of these participants, the green buildings/LEED course they took in 2005 was their first.

Figure C-19
Attendance Frequency by Course Type (2005)

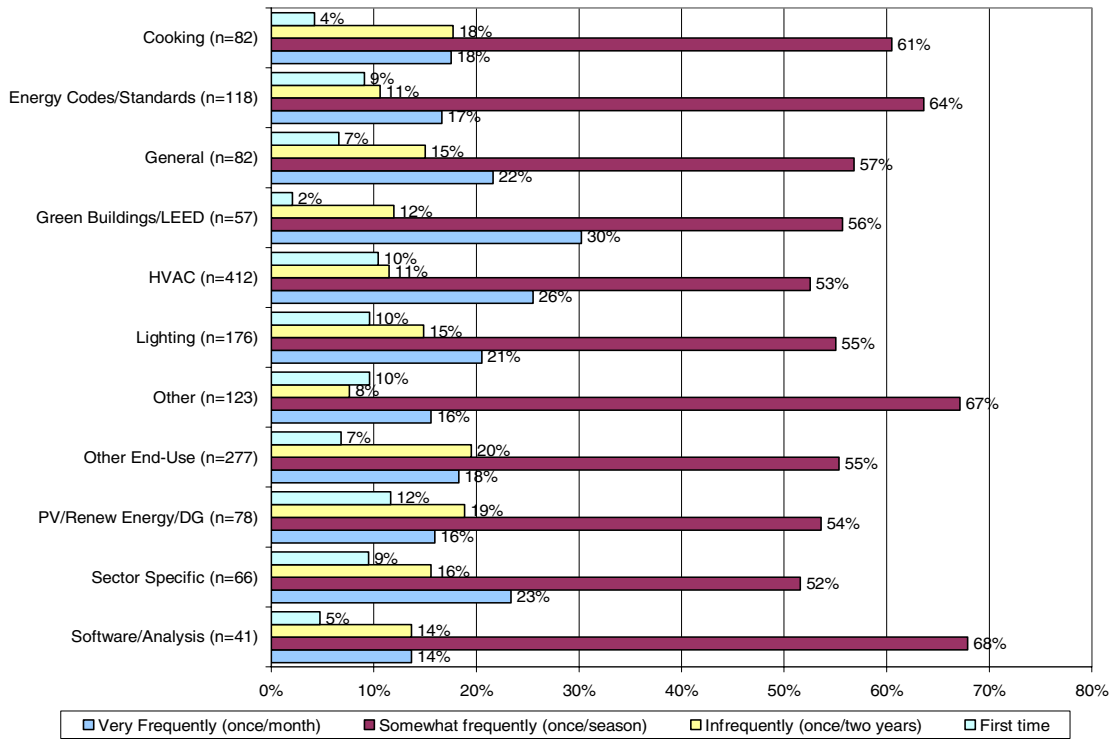
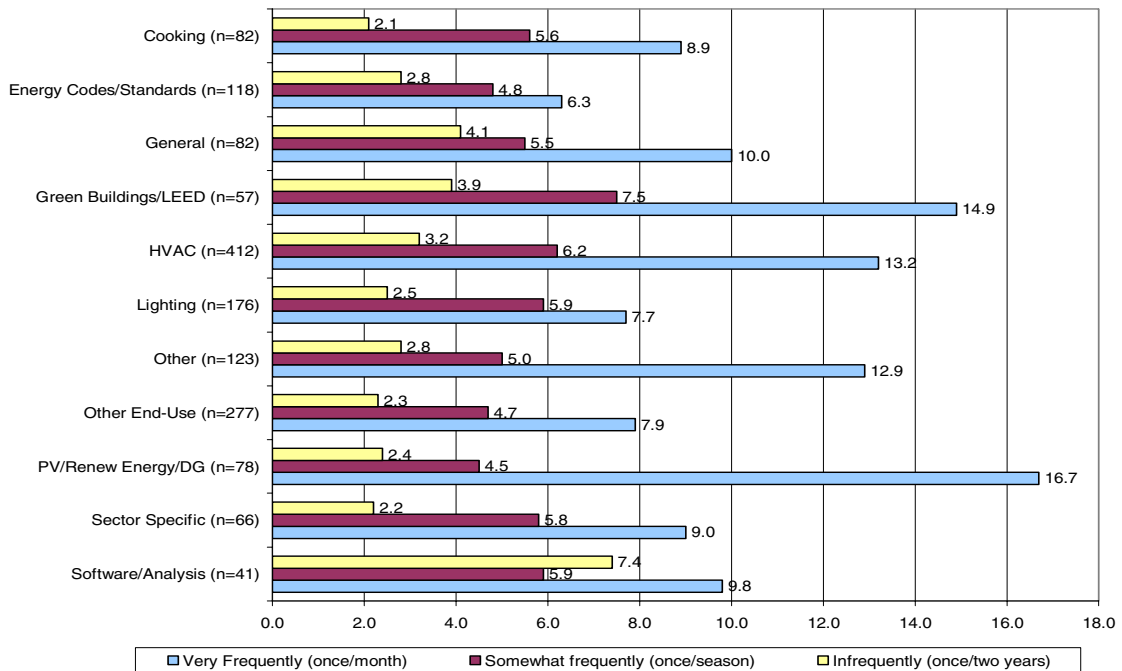


Figure C-20
Average Number of Classes in Past Two Years by Course Type (2005)



Standard Errors

	<i>Cooking</i>	<i>Codes/ Standards</i>	<i>General</i>	<i>GB/ LEED</i>	<i>HVAC</i>	<i>Lighting</i>	<i>Other</i>	<i>Other EU</i>	<i>PV/RE/ DG</i>	<i>Sector Specific</i>	<i>Software</i>
Very frequently	1.66	1.27	2.25	1.96	1.88	0.88	6.66	0.92	3.41	2.29	2.67
Somewhat frequently	0.59	0.43	0.52	0.95	0.40	0.48	0.59	0.29	0.51	0.69	0.66
Infrequently	0.40	0.46	2.41	1.18	0.92	0.30	0.35	0.31	0.66	0.63	5.92

C.2 Program Awareness

This section discusses sources of participant awareness for courses offered through the different Centers, as well as the sources for the specific courses they attended in 2005. Also presented are participants' suggestions for ways to keep them informed of courses offered in the future. A final section discusses participants' preferred methods for getting information on equipment or design options, including technology advancements and updated design practices.

C.2.1 Sources of ETS Program Awareness

Participants were asked how they first heard of the courses available at the Centers (i.e., not necessarily how they heard about the course they attended in 2005). Utility sources are still the most frequently mentioned; 64% of all participants indicated that they first heard of the Center and the courses it offers from a utility source. "Word-of-mouth" sources are often cited; for example, 21% of all participants mentioned that they heard of the Center and its courses through a colleague working in their industry. Another 6% reported hearing about the Center and its courses through trade industry contacts. Figure C-21 presents the results from this survey question by Center.

Among all utility sources mentioned, brochures and flyers appear to be the most frequently recalled; approximately one in five participants reported that they first heard of the Center and its courses through this type of communication.

In terms of "word-of-mouth" sources, participants most often heard about the Center and its courses from internal sources; that is, 16% mentioned that a colleague working with them at their company first mentioned the Center and its courses. Another 5% stated they heard about the Center and its courses from a colleague working outside of their company. ETC participants were least likely to mention "word-of-mouth" sources overall, but more likely to mention external v. internal company sources.

Trade sources mentioned include professional organizations (in general) as well as IHACI in particular. ERC participants were more likely to mention trade sources than other Center participants.

Figure C-21
Sources of Awareness about Center and its Courses by Center (2005)

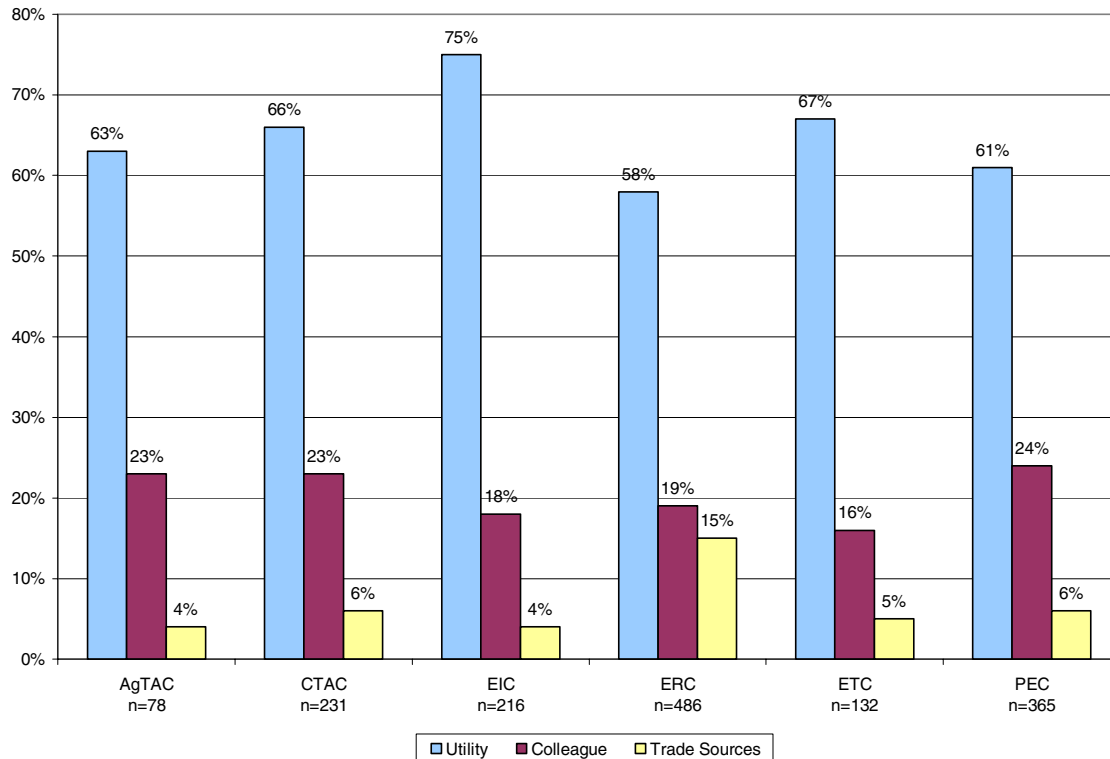


Table C-5 displays all of the sources of awareness mentioned by Center. Over time, participants have confirmed the changes in marketing and outreach strategies used by the Centers. For example:

- In 2002, 47% of all participants mentioned hearing about Center courses via a brochure they received in the mail. In 2005, only 22% of participants mentioned this method of communication. Across all Centers, this finding is significant.
- In terms of “word-of-mouth” promotion, less than 15% of all 2002 participants mentioned hearing about the Center courses from colleagues in the industry. In 2005, 21% of participants reported that they have heard about the Centers through colleagues. This is fairly consistent across the Centers, although for PG&E’s Centers (PEC and ETC) there has been no change in these reported percentages.

**Table C-5
Sources of Awareness about Center and its Courses by Center (2005)**

Sources of Awareness	All Centers	AgTAC	CTAC	EIC	ERC	ETC	PEC
Utility	64%	63%	66%	75%	58%	67%	61%
Brochure/flyer from utility	22%	24%	26%	22%	20%	31%	19%
Email from utility	17%	9%	14%	26%	17%	14%	18%
Letter from utility	10%	17%	8%	13%	8%	15%	7%
Utility/Center website	9%	13%	6%	11%	8%	8%	12%
Utility rep	6%	3%	10%	7%	5%	2%	5%
Inserted in utility bill	1%	1%	2%	1%	0%	3%	2%
Other classes	1%	1%	1%	1%	1%	1%	1%
Fax from utility	1%	0%	0%	1%	1%	0%	1%
Instructor	0%	0%	0%	0%	1%	0%	0%
Calendar	0%	1%	0%	0%	0%	0%	1%
Colleague	21%	23%	23%	18%	19%	16%	24%
Colleague at my company	16%	22%	19%	15%	14%	10%	19%
Colleague outside my company	5%	1%	3%	4%	6%	7%	5%
Trade sources	8%	4%	6%	4%	15%	5%	6%
Professional organization	4%	1%	3%	1%	4%	4%	4%
IHACI	2%	0%	0%	1%	7%	0%	0%
Trade magazine	2%	1%	0%	0%	3%	1%	1%
Display at trade show	1%	1%	2%	0%	1%	1%	1%
Other	3%	7%	3%	3%	3%	1%	2%
Other website	2%	4%	2%	3%	2%	2%	0%
Other, not specified	1%	3%	2%	0%	1%	0%	2%
Don't know/don't recall	6%	4%	4%	2%	6%	12%	8%
Number of respondents	1509	78	231	216	486	132	365

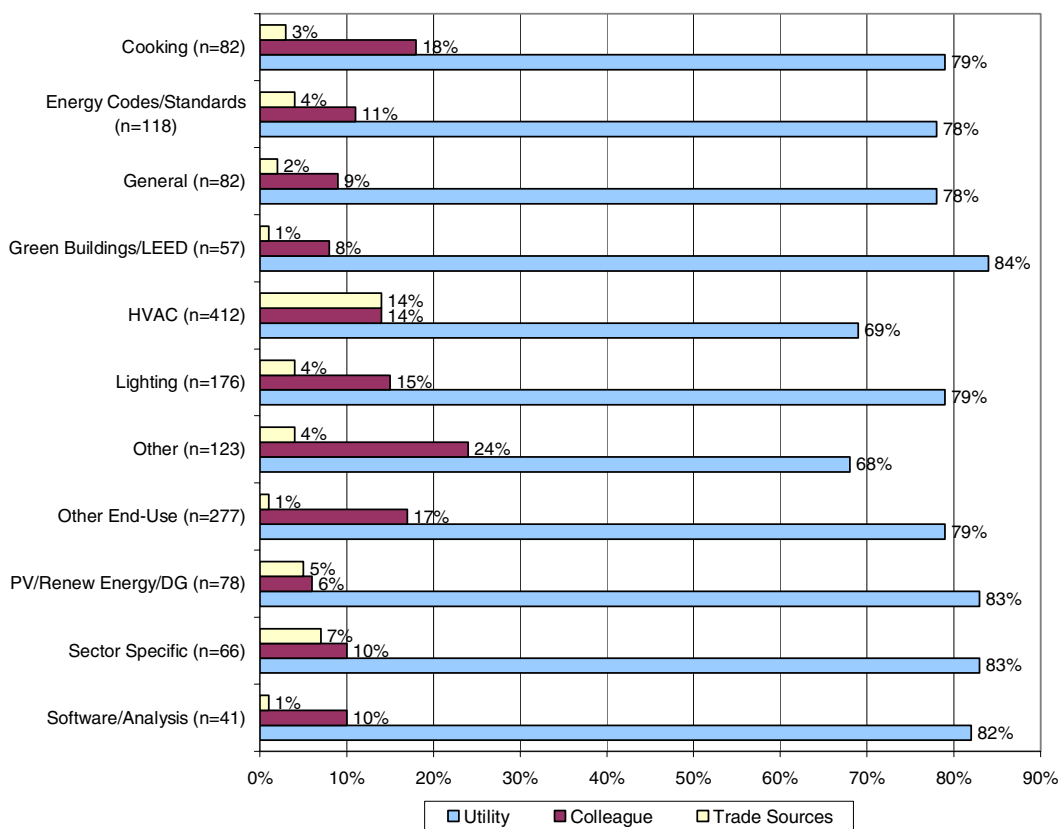
C.2.2 Sources of Awareness for 2005 ETS Course

Participants were also asked how they heard of the course they attended in 2005. Utility sources were mentioned by three-quarters of all participants (76%). This implies that, over time, participants may tend to hear about the Center and its courses from a wider array of sources, but when it comes to the course they recently attended, the main source of awareness they are likely to recall is a utility source. Only

about 14% of participants who attended a course in 2005 reported hearing about this specific course from a colleague, and only 6% heard of the course from a trade industry contact.

Figure C-22 shows the results by course type. Generally, participants who attended courses addressing HVAC and “other” topics were least likely to indicate that they had heard of the course from utility sources. These participants were more likely to cite “word-of-mouth” sources and other trade industry sources (e.g., IHACI was often mentioned for participants attending HVAC courses). Utility sources were most often mentioned by participants who attended courses on green building/LEED concepts, PV/renewable energy/DG technologies, sector-specific topics, and software/analysis.

Figure C-22
Sources of Awareness for 2005 Course by Course Topic (2005)



As shown in Table C-6, participants who attended courses addressing software/analysis tools, sector-specific topics, and energy codes and standards were most likely to report that they were made aware of the course via an e-mail sent from the utility.

**Table C-6
Sources of Awareness for 2005 Course by Course Topic (2005)**

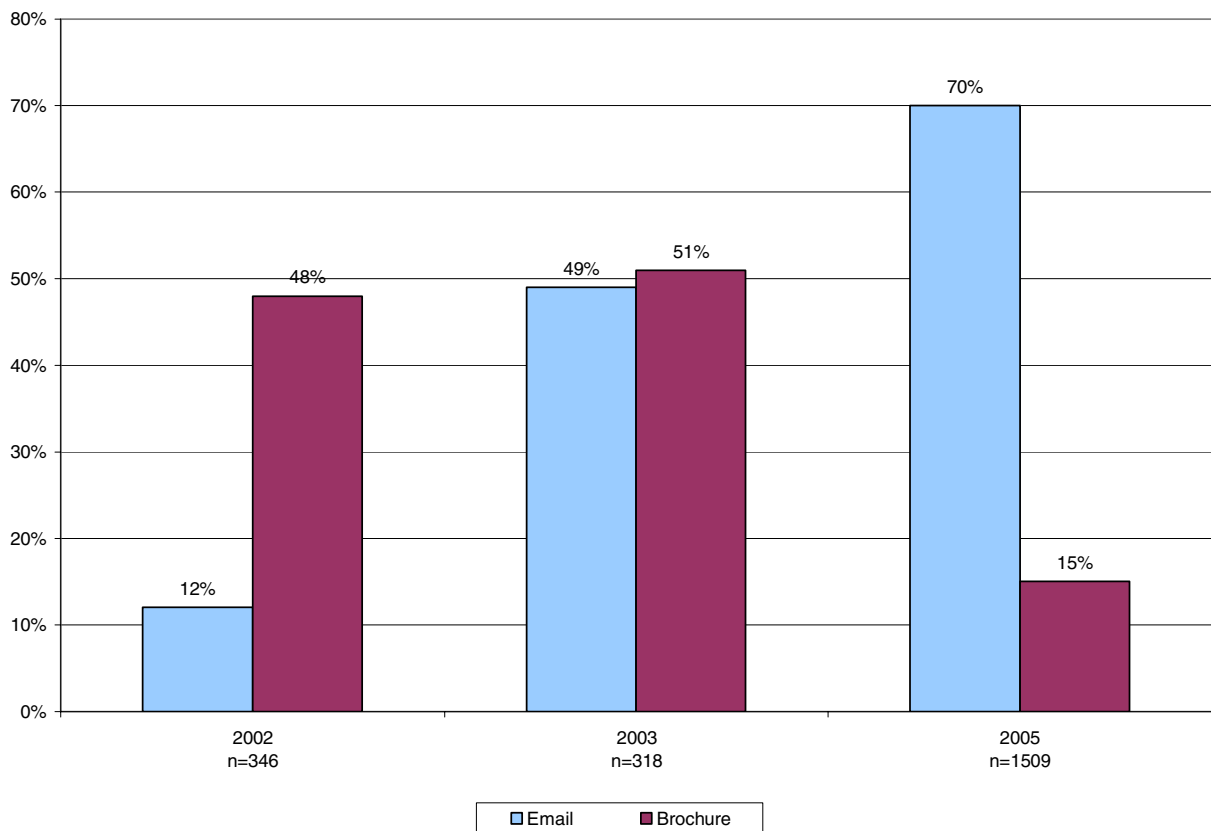
	All Centers	Cooking	Codes & Standards	General	Green Building/ LEED	HVAC	Lighting	Other	Other End-Use	PV/Renew Energy/ DG	Sector Specific	Software/ Analysis
Utility	76%	79%	78%	78%	84%	69%	79%	68%	79%	83%	83%	82%
Brochure/flyer from utility	26%	32%	21%	24%	28%	26%	27%	21%	29%	30%	29%	24%
Email from utility	24%	21%	38%	24%	29%	17%	32%	23%	23%	25%	39%	39%
Letter from utility	11%	9%	7%	17%	8%	11%	6%	6%	13%	15%	18%	6%
Utility/Center website	10%	8%	10%	6%	14%	13%	9%	12%	10%	12%	3%	10%
Utility rep	4%	3%	2%	4%	1%	3%	6%	3%	6%	2%	7%	0%
Other classes	1%	3%	0%	0%	2%	0%	0%	1%	1%	1%	1%	0%
Instructor	1%	2%	0%	1%	0%	0%	1%	0%	1%	0%	0%	3%
Inserted in utility bill	1%	0%	3%	2%	1%	0%	1%	0%	1%	1%	1%	1%
Fax from utility	1%	0%	0%	2%	4%	1%	0%	0%	0%	0%	0%	0%
Calendar	0%	3%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%
Colleague	14%	18%	11%	9%	8%	14%	15%	24%	17%	6%	10%	10%
Colleague at my company	12%	13%	7%	9%	6%	12%	13%	18%	13%	6%	8%	10%
Colleague outside my company	3%	6%	4%	0%	2%	3%	3%	6%	3%	0%	1%	0%
Trade sources	6%	3%	4%	2%	1%	14%	4%	4%	1%	5%	7%	1%
Professional organization	2%	2%	1%	2%	1%	1%	3%	4%	0%	3%	6%	1%
Trade magazine	2%	0%	2%	0%	0%	5%	0%	0%	1%	2%	2%	0%
IHACI	2%	0%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%
Display at trade show	0%	2%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Other	3%	0%	3%	3%	1%	3%	3%	3%	3%	2%	2%	5%
Other website	2%	0%	3%	3%	1%	2%	2%	3%	3%	2%	1%	5%
Other, not specified	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%
Don't know/recall	2%	2%	5%	8%	9%	2%	1%	2%	1%	1%	0%	2%
Number of respondents	1509	82	118	82	57	412	176	123	277	78	66	41

C.2.3 Preferred Methods for Future ETS Course Announcements

As shown in Figure C-23, nearly all participants (98%) mentioned utility sources as their preferred method for staying informed about upcoming courses to be offered at the Centers. Overall, 70% prefer e-mail notifications, while only about 15% mentioned brochures and flyers, and 14% mentioned letters mailed directly to them from the utilities.

These results are significantly different than what was reported in prior evaluations. In prior years, only 12%

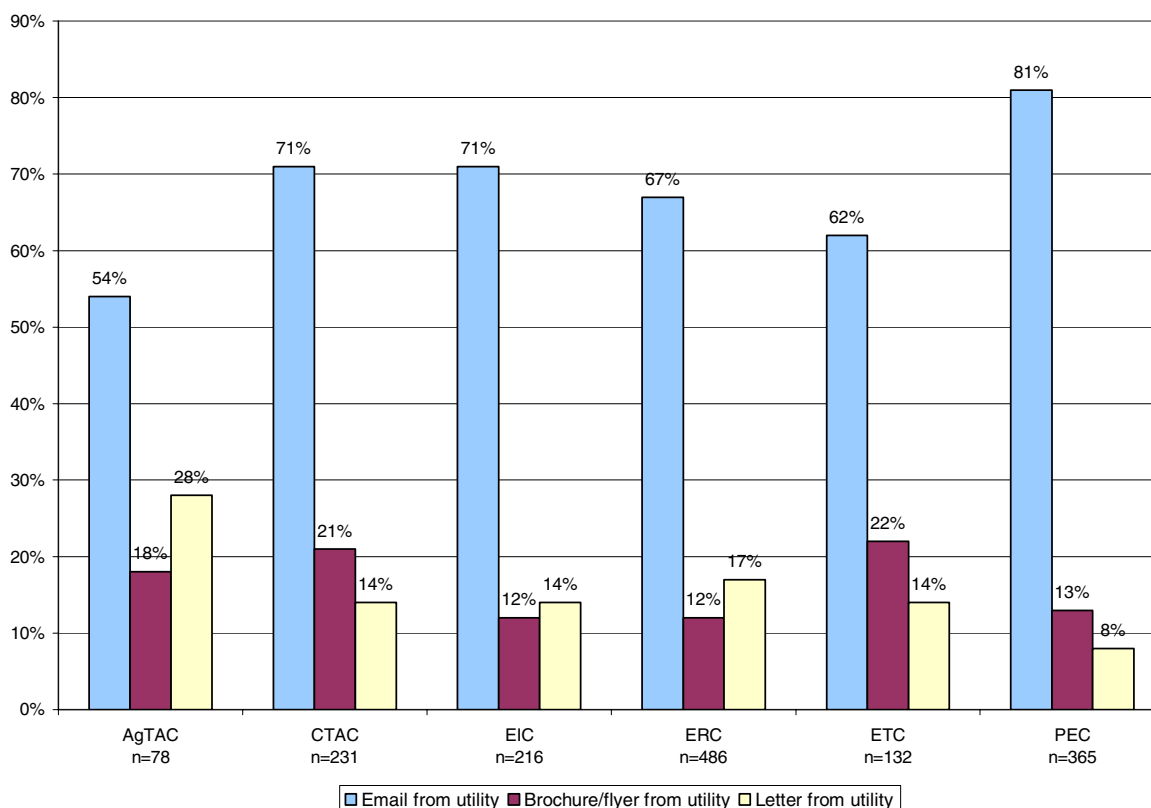
Figure C-23
E-mail and Brochures as Preferred Methods for Future ETS Course Announcements (2002-2005)
Sources: 2002 NAA, 2003 KEMA, 2003 Wirtshafter et al.



Some interesting differences across Centers are shown in Figure C-24. As shown, AgTAC participants who attended courses in 2005 are most likely to prefer being informed about upcoming courses via direct mail letters sent to them from the utilities. PEC participants are least likely to prefer this means of communication. ETC and CTAC participants are most likely to prefer learning about upcoming courses through utility brochures and flyers. Finally, while overall more than half of participants from all Centers

prefer e-mail announcements as a means of staying informed about upcoming classes, AgTAC and ETC participants were the least likely to prefer this method of communications.

Figure C-24
Preferred Methods for Future Course Announcements by Center (2005)



C.2.4 Preferred Methods for Updated Information on Equipment and Design Options

Participants were asked to indicate the sources they and colleagues at their place of business use to get information on equipment or design options, such as technology advancements and updated design practices. In part, this question was designed to address the relative frequency with which participants seek out training courses in particular to get this type of information (as compared to other sources of information, such as trade journals, manufacturer representatives, professional organizations, the Internet, etc.). We planned to use the results of this question to assess whether or not participants who attend training courses more frequently might exhibit different characteristics and might behave differently than other types of participants. We discuss these results in Section 6.

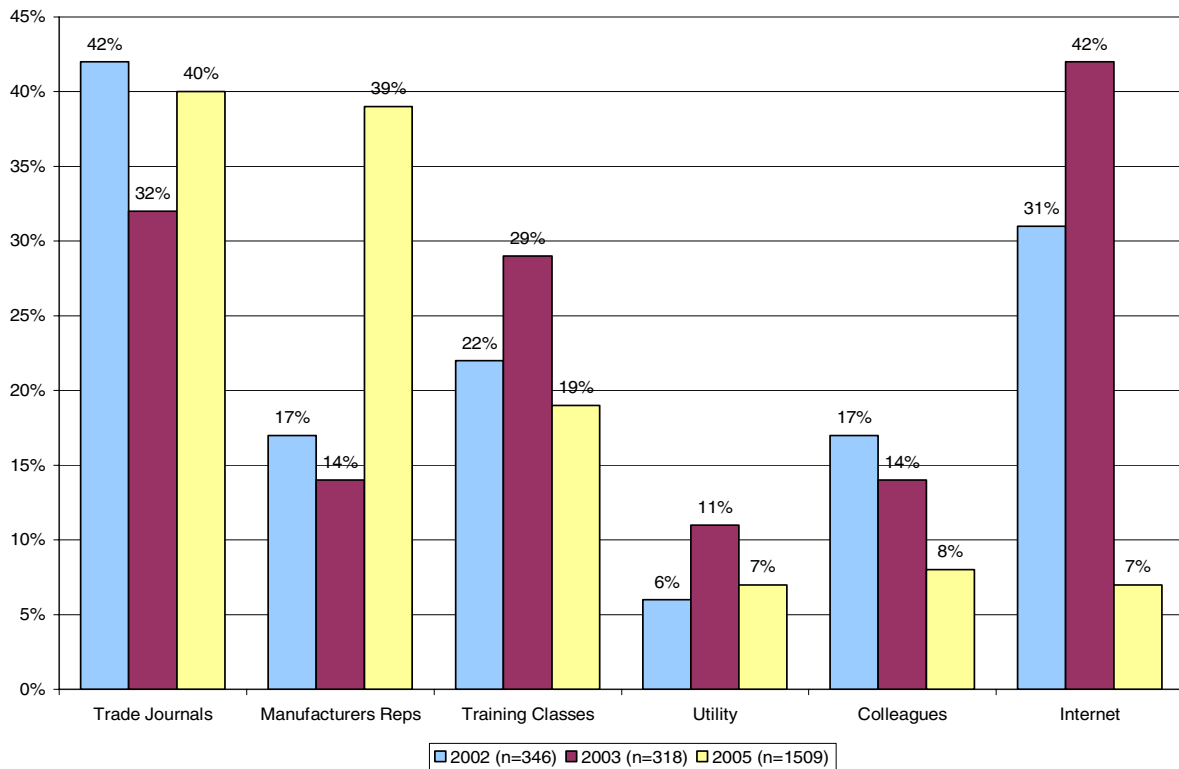
In addition, this question provides general insight into the types of methods participants use to stay current on equipment and design options. As shown in Table C-7, participants look to trade journals and manufacturer representatives for this type of information. Overall, training courses (such as those offered at the Centers) were cited as the third most likely source for this type of information, followed closely by information available from distributors and sales staff. The Internet was cited by 16% of participants overall as a source of information for staying current.

**Table C-7
Preferred Methods for Updated Information on Equipment and Design Options (2005)**

	All Centers	AgTAC	CTAC	EIC	ERC	ETC	PEC
Trade journals	40%	36%	35%	33%	45%	36%	42%
Manufacturers reps	39%	36%	45%	46%	35%	34%	39%
Training classes	19%	21%	16%	19%	20%	20%	16%
Distributors or other sales staff	18%	21%	20%	23%	18%	16%	13%
Internet	16%	14%	13%	14%	15%	24%	18%
Consultants	10%	5%	12%	10%	7%	6%	14%
Colleagues in my company	8%	6%	10%	7%	7%	7%	12%
Utility company	7%	5%	8%	5%	7%	12%	6%
Colleagues outside my company	5%	6%	3%	4%	6%	8%	7%
Professional organizations	1%	0%	1%	1%	1%	1%	1%
Self research	1%	0%	0%	1%	1%	1%	1%
Other	2%	6%	1%	2%	2%	1%	1%
Number of respondents	1509	78	231	216	486	132	365

Participants' preferences have changed over time, as shown in Figure C-25. Reliance on manufacturers' representatives has increased since 2002, from 17% to 39% in 2005, whereas reliance on colleagues declined from 17% to 8%. Use of the Internet as a method for staying up-to-date was very popular in 2002 and 2003 but has declined to 7% in 2005.

Figure C-25
Preferred Methods for Updated Information on Equipment and Design Options (2002-2005)



So

urces: 2002 NAA, 2003 KEMA, 2003 Wirtshafter et al.

C.3 Course Attributes and Value Ratings

This section presents survey results related to the course format (e.g., hands-on, interactive, lecture style), as well as the various course attribute ratings (e.g., level of technical information, teaching skill of instructor, providing new information, providing time for questions, networking opportunities). In the last section, the course value ratings are presented (e.g., classroom format, interaction, limited sources of unbiased information, etc.).

C.3.1 Course Format

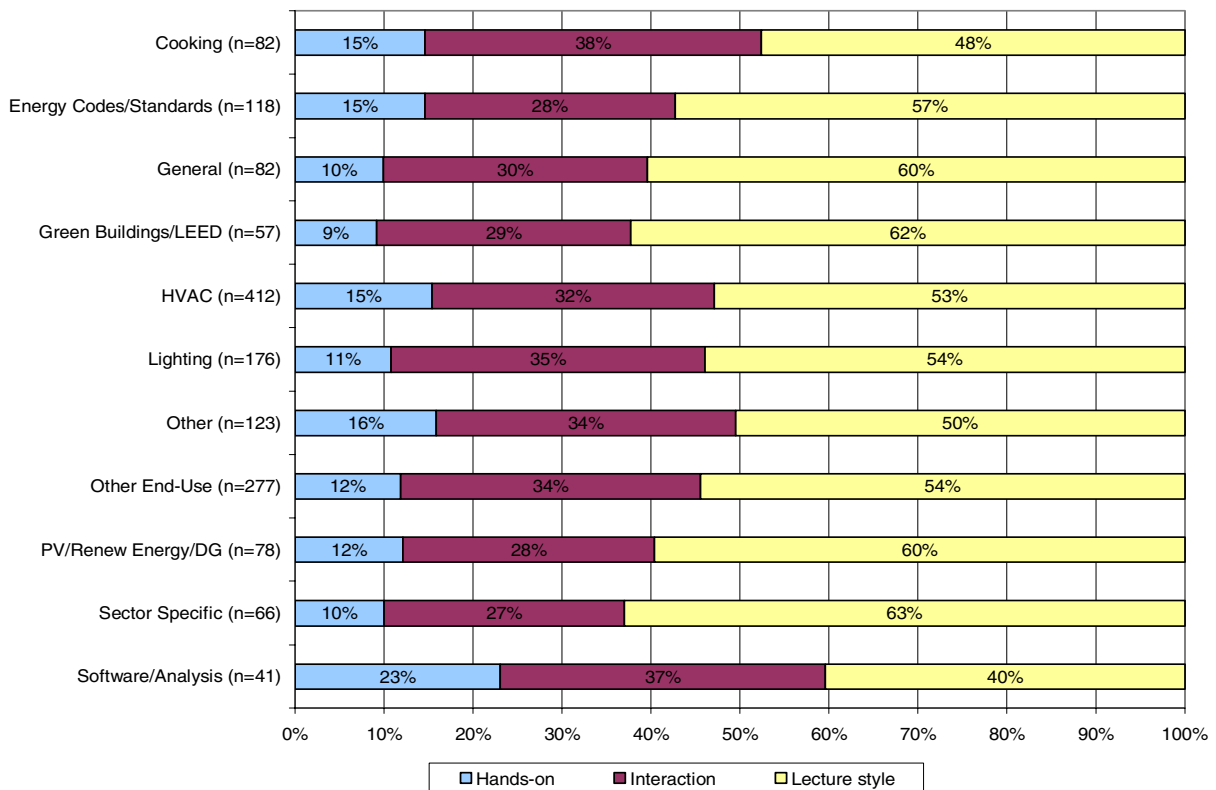
Participants were asked to describe the format of the course they attended in 2005 in terms of the percent of the time that was spent:

- Conducting hands-on activities where participants had the chance to practice skills they were learning
- Interacting with the instructor and other participants

- Lecturing with little or no interaction or hands-on demonstrations.

Overall, participants indicated that just over half of the course was conducted “lecture style” (56%), one-third of the time (33%) allowed for interaction between the instructor and the other participants, and hands-on activities were conducted 14% of the time. While there were no significant differences by Center, differences by course type are shown in Figure C-26. As shown, courses addressing cooking and software/analysis tools involved less lecturing and more teacher-student interaction and hands-on activities.

Figure C-26
Participant Description of Course Format by Course Type (2005)



C.3.2 Course Attribute Ratings

Participants were asked to rate the course they attended in 2005 on five attributes:

- Level of technical information
- Teaching skill of instructor
- Providing new information
- Providing time for questions
- Networking opportunities.

Participants were asked to provide their rating on a scale of 1 to 10, with 1 meaning “poor” and 10 meaning “excellent.” Overall, participants rated the courses they attended in 2005 very favorably as shown in Table C-8.

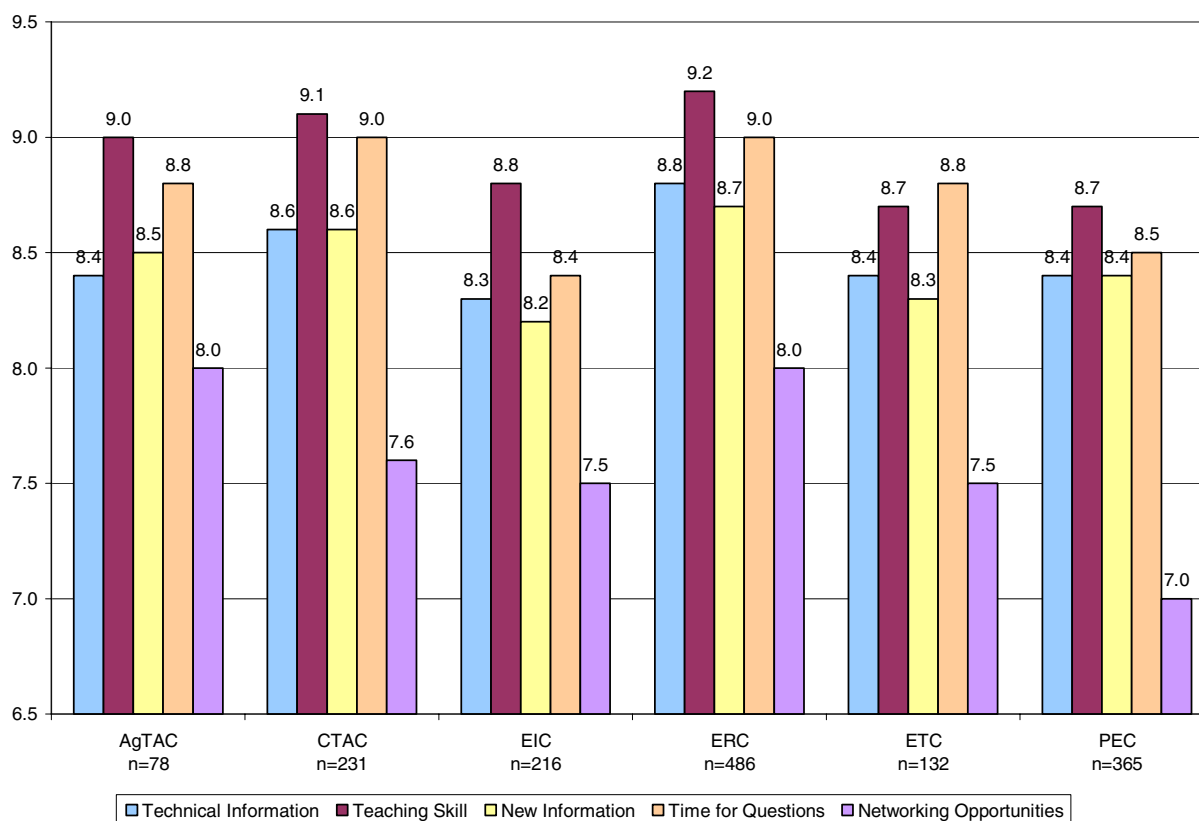
**Table C-8
Course Attribute Ratings (2005)**

	Mean Rating	Sample Size
Technical Information	8.5 (se 0.043)	1,480
Teaching Skill	9.0 (se 0.037)	1,472
New Information	8.5 (se 0.046)	1,486
Time for Questions	8.8 (se 0.043)	1,468
Networking Opportunities	7.6 (se 0.065)	1,458

Rating scale: 1 to 10, where 1 means “poor” and 10 means “excellent.”

There were a few notable differences by Center as shown in Figure C-27. For example, ETC participants consistently rated their courses positively on all attributes, whereas EIC and PEC participants gave the lowest ratings overall for new information, time for asking questions, and networking opportunities. In addition, participants who attended courses held at AgTAC and ERC provided the highest ratings in particular for “networking opportunities” and participants who attended courses held at PEC gave the lowest ratings for this attribute.

Figure C-27
Course Attribute Ratings by Center (2005)



Rating scale: 1 to 10, where 1 means "poor" and 10 means "excellent."

Standard Errors

	AgTAC	CTAC	EIC	ERC	ETC	PEC
Technical information	0.17	0.10	0.13	0.09	0.13	0.08
Teaching skill	0.12	0.09	0.11	0.08	0.13	0.07
New information	0.15	0.11	0.13	0.10	0.14	0.08
Time for questions	0.17	0.09	0.13	0.09	0.12	0.08
Networking opportunities	0.21	0.15	0.19	0.13	0.17	0.13

There is evidence that these ratings are holding fairly constant over time. For example, from 2002 to 2005, participants have been generally very satisfied with the level of technical information, the teaching skill of the instructor, and the provision of "new information." Although direct comparisons cannot be accurately made because of 5-point scale was used in 2002 and 2003, the mean ratings for these attributes were as follows:

- Technical information: 4.4 (2002) and 4.4 (2003)
- Teaching skill: 4.4 (2002) and 4.6 (2003)

- New information: 4.4 (2002 only)

Differences in course attribute ratings for the courses offered in 2005 include:

- Higher than average ratings were obtained for all attributes from participants who attended cooking classes in 2005.
- Lower than average ratings were obtained for all attributes from participants who attended courses addressing green building/LEED concepts.

These differences are shown in Table C-9 for all course types.

**Table C-9
Course Attribute Ratings by Course Type (2005)**

	Technical Information	Teaching Skill	New Information	Time for Questions	Networking Opportunities
Cooking (n=82)	9.0 (0.16)	9.5 (0.12)	8.6 (0.25)	9.0 (0.21)	8.4 (0.26)
Codes & Standards (n=118)	8.4 (0.15)	8.9 (0.14)	8.6 (0.15)	8.5 (0.16)	7.1 (0.24)
General (n=82)	8.4 (0.18)	8.8 (0.14)	8.0 (0.24)	8.7 (0.18)	7.5 (0.26)
Green Buildings/LEED (n=57)	7.8 (0.19)	8.5 (0.14)	8.1 (0.18)	8.3 (0.18)	7.0 (0.24)
HVAC (n=412)	8.5 (0.11)	9.1 (0.09)	8.6 (0.10)	8.8 (0.10)	7.7 (0.15)
Lighting (n=176)	8.5 (0.11)	8.8 (0.10)	8.5 (0.12)	8.8 (0.12)	7.6 (0.18)
Other (n=123)	8.3 (0.26)	8.5 (0.26)	8.2 (0.28)	8.5 (0.26)	7.5 (0.42)
Other End-Use (n=277)	8.8 (0.08)	9.1 (0.07)	8.6 (0.09)	8.9 (0.08)	7.7 (0.13)
PV/Renew Energy/DG (n=78)	8.6 (0.16)	8.9 (0.16)	8.8 (0.16)	9.0 (0.15)	7.2 (0.26)
Sector Specific (n=66)	8.6 (0.16)	9.1 (0.15)	8.5 (0.18)	9.0 (0.17)	7.9 (0.22)
Software/Analysis (n=41)	8.3 (0.21)	8.9 (0.13)	8.1 (0.19)	8.7 (0.15)	7.2 (0.24)
Overall Average (n=1509)	8.5 (0.04)	9.0 (0.04)	8.5 (0.05)	8.8 (0.04)	7.6 (0.07)

Rating scale: 1 to 10, where 1 means "poor" and 10 means "excellent."

C.3.3 Course Value Ratings

Participants were read several statements designed to assess the value they assign to training classes – like the one they attended in 2005 – relative to other means of obtaining information. Specifically, participants were asked to state whether they agreed or disagreed with the following statements:

- This type of information is best learned in a classroom.
- Classes like this are the only source I know of to get this type of information.
- It's valuable to me to interact with the instructor and other students.
- Classes like this provided unbiased and objective information.

Participants were asked to respond on a 10-point scale, where 1 meant they strongly disagreed and 10 meant they strongly agreed. Table C-10 presents the average ratings. Overall, participants highly valued the student-teacher interaction and unbiased and objective information. Participants were least likely to agree with the statement, “Classes like this are the only source I know of to get this type of information.”

Table C-10
Course Value Ratings (2005)

	Mean Rating	Sample Size
This type of information is best learned in a classroom.	8.2 (0.06)	1,480
Classes like this are the only source I know of to get this type of information.	6.3 (0.08)	1,481
It's valuable to me to interact with the instructor and other students.	8.7 (0.05)	1,501
Classes like this provided unbiased and objective information.	8.5 (0.05)	1,487

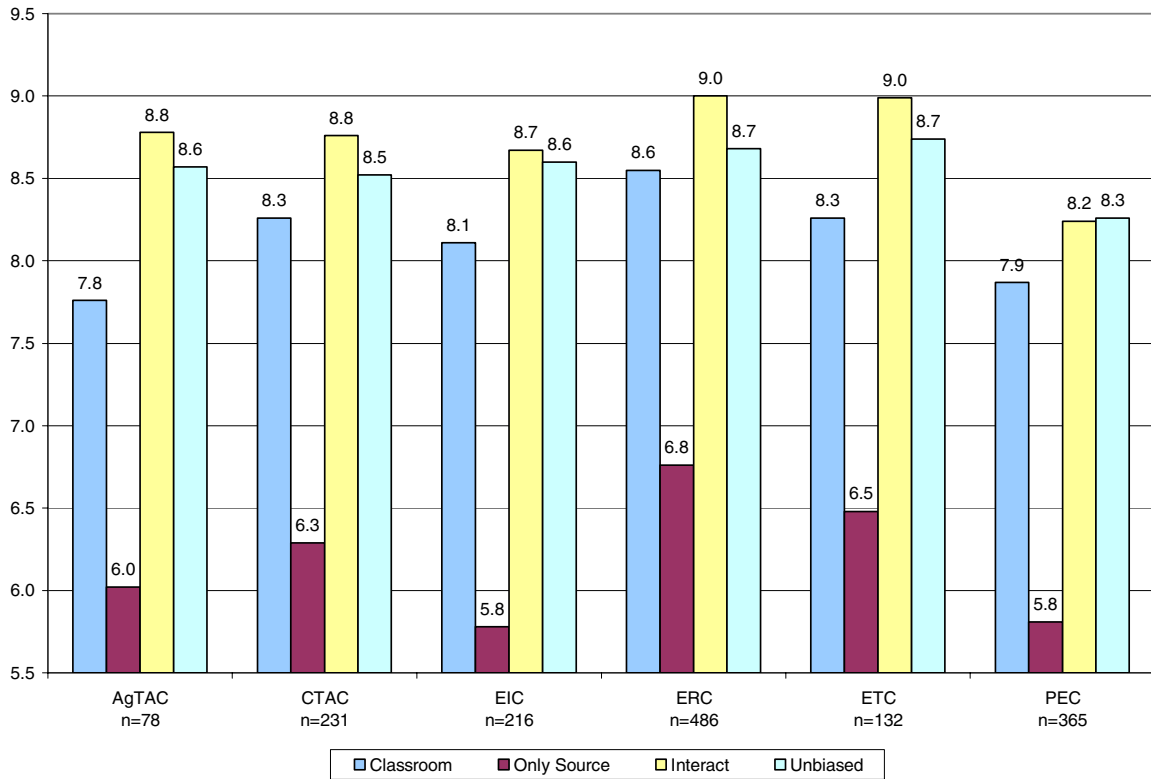
Rating scale: 1 to 10, where 1 means “strongly disagree” and 10 means “strongly agree.”

Differences by Center are shown in Figure C-28. The most notable difference involves the level of agreement with the statement, “Classes like this are the only source I know of to get this type of information.” ERC participants were most likely to strongly agree with this statement, whereas EIC and PEC participants were least likely to agree.

Differences by course type are shown in Table C-11. Key findings include:

- Participants who attended courses addressing green building/LEED concepts, PV/renewable energy/DG technologies, and lighting topics were least likely to agree with any of these value statements.
- Participants who attended courses addressing cooking, HVAC and “other” topics were most likely to agree with these statements.

**Figure C-28
Course Value Ratings by Center (2005)**



Rating scale: 1 to 10, where 1 means "strongly disagree" and 10 means "strongly agree."

Standard Errors

	<i>AgTAC</i>	<i>CTAC</i>	<i>EIC</i>	<i>ERC</i>	<i>ETC</i>	<i>PEC</i>
Classroom	0.22	0.13	0.16	0.12	0.16	0.12
Only source	0.33	0.19	0.23	0.18	0.22	0.16
Interact	0.17	0.11	0.13	0.10	0.12	0.10
Unbiased	0.19	0.13	0.14	0.12	0.13	0.11

Table C-11
Course Value Ratings by Course Type (2005)

	Classroom	Only Source	Interact	Unbiased
Cooking (n=82)	8.6 (0.25)	6.8 (0.37)	8.8 (0.22)	8.7 (0.23)
Codes & Standards (n=118)	8.1 (0.20)	6.5 (0.31)	8.4 (0.21)	8.7 (0.18)
General (n=82)	8.4 (0.22)	5.8 (0.35)	8.6 (0.20)	8.2 (0.23)
Green Buildings/LEED (n=57)	7.7 (0.24)	5.3 (0.32)	8.0 (0.24)	7.9 (0.24)
HVAC (n=412)	8.5 (0.12)	6.7 (0.19)	9.0 (0.10)	8.6 (0.12)
Lighting (n=176)	7.9 (0.17)	5.9 (0.22)	8.7 (0.12)	8.3 (0.15)
Other (n=123)	8.5 (0.30)	6.5 (0.44)	9.1 (0.18)	8.8 (0.27)
Other End-Use (n=277)	8.0 (0.12)	5.9 (0.17)	8.7 (0.10)	8.6 (0.11)
PV/Renew Energy/DG (n=78)	7.9 (0.26)	5.9 (0.32)	8.3 (0.22)	8.4 (0.22)
Sector Specific (n=66)	8.3 (0.26)	6.0 (0.40)	8.8 (0.21)	8.7 (0.22)
Software/Analysis (n=41)	8.1 (0.27)	6.4 (0.35)	8.7 (0.20)	8.4 (0.27)
Overall Average (n=1509)	8.2 (0.06)	6.3 (0.08)	8.7 (0.05)	8.5 (0.05)

Scale: 1 to 10, where 1 means “strongly disagree” and 10 means “strongly agree.”

5.4 Expectations and Outcomes

C.3.4 Reasons for and Expectations from Participation

Participants were asked to indicate their primary reasons they attended courses in 2005. Participants were also asked specifically what they expected to get out of attending these courses. As shown in Table C-12, nearly one in two participants (46%) expressed an interest in improving or gaining knowledge about the course topic. About one in four (24%) hoped to get updates on new technologies, products and solutions, and another 15% sought more general energy efficiency information. Reasons for taking the class lined up fairly well with participant expectations; i.e., over half of all participants (54%) expected to improve or gain knowledge as a result of taking the course.

EIC and ETC participants most likely to report “improve/gain knowledge” (53%) as their primary reason for attending the course, whereas PEC participants were least likely to report this reason (41%).

**Table C-12
Reasons for and Expectations from Participation (2005)**

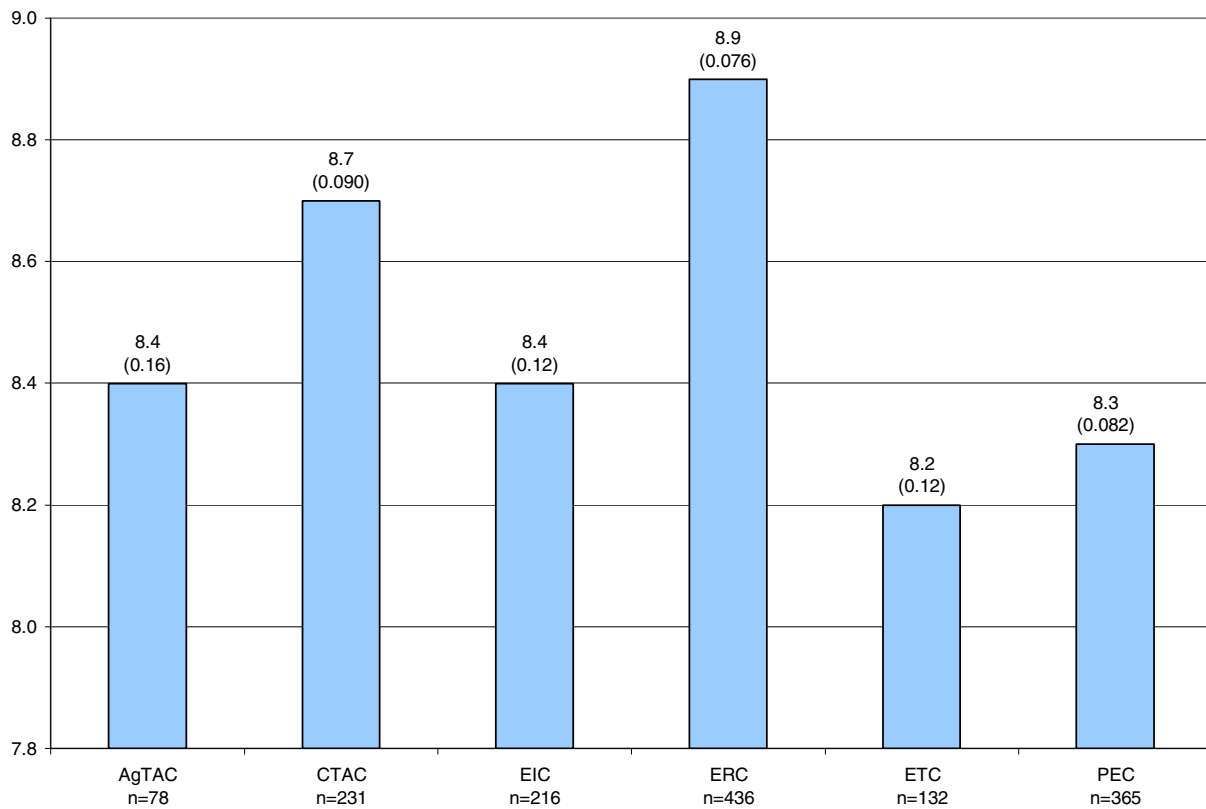
	Reasons for Participation	Expectations
Improve/gain knowledge	46%	54%
Technology updates	24%	16%
General energy efficiency information	15%	8%
Job related/required	9%	3%
Facility operations	8%	0%
Changes in codes, standards	7%	8%
Continue education	6%	1%
Assist customers	3%	0%
Learn software	2%	2%
Lighting designs	2%	2%
Building/system designs	2%	1%
Instructor	2%	0%
Food service options	1%	2%
Network with colleagues	1%	0%
Other	2%	2%
Don't know/recall	5%	12%
Sample size	1509	

Differences in reasons for participation by course type include:

- Participants who attended PV/renewable energy/DG and HVAC courses were the most likely to report “improve/gain knowledge” as their primary reason for participation (57% and 56%, respectively)
- Participants who attended courses on software/analysis tools were the least likely to report “technology updates” as their primary reason for participation (3%). Participants who attended sector-specific courses were also less likely to report “technology updates” as a reason for participation (15%).
- Participants who attended cooking courses were most likely to report “general energy efficiency information” as their primary reason for participation (26%), and participants who attended courses addressing codes & standards and HVAC technologies were the least likely to report this reason (6% and 9%, respectively).

Participants were then asked to provide their honest assessment of how well their expectations about the course were actually met. Specifically, participants were asked to rate the course on a 10-point scale, where 1 meant the course didn’t met any of their expectations, and 10 meant the course completely met their expectations. The average overall rating across all participants was 8.6 (se 0.04). Average ratings by Center are shown in Figure C-29. ERC participants gave the highest ratings and ETC participants gave the lowest ratings. Although these differences are slight, they are statistically significant.

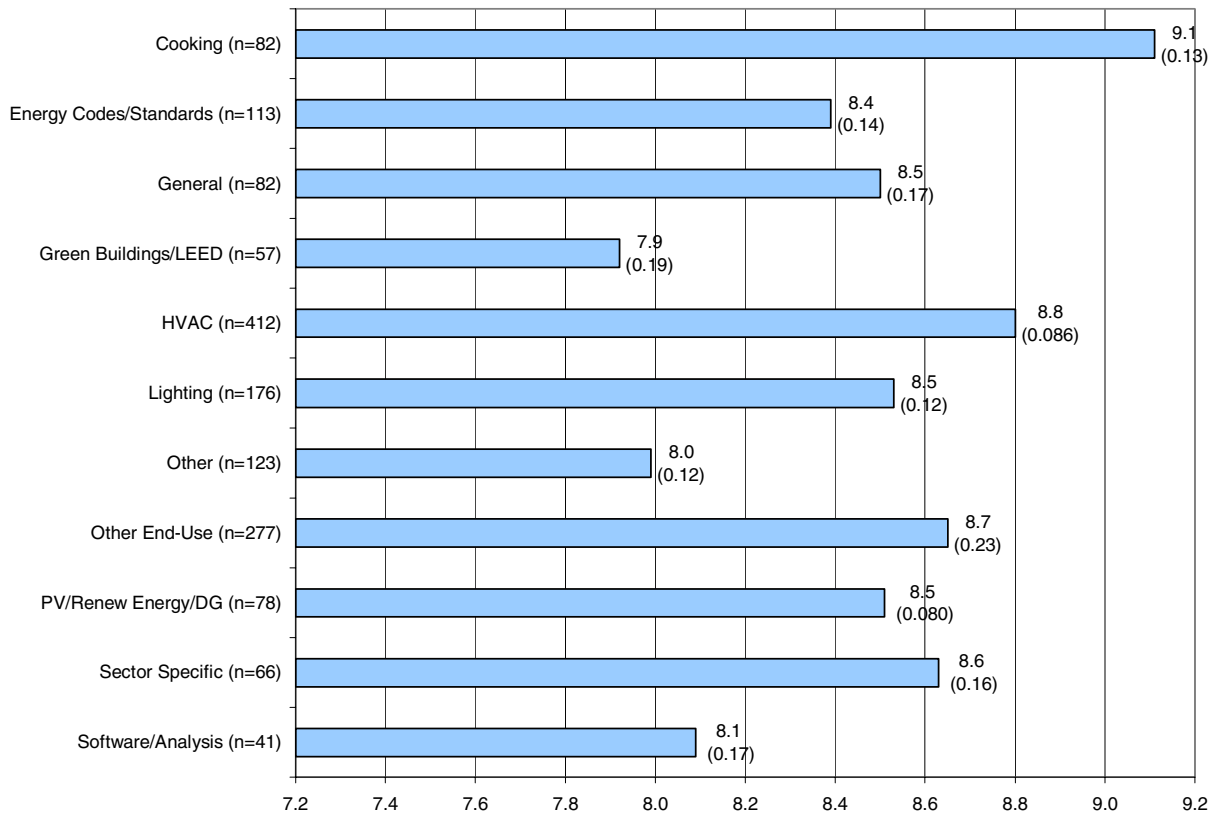
Figure C-29
Course Rating for Meeting Expectations by Center (2005)



Rating scale: 1 to 10, where 1 means “didn’t meet any expectations” and 10 means “completely met all expectations.”

Ratings by course type are shown in Figure C-30. Participants who attended cooking classes gave the highest average rating for expectations (9.1 se 0.13), whereas participants who attended courses addressing green building/LEED concepts reported the lowest average rating (7.9 se 0.19).

Figure C-30
Course Rating for Meeting Expectations by Course Type (2005)



Rating scale: 1 to 10, where 1 means "didn't meet any expectations" and 10 means "completely met all expectations."

Participants were also asked to indicate the reasons why the course did not completely meet all of their expectations. In general, participant responses fell into one of several categories:

- Level of detail (e.g., not technically complex enough, too complex, not enough detail, too much detail, too advanced, too basic, etc.)
- Content (e.g., not specific enough to my industry, too specific, overlooked important items, not enough new material, etc.)
- Length (e.g., too long, too short, etc.)
- Format [e.g., not enough hands-on activities, not enough time for questions and answers (Q&A), should have been available on line, should have included site visits, smaller class size, more one-on-one, etc.)]

- Instructor/Materials (e.g., needed more/better reference material and hand-outs, instructor not very knowledgeable, etc.)
- Promotion/Marketing (e.g., describe course better, advertise more to increase attendance, etc.)
- Location (e.g., too far away, travel/distance too great, etc.)

As shown in Table C-13, one in four participants who did not rate their expectations as having been completely met (10 on 10-point scale) indicated that some aspect of the level of detail addressed in the course was the reason for their non-perfect rating. Another 7% felt some aspect of the course content was inadequate, 6% mentioned the course length, 4% mentioned the course format, and another 4% mentioned the course instructor.

Table C-13
Reasons for Course Not Completely Meeting Expectations and Average Expectations Ratings
(2005)

	Percent of Participants	Average Expectation Rating
Detail	24%	7.4 (0.09)
No reason / Don't give "10s"	12%	8.0 (1.21)
Content	7%	7.1 (0.24)
Length	6%	7.7 (0.18)
Format	4%	7.4 (0.26)
Instructor	4%	6.8 (0.38)
Promotion	2%	8.6 (0.23)
Can't recall class	2%	7.8 (0.10)
Location	<1%	8.5 (N.A.)
Other	5%	7.1 (0.24)
Don't know	37%	8.0 (0.06)
Sample Size	938	

Table C-13 also compares the average rating for meeting expectations given by participants who provided these reasons. As shown, while only 7% of participants mentioned some aspect of the *course content* as being inadequate, these participants reported a relatively low average expectations rating (7.1). Similarly, while only 4% of participants mentioned that the *course instructor* was inadequate, the average expectations rating for these participants was reported to be 6.8. It is somewhat intuitive that the course content and instructor would have a significant influence on these types of expectations ratings. It is also somewhat expected that a higher average rating (8.0) would be reported by the 12% of participants who

did not give a specific reason as to why the course did not completely meet their expectations (i.e., they indicated that they “don’t give 10s” on 10-point scaled questions).

Table C-14 shows significant results by Center. For example, 35% of all AgTAC participants mentioned that some aspect of the level of detail addressed in the course was the reason it did not completely meet their expectations. This compares to only 17% of ERC participants. It is important to keep in mind that while these differences are statistically significant, the average expectations rating across all participants was 8.6, which is a very favorable rating.

Table C-14
Percent of Participants Mentioning Aspect of Course as Reason for Not Meeting Expectations by Center (2005)

	All Participants	Most Likely	Least Likely
Detail	24%	AgTAC (35%)	ERC (17%)
Content	7%	CTAC (11%)	AgTAC (0%)
Length	6%	ERC (11%)	EIC and PEC (4%)
Format	4%	AgTAC (8%)	CTAC and ERC (3%)
Instructor	4%	AgTAC and ERC (5%)	CTAC (2%)
Location	<1%	ETC and PEC (1%)	All others (0%)
Sample Size	938		

Participants who attended courses addressing energy codes and standards were the most likely to mention each of these aspects as reasons why the course they attended fell short of their expectations. The one exception was for participants who attended courses addressing “general energy efficiency” topics – 7% of these participants mentioned the course instructor as a reason why the course did not completely meet their expectations.

Additional information on some of the reasons why some courses fell short of participants expectations is summarized below:

- Most of the participants who felt the *level of detail* was inadequate mentioned that the course could have provided more detail and/or covered more material (70%). Another 18% felt the course material was too simple/too basic and/or that “they already knew” the information presented. Finally, about 12% had hoped that the course would have been less technical and/or that “too much detail” had been provided.
- Most of the participants who felt the *course content* was inadequate reported that the information presented did not apply to their specific industry or profession (89%), and a few reported that key concepts were missed or not included in the course (15%).

- With regard to *course length*, most participants who mentioned this aspect of the course had expected the course to be longer and/or that the course was “too short” (84%). A few mentioned that they thought the class was “too long” (16%).
- About half of the participants who expected something different with respect to the *course format* indicated that they had hoped the class would involve more hands-on activities (54%), and others had wanted additional time for Q&A (46%).
- Finally, with regard to the *course instructor*, most participants who mentioned this aspect of the course had expected the instructor to be more knowledgeable (72%), while others felt that the materials, hands-outs, and reference documents could have been better (28%).

C.3.5 Course Outcomes

This section presents the results for changes in awareness and knowledge levels, as well as improved confidence and ability to recommend and implement energy efficiency projects.

Knowledge Levels

As stated above, participants were asked to rate their overall knowledge of energy-efficient technologies and solutions compared to peers in the industry. Generally, about half of all participants who attended courses in 2005 (57%) considered themselves to be “more knowledgeable than most” of their peers. We also asked participants to indicate how knowledgeable they felt they were prior to attending the course. Table C-15 compares the responses to these questions.

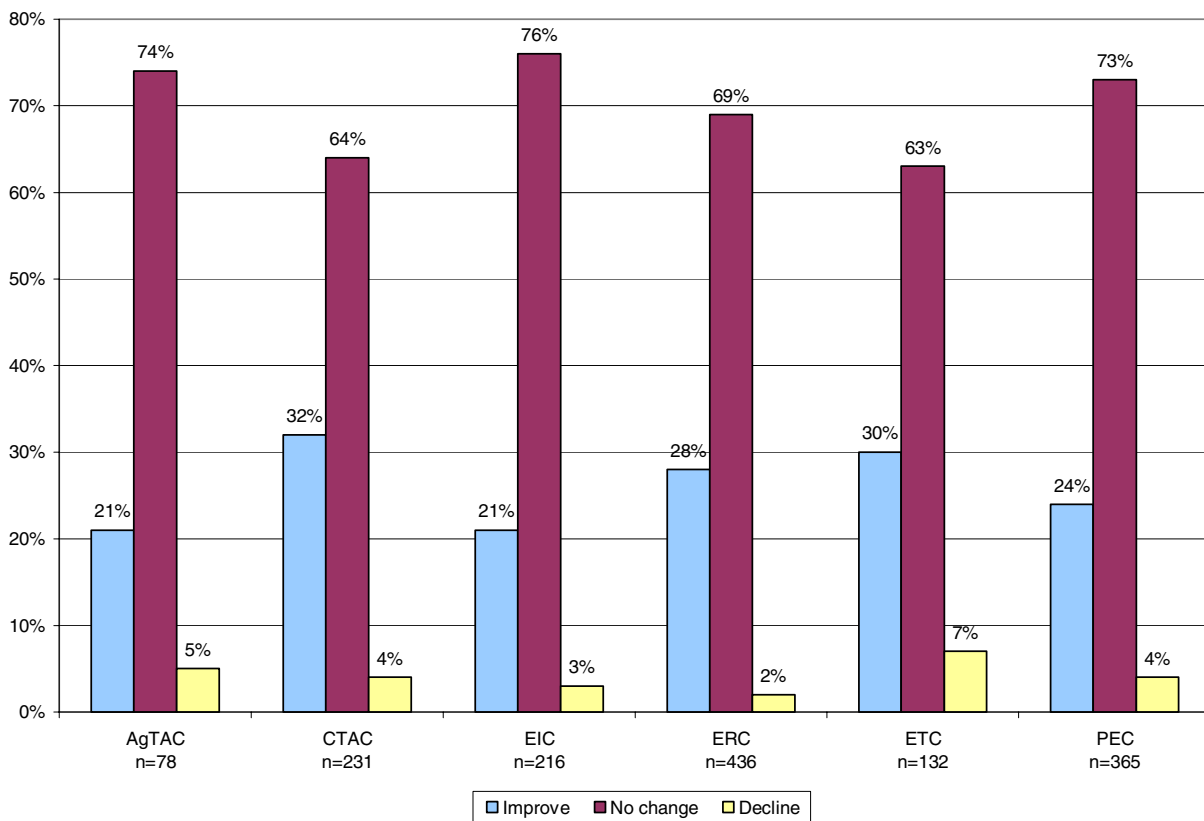
**Table C-15
Perceptions Regarding Knowledge Relative to Peers Before and After Attending Course (2005)**

Change in Knowledge Level	<i>Before course...</i>	<i>After course...</i>	Percent of Participants
Improve	Average	More	13%
Improve	Less	More	4%
Improve	Less	Average	9%
No change	More	More	40%
No change	Average	Average	27%
No change	Less	Less	2%
Decline	More	Average	3%
Decline	More	Less	0%
Decline	Average	Less	0%
Sample Size			1,477

As shown, about one in four participants (27%) who attended courses in 2005 felt that their knowledge level relative to their peers had improved since attending the courses. The majority (70%), however, felt that there had been no change in their knowledge level since attending the courses. A small percentage (3%) indicated that their perception of their knowledge level relative to peers had declined since attending the courses. Since most of these participants felt they were more knowledgeable before the course and rated their knowledge level after the class as “average,” it is possible that these participants had their initial perceptions “reality checked” as a result of participating in the course.

Differences by Center are shown in Figure C-31. As shown, participants who attended CTAC courses were more likely to report improvements in knowledge levels, whereas AgTAC and EIC participants were most likely to report no change in knowledge levels since attending the courses.

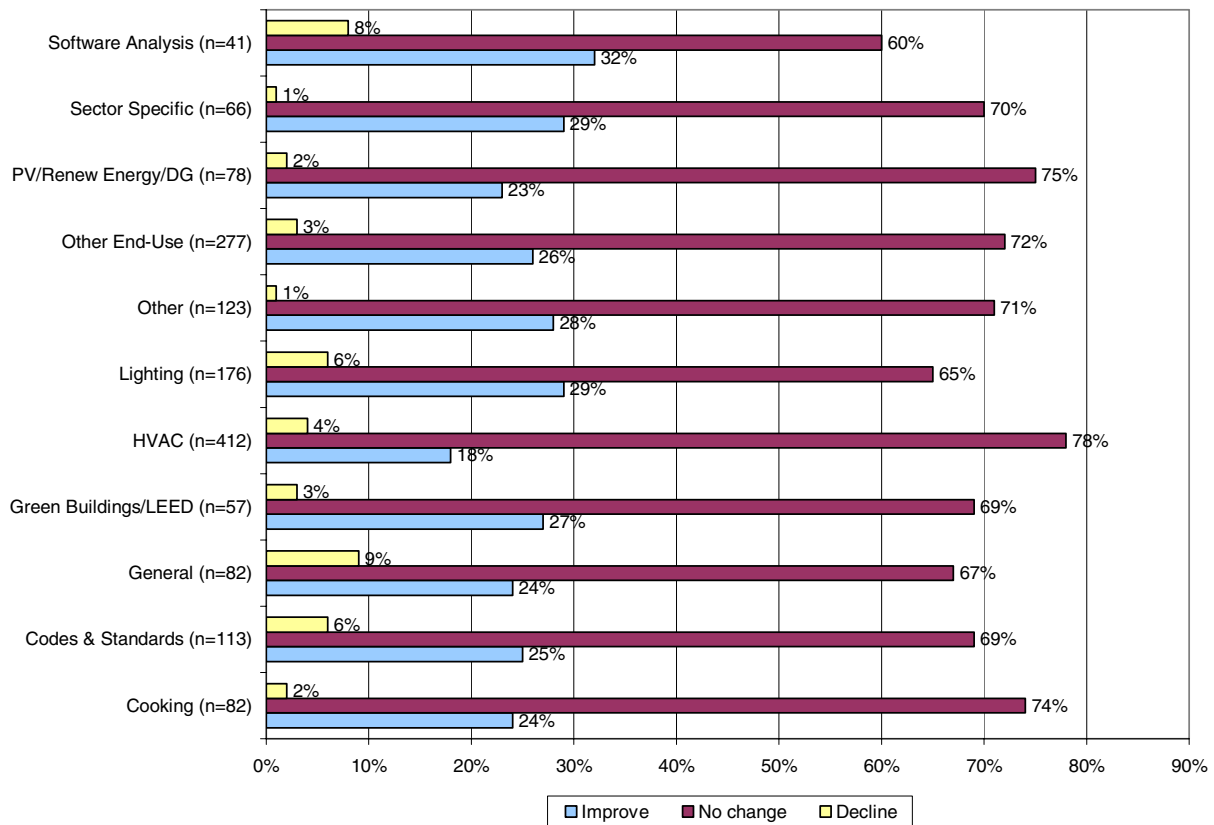
Figure C-31
Perceptions Regarding Knowledge Relative to Peers Before and After Attending Course by Center (2005)



Differences by course type are shown in Figure C-32. Participants who attended courses addressing software/analysis tools were the most likely to have reported a change in knowledge level as a result of attending the courses. About one-third (32%) indicated that their perception of their knowledge level relative to their peers had improved, while 8% reported that it had declined. Other course types that

resulted in higher than average improvements in knowledge levels include courses designed to address lighting and sector-specific topics. Participants who attended HVAC courses were most likely to report that their knowledge level had not changed as a result of attending these courses.

Figure C-32
Perceptions Regarding Knowledge Relative to Peers Before and After Attending Course by Course Type (2005)

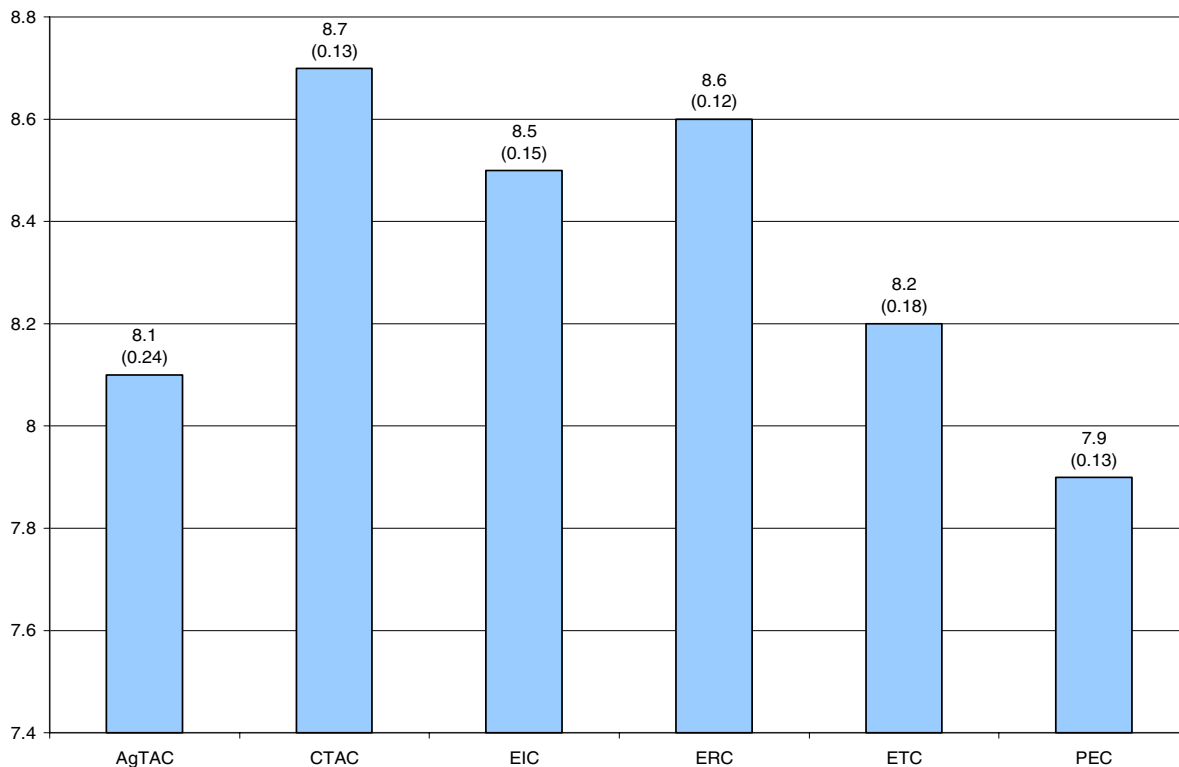


Awareness Levels

Participants were asked to indicate whether they agreed or disagreed that, as a result of attending the courses, they were more aware of energy efficient technologies and solutions for their clients (market actors) or their facilities (end-use customers). On a 10-point scale, where 1 meant “strongly disagree” and 10 meant “strongly agree,” the average participant rated their agreement as 8.4 (se 0.060), indicating a significant increase in awareness attributable to the information learned through the course. This question was asked of both upstream market actors and end-use customers and there was no significant difference in the average rating between these two groups. Again, due to different scales, we cannot make perfect comparisons over time but we do see evidence that this type of outcome has been consistently reported over time. For example, 79% of 2002 participants reported a 4 or 5 (on a 5-point scale) and in 2003 80% reported either 4 or 5, indicating significant awareness level increases that can be attributed to the course.

Differences by Center are shown in Figure C-33. Similar to the results presented above for knowledge levels, CTAC participants reported the highest average rating for increased awareness levels (8.7 [0.13]). EIC and ERC participants also reported high awareness ratings; PEC, AgTAC and ETC participants reported significantly lower scores than the other three center participants.

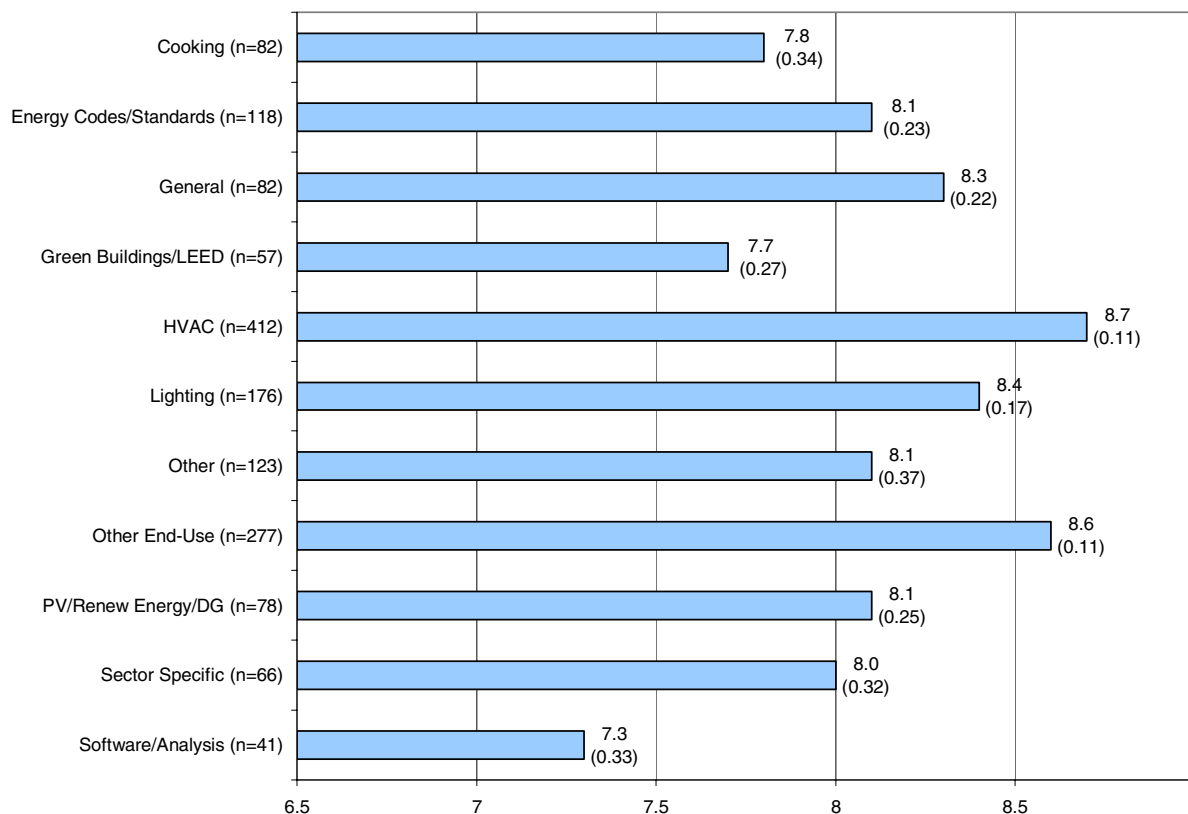
Figure C-33
Awareness Level Ratings by Center (2005)



Participants asked to rate their level of agreement with the statement: “As a result of attending [course name], I am more aware of energy efficient technologies and solutions for my clients (market actors) or my facility (end-use customers).” Rating scale: 1 to 10, where 1 means “strongly disagree” and 10 means “strongly agree.”

Differences by course type are shown in Figure C-34. As shown, participants who attended HVAC courses reported the highest rating for increased awareness levels (8.7 [0.11]) and participants who attended courses addressing software/analysis tools reported the lowest (7.3 [0.33]). This result is somewhat intuitive as the question may not have been as applicable for courses addressing software/analysis tools.

**Figure C-34
Awareness Level Ratings by Course Type (2005)**



Participants asked to rate their level of agreement with the statement: “As a result of attending [course name], I am more aware of energy efficient technologies and solutions for my clients (market actors) or my facility (end-use customers).” Rating scale: 1 to 10, where 1 means “strongly disagree” and 10 means “strongly agree.”

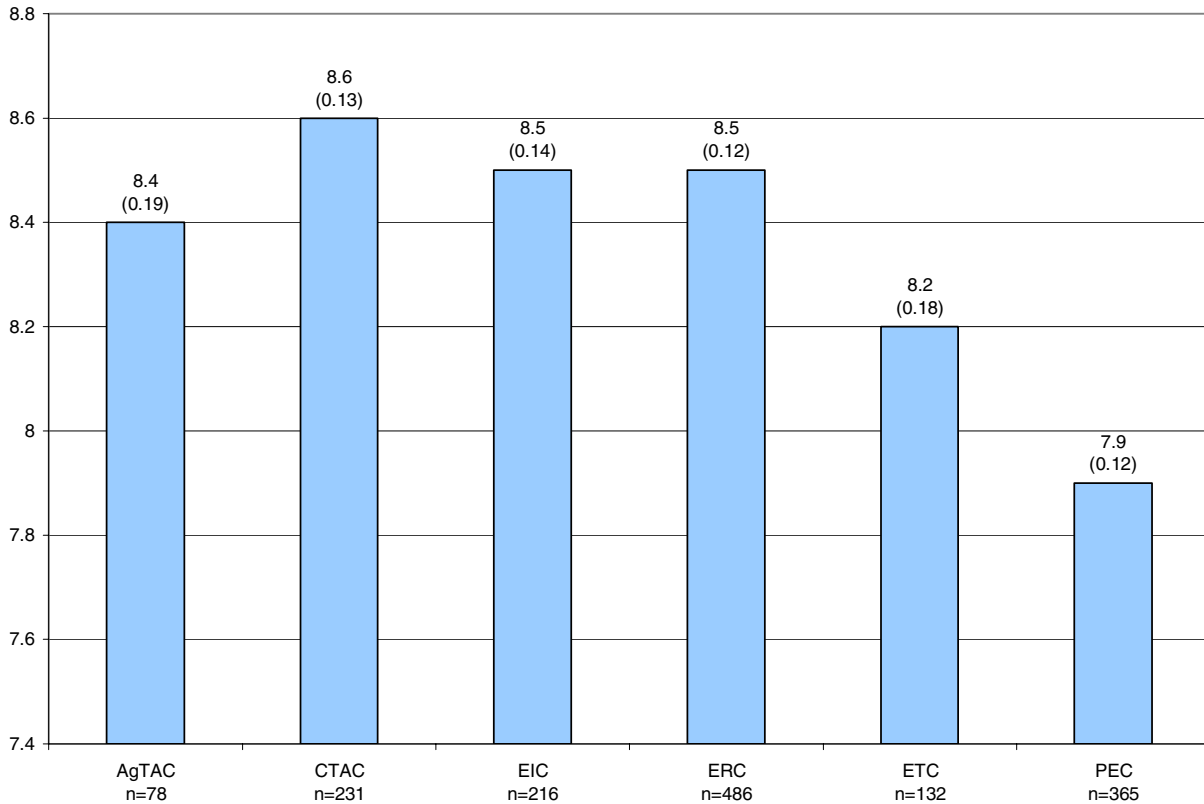
Confidence Levels

Participants were also asked to indicate their level of agreement with the statement, “As a result of taking the [course name], I am more confident in the performance of energy efficient technologies.” On the same 10-point scale, where 1 meant “strongly disagree” and 10 meant “strongly agree,” the average participant rated their agreement as 8.3 (0.058) indicating a significant increase in confidence attributable to the information learned through the course. This question was asked of both upstream market actors and end-use customers and, on average, end-use customers were somewhat more likely to indicate improvement in confidence levels (8.5 for end-users v. 8.2 for market actors).

As mentioned above, these findings have held steady over time – in 2002, 75% of participants provided ratings for increased confidence levels of either 4 or 5 (on a 5-point scale) and 78% of participants in 2005 reported a 4 or 5.

Differences by Center are shown in Figure C-35. PEC participants reported the lowest average rating for increased confidence levels (7.9 se 0.12).

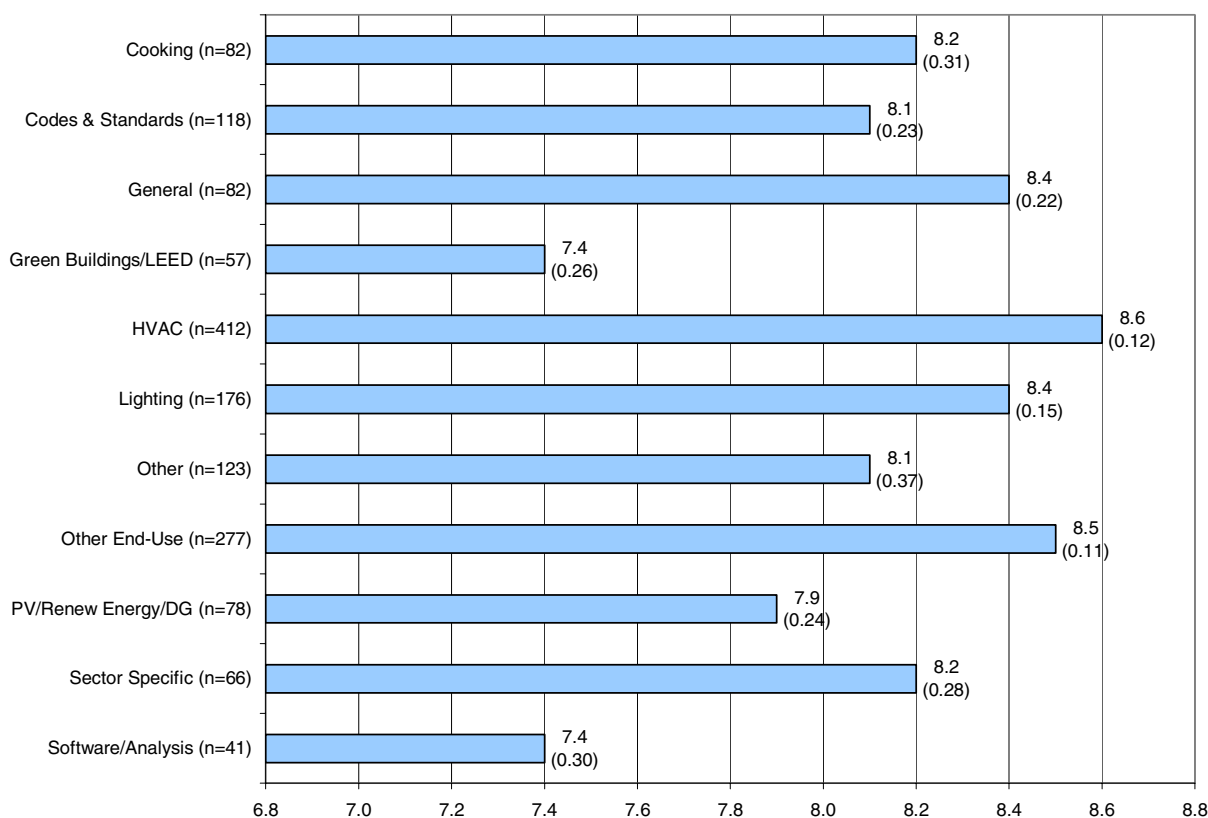
Figure C-35
Confidence Level Ratings by Center (2005)



Participants asked to rate their level of agreement with the statement: “As a result of taking the [course name], I am more confident in the performance of energy efficient technologies.” Rating scale: 1 to 10, where 1 means “strongly disagree” and 10 means “strongly agree.”

Figure C-36 presents the average ratings by course type. Participants who attended HVAC and “Other End Use” courses reported the highest rating for increased confidence levels (8.6 [se 0.12] and 8.5 [se 0.11], respectively). Participants who attended courses addressing software/analysis tools and green building/LEED concepts reported the lowest (7.4 [se 0.30] and 7.4 [se 0.26], respectively).

Figure C-36
Confidence Level Ratings by Course Type (2005)



Participants asked to rate their level of agreement with the statement: “As a result of taking the [course name], I am more confident in the performance of energy efficient technologies.” Rating scale: 1 to 10, where 1 means “strongly disagree” and 10 means “strongly agree.”

Behaviors⁶

Participants were also asked to indicate their level of agreement with the following statements related to behaviors: “As a result of taking the [course name]...

- ...I recommend energy efficient technologies and solutions to my clients/management more often.”

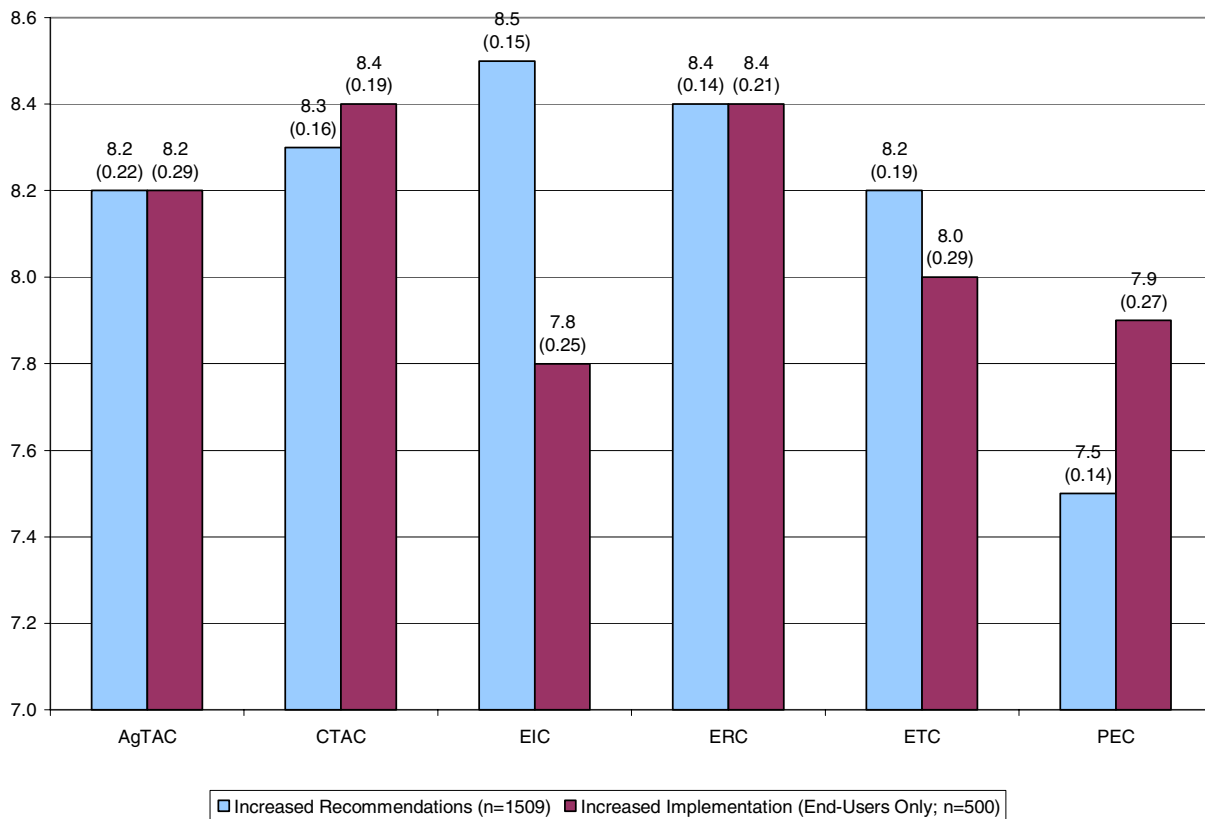
⁶ An additional series of questions was included in the survey to identify specific changes end-use customers had made to their facility since attending courses in 2005. However, due to an error in the skip pattern, only 149 end-use customers were asked these questions when a total of 509 should have been asked. We propose to call back these 360 end-use customers after discussing the option of conducting case studies as a follow-up activity to this evaluation report. If the case studies are conducted, we will most likely design a different set of questions to ask these end-use customers that probes in more detail about the specific changes that have been made since attending courses in 2005. If the case studies are not conducted, we can call back these end-use customers and ask the brief series of questions (i.e., four or five questions should take less than five minutes to answer) that were inadvertently skipped.

- ...I am better able to implement energy efficient technologies or solutions.” (*end-use customers only*)

On the same 10-point scale, where 1 meant “strongly disagree” and 10 meant “strongly agree,” the average participant rated their agreement with the statement related to increased recommendations as 8.1 (0.067) and the average rating for increased implementation was 8.2 (0.10). There was little difference in the ratings given by upstream market actors and end-use customers for increased recommendations (8.1 and 8.3, respectively).

Differences by Center are shown in Figure C-37. PEC participants gave the lowest average rating for increased recommendations, and CTAC and ERC end-use customer participants gave the highest average rating for increased implementation.

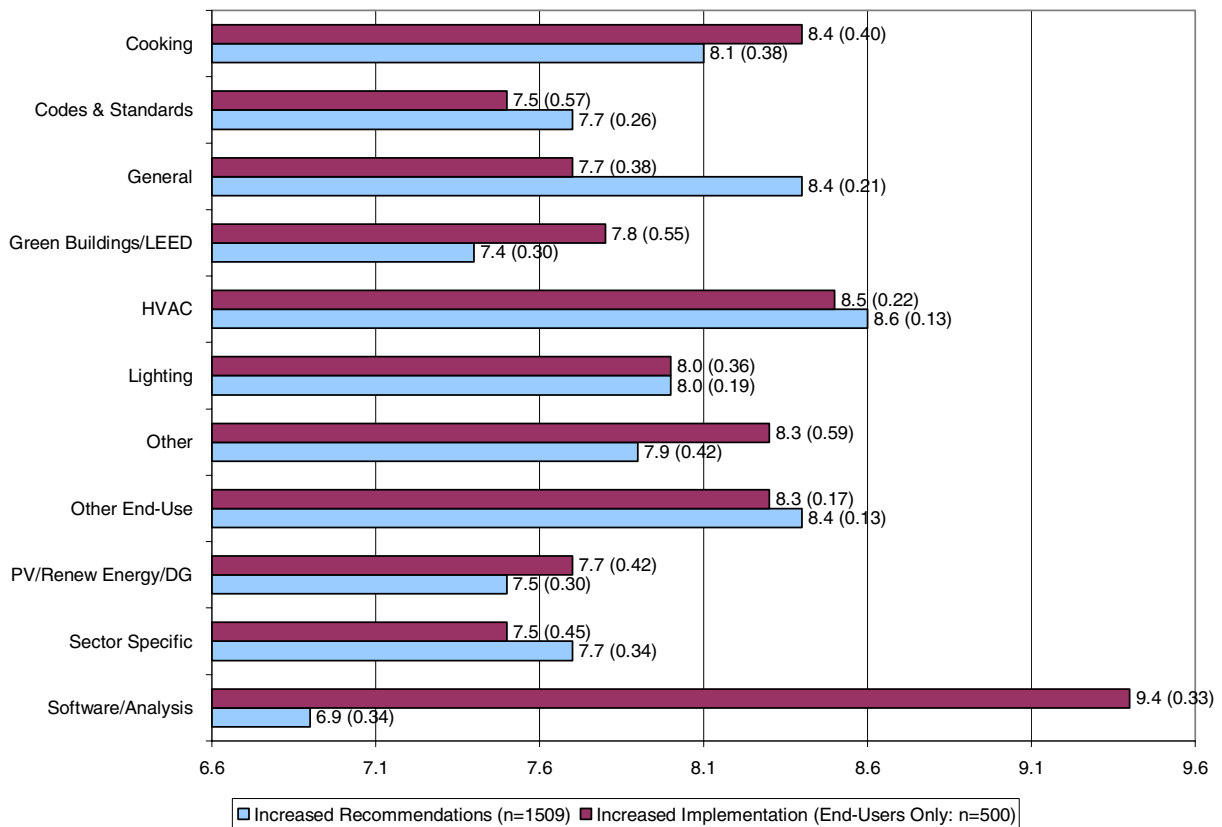
Figure C-37
Increased Recommendations and Implementation Ratings by Center (2005)



Participants asked to rate their level of agreement with the statements: “As a result of taking the [course name] (a) I recommend energy efficient technologies and solutions to my clients/management more often, and (b) I am better able to implement energy efficient technologies or solutions (*end-use customers only*.)” Rating scale: 1 to 10, where 1 means “strongly disagree” and 10 means “strongly agree.”

Differences by course type are shown in Figure C-38. Consistent with results presented above, participants who attended HVAC courses reported the highest rating for increased recommendations (8.6 [0.13]), and participants who attended courses addressing software/analysis tools reported the lowest (6.9 [0.34]). In addition, extremely high ratings for increased implementation were reported by end-use customers who attended courses addressing software/analysis tools (9.4 [0.33]).

Figure C-38
Increased Recommendations and Implementation Ratings by Course Type (2005)



Participants asked to rate their level of agreement with the statements: “As a result of taking the [course name] (a) I recommend energy efficient technologies and solutions to my clients/management more often, and (b) I am better able to implement energy efficient technologies or solutions (end-use customers only.)” Rating scale: 1 to 10, where 1 means “strongly disagree” and 10 means “strongly agree.”

The average rating for increased recommendations was different for market actors v. end-use customers for a few course types. For example, end-use customers gave much higher average ratings (than market actors) for increased recommendations attributable to the information learned in courses addressing cooking topics and software/analysis tools.

C.3.6 Awareness of and Participation in Utility Programs

Participants were asked if they were aware of any other programs offered by the utilities to help promote energy efficiency. More than half of all participants overall (57%) were aware of other utility programs. Table C-16 lists the types of programs that ETS participants reported being aware of.

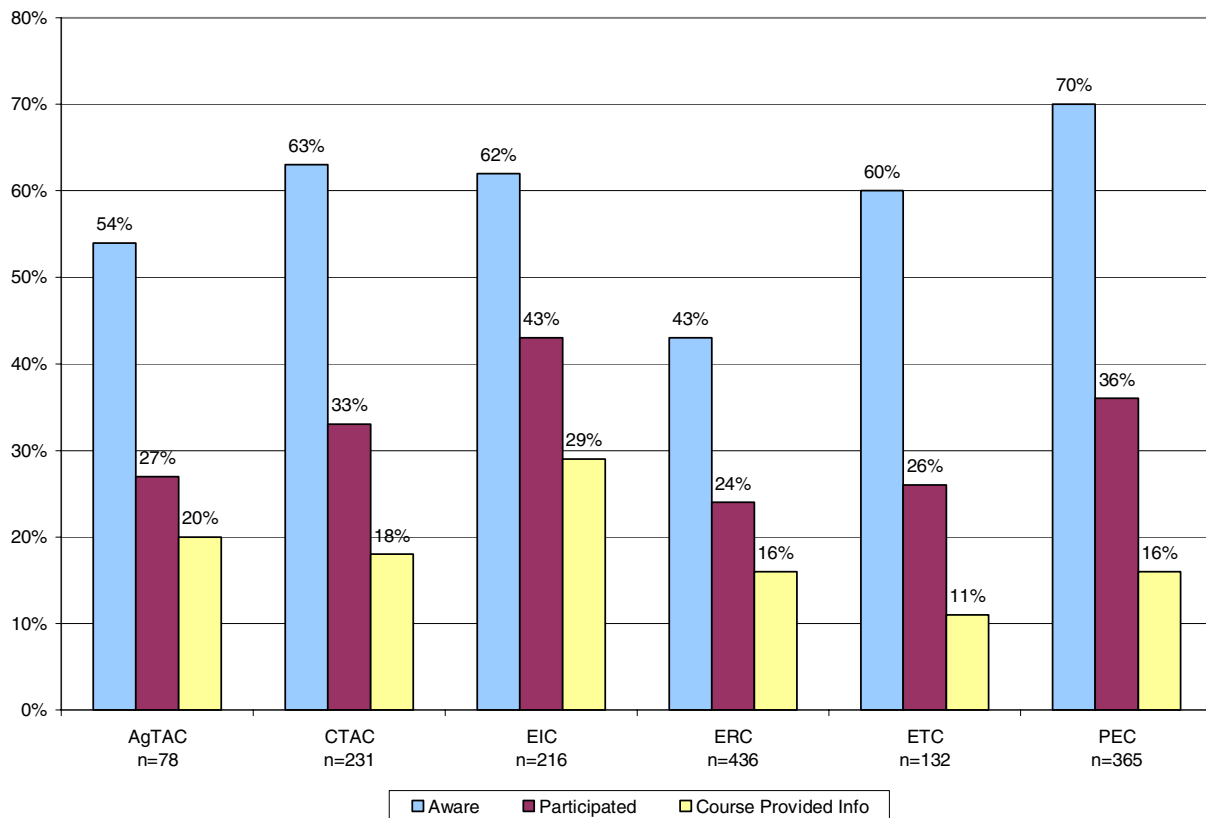
**Table C-16
Participant Awareness of Other Utility Programs (2005)**

	Percent of All Participants	Percent of Participants Aware of Program
Prescriptive rebates	21%	39%
Custom incentives	8%	15%
New construction incentives/assistance	9%	17%
Other incentives	8%	15%
Renewable power/demand response	4%	7%
Other programs	3%	5%
None	1%	0%
DK	12%	22%
Sample Size	1,509	826

In addition, participants were asked if they had participated in any other utility programs since attending the ETS course. Overall, about one third (31%) reported that they have participated of some type of program since attending the course in 2005. Participants were then asked if they were made aware of these programs during the course they attended in 2005. Across all participants, about 18% indicated that they participated in programs that they were made aware of during course they attended in 2005. This has increased since 2003, when only 11% of participants indicated that they had participated in programs after learning about them during the course they attended.

Differences by Center are shown in Figure C-39. As shown, PEC participants were among the most aware of other utility programs, and ERC participants represent the least aware. In terms of program participation in general, EIC participants were the most likely to have participated in other utility programs since attending EIC courses in 2005 and, perhaps as expected given relatively low awareness, ERC participants were among the least likely. Nearly one-third of all EIC participants (29%) reported that they participated in a utility program that they were informed about during the EIC course they attended in 2005. Only 11% of ETC participants reported this behavior.

Figure C-39
Utility Program Awareness, Participation Since Attending Course, and Effectiveness of Course in Leading to Participation by Center (2005)

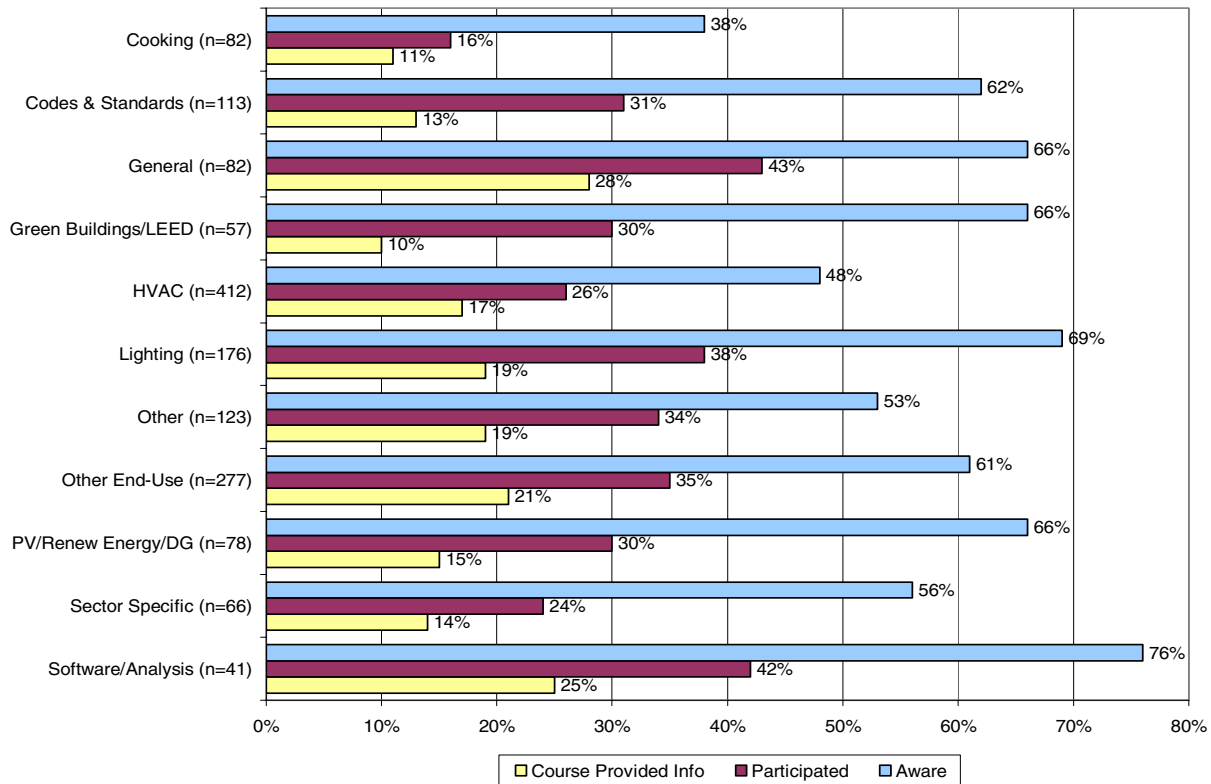


Differences by course type are shown in Figure C-40. As shown, participants who attended courses addressing software/analysis tools were among the most aware of other utility programs (76%). These participants, along with participants who attended the more general energy efficiency courses, were also the most likely to have participated in these other utility programs since attending courses (42% and 43%, respectively).

By looking at the gap between the percentage of participants who have participated in other utility programs since attending courses and the percentage who report that they learned about these other utility programs during the specific course they attended in 2005, we can evaluate the effectiveness of different courses in leading to participation in other utility programs.

The course type that appears to have been most effective in leading participants to other utility programs is cooking; that is, while only 16% of all participants who attended cooking classes in 2005 participated in other utility programs, many of those who did were informed about these other programs during the cooking class. Similar results are found for participants who attended HVAC classes in 2005.

Figure C-40
Utility Program Awareness, Participation Since Attending Course, and Effectiveness of Course in Leading to Participation by Course Type (2005)



This gap is widest for courses addressing green building/LEED concepts, lighting technologies, codes and standards, and software/analysis tools. This suggests that these courses may have been less effective in leading to participation in other utility programs, and/or or these participants took part in other utility programs that were unrelated to the topic of the course they attended in 2005.

C.3.7 Satisfaction Ratings

Participants were asked a number of questions to assess their level of satisfaction with attending courses in 2005. First, participants were asked to rate their overall level of satisfaction on a 10-point scale, with 1 meaning “not at all satisfied” and 10 meaning “very satisfied.” In addition, participants were asked to rate their likelihood of attending another class in the next year or two. A similar 10-point scale was used for this rating, with 1 meaning “not at all likely” and 10 meaning “very likely.” Finally, participants were asked if they would recommend the specific class they took in 2005 to a colleague.

The results from these questions are very favorable. Overall, the average satisfaction rating was reported to be 8.9 (se 0.039), the average rating for likelihood of future attendance was reported to be 9.2 (se

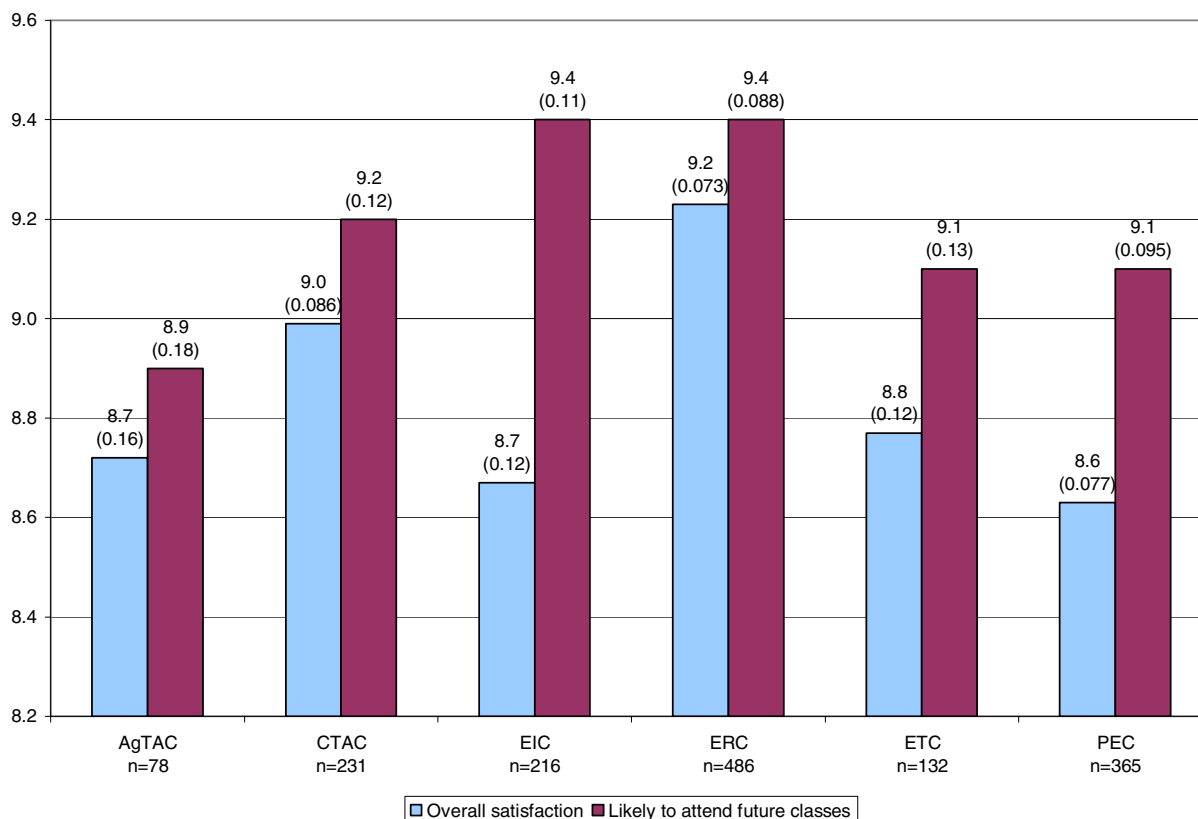
0.045) and nearly all participants (96%) reported that they would recommend the specific class they took in 2005 to a colleague.

These extremely favorable ratings are consistent with prior studies. In 2002, the mean satisfaction rating (on a 5-point scale) was 4.4 and in 2003 the average rating was also 4.4. In 2003, 90% reported a 4 or 5 (on a 5-point scale) in terms of their likelihood of recommending the class they took to a colleague.

Differences by Center are shown in Figure C-41. The highest average rating for overall satisfaction was reported by ERC participants (9.2 [0.073]), and the lowest average ratings were reported by PEC, AgTAC and EIC participants. EIC and ERC participants appear to be more likely to attend courses offered at these Centers in the future (9.4 average rating), while AgTAC participants reported a somewhat lower average rating for this measure (8.9 [0.18]).

ETC participants were somewhat less likely to report that they would recommend the specific class they took in 2005 to a colleague – 92% for ETC participants v. 96% overall. While this difference is slight, it is statistically significant.

Figure C-41
Ratings for Overall Satisfaction and Likelihood of Attending Future Courses by Center (2005)

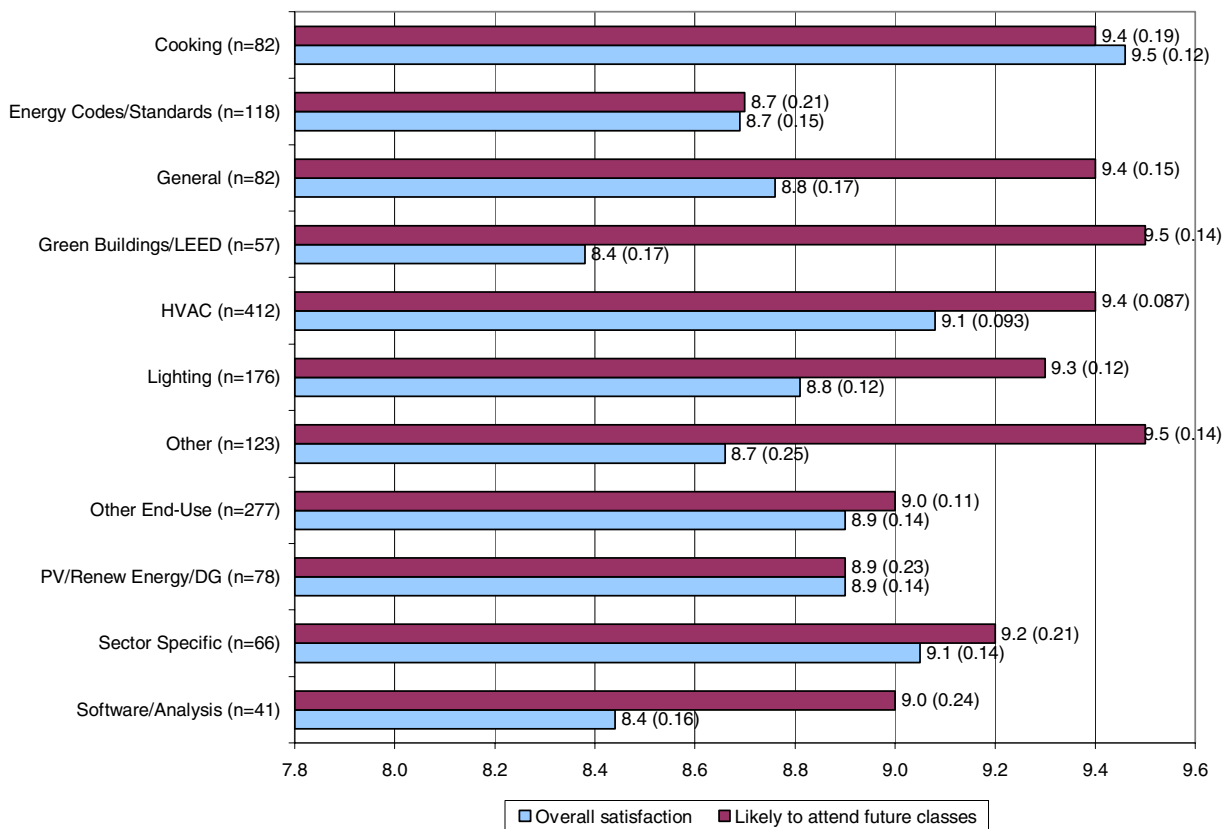


Differences in average ratings for overall satisfaction and likelihood of attending future courses by course type are shown in Figure C-42. Participants who attended cooking classes in 2005 appear to be the most satisfied (9.4 [0.12]). Participants who attended courses addressing green building/LEED concepts and software/analysis tools gave the lowest average satisfaction rating (8.4 [0.16] and 8.4 [0.17] respectively).

However, participants who attended green building/LEED courses (as well as participants who attended courses addressing “other” topics) reported the highest a high overall average rating for likelihood of attending future courses (9.5 [0.14]). Participants who attended courses on codes and standards, PV/renewable technology/DG technologies, software/analysis, or other end-uses reported the lowest overall average rating for this measure.

Participants who attended courses in 2005 that addressed “other” topics were somewhat less likely to report that they would recommend the specific class they took in 2005 to a colleague – 90% for these participants v. 96% overall. While this difference is slight, it is statistically significant.

Figure C-42
Ratings for Overall Satisfaction and Likelihood of Attending Future Courses by Course Type (2005)



C.3.8 Reasons for Dissatisfaction and Suggestions for Improvement

Participants were asked to indicate their reasons for dissatisfaction and to offer suggestions for making the courses more useful and valuable. Again, responses were grouped into the following categories:

- Content
- Detail
- Format
- Instructor
- Length
- Location
- Promotion.

Table C-17 presents the results for both of these questions. Nearly half of participants (48%) who were not very satisfied mentioned something related to the level of detail as their reason for dissatisfaction with the course. Other reasons, such as aspects of the course format, length and content were mentioned by 9% of participants. Another 7% were dissatisfied with the course instructor.

Nearly two-thirds of all participants (64%) who attended courses in 2005 did not offer any suggestions for improvement. Of those who did, suggestions ranged from aspects of the course format (24%), length (14%), level of detail (10%) and content (10%). In addition, 16% of participants also suggested that changing the frequency with which the courses were offered would be an improvement.

Table C-17
Reasons for Dissatisfaction and Suggestions for Improvement

	Reason for Dissatisfaction	Suggestion for Improvement
Detail	48%	10%
Format	9%	24%
Length	9%	14%
Content	9%	10%
Instructor	7%	7%
Frequency	0%	16%
Location	<1%	9%
Promotion	<1%	8%
Other	13%	19%
Sample Size	329	478

Table C-18 presents some key differences in terms of reasons for dissatisfaction by Center. As shown, two-thirds of AgTAC participants (66%) reported that the course did not provide an appropriate level of

detail, yet only one-third of ERC participants (34%) reported this type of reason for dissatisfaction. Nearly one in five CTAC participants mentioned that they were in some way dissatisfied with the course content, and only 5% of ETC participants cited this reason. Again, it is important to note that, while these differences by Center are statistically significant, the overall level of satisfaction with the courses attended in 2005 is very high (8.9 on a 10-point scale, where 10 means “very satisfied”).

**Table C-18
Reason for Dissatisfaction by Center (2005)**

	All Participants	Most Likely	Least Likely
Detail	48%	AgTAC (66%)	ERC (34%)
Format	9%	CTAC (13%)	ETC (5%)
Length	9%	ERC (17%)	ETC (5%)
Content	9%	CTAC (19%)	ETC (5%)
Instructor	7%	ETC (11%)	AgTAC and CTAC (4%)
Location	<1%	ERC (1%)	All Others (0%)
Promote	<1%	PEC (1%)	All Others (0%)
Sample Size	478		

The following summarizes reasons for dissatisfaction reported by participants:

- Level of detail – could have provided more detail and/or covered more material (71%); should have been less technical, “too much detail” (16%); too simple/too basic (14%)
- Course format – more hands-on activities (77%); additional time for Q&A (23%)
- Course length – should have been longer, course was “too short” (100%)
- Course content – did not apply to specific industry or profession (89%), key concepts were missed or not included in the course (11%)
- Course instructor – instructor should be more knowledgeable (59%), the materials, hands-outs, and reference documents could have been better (41%).

Table C-19 presents suggestions for improvement by course type. Participants who attended courses addressing “general energy efficiency” topics were more likely to suggest improvements related to course content and instructors. Participants who attended green building/LEED courses were more likely to suggest improvements related to the level of detail covered in the classes and the frequency with which these types of classes are held. Participants who attended PV/renewable energy/DG technology courses also suggested improvements to the level of detail. Increased promotion was suggested most often by participants who attended sector-specific courses, additional locations was suggested most often by software/analysis course participants, and improved course format was suggested most often by HVAC

course participants. Finally, participants who attended courses addressing “other” topics were most likely to suggest improvements to the course length.

**Table C-19
Participant Suggestions for Improvement by Course Type (2005)**

	All Participants	Most Likely	Least Likely
Detail	10%	GB/LEED and PV/DG (18%)	Codes & Standards (4%)
Format	24%	HVAC (30%)	GB/LEED (7%)
Length	14%	Other (26%)	Cooking (6%)
Content	10%	General (33%)	HVAC and Other End-Use (7%)
Instructor	7%	General (11%)	Other End-Use (1%)
Frequency	16%	GB/LEED (30%)	PV/DG (8%)
Location	9%	Software/Analysis (21%)	Cooking and Sector-Specific (0%)
Promotion	8%	Sector-Specific (25%)	Codes & Standards (1%)
Sample Size	329		

Finally, the following summarizes participants’ suggestions for improvement:

- Level of detail – could have provided more detail and/or covered more material (64%), offer more advanced classes (28%), offer more classes for beginners (23%)
- Course format – more hands-on activities (64%), additional time for Q&A (18%), smaller/one-on-one classes (15%), site visits (5%), on-line classes (4%)
- Course length – should have been longer, course was “too short” (91%), shorter classes (11%)
- Course content – did not apply to their specific industry or profession (84%), key concepts were missed or not included in the course (14%)
- Course instructor – instructor should be more knowledgeable (39%), the materials, hands-outs, and reference documents could have been better (61%).
- Course frequency – offer additional classes, offer classes more often, classes fill up too fast (100%)
- Course location – offer classes in different locations (100%)

Course promotion – advertise more (77%), better course descriptions (26%).



5. Appendix E: Participant Survey Cross-tabulations

5.1 All Centers

		BANNER 1										ATTENDANCE EXPECTATION				SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE										FREQUENCY				Not							
		TYPE OF BUSINESS					SIZE OF BUSINESS					Once/Comp-				Not							
		Eng/Con-		Arch/trac		Con-		Sen-		Small Large		Once/Comp-		Once/Comp-		Not							
		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--							
		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--							
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--					
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--					
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--					
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--					
PV/Renew Energy/DG	%	78	0	0	0	0	24	53	30	19	2	26	21	36	19	35	18	12	23	28	50	38	40
		5.2	0.0	0.0	0.0	18.5	14.6	8.0	3.9	1.2	5.0	7.7	4.5	4.8	4.3	3.9	6.9	4.7	5.5	4.8	5.6	5.6	5.6
		92	0	0	0	42	50	36	24	2	28	23	42	25	45	18	16	31	34	58	48	48	44
		FG	FG	FG	FG	BCDE	BCDE	IJ	H	H	H	M	L		P	O							
Sector Specific	%	66	15	18	3	23	0	7	10	16	6	34	12	31	20	10	22	16	17	28	38	36	29
		4.4	19.8	7.8	1.4	4.8	0.0	1.8	2.8	3.2	4.4	6.8	4.5	3.9	5.1	2.5	5.2	5.0	4.9	4.8	4.2	4.6	4.2
		80	25	16	4	30	0	5	11	19	8	42	14	37	26	11	27	17	22	33	46	43	36
		CDEFG	BDFG	BCE	BDFG	BCE	BCE	K	K	K	HI					P	O						
Software/Analysis	%	41	0	6	0	1	0	33	13	12	10	7	12	18	9	11	10	6	8	8	33	13	28
		2.7	0.0	2.7	0.0	0.3	0.0	9.1	3.6	2.4	7.8	1.4	4.4	2.2	2.4	2.6	2.3	1.8	2.2	1.3	3.7	1.6	4.0
		80	0	6	0	1	0	73	26	23	20	14	25	34	17	19	20	11	14	14	66	27	53
		G	DEFG	CG	CG	CG	CG	BCDEF	JK	J	HIK	HJ									T	S	V

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED																			
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS										FREQUENCY										Not									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					BUSINESS					Once/Comp-					Not																			
		Eng/Arch-		Con- sul-		New End		Mid 6-25		Sen >25		Small <=5		Large >100		yr or more		ly less		lete -ly		Oete satis		Very		satis		filed													
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--													
		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER		CENTER											
		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total											
1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705																				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0										
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742																				
78	78	0	0	0	0	0	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41																				
%	5.2	100.0	0.0	0.0	0.0	0.0	2.2	3.7	7.1	7.6	5.1	4.9	5.8	2.2	7.0	3.7	7.9	4.8	5.4	4.5	5.8																				
100	100	0	0	0	0	0	12	25	13	46	19	47	31	12	39	16	32	36	63	48	50																				
CDEFG	B	B	B	B	B	B	JK	K	H	HI																															
231	0	231	0	0	0	0	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112																				
%	15.3	0.0	100.0	0.0	0.0	0.0	15.6	12.1	10.4	18.4	16.6	15.5	14.5	9.1	22.7	10.8	15.8	16.1	14.6	14.8	15.9																				
254	0	254	0	0	0	0	66	68	14	101	49	138	63	43	101	36	61	103	147	130	122																				
C	BDEFG	C	C	C	C	C	K	K	K	IJ																															
216	0	0	216	0	0	0	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111																				
%	14.3	0.0	100.0	0.0	0.0	0.0	7.4	16.9	18.4	15.6	10.0	17.0	12.9	10.8	17.6	12.7	11.5	12.5	15.6	13.2	15.8																				
206	0	0	206	0	0	0	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110																				
D	D	D	BCEFG	D	D	D	IJK	H	H	H	M	L																													
486	0	0	0	486	0	0	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171																				
%	32.2	0.0	0.0	100.0	0.0	0.0	17.7	43.1	23.4	34.2	33.6	30.5	35.0	35.6	25.9	38.6	32.8	40.9	26.8	39.5	24.3																				
328	0	0	0	328	0	0	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117																				
E	E	E	E	BCDFG	E	E	IK	HJK	IK	HLJ																															
132	0	0	0	0	132	0	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62																				
%	8.8	0.0	0.0	0.0	100.0	0.0	15.3	6.8	14.8	5.5	6.5	9.1	9.7	16.6	3.5	9.2	10.7	6.8	10.0	8.6	8.7																				
202	0	0	0	0	0	202	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97																				
F	F	F	F	F	BCDEG	F	IK	HJ	IK	HJ																															
365	0	0	0	0	0	365	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208																				
%	24.2	0.0	0.0	0.0	0.0	100.0	41.8	17.5	25.9	18.6	28.2	22.9	22.1	25.8	23.3	25.0	21.4	18.9	27.6	19.3	29.5																				
419	0	0	0	0	0	419	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246																				
G	G	G	G	G	G	G	IJK	HJ	HI	H																															

ETS (#3782)
 S2. Which of the following three statements best describes your company?

		BANNER 1																					
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY													
		Eng/ Arch/		Con- sul- End		New Mid		Sen-ior		Once/Comp-		Not											
		Const- for		tant User		<=5 >25		ior		month yr or		ly											
		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-L--M--N--O--P--Q--R--S--T--U--V--		-M--N--O--P--Q--R--S--T--U--V--		-Q--R--S--T--U--V--		-S--T--U--V--											
		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-K--L--M--N--O--P--Q--R--S--T--U--V--		-K--L--M--N--O--P--Q--R--S--T--U--V--		-K--L--M--N--O--P--Q--R--S--T--U--V--		-K--L--M--N--O--P--Q--R--S--T--U--V--		-K--L--M--N--O--P--Q--R--S--T--U--V--											
		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-J--K--L--M--N--O--P--Q--R--S--T--U--V--		-J--K--L--M--N--O--P--Q--R--S--T--U--V--		-J--K--L--M--N--O--P--Q--R--S--T--U--V--		-J--K--L--M--N--O--P--Q--R--S--T--U--V--		-J--K--L--M--N--O--P--Q--R--S--T--U--V--											
		-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-I--J--K--L--M--N--O--P--Q--R--S--T--U--V--											
		-B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--											
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--											
		-AgtAC CTAC EIC ERC		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--											
		-AgtAC CTAC EIC ERC		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--											
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
Provides energy related services/equipment	1000	40	137	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472	
%	66.2	50.7	59.4	63.2	64.1	78.7	74.1	100.0	100.0	100.0	0.0	67.6	64.5	68.0	84.1	48.8	76.1	58.2	64.8	67.5	65.9	67.0	
1000	54	153	129	193	158	313	423	436	436	135	0	206	487	282	339	210	221	209	361	631	491	501	
DEFG	FG	BFG	BFG	BFG	BCDE	BCDE	BCDE	K	K	K	HIJ				P	O	R	Q					
Handles property that we own/manage	174	12	29	29	54	16	34	0	0	0	174	29	99	40	29	57	27	51	63	109	89	83	
%	11.5	15.8	12.7	13.4	11.1	11.9	9.3	0.0	0.0	0.0	34.2	10.6	12.3	10.2	7.0	13.8	8.7	15.0	10.7	12.0	11.4	11.8	
176	17	31	29	38	25	36	0	0	0	0	176	29	101	42	26	62	28	52	56	118	88	87	
								K	K	K	HIJ				P	O	R	Q					
Occupies space we make equip/space decisions	335	26	64	51	121	12	61	0	0	0	335	60	185	86	37	155	47	91	142	188	179	149	
%	22.2	33.5	27.9	23.4	24.9	9.4	16.7	0.0	0.0	0.0	65.8	21.8	23.1	21.8	8.8	37.3	15.2	26.8	24.4	20.6	22.7	21.2	
333	29	70	48	97	19	70	0	0	0	0	333	52	188	87	39	154	50	87	142	187	173	154	
FG	FG	FG	FG	FG	BCDEFG	BCDEF	BCDEF	K	K	K	HIJ				P	O	R	Q					

		BANNER 1																					
		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		Eng/ Arch/ sul- End New Mid Sen- Not			Con- trac- Const -tor User <=5 >25 or Small Once/ Comp- Very			O--D-- --E-- --P-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			AgtTAC CTAC EIC ERC ETC			Agg/ Const -tor User <=5 >25 or Small Once/ Comp- Very			AgtTAC CTAC EIC ERC ETC		Agg/ Const -tor User <=5 >25 or Small Once/ Comp- Very				
		CENTER																					
		Agg/ Const -tor User <=5 >25 or Small Once/ Comp- Very																					
Total	1000	40	137	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472	
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1000	54	153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501	501	
Construction	153	3	19	11	33	30	56	153	47	2	0	24	67	46	66	29	35	37	65	86	92	59	
	%	15.3	8.5	14.1	10.6	28.6	20.9	41.0	9.6	1.8	0.0	13.1	13.0	17.3	19.0	14.5	14.9	18.5	17.1	14.0	17.6	12.6	
167	5	22	11	19	51	59	167	46	3	0	28	73	56	78	31	35	44	69	96	95	70		
Engineering or architectural design	268	5	45	20	48	32	118	268	42	6	0	44	128	84	100	38	49	54	101	163	130	135	
	%	26.8	13.8	14.3	15.4	30.8	43.7	71.8	8.4	4.6	0.0	24.0	24.8	31.3	28.6	18.6	20.7	27.2	26.8	26.5	25.0	28.5	
305	8	51	21	34	47	144	305	45	5	0	49	144	103	112	46	61	58	114	187	142	161		
Lighting design assist/sales/installation	110	2	24	12	19	9	43	31	110	9	0	29	55	22	37	19	26	15	43	67	55	55	
	%	11.0	6.2	17.7	8.7	6.2	8.6	15.9	8.4	22.3	6.9	0.0	15.5	10.7	8.3	10.5	9.2	11.1	7.4	11.4	10.8	10.7	
112	4	28	11	11	12	46	36	112	7	0	31	54	25	39	19	26	17	47	65	55	57		
HVAC equipment sales/install./repair/maint.	296	7	17	58	155	20	38	46	296	5	0	41	166	82	104	48	85	60	124	171	163	132	
	%	29.6	18.8	12.1	42.1	49.9	19.4	14.2	12.4	60.0	3.6	0.0	22.4	32.1	30.7	29.8	35.8	30.2	32.8	27.8	31.5	27.9	
237	10	19	52	77	32	47	45	237	4	0	45	125	63	79	43	58	49	85	151	122	114		
Refrigeration equipment sales/install/repair	59	4	6	7	33	3	6	15	59	4	0	14	34	10	19	8	14	6	25	33	40	19	
	%	5.9	10.8	4.5	5.2	10.6	2.7	2.0	4.1	11.9	2.8	0.0	7.3	6.6	3.9	5.4	4.0	5.8	6.6	5.4	7.7	4.0	
53	6	7	7	22	5	6	16	53	3	0	14	27	11	15	10	11	7	21	31	35	18		
Motor/ASD equipment sales/install/repair	22	1	3	6	7	1	5	12	22	2	0	6	12	2	8	5	3	1	11	11	9	13	
	%	2.2	1.6	2.0	4.1	2.4	1.1	1.7	3.3	4.5	1.4	0.0	3.2	2.4	0.7	2.4	2.7	1.3	0.4	3.0	1.8	2.8	
20	1	3	4	6	2	4	11	20	2	0	7	10	2	6	6	4	1	8	12	10	10		
Pumping/hydraulic equipment sales/install/repair	47	7	10	9	10	4	7	9	47	2	0	10	22	15	8	15	11	8	13	33	18	29	
	%	4.7	17.4	7.0	6.8	3.2	3.7	2.8	2.5	9.5	1.4	0.0	5.6	4.2	5.5	2.4	7.2	4.4	4.1	3.6	5.4	6.1	
51	9	11	7	8	7	9	10	51	2	0	11	24	16	7	16	11	11	14	37	20	30		
Other equipment sales/install/repair	44	4	6	5	19	4	6	5	44	2	0	13	15	15	9	13	8	14	16	27	25	19	
	%	4.4	9.5	4.3	3.5	5.9	4.2	2.3	1.4	8.9	1.2	0.0	6.9	3.0	5.8	2.6	6.6	3.5	7.0	4.3	4.5	4.8	
50	6	7	5	17	8	7	6	50	2	0	15	16	19	9	16	9	17	16	34	26	24		

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con- Con- sul- End		Con- tant User		New		Mid		Sen- or		Small		Once/		Comp- Comp-		Not		Very		Not									
		AgTAC	CTAC	ERC	ETC	PEC	Const	tor	Con- tant	End User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly								
		32	0	9	5	8	1	8	32	2	0	5	20	6	5	16	7	8	6	26	12	20	20								
		3.2	0.0	6.9	3.6	2.7	1.0	3.0	1.4	6.5	1.4	0.0	2.7	3.9	2.4	1.4	7.9	2.8	3.9	1.5	4.3	2.3	4.2								
		30	0	10	5	6	2	7	6	30	2	0	5	17	8	6	13	6	7	6	24	11	19								
		C	BFG	C	C	C	C	C	I	HJ	I					P	O			T	S										
		132	9	14	24	31	20	34	6	14	132	0	22	82	28	49	37	35	14	50	82	70	59								
		13.2	23.9	10.1	17.7	9.9	18.8	12.7	1.6	2.8	100.0	0.0	11.7	15.8	10.5	13.9	18.5	14.6	6.9	13.2	13.3	13.5	12.6								
		135	13	14	21	26	20	41	5	13	135	0	30	75	29	46	36	16	50	84	68	66									
		CEG	BF	E	BDF	CE	B	J	J	H	I		N	M			R	Q													
		8	0	1	1	5	0	1	1	8	0	0	1	6	1	2	2	0	2	2	6	4	4								
		0.8	0.0	0.7	0.7	1.7	0.0	0.5	0.2	1.7	0.0	0.0	0.5	1.2	0.3	0.7	0.9	0.0	1.2	0.6	1.0	0.8									
		7	0	1	1	4	0	1	1	7	0	0	1	5	1	1	2	0	1	1	6	3									
		I	H	I	H	I	H	I	I	H	H																				
		56	2	8	10	21	2	13	1	8	2	0	17	27	12	6	25	13	9	20	36	33									
		5.6	6.0	5.9	7.2	6.6	2.1	4.8	0.2	1.7	1.4	0.0	9.0	5.2	4.4	1.9	12.6	5.3	4.7	5.4	5.8	6.3									
		58	3	8	9	18	4	16	1	8	2	0	18	25	14	4	30	10	11	21	37	24									
		F	F	F	F	DE	DE	I	I	H	H		N	N	L	P	O														
		7	1	0	1	0	2	3	0	1	1	0	3	3	1	3	0	2	3	2	5	3									
		0.7	2.6	0.0	0.5	0.0	2.2	1.0	0.0	0.1	0.8	0.0	1.7	0.6	0.2	1.0	0.0	1.0	1.6	0.5	0.8	0.5									
		9	1	0	1	0	4	3	0	1	1	0	4	4	1	5	0	3	5	3	6	4									
		CE	B	BF	E																										
		1	0	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1									
		0.1	0.0	0.6	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.7	0.0	0.0	0.4	0.0	0.3									
		2	0	1	0	0	1	0	0	0	0	0	0	2	0	0	2	0	0	2	0	2									
		29	2	5	3	12	1	6	0	0	0	0	5	13	9	14	4	11	4	11	17	10									
		2.9	6.0	3.4	1.9	3.7	1.1	2.4	0.0	0.0	0.0	0.0	2.5	2.6	3.2	4.0	1.7	4.7	2.0	3.0	2.8	1.8									
		27	3	5	3	6	2	8	0	0	0	0	5	13	7	11	4	9	5	10	17	7									
		F				B	B																								

BANNER 1																							
TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						ATTENDANCE FREQUENCY											
CENTER			Con- sul- Con- tant			New <=5		Mid 6-25		Sen- >25		Size of Business	Not										
Eng/ Arch/ PEC ETC	Con- Const -tor	Con- tant	Arch/ trac	Con- tant	Con- tant	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Comp- ly	Very satis										
Eng/ Arch/ PEC ETC	Con- Const -tor	Con- tant	Arch/ trac	Con- tant	Con- tant	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Comp- ly	Very satis										
Eng/ Arch/ PEC ETC	Con- Const -tor	Con- tant	Arch/ trac	Con- tant	Con- tant	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Comp- ly	Very satis										
Eng/ Arch/ PEC ETC	Con- Const -tor	Con- tant	Arch/ trac	Con- tant	Con- tant	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Comp- ly	Very satis										
1000	40	137	137	311	104	270	373	492	132	132	0	185	517	267	349	202	238	198	377	616	519	472	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1000	54	153	129	193	158	313	423	436	135	135	0	206	487	282	339	210	221	209	361	631	491	501	
None	321	16	71	52	70	10	103	135	150	44	0	78	147	81	63	99	64	77	122	199	160	160	
%	32.2	39.7	51.9	37.9	22.3	9.6	38.1	36.2	30.4	33.5	0.0	42.1	28.5	30.2	18.0	49.2	27.0	38.7	32.3	32.2	30.9	33.9	
334	22	79	48	55	14	116	148	148	47	0	84	152	88	62	103	61	81	127	206	163	170		
	EF	DEFG	CEF	BCDFG	BCDEG	CEF					MN	L	L	P	O	R	Q						
1-10%	91	4	11	13	15	3	43	36	36	20	0	14	52	23	23	15	18	14	18	73	30	60	
%	9.1	11.2	8.1	9.8	5.0	3.3	15.8	9.7	7.2	15.4	0.0	7.6	10.1	8.6	6.7	7.4	7.5	7.0	4.8	11.8	5.8	12.7	
92	6	12	13	10	6	45	40	33	17	0	18	48	24	25	15	19	15	17	75	31	60		
	F	G	F	G	BDG	CEF		J	I										T	S	V	U	
11-20%	33	2	2	5	9	4	11	14	15	5	0	4	18	9	8	7	8	5	13	20	23	10	
%	3.3	4.7	1.7	3.8	2.8	3.7	4.1	3.7	3.1	3.7	0.0	2.2	3.5	3.4	2.2	3.6	3.2	2.7	3.6	3.2	4.4	2.1	
37	3	3	5	6	6	7	13	15	17	6	0	5	17	13	8	9	8	6	14	23	14	U	
21-30%	79	3	10	7	37	5	18	27	38	13	0	17	33	28	22	19	21	11	37	41	40	35	
%	7.9	6.8	7.2	5.1	11.8	4.7	6.6	7.2	7.8	9.5	0.0	9.2	6.5	10.5	6.4	9.5	8.8	5.6	9.8	6.7	7.8	7.5	
76	4	11	8	25	5	23	28	28	30	14	0	15	32	28	20	22	19	9	31	44	37	37	
	E	DFG	E	DFG	E	E						N	M										
31-40%	22	1	4	6	4	1	6	5	8	5	0	5	12	5	5	8	6	5	6	15	9	12	
%	2.2	3.3	2.9	4.5	1.3	0.5	2.1	1.5	1.7	3.8	0.0	2.8	2.2	1.8	1.5	3.8	2.4	2.5	1.6	2.5	1.8	2.6	
25	2	4	7	4	1	7	1	7	9	5	0	6	13	6	7	8	7	7	7	18	11	14	
	F					D																	
41-50%	65	4	8	12	22	5	14	22	34	5	0	6	35	23	21	15	18	14	27	37	36	29	
%	6.5	10.1	5.8	8.8	7.2	4.6	5.1	6.0	7.0	4.0	0.0	3.4	6.8	8.6	6.1	7.6	7.6	7.1	7.2	6.0	6.8	6.2	
62	5	8	12	11	9	17	26	26	26	6	0	7	32	22	19	14	19	13	25	36	34	28	
												N	L										
51-60%	33	2	4	0	18	5	5	8	21	2	0	3	20	7	14	4	13	3	14	18	21	12	
%	3.3	4.5	2.7	0.0	5.7	4.8	1.8	2.2	4.3	1.4	0.0	1.9	4.0	2.5	4.0	2.1	5.3	1.5	3.8	3.0	4.0	2.6	
24	2	4	0	8	5	5	7	13	13	3	0	5	13	5	8	4	8	2	9	14	14	10	
	D	BEF	DG	D	E							R	Q										

BANNER 1

		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
		Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not		Con- tant User <=5 >25 >100 more less -ly -ly -ly		--H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		
61-70%		26	0	2	1	12	2	9	8	13	6	0	2	19	5	13	5	6	1	11	15	10	15			
	%	2.6	0.0	1.8	0.8	3.8	1.6	3.3	2.1	2.6	4.4	0.0	1.3	3.7	1.7	3.7	2.5	2.7	0.4	2.8	2.4	2.0	3.2			
		22	0	3	1	6	3	9	9	9	4	0	3	14	5	11	5	4	1	8	13	8	13			
71-80%		101	4	8	15	42	20	14	24	63	10	0	10	60	28	49	14	25	19	35	66	58	42			
	%	10.1	8.9	5.5	10.8	13.4	18.9	5.2	6.5	12.7	7.9	0.0	5.6	11.7	10.4	13.9	7.2	10.4	9.4	9.3	10.7	11.1	9.0			
		85	4	9	10	22	24	16	30	47	7	0	13	44	25	39	13	18	20	29	56	44	40			
81-90%		65	1	4	10	27	10	14	22	38	9	0	7	35	23	37	4	15	11	23	41	33	30			
	%	6.5	1.9	2.9	7.6	8.6	9.4	5.0	6.0	7.7	7.0	0.0	3.9	6.7	8.8	10.5	2.2	6.3	5.6	6.1	6.6	6.4	6.4			
		63	1	5	10	13	18	16	26	31	9	0	8	34	21	38	4	15	13	20	41	29	32			
91-99%		26	1	2	1	12	6	3	5	15	3	0	3	17	5	17	1	10	5	11	14	13	12			
	%	2.6	1.9	1.8	0.8	3.9	5.8	1.1	1.4	3.0	2.6	0.0	1.7	3.4	1.8	5.0	0.6	4.4	2.5	2.9	2.3	2.5	2.6			
		26	1	3	1	6	11	4	9	14	3	0	4	17	5	15	1	8	5	9	16	11	15			
100%		109	2	5	11	32	31	28	61	43	4	0	25	51	27	72	4	27	30	46	63	68	41			
	%	10.9	5.4	3.9	8.0	10.2	29.5	10.3	16.3	8.8	3.3	0.0	13.3	9.9	10.0	20.5	2.0	11.2	15.2	12.3	10.2	13.0	8.7			
		126	3	6	11	18	52	36	74	44	7	0	29	56	36	83	6	31	33	53	73	71	55			
Don't know/Refused		29	1	5	3	13	4	4	5	19	5	0	9	16	4	5	5	7	4	13	16	17	12			
	%	2.9	1.7	3.8	1.9	4.1	3.6	1.5	1.4	3.8	3.5	0.0	4.8	3.0	1.7	1.4	2.2	3.1	1.8	3.5	2.5	3.3	2.5			
		28	1	6	3	9	3	6	4	15	7	0	9	15	4	4	6	4	4	12	16	15	13			
MEAN:		39.5	28.9	22.9	34.4	48.4	69.5	30.6	38.3	41.7	31.2	*	32.7	41.8	40.2	57.7	22.5	43.7	38.8	41.4	38.2	42.6	36.0			

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED																														
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not																														
		Eng/ Arch/ Con-		Con- sul-		End User		New <=5		Mid 6-25		Sen >25		Small <=5		Large >100		Once/ month		Comp/ or		Not		Very		satis																										
		Const		tant		User		<=5		6-25		>25		<=5		>100		less		ly		ly		ly		-fied		-fied																								
		-H-		-I-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-T-		-U-		-V-																						
		-D-		-E-		-F-		-G-		-H-		-I-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-T-		-U-		-V-														
		-C-		-B-		-A-																																														
		CENTER		EIC		ERC		ETC		PEC		Arch/ Const		Eng/ Const		Con- tant		Con- sul-		End User		New <=5		Mid 6-25		Sen >25		Small <=5		Large >100		Once/ month		Comp/ or		Not		Very		satis												
		EIC		ERC		ETC		PEC		Arch/ Const		Eng/ Const		Con- tant		Con- sul-		End User		New <=5		Mid 6-25		Sen >25		Small <=5		Large >100		Once/ month		Comp/ or		Not		Very		satis														
Total	1000	40	137	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472																														
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0											
	1000	54	153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501																														
None	198	10	23	21	56	31	57	95	84	17	0	42	96	51	86	30	39	44	82	115	114	83																														
	%	19.8	26.5	15.2	17.9	30.0	21.0	25.5	17.0	12.5	0.0	22.7	18.6	19.1	24.7	14.6	16.6	22.2	21.8	18.7	22.0	17.7																														
	219	14	26	22	37	53	67	112	86	20	0	47	99	65	96	36	43	49	90	129	118	101																														
1-10%	104	4	13	15	35	15	22	31	57	17	0	12	58	32	50	15	33	18	33	71	53	50																														
	%	10.4	10.4	9.5	11.0	11.1	14.7	8.3	8.4	11.5	12.5	0.0	6.7	11.2	12.1	14.2	7.5	13.8	9.1	8.8	11.5	10.3	10.7																													
	109	6	14	15	18	28	28	41	52	16	0	14	59	34	50	14	32	21	31	77	49	59																														
11-20%	94	2	5	15	36	18	18	28	50	15	0	13	56	24	45	12	16	14	36	55	48	43																														
	%	9.4	6.3	3.6	11.3	11.5	16.8	6.5	7.4	10.2	11.1	0.0	7.2	10.8	8.9	12.9	5.7	6.5	7.2	9.6	8.9	9.3	9.1																													
	83	3	6	11	23	20	20	32	41	12	0	17	43	22	37	12	13	14	30	50	39	42																														
21-30%	95	7	18	5	43	8	14	27	47	17	0	13	49	32	27	34	23	10	33	60	52	41																														
	%	9.5	17.7	12.9	3.4	13.9	7.3	5.3	7.2	9.5	12.9	0.0	7.0	9.5	12.1	7.6	17.0	9.8	5.2	8.8	9.7	10.1	8.8																													
	95	9	19	5	29	14	19	32	39	17	0	15	47	33	24	35	20	12	30	63	48	46																														
31-40%	59	1	6	2	29	6	15	15	31	9	0	4	32	20	23	10	19	12	25	34	31	28																														
	%	5.9	3.5	4.6	1.2	9.3	5.4	5.7	4.0	6.3	6.9	0.0	2.1	6.3	7.6	6.7	4.7	8.1	6.2	6.5	5.5	6.0																														
	46	2	7	2	15	6	14	14	18	10	0	5	21	18	15	10	13	10	19	26	24	22																														
41-50%	108	4	18	17	35	7	27	37	54	12	0	19	53	35	37	21	24	47	61	62	45																															
	%	10.8	10.9	13.0	12.6	11.2	6.3	9.9	10.0	10.9	9.4	0.0	10.2	10.2	13.1	10.5	10.4	12.9	12.1	12.4	9.9	12.0	9.6																													
	112	6	20	18	22	12	34	46	48	14	0	23	52	35	35	24	31	24	49	63	66	46																														
51-60%	23	1	3	7	2	4	6	10	10	8	0	3	18	1	7	7	2	3	6	17	8	12																														
	%	2.3	1.6	2.0	5.0	0.8	4.2	2.3	2.8	2.1	6.0	0.0	1.6	3.5	0.4	2.0	3.5	0.8	1.8	1.5	2.8	1.6																														
	20	1	2	5	1	4	7	8	9	5	0	3	14	2	6	6	3	3	6	14	8	11																														

ETS (#3782) 2006/11/29
 S4B. Percentage of your business - in terms of overall sales or revenues generated - is targeted at commercial buildings?
 BASE: UMA

		BANNER 1												ATTENDANCE EXPECTATION												SATISFIED											
		CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				FREQUENCY				Not															
		AgTAC	CTAC	EIC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tor	Con-sul-	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis-	Very satis-														
		30	0	2	2	14	1	13	16	16	2	0	9	13	8	11	3	9	5	15	15	20	10														
		%	3.0	0.0	1.1	1.2	4.5	0.5	4.6	4.2	3.3	1.1	0.0	5.1	2.4	3.1	3.2	1.6	3.8	2.7	4.0	2.4	3.8														
		27	0	2	2	7	1	15	17	11	2	0	6	12	9	9	4	7	6	9	18	14	12														
		50	0	4	6	19	3	18	21	27	3	0	10	25	13	17	7	13	11	15	35	17	33														
		%	5.0	0.0	2.7	4.4	6.2	3.1	6.6	5.6	5.5	2.3	0.0	5.6	4.8	4.9	4.8	3.4	5.4	5.7	4.0	5.7	7.0														
		47	0	4	6	10	6	21	21	22	4	0	11	23	11	15	5	11	10	13	34	15	32														
		35	1	4	9	6	2	12	13	16	6	0	5	20	8	9	8	7	7	6	28	11	24														
		%	3.5	3.5	3.1	6.7	1.8	1.7	4.5	3.5	3.3	4.2	0.0	3.0	3.9	3.0	2.6	4.0	3.0	3.4	1.7	4.6	2.1														
		36	2	5	10	3	3	13	16	16	5	0	7	17	11	10	8	7	8	5	31	11	25														
		31	1	4	5	2	1	17	17	12	1	0	13	13	4	5	6	7	7	8	22	13	17														
		%	3.1	3.8	3.0	3.6	0.6	1.1	6.3	4.5	2.4	0.7	0.0	7.0	2.6	1.6	1.4	2.9	3.1	3.5	2.2	3.6	2.4														
		34	2	5	5	2	2	18	19	13	1	0	14	15	5	6	7	8	9	25	14	19															
		145	6	33	31	22	6	47	58	70	22	0	32	68	34	28	45	31	38	57	87	72	72														
		%	14.5	14.3	24.3	22.4	7.2	5.3	17.5	15.7	14.1	16.9	0.0	17.1	13.2	12.6	8.0	22.5	13.1	19.0	15.1	14.1	13.8														
		144	8	37	25	17	6	51	61	66	22	0	35	70	33	32	43	29	40	58	85	70	73														
		29	1	5	3	13	4	4	5	19	5	0	9	16	4	5	5	7	4	13	16	17	12														
		%	2.9	1.7	3.8	1.9	4.1	3.6	1.5	1.4	3.8	3.5	0.0	4.8	3.0	1.7	1.4	2.2	3.1	1.8	3.5	2.5	3.3														
		28	1	6	3	9	3	6	4	15	7	0	9	15	4	4	6	4	4	12	16	15	13														
		MEAN:	41.9	36.2	49.1	50.9	35.2	25.3	48.5	43.2	42.1	42.9	*	47.2	40.9	39.1	32.7	49.1	41.9	45.4	40.6	42.9	39.2														
		CDG	BEF	BEF	BEF	CDFG	CDEG	BEF	BEF	I	H		MN	L	L	P	P	O				V	U														

BANNER 1																								
	CENTER					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
	AgTAC	CTAC	EIC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tor	Con-tant	Con-sult	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large >100	Once/mon	Once/yr	Comp-ly	Comp-ly	Very satis	Very satis	
Total	1000	40	137	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1000	54	153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501			
None	657	25	76	98	196	81	181	251	328	74	0	122	342	169	272	96	177	127	258	394	345	305		
%	65.7	63.2	55.6	71.7	62.9	77.7	66.8	67.3	66.6	55.9	0.0	65.8	66.2	63.1	78.0	47.5	74.6	63.8	68.5	63.9	66.6	64.7		
657	34	87	89	107	132	208	299	285	75	0	136	328	176	271	96	164	138	243	408	320	330			
F	DFG	C	F	BCEG	CF	J	HI					P	O	R	Q									
1-10%	87	4	9	10	24	12	27	35	37	17	0	13	52	21	28	26	13	17	16	71	30	54		
%	8.7	10.9	6.8	7.0	7.9	11.7	10.1	9.3	7.6	13.1	0.0	7.1	10.1	7.7	7.9	12.7	5.3	8.7	4.2	11.5	5.8	11.4		
75	5	10	9	13	10	28	30	31	13	0	16	39	19	20	25	10	16	16	16	59	26	48		
11-20%	34	3	4	3	7	2	14	13	11	10	0	7	16	8	9	13	5	7	10	23	13	21		
%	3.4	8.6	2.8	2.3	2.4	2.1	5.3	3.5	2.3	7.6	0.0	4.0	3.1	3.1	2.5	6.4	1.9	3.5	2.7	3.7	2.5	4.5		
39	5	4	3	7	4	16	15	14	12	0	8	18	10	10	13	5	9	12	26	16	23			
DEF																								
21-30%	62	2	11	10	27	1	12	17	34	12	0	10	31	20	12	21	10	13	19	42	32	31		
%	6.2	6.0	7.7	7.6	8.6	0.5	4.3	4.7	6.9	8.7	0.0	5.4	6.1	7.5	3.3	10.2	4.3	6.6	5.1	6.9	6.1	6.5		
59	3	11	9	21	1	14	16	27	11	0	9	29	20	9	21	11	10	17	17	41	30	29		
F	F	F	F	FG	BCDEG	EF																		
31-40%	26	0	6	2	12	0	6	13	9	3	0	7	8	10	6	10	3	5	14	12	21	6		
%	2.6	0.0	4.6	1.2	4.0	0.0	2.2	3.5	1.9	2.1	0.0	4.0	1.6	3.8	1.6	4.7	1.4	2.6	3.7	2.0	4.0	1.2		
25	0	6	2	10	0	7	12	8	3	0	8	6	10	6	9	4	5	13	12	20	5	U		
F		F		F	CE																			
41-50%	53	2	14	7	18	3	9	17	30	6	0	10	28	15	16	15	16	13	26	28	30	23		
%	5.4	4.9	10.5	5.3	5.7	3.3	3.2	4.5	6.1	4.5	0.0	5.6	5.5	5.5	4.6	7.5	6.6	6.7	6.9	4.5	5.8	4.9		
57	3	16	8	12	6	12	22	28	6	0	13	26	18	16	18	15	12	26	31	31	26			
FG		FG		C	C																			
51-60%	5	1	1	0	0	1	3	3	2	1	0	1	2	2	0	2	1	1	2	3	1	4		
%	0.5	1.6	0.7	0.0	0.0	0.6	1.1	0.8	0.5	0.5	0.0	0.5	0.4	0.8	0.0	0.8	0.4	0.3	0.6	0.4	0.3	0.8		
6	1	1	0	0	0	1	3	3	3	1	0	1	2	3	0	2	1	1	3	3	2	4		

CENTER		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
AgTAC	CTAC	Eng/ Arch	Con- trac	Con- sul-	Con- tant	New User	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- lye	Comp- lye	Comp- lye	Very satis	Very satis	Very satis									
ERC	ETC	PEC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC								
3	1	1	0	1	2	1	0	0	1	2	0	2	0	2	0	0	3	2	1								
%	0.3	1.6	0.0	0.3	0.0	0.2	0.4	0.1	0.6	0.0	0.0	0.3	0.6	0.0	0.9	0.6	0.0	0.0	0.5								
4	1	1	0	1	2	1	1	0	1	2	0	2	0	2	0	0	4	3	1								
6	0	1	1	3	1	2	2	3	1	0	2	1	0	1	0	1	3	4	3								
%	0.6	0.0	0.6	0.5	0.8	0.6	0.6	0.6	0.9	0.0	1.3	0.5	0.3	0.1	0.7	0.2	0.7	0.7	0.6								
9	0	1	1	3	1	3	4	2	0	3	4	1	1	1	2	1	2	3	6								
2	0	0	0	1	1	2	1	2	1	0	0	0	2	0	0	1	0	1	1								
%	0.2	0.0	0.0	0.3	0.0	0.2	0.2	0.3	0.7	0.0	0.0	0.0	0.6	0.0	0.0	0.4	0.0	0.2	0.1								
4	0	0	1	0	3	0	0	1	1	0	1	2	1	1	1	0	1	2	2								
%	0.4	0.0	0.0	0.5	0.0	1.2	0.0	0.3	0.6	0.0	0.4	0.4	0.4	0.3	0.6	0.0	0.7	0.5	0.3								
31	1	9	3	10	0	9	14	15	2	0	2	15	13	1	12	3	9	13	18								
%	3.1	1.6	2.1	3.1	0.0	3.4	3.8	3.1	1.3	0.0	1.1	2.9	4.9	0.3	5.9	1.2	4.6	3.4	3.0								
35	1	10	4	9	0	11	16	17	2	0	2	16	16	1	15	3	10	13	22								
29	1	5	3	13	4	4	5	19	5	0	9	16	4	5	5	7	4	13	16								
%	2.9	1.7	3.8	1.9	4.1	3.6	1.5	1.4	3.8	3.5	0.0	4.8	3.0	1.7	2.2	3.1	1.8	3.5	2.5								
28	1	6	3	9	3	6	4	15	7	0	9	15	4	4	6	4	4	12	16								
MEAN:	11.6	10.2	18.4	9.2	12.5	3.9	11.4	11.6	11.5	12.3	*	10.3	10.6	14.6	5.5	19.0	8.3	13.6	12.4								
CF BDEFG	CF BDEFG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG	CF BCDEG							

		BANNER 1																			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS									
		Eng/Arch	Con/Const	Con/Trac	Con/Sul	Con/Intan	Eng	New	Mid	Sen	Small	Large	Once/	Comp-	Expectation	Satisfied					
		Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const					
		Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const					
Total	40	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1000	54	153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501
None	901	24	129	279	95	254	349	453	106	0	162	469	242	334	174	218	186	345	551	474	419
%	90.2	59.8	87.4	91.6	93.7	93.7	91.9	80.4	80.4	0.0	87.7	90.8	90.6	95.6	86.0	91.8	93.8	91.5	89.5	91.4	88.7
894	32	134	121	165	150	292	399	396	105	0	181	438	253	323	176	204	196	326	561	441	445
1-10%	20	2	0	7	4	5	6	6	6	0	2	11	6	2	8	2	4	4	16	7	13
%	2.0	5.0	1.4	2.2	4.3	1.9	1.7	1.2	4.3	0.0	1.2	2.1	2.2	0.7	3.9	1.0	1.8	1.0	2.7	1.4	2.8
21	3	2	0	6	4	6	5	7	5	0	2	9	8	3	10	3	2	5	16	10	11
D			BF		D		J	J	J	I				P	O						
11-20%	12	2	3	2	3	0	3	5	1	5	0	3	5	3	2	3	2	3	5	7	6
%	1.2	4.8	1.9	1.5	0.9	0.0	1.1	1.3	0.3	4.0	0.0	1.7	1.0	0.5	1.7	0.7	1.5	1.4	1.1	1.3	1.2
14	3	3	2	3	0	3	5	2	6	0	4	6	3	2	4	2	4	6	8	8	6
FG					B	B	J	J	J	HI											
21-30%	19	2	5	2	7	1	3	3	7	4	0	4	9	6	2	7	5	1	4	13	11
%	1.9	6.0	3.7	1.2	2.1	0.5	0.9	0.8	1.5	3.3	0.0	2.1	1.8	2.1	0.6	3.2	2.2	0.5	1.1	2.2	1.4
22	3	5	2	7	1	4	4	8	5	0	4	12	6	2	8	5	1	6	15	10	12
FG					BC	BC	J	J	J	HI											
31-40%	2	0	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	1	1	1	1
%	0.2	0.0	0.0	0.0	0.4	0.0	0.4	0.0	0.0	0.9	0.0	0.6	0.2	0.0	0.0	0.6	0.0	0.3	0.2	0.2	0.2
2	0	0	0	0	1	0	1	0	0	1	0	1	1	0	1	0	0	1	1	1	1
41-50%	6	3	1	1	0	0	2	3	2	2	2	2	2	2	2	1	2	0	2	4	3
%	0.6	7.5	0.6	0.7	0.3	0.0	0.4	0.5	1.6	0.0	0.8	0.3	0.9	0.5	0.3	0.7	0.0	0.5	0.6	0.5	0.7
7	4	1	1	1	1	0	2	3	3	3	0	2	3	2	1	2	0	2	5	3	4
CDEFG					B	B	B	B	B	B											
51-60%	1	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	1	0	0	1	0
%	0.1	0.0	0.0	0.0	0.0	0.5	0.3	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.6	0.5	0.0	0.0	0.2	0.2	0.0
1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0	0	0	1	0

ETS (#3782)
 S4E. Percentage of your business - in terms of overall sales or revenues generated - is targeted at other business?
 BASE: UMA

2006/11/29

		BANNER 1											ATTENDANCE EXPECTATION				SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS				FREQUENCY						
		Eng/ Arch/ ETC EIC ERC ETC ETC ETC	Con- sul- tant	Con- tant	Con- tant	Eng/ Arch/ ETC EIC ERC ETC ETC ETC	Con- sul- tant	Con- tant	Con- tant	Con- tant	Sen- >25	Mid 6-25	New <=5	Small <=5	Large >100	Once/ more	Comp- ly	Expect- ation	Very	Satis- fied		
		Eng/ Arch/ ETC EIC ERC ETC ETC ETC	Con- sul- tant	Con- tant	Con- tant	Eng/ Arch/ ETC EIC ERC ETC ETC ETC	Con- sul- tant	Con- tant	Con- tant	Con- tant	Sen- >25	Mid 6-25	New <=5	Small <=5	Large >100	Once/ more	Comp- ly	Expect- ation	Very	Satis- fied		
Total	1000	40	137	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	1000	54	153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501
None	908	37	121	127	291	99	233	340	452	115	0	160	469	249	332	184	220	191	346	555	477	422
	%	90.8	93.3	92.9	93.5	94.8	86.1	91.3	91.9	86.8	0.0	86.4	90.8	93.0	95.0	90.8	92.3	96.3	91.7	90.1	91.9	89.4
	905	50	135	119	178	152	271	387	398	116	0	181	439	261	325	189	206	201	328	569	449	448
1-10%	7	1	2	1	0	0	3	2	4	0	0	3	3	1	0	2	0	1	0	7	1	6
	%	0.7	1.4	0.8	0.0	0.0	1.3	0.6	0.8	0.0	0.0	1.7	0.6	0.2	0.0	0.9	0.0	0.5	0.0	1.1	0.1	1.3
	7	1	2	1	0	0	3	2	4	0	0	3	3	1	0	2	0	1	0	7	1	6
11-20%	1	0	0	0	0	0	1	0	1	1	0	0	1	1	1	0	0	0	1	1	1	1
	%	0.1	0.0	0.0	0.0	0.0	0.5	0.0	0.3	0.5	0.0	0.0	0.2	0.2	0.2	0.0	0.0	0.0	0.2	0.1	0.2	0.1
	2	0	0	0	0	0	2	0	2	1	0	0	1	1	1	0	0	0	1	1	1	1
21-30%	5	0	0	0	0	0	5	3	1	0	0	2	2	2	1	0	0	0	1	3	1	3
	%	0.5	0.0	0.0	0.0	0.0	1.7	0.9	0.2	0.0	0.0	0.4	0.8	0.2	0.0	0.0	0.0	0.0	0.4	0.5	0.3	0.7
	5	0	0	0	0	0	5	4	1	0	0	2	3	1	0	0	0	0	2	3	2	3
31-40%	1	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	1	0	1
	%	0.1	0.0	0.0	0.0	0.0	0.2	0.2	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.1
	1	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	1	0	1
41-50%	4	0	1	0	1	1	1	3	1	0	0	1	1	1	0	1	0	1	3	1	3	1
	%	0.4	0.0	0.0	0.3	1.0	0.4	0.8	0.2	0.0	0.0	0.6	0.3	0.5	0.0	0.4	0.0	0.5	0.9	0.1	0.6	0.1
	5	0	1	0	1	2	1	4	1	0	0	1	2	2	0	1	0	1	4	1	4	1
51-60%	4	0	0	0	0	0	4	0	0	3	0	0	1	2	2	0	0	0	0	4	0	4
	%	0.4	0.0	0.0	0.0	0.0	1.3	0.0	0.1	2.4	0.0	0.2	0.2	0.9	0.7	0.0	0.0	0.0	0.0	0.6	0.0	0.8
	3	0	0	0	0	0	3	0	1	2	0	1	1	1	1	0	0	0	0	3	0	3

BANNER 1																																								
CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED																
AgTAC		CTAC		ERC		ETC		PEC		Arch/Const		Eng/Con		Con-sul-tant		New User		Mid 6-25		Sen-ior >25		Small <=5		Large >100		Once/monthly		Once/quarterly		Comp-ly		Comp-ly		Very satis-fied		Not				
2	1	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	1	1	1	2	0	0				
%	0.2	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.2	0.2	0.0	0.0	0.0	0.0	0.0	0.1	0.3	0.4	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.2	0.1	0.1	0.3	0.0	0.0	0.0	0.0	0.0		
%	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.6	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
%	0.5	0.0	1.5	0.0	0.0	0.0	0.0	1.2	1.0	0.2	0.6	0.0	0.3	0.6	0.5	0.0	0.3	0.6	0.5	0.0	1.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
%	0.3	0.0	1.0	0.8	0.0	0.0	0.0	0.2	0.3	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.2	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
%	3.0	1.6	3.7	3.6	2.2	0.0	4.7	2.8	2.4	5.2	0.0	5.9	3.0	1.0	1.7	3.9	3.2	0.5	2.8	3.2	0.5	2.8	3.2	0.5	2.8	3.2	0.5	2.8	3.2	0.5	2.8	3.2	0.5	2.8	3.2	0.5	2.8	3.2	0.5	2.8
	29	1	6	5	5	0	12	11	12	7	0	10	15	3	3	9	6	1	12	17	13	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	
	29	1	5	3	13	4	4	5	19	5	0	9	16	4	5	5	7	4	13	16	17	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	
	28	1	6	3	9	3	6	4	15	7	0	9	15	4	4	6	4	4	12	16	15	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	
MEAN:	4.81	2.99	6.60	4.46	2.40	0.91	8.55	5.30	3.10	8.59	*	7.01	4.88	3.40	2.86	5.81	4.50	1.08	3.97	5.37	3.98	5.81	4.50	1.08	3.97	5.37	3.98	5.81	4.50	1.08	3.97	5.37	3.98	5.81	4.50	1.08	3.97	5.37	3.98	

ETS (#3782)
 S4E. Other ways sales or revenues generated.
 BASE: UMA who have other ways to generate sales or revenue

BANNER 1

		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION					SATISFIED														
		Eng/ Arch/ Con- sul- End					Con- trac- User					New					Sen- Small					Once/					Not					Very														
		PEC					--H-- --I-- --J-- --K--					<=5					>25					<=5					>100					ly					-ly					-T--				
		--D-- --E-- --F-- --G--					--L-- --M-- --N-- --O-- --P-- --Q-- --R--					100.0					100.0					100.0					100.0					100.0					100.0									
Total		63	2	11	7	8	2	34	27	21	13	0	16	32	14	13	14	11	4	18	45	25	38	67	3	12	7	6	3	36	32	23	12	0	16	33	17	10	15	11	4	21	46	27	40	
Schools		14	0	3	0	1	0	10	9	2	3	0	2	6	6	4	2	2	1	3	11	5	9	13	0	3	0	1	0	9	9	3	2	0	2	6	5	3	2	1	4	9	6	7		
Government		13	0	2	4	1	1	6	5	6	3	0	4	5	3	0	4	1	1	6	8	6	8	15	0	2	4	1	1	7	6	6	4	0	4	6	4	0	5	2	1	6	9	6	9	
Institutional		11	1	2	0	0	1	8	11	0	0	0	2	5	4	2	1	3	1	4	7	5	6	13	1	2	0	0	1	9	13	0	0	2	6	5	2	1	3	1	4	9	6	7		
Hospitals/Healthcare		6	0	2	1	0	0	3	3	2	0	0	1	5	0	0	1	0	1	0	6	1	5	9	0	0	18.6	15.2	0.0	7.5	12.3	10.9	0.0	6.6	14.6	0.0	0.0	8.3	0.0	27.5	0.0	12.6	4.7	11.8		
Other		25	1	4	2	6	1	12	4	11	7	0	8	14	3	7	7	7	0	5	20	9	16	26	2	4	2	4	1	13	6	12	6	0	8	14	4	5	7	6	0	7	19	9	17	

ETS (#3782)
 S5. What is the main business activity of your firm?
 BASE: End Users who occupy space for which they make equipment/space-related decisions

	BANNER 1																						
	CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE EXPECTATION										
	AgTAC	CTAC	EIC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tor	Con-tant	Sen->25	Mid 6-25	New <=5	End User	Small <=5	Large >100	Once/month	Comp-ly	Expectation	Satisfied			
Total	335	26	64	51	121	12	61	0	0	0	335	60	185	86	37	155	47	91	142	188	179	149	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	333	29	70	48	97	19	70	0	0	0	333	52	188	87	39	154	50	87	142	187	173	154	
Apartment build/condo/ /other multi-fam build %	14	1	1	1	4	5	2	0	0	0	14	4	5	4	4	0	1	4	4	6	6	6	
%	4.2	2.6	2.1	1.3	3.4	40.2	3.8	0.0	0.0	0.0	4.2	6.8	2.9	4.5	9.7	0.0	2.9	3.9	3.1	3.2	3.2	4.0	
	13	1	1	1	3	5	2	0	0	0	13	3	5	4	6	0	1	5	6	5	7	5	
Commercial office building	21	1	4	3	5	1	6	0	0	0	21	5	12	3	1	10	3	3	11	10	14	7	
%	6.3	4.3	7.0	6.2	4.5	4.7	10.4	0.0	0.0	0.0	6.3	7.6	6.4	4.1	1.9	6.4	6.7	3.5	7.9	5.3	8.1	4.5	
	19	1	5	3	4	1	5	0	0	0	19	4	12	2	1	7	3	4	9	10	12	7	
Government/community services facility	96	10	22	14	23	2	24	0	0	0	96	12	58	24	2	60	13	30	36	60	48	47	
%	28.5	36.7	34.7	28.5	18.6	18.0	40.2	0.0	0.0	0.0	28.5	20.4	31.2	27.8	4.2	39.0	27.3	33.0	25.2	31.9	27.1	31.6	
	103	12	25	14	18	4	30	0	0	0	103	13	64	24	2	65	14	33	37	66	49	54	
Retail Sales	6	0	3	0	1	0	2	0	0	0	6	1	4	1	1	4	1	1	1	5	3	3	
%	1.8	0.0	4.3	0.0	1.0	0.0	3.4	0.0	0.0	0.0	1.8	2.1	1.9	1.5	2.5	2.5	1.9	1.4	0.9	2.6	1.9	1.8	
	6	0	3	0	1	0	2	0	0	0	6	1	4	1	1	4	1	1	1	5	3	3	
Grocery store/ convenience store	4	0	0	0	3	0	1	0	0	0	4	1	1	1	0	4	1	0	2	1	4	0	
%	1.1	0.0	0.0	0.0	2.2	0.0	1.8	0.0	0.0	0.0	1.1	2.3	0.7	1.2	0.0	2.4	2.8	0.0	1.6	0.7	2.0	0.0	
	3	0	0	0	2	0	1	0	0	0	3	1	1	1	0	3	1	0	2	1	3	0	
Restaurant/deli/tavern	19	0	1	0	18	0	0	0	0	0	19	4	8	7	6	3	2	6	10	9	12	7	
%	5.6	0.0	1.8	0.0	14.6	0.0	0.0	0.0	0.0	0.0	5.6	6.3	4.5	7.8	17.0	1.9	3.8	6.3	7.1	4.7	6.5	4.9	
	16	0	1	0	15	0	0	0	0	0	16	3	7	6	5	3	2	5	9	7	10	6	
Health services	30	0	7	7	14	0	2	0	0	0	30	3	20	6	3	14	2	9	15	15	19	11	
%	8.9	0.0	10.7	14.3	11.4	0.0	3.1	0.0	0.0	0.0	8.9	5.4	10.9	7.4	8.4	9.0	3.5	9.4	10.4	8.0	10.6	7.3	
	28	0	8	5	13	0	2	0	0	0	28	3	19	6	3	12	2	9	15	13	17	11	
Hotel/motel	7	0	1	1	5	0	0	0	0	0	7	2	2	2	0	4	2	4	6	1	7	0	
%	2.1	0.0	1.8	2.1	4.1	0.0	0.0	0.0	0.0	0.0	2.1	4.0	1.2	2.9	0.0	2.3	5.0	4.0	4.2	0.6	4.0	0.0	
	5	0	1	1	3	0	0	0	0	0	5	1	2	2	0	3	2	2	4	1	5	0	

ETS (#3782)
 S5. What is the main business activity of your firm?
 BASE: End Users who occupy space for which they make equipment/space-related decisions

		BANNER 1													ATTENDANCE EXPECTATION													SATISFIED												
		YEARS OF INDUSTRY EXPERIENCE													FREQUENCY													Not												
		TYPE OF BUSINESS													SIZE OF BUSINESS													Not												
		Eng/ Arch/ Con- Con- Sen- Once/ Comp- Not													Comp- Comp- Very													Very												
		Const- trac- tant sul- lor Small Large month yr or lete Qete													ly ly -ly -ly -ly													-U-												
		--H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--																																						
		CENTER																																						
		Total AgTAC CTAC EIC ERC ETC --P-- --G-- --E-- --D-- --C-- --B-- --A--																																						
		--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--																																						
Manufacturing/ industrial facility	%	29	5	10	1	8	1	4	0	0	0	0	29	8	16	5	0	17	5	8	7	22	11	18																
		8.7	19.7	16.3	1.3	6.7	8.9	6.3	0.0	0.0	0.0	0.0	8.7	14.1	8.4	6.3	0.0	10.9	10.3	8.9	4.9	12.0	6.2	12.2																
		25	2	11	1	4	2	5	0	0	0	25	6	13	6	6	0	15	4	4	8	17	12	13																
				DE	C	C											P	O			T	S																		
Food processing facility	%	14	1	0	0	12	0	0	0	0	0	14	5	5	3	5	5	5	3	3	9	4	10	3																
		4.1	4.9	0.0	0.0	10.2	0.0	0.0	0.0	0.0	0.0	4.1	8.9	2.7	3.9	13.6	3.0	6.9	3.1	6.4	2.1	5.5	2.1	3																
		13	2	0	0	11	0	0	0	0	13	5	4	4	4	5	3	3	3	8	4	9	3	3																
				E	E	CDG	E				M	L				P	O			T	S																			
Warehouse	%	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	1	0	0	1																
		0.2	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.5	0.0	0.0	0.0	0.0	0.0	0.9	0.6	0.0	0.0	0.6																
		1	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	1	0	0	1																
School, college or university	%	47	5	6	12	17	1	6	0	0	0	47	8	24	15	4	19	9	11	18	29	24	21																	
		14.0	19.3	8.7	23.7	13.9	8.9	10.6	0.0	0.0	0.0	14.0	13.1	12.9	17.3	10.0	12.4	19.4	12.1	12.8	15.4	13.5	13.9																	
		46	6	6	12	13	2	7	0	0	0	46	5	25	15	2	20	10	8	19	27	23	21																	
				D	C																																			
Water company	%	6	0	1	3	2	0	1	0	0	0	6	0	4	2	0	2	1	1	1	3	3	3	3																
		1.8	0.0	1.3	5.2	1.4	0.0	1.3	0.0	0.0	0.0	1.8	0.0	2.3	1.9	0.0	1.5	1.3	1.2	2.0	1.7	1.4	2.3																	
		7	0	1	3	2	0	1	0	0	7	0	5	2	2	0	3	1	1	1	3	4	4	4																
Engineering/Electrical Engineering	%	4	0	0	1	1	1	2	0	0	0	4	1	1	2	1	1	1	0	2	2	2	2	2																
		1.2	0.0	0.0	1.9	0.8	4.3	2.6	0.0	0.0	0.0	1.2	1.4	0.5	2.7	4.0	0.6	0.0	1.9	1.6	0.9	1.3	1.1																	
		5	0	0	1	1	1	2	0	0	5	1	1	1	3	2	1	0	2	3	2	3	2	2																
Architectural	%	5	0	2	0	0	1	2	0	0	0	5	0	3	1	4	0	0	1	0	2	3	2	2																
		1.4	0.0	3.0	0.0	0.0	4.2	3.8	0.0	0.0	0.0	1.4	0.8	1.7	1.3	10.9	0.0	1.1	0.0	1.1	1.7	1.3	1.6																	
		6	0	2	0	0	1	3	0	0	6	1	4	1	4	1	5	0	1	0	2	4	3	3																
																P	O																							
Research and Development	%	8	0	0	5	0	0	3	0	0	0	8	0	7	1	0	8	1	3	6	1	5	2	2																
		2.4	0.0	0.0	10.1	0.0	0.0	4.8	0.0	0.0	0.0	2.4	0.0	4.0	0.7	0.0	5.2	2.3	3.4	4.4	0.3	2.9	1.1																	
		6	0	0	3	0	0	3	0	0	6	0	5	1	0	6	1	1	1	4	1	3	2																	
				D	CE	DG	E																																	
Non-Profit Organization	%	3	1	0	1	1	0	0	0	0	0	3	0	1	2	1	1	1	0	3	2	1	2	1																
		0.9	2.4	0.0	2.1	1.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.7	2.0	3.4	0.7	0.0	3.2	1.6	0.3	1.3	0.4																	
		3	1	0	1	1	0	0	0	0	3	0	1	2	1	1	1	1	0	3	2	1	2	1																

S5. What is the main business activity of your firm?
 BASE: End Users who occupy space for which they make equipment/space-related decisions

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/	Con- trac	Con- sul-	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ more	Once/ less	Comp- ly	Comp- ly	Comp- ly	Very satis	Very satis	Very satis													
		Const	-tor	tant	Use	6-25	6-25	>25	<=5	>100	--R--	--S--	--T--	--U--	--V--																
		---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---																
		ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	PEC													
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---													
		CTAC	EIC	ERC	ETC	PEC	ETC	ERC	ETC	CTAC	EIC	ERC	ETC	PEC	ETC	CTAC	EIC	ERC													
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---													
Other end-user		17	2	4	3	6	1	1	0	0	0	0	17	4	8	5	4	5	1	2	7	10	6	11							
	%	5.1	7.7	5.8	5.2	5.2	10.9	1.8	0.0	0.0	0.0	5.1	6.3	4.3	6.2	10.7	3.5	2.5	2.3	5.0	5.3	3.3	7.5								
		21	3	4	4	6	3	1	0	0	0	21	4	11	6	5	7	2	3	9	12	8	13								
Refused		1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	1	0							
	%	0.2	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.5	0.0							
Don't know		8	1	0	0	2	0	5	0	0	0	8	1	5	0	1	1	1	1	1	1	6	1	6							
	%	2.3	2.6	0.0	0.0	2.0	0.0	7.7	0.0	0.0	0.0	2.3	2.1	3.0	0.5	3.8	0.7	2.2	1.5	1.0	3.4	0.8	3.9								
		9	1	0	0	1	0	7	0	0	0	9	2	5	1	2	2	2	2	2	2	7	2	6							
				G	G			CD																							

ETS (#3782) 2006/11/29
 BIA. For prospective customers or clients, are you involved in recommending new equipment or building design options?
 BASE: UMA

		BANNER 1										ATTENDANCE EXPECTATION				SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS				FREQUENCY					
		Eng/ Arch/ ETC EIC ERC ETC ETC ETC	Con- sul- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	
		Eng/ Arch/ ETC EIC ERC ETC ETC ETC	Con- sul- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	
		Eng/ Arch/ ETC EIC ERC ETC ETC ETC	Con- sul- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	Con- tant User	
Total	1000	40	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1000	54	153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501
Yes	812	35	110	113	236	83	235	382	110	0	134	408	246	293	162	201	149	290	517	413	394
	%	81.2	80.2	82.4	75.9	79.6	86.8	87.2	83.0	0.0	72.6	78.9	92.0	84.0	80.1	84.4	75.1	76.9	83.9	79.5	83.3
817	47	121	109	140	127	273	371	338	107	0	156	386	254	287	168	190	160	278	532	393	419
No	184	5	27	23	74	21	35	47	110	20	51	106	21	56	39	37	48	86	97	106	75
	%	18.4	11.6	19.8	16.8	23.8	12.8	12.5	22.4	15.4	0.0	27.4	20.4	16.0	19.5	15.6	24.4	22.7	15.8	20.5	15.9
179	7	32	19	52	30	39	50	98	26	0	50	97	28	52	41	31	48	81	97	98	78
DK/DR	3	0	0	1	1	1	1	1	0	2	0	0	3	0	0	1	0	1	2	2	0
	%	0.3	0.0	0.0	0.8	0.2	0.5	0.4	0.3	0.0	0.0	0.7	0.0	0.0	0.4	0.0	0.5	0.4	0.3	0.0	0.7
4	0	0	1	1	1	1	1	2	0	2	0	4	0	0	1	0	1	2	2	0	4

ETS (#3782)
 BIB. Are you involved in installing new equipment at your customers' facilities?
 BASE: UMA
 2006/11/29

```

===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY   ATTENDANCE EXPECTATION SATISFIED
-----
Eng/ Con- Con-        Experience         Frequency           Not      Very
Arch/ trac sul-        Mid or Sen-         Once/ Once/  Comp-  Comp-  Very
Const -tor tant User  <=5 >25 >25         month yr or  Comp-  Comp-  sats
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
        ETC      ERC      EIC      ERC      ETC      ETC      ETC      ETC      ETC      ETC      ETC      ETC      ETC      ETC      ETC      ETC
        --P-- --E-- --D-- --C-- --B-- --A-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
        --F-- --E-- --D-- --C-- --B-- --A-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
        --P-- --E-- --D-- --C-- --B-- --A-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
        --P-- --E-- --D-- --C-- --B-- --A-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
        --P-- --E-- --D-- --C-- --B-- --A-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
  
```

ETS (#3782)
BIC. Are you involved in maintaining existing equipment?
BASE: UMA

		BANNER 1												ATTENDANCE EXPECTATION			SATISFIED						
		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS			FREQUENCY			Not			
		Eng/ Arch/ P	Con- trac	Con- sul-	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr or	Comp- lete	Comp- Qete	Very sats	Very sats	Very sats	Very sats	Very sats	Very sats	Very sats	Very sats	Very sats
		Const	tor	tant	tant	or	or	ior	ior	ior	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly
		---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	---Z---	---AA---	---AB---	---AC---
		---D---	---E---	---F---	---G---	---A---	---B---	---C---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---
		ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC
		137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472	1000	40	137
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501	1000	54
		64	79	187	30	71	111	301	36	0	80	227	129	142	100	125	95	184	262	238	207	448	17
		46.4	57.9	60.0	29.2	26.2	29.8	61.0	26.8	0.0	43.1	43.9	48.3	40.7	49.2	52.4	47.9	48.8	42.6	45.9	43.8	44.8	43.1
		70	70	111	50	77	120	250	32	0	82	195	115	115	99	97	91	157	243	205	193	401	
		EG	EFG	FG	BCFG	CDE	BCDE	I	HJ	I				P	O							549	
		22	74	58	125	74	197	262	190	96	0	104	289	138	207	102	112	103	193	351	280	549	
		53.6	42.1	40.0	70.8	72.8	70.2	38.6	72.4	0.0	56.3	55.9	51.7	59.3	50.2	47.1	51.8	51.2	56.9	53.9	55.7	54.9	
		83	59	82	108	233	303	184	102	0	123	291	167	224	110	123	117	204	385	285	306	596	
		EG	EFG	FG	BCFG	CDE	BCDE	I	HJ	I				P	O							3	
		0	0	0	0	0	3	0	2	1	0	1	0	0	1	1	1	0	3	1	2	3	
		0.0	0.0	0.0	0.0	1.0	0.0	0.3	0.8	0.0	0.6	0.2	0.0	0.0	0.5	0.4	0.3	0.0	0.4	0.1	0.4	0.3	
		0	0	0	0	3	0	2	1	0	1	1	0	0	1	1	1	0	3	1	2	3	

BANNER 1

CENTER			TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
AgTAC	CTAC	EIC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tor	Con-sult	New User	Mid <=5	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-ly	Comp-ly	Very satis	Very satisf	
509	38	94	80	174	28	95	0	0	0	509	89	284	126	66	212	75	143	205	297	268	233
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
509	46	101	77	135	44	106	0	0	0	509	81	289	129	65	216	78	139	198	305	261	241
365	29	64	73	115	16	68	0	0	0	365	55	215	89	44	172	53	91	145	217	186	175
%	71.6	76.5	68.1	91.1	65.7	56.9	72.0	0.0	0.0	71.6	61.9	75.6	71.1	67.3	81.1	71.5	63.7	71.0	73.0	69.4	75.0
359	34	70	69	88	26	72	0	0	0	359	49	214	91	42	170	56	88	137	219	179	176
DF	DF	D	BCEFG	D	BD	D					M	L		P	O						
144	9	29	7	60	12	27	0	0	0	144	34	69	36	21	40	21	52	58	80	81	58
%	28.2	23.5	31.0	8.9	34.3	43.1	28.0	0.0	0.0	28.2	38.1	24.4	28.3	31.5	18.9	28.5	36.3	28.6	27.0	30.3	25.0
149	12	30	8	47	18	34	0	0	0	149	32	75	37	22	46	22	51	60	86	81	65
DF	DF	D	BCEFG	D	BD	D					M	L		P	O						
1	0	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	0	1	0
%	0.2	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.7	1.3	0.0	0.0	0.0	0.4	0.0	0.3	0.0
1	0	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	0	1	0

			BANNER 1								ATTENDANCE EXPECTATION				SATISFIED							
CENTER		YEARS OF BUSINESS										FREQUENCY		Satisfaction								
		Eng/ Arch/ Const		Con- trac		sulant		New		Mid		Sen-ior		SIZE OF BUSINESS		Not						
		EIC ERC ETC		--H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q--		--D-- --E-- --F-- --G--		<=5 >5		6-25 >25		<=5 >5		>100		ly -ly						
Total AgTAC		CTAC		PEC		User		--A-- --B-- --C-- --D-- --E-- --F-- --G--		--H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q--		--R-- --S-- --T-- --U-- --V--										
509	38	94	80	174	28	95	0	0	0	509	89	284	126	66	212	75	143	205	297	268	233	
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
509	46	101	77	135	44	106	0	0	0	509	81	289	129	65	216	78	139	198	305	261	241	
233	14	33	38	85	13	49	0	0	0	233	31	137	58	35	100	39	51	92	139	118	113	
%	45.7	37.6	35.5	47.8	46.9	51.6	0.0	0.0	0.0	45.7	34.6	48.1	46.2	53.6	47.1	52.2	35.4	45.2	46.7	43.9	48.5	
234	18	36	40	63	24	53	0	0	0	234	29	138	61	38	101	40	54	88	144	116	116	
276	24	61	42	90	14	46	0	0	0	276	58	147	68	31	112	36	92	112	158	150	119	
%	54.2	62.4	64.5	52.2	51.5	51.2	0.0	0.0	0.0	54.2	65.4	51.7	53.8	46.4	52.9	47.8	64.2	54.8	53.1	56.1	51.3	
274	28	65	37	72	19	53	0	0	0	274	52	150	68	27	115	38	84	110	160	145	124	
1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	
%	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.2	0.0	0.0	0.0	0.0	0.4	0.0	0.2	0.0	0.2	
1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ ETC EIC ERC	Con- trac sul- tant	Con- tant	Eng/ Arch/ Const -tor	PEC	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month	Once/ yr	Once/ less	Comp-ly	Comp-ly	Very	Very													
		AgTAC	CTAC	ERC	ETC	PEC	End User	End User	Con-stant	Con-stant	Eng/ Arch/ Const -tor	PEC	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month	Once/ yr	Once/ less	Comp-ly	Comp-ly	Very	Very							
		AgTAC	CTAC	ERC	ETC	PEC	End User	End User	Con-stant	Con-stant	Eng/ Arch/ Const -tor	PEC	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month	Once/ yr	Once/ less	Comp-ly	Comp-ly	Very	Very							
Total	509	38	94	80	174	28	95	0	0	0	509	89	284	126	66	212	75	143	205	297	268	268	233	233							
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0							
	509	46	101	77	135	44	106	0	0	0	509	81	289	129	65	216	78	139	198	305	261	261	241	241							
Yes	330	26	57	65	106	17	58	0	0	0	330	43	194	87	40	160	50	82	124	203	163	163	164	164							
	64.8	68.2	60.8	81.5	61.0	59.4	61.7	0.0	0.0	0.0	64.8	48.1	68.4	69.2	60.1	75.4	67.0	57.2	60.8	68.3	60.8	60.8	70.3	70.3							
	326	31	62	61	80	27	65	0	0	0	326	38	194	89	40	157	51	79	117	206	156	156	167	167							
				D	CEFG	D	D					MN	L	L	P	O						V	V	U							
No	178	12	36	15	68	11	35	0	0	0	178	45	90	38	24	52	25	61	79	93	104	104	68	68							
	34.9	31.8	38.3	18.5	39.0	40.6	37.1	0.0	0.0	0.0	34.9	50.7	31.6	30.2	37.0	24.6	33.0	42.8	38.8	31.3	38.9	38.9	29.2	29.2							
	181	15	38	16	55	17	40	0	0	0	181	42	95	39	23	59	27	60	80	98	104	104	73	73							
				D	CEFG	D	D					MN	L	L	P	O						V	V	U							
DK/DR	2	0	1	0	0	0	1	0	0	0	2	1	0	1	2	0	0	0	1	1	1	1	1	1							
	0.4	0.0	0.9	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.4	1.2	0.0	0.7	2.9	0.0	0.0	0.0	0.4	0.4	0.4	0.3	0.5	0.5							
	2	0	1	0	0	0	1	0	0	0	2	1	0	1	2	0	0	0	1	1	1	1	1	1							
															P	O															

ETS (#3782)
 BIH. Are you involved in the operation and maintenance of equipment?
 BASE: End User

2006/11/29

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===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY  ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/ Con- Con-          Sen-      Once/ Comp-  Not
Arch/ trac sul-      lor Small Large month yr or lete Qete  Very  very
Const -tor tant User <=5 >25 <=5 >100 more less -ly -ly  -fied -fied
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----

CENTER
-----
Total AgTAC CTAC  EIC  ERC  ETC  PEC  ETC  Arch/ Const -tor tant User  <=5  >25  <=5  >100  more  less  -ly  -ly  -fied  -fied
--A--  --B--  --C--  --D--  --E--  --F--  --G--  --H--  --I--  --J--  --K--  --L--  --M--  --N--  --O--  --P--  --Q--  --R--  --S--  --T--  --U--  --V--
509  38  94  80  174  28  95  0  0  0  509  89  284  126  66  212  75  143  205  297  268  233
% 100.0 100.0 100.0 100.0 100.0 100.0 0.0 0.0 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
509  46  101  77  135  44  106  0  0  0  509  81  289  129  65  216  78  139  198  305  261  241

326  31  62  68  115  11  39  0  0  0  326  53  191  76  37  146  43  85  133  190  168  155
% 64.0 81.6 65.8 84.9 66.1 37.9 41.4 0.0 0.0 0.0 64.0 59.4 67.2 60.3 56.3 68.8 57.1 59.2 65.2 64.2 62.5 66.7
317  37  66  65  87  20  42  0  0  0  317  45  187  80  38  144  42  80  126  189  160  154
EFG  DFG  CEFG  BDFG  BCDE  BCDE

182  7  31  12  59  17  56  0  0  0  182  36  93  49  27  66  31  58  70  106  99  77
% 35.7 18.4 33.3 15.1 33.9 60.3 58.6 0.0 0.0 0.0 35.7 40.6 32.6 39.0 41.7 31.2 42.2 40.8 34.1 35.8 37.0 33.3
190  9  34  12  48  23  64  0  0  0  190  36  101  48  25  72  35  59  70  116  99  87
EFG  DFG  CEFG  BDFG  BCDE  BCDE

1  0  1  0  0  1  0  0  0  0  0  0  1  1  1  0  0  1  0  1  0  1  0
% 0.3 0.0 0.9 0.0 0.0 1.8 0.0 0.0 0.0 0.0 0.0 0.2 0.7 0.0 0.0 0.0 0.7 0.0 0.7 0.0 0.5 0.0
2  0  1  0  0  1  0  0  0  0  0  0  2  0  0  0  0  2  0  2  0  2  0
P  O
=====

```

B2. How long have you been employed by your firm?

		BANNER 1																																																																			
		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION					SATISFIED																																					
		CENTER					Eng/ Arch/ Con- sul- End New Mid or Sen-					Con- tant User <=5 >25 >25					Small Large month yr or lete					Once/ Comp- Not					-ly Qete satis					- -T- -U- -V-																																					
		A-D--C- --E- --F- --G- --H- --I- --J- --K- --L- --M- --N- --O- --P- --Q- --R- --S- --T- --U- --V-					AgTAC BTAC EIC ERC ETC ETC ETC ETC ETC					PEC Const -tor tant User <=5 >25 >25					-P- --N- --O- --P- --Q- --R- --S- --T- --U- --V-					-R- --S- --T- --U- --V-					-R- --S- --T- --U- --V-																																										
Total		1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
Less than 2 years		67	1	13	11	15	4	22	12	23	6	24	44	18	3	18	9	9	25	21	44	38	27	%	4.5	1.6	5.5	5.2	3.1	3.4	6.1	3.2	4.6	4.9	4.8	15.9	2.2	0.7	4.2	2.3	3.0	7.2	3.6	4.8	4.8	3.8	72	2	14	11	10	8	27	15	24	8	22	46	19	4	17	10	12	27	22	49	39	31	
2 Year		171	12	24	12	54	9	58	57	17	43	87	61	23	54	40	40	32	47	58	113	79	90	%	11.3	15.2	10.5	5.7	11.2	7.2	16.0	15.7	11.7	12.8	8.4	31.7	7.6	5.8	12.9	9.6	10.2	13.8	10.0	12.3	10.1	12.7	171	14	27	14	34	17	65	63	51	20	42	83	67	21	46	40	28	47	59	112	78	91	
3 Years		135	4	21	20	42	13	35	29	46	9	50	52	67	16	39	23	19	38	41	91	60	73	%	9.0	5.5	9.2	9.2	8.7	9.8	9.5	7.7	9.4	6.8	9.9	19.0	8.4	4.0	9.4	5.6	6.1	11.1	7.1	10.0	7.6	10.4	138	6	23	20	27	20	42	37	43	11	47	57	65	16	39	25	19	39	38	97	54	82	
4 Years		99	5	19	23	32	4	15	14	40	4	34	29	47	23	34	31	17	20	40	58	57	42	%	6.6	6.8	8.4	10.7	6.7	2.9	4.1	3.9	8.1	3.0	6.6	10.6	5.8	5.9	8.1	7.4	5.4	5.8	6.9	6.4	7.2	6.0	88	7	21	18	17	7	18	15	35	6	28	28	42	18	29	26	15	21	32	55	46	42	
5 Years		136	5	15	21	40	15	39	36	45	10	44	38	77	19	44	37	24	29	59	76	67	69	%	9.0	6.4	6.6	9.9	8.2	11.2	10.8	9.6	9.2	7.8	8.6	13.9	9.7	4.9	10.6	8.9	7.8	8.4	10.2	8.3	8.5	9.8	141	8	18	18	29	24	44	38	43	12	46	44	73	23	42	38	25	33	55	85	66	75	
6-7 years		130	6	18	20	40	10	36	27	40	9	49	3	98	28	25	30	22	39	52	78	70	60	%	8.6	7.5	7.8	9.4	8.2	7.9	9.8	7.2	8.1	7.1	9.7	1.0	12.2	7.0	6.0	7.3	6.9	11.3	8.9	8.5	8.9	8.5	130	9	20	19	25	15	42	29	35	10	54	3	99	26	26	25	30	19	36	49	80	62	68
8-10 Years		179	11	30	26	50	20	42	41	68	23	59	4	143	30	37	60	48	31	70	107	89	86	%	11.8	14.1	13.2	11.9	10.3	14.9	11.4	11.1	13.8	17.3	11.6	1.5	17.9	7.7	9.0	14.5	15.3	9.0	12.1	11.7	11.3	12.3	169	14	33	23	35	24	40	45	54	18	57	5	128	35	38	60	40	31	64	104	85	83	

ETS (#3782)
 B2. How long have you been employed by your firm?

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED																													
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS										FREQUENCY										Not																			
		TYPE OF BUSINESS										BUSINESS										Once/Comp/										Not																			
		Eng/Con-										Small Large										month yr or										lete										Qete									
		Arch/trac										s<=5 >100										more less										-ly										-fied									
		-H--I--J--K--L--M--N--										-O--P--Q--R--S--										-T--U--V--										-W--X--Y--Z--																			
		Con-										Sen-										Once/Comp/										Not																			
		Con-										ior										month yr or										lete										Qete									
		-J--K--L--M--N--										-O--P--Q--R--S--										-T--U--V--										-W--X--Y--Z--																			
		-K--L--M--N--										-O--P--Q--R--S--										-T--U--V--										-W--X--Y--Z--																			
		-L--M--N--										-O--P--Q--R--S--										-T--U--V--										-W--X--Y--Z--																			
		-M--N--										-O--P--Q--R--S--										-T--U--V--										-W--X--Y--Z--																			
		-N--										-O--P--Q--R--S--										-T--U--V--										-W--X--Y--Z--																			
		-O--										-P--Q--R--S--										-T--U--V--										-W--X--Y--Z--																			
		-P--										-Q--R--S--										-T--U--V--										-W--X--Y--Z--																			
		-Q--										-R--S--										-T--U--V--										-W--X--Y--Z--																			
		-R--										-S--										-T--U--V--										-W--X--Y--Z--																			
		-S--										-T--U--V--										-W--X--Y--Z--										-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																			
		-T--										-U--V--										-W--X--Y--Z--										-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																			
		-U--										-V--										-W--X--Y--Z--										-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																			
		-V--										-W--X--Y--Z--										-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																													
		-W--										-X--Y--Z--										-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																													
		-X--										-Y--Z--										-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																													
		-Y--										-Z--										-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																													
		-Z--										-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-A--										-B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-B--										-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-C--										-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-D--										-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-E--										-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-F--										-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-G--										-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-H--										-I--J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-I--										-J--K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-J--										-K--L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-K--										-L--M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-L--										-M--N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-M--										-N--O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-N--										-O--P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-O--										-P--Q--R--S--T--U--V--W--X--Y--Z--																																							
		-P--										-Q--R--S--T--U--V--W--X--Y--Z--																																							
		-Q--										-R--S--T--U--V--W--X--Y--Z--																																							
		-R--										-S--T--U--V--W--X--Y--Z--																																							
		-S--										-T--U--V--W--X--Y--Z--																																							
		-T--										-U--V--W--X--Y--Z--																																							
		-U--										-V--W--X--Y--Z--																																							
		-V--										-W--X--Y--Z--																																							
		-W--										-X--Y--Z--																																							
		-X--										-Y--Z--																																							
		-Y--										-Z--																																							
		-Z--																																																	
11-14 years		101	3	20	9	41	4	23	27	36	3	34	3	66	32	22	33	28	19	45	56	48	53																												
	%	6.7	4.3	8.7	4.3	8.5	2.9	6.4	7.2	7.3	2.4	6.8	1.1	8.2	8.1	5.2	8.0	8.9	5.5	7.7	6.2	6.1	7.5																												
15-19 years		105	5	23	10	32	7	28	33	29	3	39	4	68	33	23	36	27	20	44	61	51	54																												
	%	6.7	4.3	8.7	4.3	8.5	2.9	6.4	7.2	7.3	2.4	6.8	1.1	8.2	8.1	5.2	8.0	8.9	5.5	7.7	6.2	6.1	7.5																												
20-24 years		141	9	23	20	46	15	27	30	36	16	57	2	97	41	32	53	17	34	42	98	74	66																												
	%	9.3	11.6	9.9	9.3	9.6	11.7	7.3	7.9	7.3	12.4	11.2	0.8	12.1	10.4	7.7	12.8	5.4	10.0	7.2	10.7	9.4	9.4																												
More than 24 years		136	8	24	20	32	20	32	31	30	13	57	3	92	39	29	51	21	26	46	89	67	68																												
	%	9.3	11.6	9.9	9.3	9.6	11.7	7.3	7.9	7.3	12.4	11.2	0.8	12.1	10.4	7.7	12.8	5.4	10.0	7.2	10.7	9.4	9.4																												
Refused		138	9	17	24	51	9	28	32	30	24	47	3	87	48	42	44	33	24	69	67	86	49																												
	%	9.1	11.5	7.2	11.2	10.5	6.6	7.8	8.5	6.1	18.3	9.3	1.2	10.8	12.1	10.1	10.6	10.7	6.9	11.9	7.4	10.9	6.9																												
DK/DR		137	11	18	23	36	16	33	39	34	21	45	4	82	51	40	50	31	27	66	70	83	51																												
	%	9.1	11.5	7.2	11.2	10.5	6.6	7.8	8.5	6.1	18.3	9.3	1.2	10.8	12.1	10.1	10.6	10.7	6.9	11.9	7.4	10.9	6.9																												
MEAN:		162	10	23	27	53	25	24	41	58	10	52	6	30	126	58	45	38	31	69	90	89	71																												
	%	10.7	13.4	10.1	12.4	10.8	18.8	6.5	11.0	11.8	7.3	10.2	2.2	3.7	32.1	13.9	10.8	12.2	9.2	11.9	9.9	11.4	10.1																												
	%	178	14	26	28	39	41	30	56	50	13	57	7	32	139	66	52	40	35	71	104	95	81																												
	%	13	0	0	1	7	0	5	9	2	0	3	1	0	3	3	0	3	2	5	8	6	7																												
	%	0.8	0.0	0.0	0.4	1.5	0.0	1.3	2.5	0.5	0.0	0.7	0.2	0.0	0.7	0.7	0.0	0.9	0.7	0.9	0.8	0.7	1.0																												
	%	9	0	0	1	3	0	5	7	1	0	2	1	0	3	3	0	3	1	4	5	6	3																												
	%	38	2	7	1	13	4	11	17	10	0	12	2	10	3	8	9	22	4	10	27	25	11																												
	%	2.5	2.3	2.9	0.4	2.7	2.9	3.1	4.5	2.1	0.0	2.4	0.8	1.3	0.6	2.0	2.2	7.2	1.0	1.7	3.0	3.1	1.5																												
	%	35	2	7	1	9	3	13	15	7	0	13	2	9	3	7	8	19	5	9	25	20	13																												
	%	10.8	12.2	10.3	11.4	11.3	13.2	9.1	10.8	10.4	11.2	11.0	3.8	10.0	17.5	11.4	11.7	12.2	9.6	11.5	10.4	11.3	10.3																												
	%	10.8	12.2	10.3	11.4	11.3	13.2	9.1	10.8	10.4	11.2	11.0	3.8	10.0	17.5	11.4	11.7	12.2	9.6	11.5	10.4	11.3	10.3																												

ETS (#3782)
 B3. How long have you worked in this industry?

		BANNER 1												ATTENDANCE EXPECTATION				SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE												FREQUENCY				Not					
		TYPE OF BUSINESS												SIZE OF BUSINESS				Comp- Very					
		Eng/ Arch/ Con- sul- End New Mid Sen-												Once/ Comp- Not				ly Qete satis					
		Con- trac tant User <=5 6-25 >25												month yr or lete				-ly -fied -V-					
		Con- sul- tant User <=5 6-25 >25												more less				-R--S--T--U--					
		Con- sul- tant User <=5 6-25 >25												-Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
		Con- sul- tant User <=5 6-25 >25												-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				-V--					
26-29 years	%	84	3	10	13	34	7	16	17	30	12	22	0	0	84	14	31	23	17	33	49	52	32
		5.6	4.5	4.4	6.1	7.1	5.5	4.3	4.7	6.1	9.0	4.4	0.0	0.0	21.4	3.4	7.5	7.4	5.1	5.7	5.3	6.6	4.6
		85	5	11	11	27	13	18	23	28	11	22	0	0	85	17	31	21	20	32	51	49	36
											K	J	N	N	LM	P	O						
30-35 years	%	210	11	32	25	70	21	51	61	63	13	77	0	0	210	72	58	55	57	90	117	113	96
		13.9	13.9	13.9	11.4	14.5	15.5	14.0	16.3	12.8	9.7	15.1	0.0	0.0	53.3	17.4	13.9	17.6	16.7	15.5	12.9	14.3	13.6
		216	14	37	24	47	34	60	75	55	13	77	0	0	216	77	59	49	57	85	128	112	102
													N	N	LM								
More than 35 years	%	99	8	14	13	33	11	20	38	32	3	26	0	0	99	35	23	31	10	44	53	58	40
		6.6	10.9	6.2	6.0	6.8	7.9	5.5	10.3	6.5	2.5	5.2	0.0	0.0	25.3	8.4	5.5	9.8	2.8	7.6	5.8	7.4	5.7
		110	12	15	14	24	19	26	46	30	5	30	0	0	110	40	28	36	13	50	58	63	46
									IJK	H	H	H	N	N	LM			R	Q				
Refused	%	18	1	1	0	8	0	8	16	5	1	1	0	0	18	4	3	8	1	6	12	8	10
		1.2	0.8	0.5	0.0	1.7	0.0	2.3	4.2	1.1	0.8	0.2	0.0	0.0	0.0	1.0	0.7	2.6	0.3	1.0	1.4	1.1	1.4
		14	1	1	0	4	0	8	11	3	1	1	0	0	14	3	3	5	2	3	11	6	8
									IK	H	H	H						R	Q				
DK/DR	%	23	2	3	2	4	3	9	5	6	0	10	0	0	23	4	3	11	7	5	16	13	8
		1.5	2.3	1.4	0.9	0.8	2.5	2.5	1.3	1.1	0.0	2.0	0.0	0.0	0.0	0.9	0.7	3.4	2.0	0.9	1.8	1.6	1.1
		21	2	3	2	2	2	10	5	4	0	9	0	0	21	4	1	9	6	5	15	12	7
									DF	IK	H	H						R	Q				
MEAN:		18.6	20.2	18.2	19.2	18.5	20.8	17.3	20.1	18.1	17.6	18.6	3.2	16.4	33.7	19.8	18.9	21.1	16.8	19.1	18.2	19.4	17.7
			G	F	F	F	CEG	BF	IU	H	H	H	MN	LN	LM			R	Q				V

ETS (#3782) 2006/11/29
 B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

BANNER 1																																																																																																													
CENTER										TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION					SATISFIED																																																																											
--A--					--B--					--C--					--D--					--E--					--F--					--G--					--H--					--I--					--J--					--K--					--L--					--M--					--N--					--O--					--P--					--Q--					--R--					--S--					--T--					--U--					--V--				
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705																																																																																							
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0																																																																																							
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742																																																																																								
None	110	7	9	7	41	13	33	33	41	13	25	28	54	27	36	22	19	41	38	72	52	58																																																																																							
%	7.3	9.1	3.9	3.0	8.5	9.1	8.7	8.2	10.1	4.9	10.3	6.8	6.7	8.6	5.4	6.2	12.1	6.5	7.9	6.6	8.2																																																																																								
101	9	10	7	24	19	32	35	38	9	21	25	48	27	30	22	17	37	64	49	52																																																																																									
D	EFG	BEFG	CD	CD	CD	CD	K	K	K	K	HIJ						R	Q																																																																																											
1	770	28	104	99	246	86	207	241	274	61	207	135	419	208	341	118	154	169	314	446	405	353																																																																																							
%	51.0	36.2	44.8	45.7	50.7	64.7	56.8	64.6	55.7	46.2	40.6	49.4	52.3	52.9	82.3	28.5	49.1	49.5	53.9	48.9	51.4	50.1																																																																																							
778	35	115	93	156	132	247	279	247	68	199	144	403	224	337	126	154	177	295	472	382	384																																																																																								
EFG	FG	FG	FG	BF	BCDE	BCD	IJK	HK	H	HI					P	O																																																																																													
2	104	7	15	15	31	6	29	20	41	8	35	21	53	29	17	42	18	24	42	62	55	49																																																																																							
%	6.9	9.4	6.5	6.8	6.5	4.7	8.0	5.4	8.3	6.3	6.8	7.6	6.7	7.3	4.0	10.1	5.7	7.1	7.2	6.7	7.0	6.9																																																																																							
105	8	17	15	22	12	31	27	35	5	38	27	53	24	15	45	15	25	40	64	53	52																																																																																								
															P	O																																																																																													
3-5	133	10	33	18	41	9	22	26	43	15	58	19	80	31	3	71	26	21	40	94	66	67																																																																																							
%	8.8	12.7	14.3	8.3	8.4	6.9	6.1	7.0	8.7	11.3	11.4	6.8	10.0	7.9	0.6	17.2	8.4	6.2	6.8	10.2	8.4	9.5																																																																																							
131	13	35	17	31	13	22	25	37	12	61	17	76	36	3	66	24	22	44	87	68	63																																																																																								
G	DEFG	C	C	C	C	BC	K	K	K	H					P	O			T	S																																																																																									
6-15	117	15	19	24	43	4	12	8	29	11	63	23	55	39	5	59	30	28	39	77	55	61																																																																																							
%	7.7	18.8	8.0	11.2	8.8	3.3	3.3	2.2	5.9	8.4	12.3	8.5	6.8	9.9	1.2	14.2	9.6	8.3	6.8	8.5	7.0	8.7																																																																																							
109	20	21	31	4	13	10	24	12	58	20	52	37	5	60	27	28	38	71	51	58																																																																																									
CERF	BFG	FG	FG	BFG	BCDE	BCDE	IJK	HK	HK	H	HI				P	O																																																																																													
More than 15	106	2	23	22	37	3	20	10	31	10	53	14	56	32	1	68	28	20	48	58	61	44																																																																																							
%	7.0	3.0	9.8	10.1	7.6	2.0	5.4	2.8	6.2	7.4	10.3	5.3	7.0	8.1	0.3	16.5	8.8	6.0	8.3	6.3	7.8	6.2																																																																																							
106	3	25	24	26	5	23	10	25	12	54	16	55	32	2	73	24	19	42	64	56	49																																																																																								
CD	BFG	BFG	BFG	F	CDE	CD	IJK	HK	H	HI					P	O																																																																																													
Refused	13	1	1	1	5	1	5	9	2	0	3	3	0	0	4	2	9	2	7	6	8	5																																																																																							
%	0.9	0.8	0.4	0.4	1.0	0.4	1.5	2.5	0.5	0.0	0.5	1.1	0.0	0.0	1.0	0.4	2.7	0.6	1.2	0.7	1.0	0.7																																																																																							
11	1	1	1	1	2	1	5	7	1	0	3	4	0	0	3	2	7	3	6	5	7	4																																																																																							
							IK	H	H	MN	L	L			R	Q																																																																																													
MEAN:	4.96	3.89	6.05	7.24	5.27	2.40	3.74	2.30	4.60	5.55	7.00	3.86	4.93	5.55	1.20	9.30	5.98	4.36	5.01	4.97	5.17	4.68																																																																																							
CD	BFG	BFG	BFG	F	CDE	CD	IJK	HK	H	HI	N	L	P	O																																																																																															

ETS (#3782) 2006/11/29
 B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

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===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/ Con- Con-          Sen-          Once/ Comp-          Not
Arch/ trac sul-          ior          month yr or lete       Very
PEC Const -tor tant User <=5 >25 >100 more less -ly   Qete satis
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
156  8  29  31  41  11  36  25  32  14  67  30  83  28  8  32  29  35  55  97  84  67
% 10.3 10.0 12.4 14.4 8.5 8.2 9.8 6.7 6.4 10.3 13.2 10.9 10.4 7.1 1.9 7.8 9.4 10.2 9.4 10.6 10.7 9.6
168 11  31  28  36  16  46  30  29  17  75  34  89  31  9  32  31  37  57  109  86  80
E  D
MEAN: 4.96 3.89 6.05 7.24 5.27 2.40 3.74 2.30 4.60 5.55 7.00 3.86 4.93 5.55 1.20 9.30 5.98 4.36 5.01 4.97 5.17 4.68
CD BFG BFG F CDE CD IJK HK H HI HI N L P O

```

B5. How many employees are there at this/these location(s)?

	BANNER 1																					
	CENTER			TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE EXPECTATION		SATISFIED						
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705
%	100.0	10.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
197	4	13	16	54	43	68	85	58	31	29	31	98	64	197	0	44	48	77	118	116	79	
%	13.1	5.0	7.5	11.0	32.1	18.6	22.8	11.9	23.5	5.6	11.5	12.2	16.2	47.5	0.0	14.2	13.9	13.2	13.0	14.7	11.2	
210	6	15	17	29	66	77	99	50	34	33	31	103	72	210	0	46	48	87	120	116	91	
FG	EPG	FG	CFG	BCDEG	BCDEF	IK	HJK	IK	HIJ													
2-5	218	5	25	28	94	26	39	64	100	17	37	41	116	57	218	0	51	48	101	115	126	88
%	14.4	6.6	10.8	13.1	19.3	20.0	10.7	17.2	20.4	13.2	7.3	14.9	14.5	14.6	52.5	0.0	16.4	14.2	17.4	12.6	16.0	12.5
194	6	28	25	53	40	42	74	79	12	32	37	92	62	194	0	43	50	80	113	105	87	
EF	EF	BCG	BCG	BCG	BCG	BCG	EF	EF	EF	K	K	HIJ										
6-10	131	5	18	18	56	11	24	38	52	7	37	25	66	37	0	0	30	29	62	67	80	51
%	8.7	6.0	7.6	8.4	11.6	8.0	6.5	10.3	10.6	5.4	7.3	9.2	8.2	9.4	0.0	0.0	9.5	8.5	10.7	7.3	10.1	7.2
124	7	20	18	35	19	25	39	49	7	33	28	59	35	0	0	28	30	56	66	70	53	
11-24	113	5	12	14	33	10	40	33	43	10	29	33	62	17	0	0	26	17	33	79	48	62
%	7.5	6.0	5.3	6.5	6.8	7.4	10.8	8.9	8.6	7.5	5.7	12.1	7.7	4.4	0.0	0.0	8.4	5.0	5.6	8.7	6.1	8.9
119	7	14	15	20	14	49	39	41	14	27	41	56	21	0	0	23	20	29	88	50	66	
25-50	127	10	19	16	41	7	34	35	52	4	32	23	65	34	0	0	26	34	44	82	64	61
%	8.4	13.0	8.1	7.5	8.4	4.9	9.4	9.3	10.5	2.7	6.3	8.5	8.1	8.6	0.0	0.0	8.3	9.9	7.6	9.0	8.2	8.7
121	8	21	16	26	12	38	42	43	4	29	26	57	33	0	0	23	31	37	84	58	62	
51-100	111	8	22	20	27	5	29	28	40	13	42	22	62	24	0	0	21	27	40	68	50	58
%	7.3	10.1	9.5	9.3	5.5	4.1	7.8	7.5	8.2	10.0	8.2	7.9	7.7	6.0	0.0	0.0	6.6	8.0	6.9	7.5	6.4	8.2
116	10	24	17	24	6	35	28	37	13	46	21	67	25	0	0	23	31	44	71	55	60	
101-200	100	11	19	10	30	4	26	26	28	7	37	15	55	30	0	100	13	25	37	61	56	44
%	6.6	14.3	8.2	4.8	6.1	2.8	7.0	7.0	5.6	5.7	7.3	5.4	6.9	7.5	0.0	24.1	4.0	7.5	6.4	6.7	7.1	6.2
106	15	20	11	24	7	29	29	27	8	40	15	59	32	0	106	13	25	39	65	56	50	
DEFG	F	B	B	B	BCG	BF																

Pl. How did you first hear about center and the classes they offer?

		BANNER 1												ATTENDANCE EXPECTATION			SATISFIED		
		YEARS OF INDUSTRY EXPERIENCE												FREQUENCY			Not		
		TYPE OF BUSINESS												SIZE OF BUSINESS			Once/Comp- Not		
		Eng/Con- Con- Sen- or												Large month yr or lete			Qete satis		
		Arch/trac sul- End New Mid or												Small >5 more less -ly			-ly -filed		
		PEC Const -tor tant User <=5 >25 >25												<=5 >100			-R--S--T--U--V--		
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--																	
		CENTER																	
		Total AgtAC CTAC EIC ERC ETC																	
Total	1509	78	231	216	486	132	365	492	132	509	274	801	393	414	341	582	913	787	705
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	559	936	752	742
A utility rep	85	2	22	15	25	2	18	17	28	10	31	43	21	12	34	15	25	32	37
	%	5.6	3.0	9.6	6.7	5.1	1.7	5.0	4.5	7.6	6.0	4.9	5.4	2.9	8.2	4.7	7.4	5.5	4.7
80	3	23	13	20	4	17	15	27	10	29	15	39	22	12	34	12	25	31	48
	C	B	F	CF	CDEG	CF								P	O				
Inserted in company's utility bill	19	1	4	2	2	4	6	6	4	1	9	4	5	7	4	7	8	6	12
	%	1.2	1.8	1.0	0.3	2.9	1.5	1.6	0.8	1.0	1.7	1.5	0.7	0.9	1.6	2.6	1.7	1.0	1.3
23	2	4	2	2	7	6	9	5	1	9	4	6	10	7	8	8	7	15	11
	F	E																	
Letter mailed from utility	144	13	19	27	37	20	27	42	50	6	48	15	70	57	50	28	31	28	65
	%	9.6	16.9	8.4	12.7	7.7	14.8	7.5	11.1	10.2	4.4	9.3	5.5	8.7	14.5	12.1	6.7	10.1	11.1
159	17	21	25	28	36	32	56	49	7	48	20	77	59	57	29	35	35	69	87
	CEG	BF	G	BF	CEG	BDF	J	J	HI			N	N	LM	P	O			
E-mail from utility	264	7	33	56	82	19	67	59	70	29	98	41	148	66	65	84	49	50	85
	%	17.5	9.6	14.1	25.9	16.9	14.2	18.5	15.7	14.3	22.0	14.9	18.5	16.7	15.6	20.3	15.7	14.7	14.7
263	6	38	58	59	22	80	66	66	29	96	42	144	69	63	88	46	50	79	183
	DG	D	BCEFG	D	D	BD	JK	I	I										
Fax from utility	9	0	0	2	5	0	2	1	6	0	2	1	5	2	1	2	1	1	2
	%	0.6	0.0	0.0	1.0	0.0	0.6	0.3	1.1	0.0	0.5	0.5	0.6	0.5	0.3	0.6	0.4	0.3	0.4
7	0	0	2	3	0	2	1	4	0	0	2	1	3	2	1	2	1	1	1
Brochure/flyer from utility	336	19	60	48	99	41	69	94	111	22	106	48	183	100	91	86	76	82	133
	%	22.3	24.0	25.9	22.1	20.4	31.1	18.9	25.2	22.5	16.8	20.8	17.6	22.9	25.4	22.0	20.8	24.4	24.2
347	26	68	47	67	59	80	110	93	24	117	50	178	115	93	95	80	86	133	214
	G	F	F	F	DEG	CF	J	J	H			N	L						
Utility/Center website	143	10	15	24	40	10	45	37	49	16	45	30	79	31	40	35	32	36	59
	%	9.5	12.3	6.4	10.9	8.1	7.4	12.4	9.9	9.9	12.4	8.9	10.9	9.8	8.0	9.6	8.5	10.2	10.6
150	8	16	26	27	18	55	42	48	19	43	29	83	34	41	36	28	37	55	95
	G																		
Other website	29	3	4	7	11	2	1	8	4	3	10	4	20	1	3	9	4	2	12
	%	1.9	4.3	1.8	3.4	2.3	1.3	0.4	2.1	0.8	2.5	1.6	2.5	0.4	0.7	2.1	1.3	0.6	2.1
27	5	4	6	7	3	2	7	4	4	4	10	6	17	2	4	8	5	3	11
	G		G	G	G		BDE						N	M					

ETS (#3782)
Pl. How did you first hear about center and the classes they offer?

===== BANNER 1 =====

CENTER	TYPE OF BUSINESS												YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED									
	Eng/ Arch/ Con-			Con- sul-			New End			Mid			Sen-			Small Large			Once/ Comp-			Not			Very											
	Eng/ Arch/ Con-	Eng/ Arch/ Con-	Eng/ Arch/ Con-	Con- sul-	Con- sul-	Con- sul-	New End	New End	New End	Mid	Mid	Mid	Sen-	Sen-	Sen-	Small Large	Small Large	Small Large	Once/ Comp-	Once/ Comp-	Once/ Comp-	Not	Not	Not	Very	Very	Very									
Trade magazine	23 1 1 1 16 1 4 5 12 6 3 1 11 7 9 4 1 12 11 10 13	1.0 0.5 0.5 3.2 0.4 1.0 1.5 2.5 4.3 0.5 0.3 1.4 1.8 2.2 1.0 2.2 1.0 2.0 1.4 0.2 2.0 1.2 1.3 1.8	15 1 1 1 9 1 2 4 7 3 3 1 6 6 7 3 1 8 7 8 7 8	E E CDFG E E J K HK IJ	Total AgtAC CTAC EIC ERC ETC ETC PEC Const -tor tant User <=5 <=5 >25 >25	6-25 >25 >25 >25	Sen- >25 >25 >25	Small Large <=5 <=5 >100 >100	Once/ Comp- more less -ly -ly -ly	Once/ Comp- more less -ly -ly -ly	Not -ly -ly -ly	Very -ly -ly -ly	Very -ly -ly -ly	Very -ly -ly -ly																						
Professional organization.	54 1 8 3 20 5 16 21 19 4 13 10 29 14 26 10 13 7 24 30 33 21	3.6 1.8 3.6 1.4 4.0 4.0 4.5 5.8 3.8 3.3 2.5 3.7 3.6 3.5 6.2 2.5 4.2 2.1 4.1 3.3 4.1 3.0	48 2 9 1 12 6 18 22 17 4 9 11 25 10 22 9 12 7 21 27 28 19	K H																																
Display at trade show	18 1 5 1 6 1 5 4 7 2 8 1 13 4 7 7 2 5 13 11 7	1.2 0.9 2.3 0.4 1.3 0.4 1.3 1.0 1.5 1.8 1.5 0.5 1.6 1.1 1.8 1.6 0.8 0.5 0.9 1.5 1.4 1.0	17 1 6 1 4 1 4 3 6 1 8 1 13 3 8 5 3 2 6 11 10 6																																	
A colleague at my company	240 17 45 32 66 13 68 44 77 18 102 83 121 35 25 89 27 73 86 148 111 127	15.9 21.3 19.4 14.7 13.6 9.6 18.6 11.9 15.6 13.3 20.1 30.1 15.1 8.9 6.0 21.4 14.7 16.3 14.1 18.0	245 22 49 27 48 24 75 53 73 22 99 82 122 39 28 86 28 71 84 157 110 134	H MN LN LM P O R Q																																
A colleague outside of my company	75 1 8 8 30 9 19 21 33 5 20 12 44 16 29 17 9 25 23 52 38 37	5.0 1.9 3.4 3.5 6.1 6.5 5.3 5.6 6.6 3.6 3.9 4.5 5.6 4.0 7.0 4.0 2.8 7.3 3.9 5.6 4.8 5.2	65 2 9 6 17 12 19 20 24 4 19 12 35 16 25 15 8 21 22 42 31 34																																	
IHACI	35 0 0 3 32 0 0 2 26 0 5 0 21 14 22 0 20 3 16 20 24 11	2.3 0.0 0.0 1.5 6.6 0.0 0.0 0.6 5.2 0.0 0.9 0.0 2.6 3.6 5.3 0.0 6.5 0.9 2.7 2.2 3.0 1.6	17 0 0 3 14 0 0 1 13 0 2 0 10 7 11 0 9 2 7 10 11 6																																	
Other classes	14 1 2 3 4 1 3 3 3 4 2 2 8 3 5 4 6 2 6 8 6 8	0.9 1.3 1.1 1.3 0.9 0.4 0.8 0.9 1.3 2.9 0.5 0.9 1.1 0.9 1.1 1.0 2.0 0.6 1.0 0.9 0.8 1.1	16 1 3 3 3 1 5 5 6 6 4 3 3 8 5 4 5 6 3 7 9 8 8	K J																																
Instructor	4 0 0 0 4 0 0 1 2 1 2 0 1 2 1 4 0 3 0 2 2 2	0.3 0.0 0.0 0.0 0.8 0.0 0.2 0.5 0.3 1.8 0.0 0.2 0.3 0.4 0.9 0.0 1.0 0.0 0.4 0.2 0.3 0.3	3 0 0 0 2 0 0 1 2 1 1 0 1 1 1 2 0 0 0 1 2 1 2	K J																																
Calendar	4 1 0 0 0 0 0 2 0 2 2 0 1 3 0 1 1 0 0 4 0 3	0.2 1.3 0.0 0.0 0.0 0.0 0.7 0.0 0.3 1.4 0.0 0.2 0.4 0.0 0.3 0.2 0.0 0.0 0.0 0.0 0.4 0.0	4 1 0 0 0 0 0 3 0 2 2 0 1 3 0 1 1 0 0 0 0 4 0 3	HK J																																

Pl. How did you first hear about center and the classes they offer?

		BANNER 1																					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE EXPECTATION		SATISFIED									
		Eng/ Arch/ Con- sul- Con-		tor trac		New End User		Mid 6-25 >25		Sen-ior >25		Once/ Once/ Comp- Comp-		Not Not									
		H--I--J--K--L--M--N--O--P--Q--R--S--T--U--V--		--G--		--E--		--F--		--H--		--A--		--W--									
		C--D--		AgtAC CTAC EIC ERC		PEC ETC		P--G--		K--J--I--		L--M--N--O--P--Q--R--S--T--U--V--		W--X--Y--Z--									
Other	%	17	2	4	0	6	0	5	5	2	2	8	4	5	7	5	2	4	4	8	8	12	4
		1.1	2.4	1.6	0.0	1.2	0.0	1.4	1.2	0.4	1.8	1.7	1.5	0.7	1.8	1.2	0.4	1.3	1.1	1.4	0.9	1.5	0.6
		17	3	4	0	4	0	6	5	2	3	8	4	7	6	5	3	3	4	8	9	12	5
			DF		B		B																
DK/DR	%	87	3	9	4	27	15	28	24	29	14	23	13	47	28	37	15	18	19	27	58	36	48
		5.8	4.1	3.8	1.7	5.6	11.6	7.8	6.4	6.0	10.4	4.6	4.6	5.8	7.0	9.0	3.6	5.8	5.5	4.7	6.4	4.6	6.8
		95	4	10	4	21	20	36	30	32	11	24	17	49	29	36	18	21	16	30	62	38	55
			F	FG	EFG	DF	BCDE	CD			K	J				P	O						

		BANNER 1																				ATTENDANCE EXPECTATION		SATISFIED	
		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE										FREQUENCY		Not	
		Eng/ Arch/ Con- sul- End New Mid or Sen- Once/ Comp- Not					Con- trac- tant User <=5 >5 >25 -N- -Q- -R- -S- -T- -U- -V-					PEC ETC -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-					Comp- Qete very		ly filed						
		CENTER		Con- tant		User		Con- sul-		New		Mid		or		Sen-		Once/		Comp-		Not			
		AgtAC CTAC EIC ERC		-B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-			
Total		1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705		
%		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
1509		100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742			
A utility rep		58	2	17	9	21	2	7	13	15	9	19	9	32	13	7	25	9	17	23	34	25	32		
%		3.9	2.2	7.2	4.4	4.4	1.2	2.0	3.5	3.0	6.9	3.7	3.3	4.0	3.3	1.6	5.9	2.7	5.1	4.0	3.7	3.1	4.6		
57		2	18	8	18	3	8	13	17	9	16	11	30	13	8	25	7	16	24	32	25	31			
		FG			F	CE	C		J	I					P	O									
Inserted in company's utility bill		12	1	2	0	2	2	6	5	1	1	4	3	2	5	2	6	3	4	6	6	8	4		
%		0.8	1.0	0.0	0.3	1.2	1.6	1.3	0.3	1.0	0.8	1.3	0.3	0.3	1.2	0.5	1.4	0.9	1.2	1.1	0.6	1.0	0.6		
14		1	2	0	2	3	6	7	1	1	5	3	2	7	4	6	3	5	7	7	7	9	5		
Letter mailed from utility		159	15	28	22	50	18	27	48	44	7	60	18	76	61	59	35	33	36	65	91	90	65		
%		10.5	19.2	11.9	10.2	10.2	13.6	7.4	12.8	9.0	5.6	11.8	6.6	9.6	15.4	14.2	8.4	10.6	11.2	9.9	11.4	9.2	9.2		
167		20	29	20	35	33	30	56	43	7	63	20	83	60	58	38	37	42	71	93	93	70			
		DEG	G	B	B	G	BCF	J		HK	J	N	N	N	LM	P	O								
E-mail from utility		369	14	47	68	88	25	127	92	97	42	134	63	199	97	92	95	71	64	116	250	180	186		
%		24.5	18.6	20.2	31.4	18.2	18.8	34.8	24.7	19.7	31.6	26.3	23.0	24.9	24.6	22.1	23.0	22.6	18.8	19.9	27.4	22.9	26.4		
380		16	54	69	68	29	144	100	97	41	138	67	198	106	87	104	70	64	115	262	174	202			
		DG	DG	BCEF	DG	DG	BCEF	JK	JK	I	I														
Fax from utility		8	0	1	1	4	0	2	2	4	0	2	2	4	2	1	2	3	1	4	3	6	2		
%		0.5	0.0	0.4	0.5	0.8	0.0	0.7	0.5	0.8	0.0	0.4	0.7	0.5	0.4	0.1	0.5	0.9	0.3	0.7	0.3	0.8	0.3		
8		0	1	1	1	2	0	4	3	3	0	2	2	3	2	1	2	3	2	4	3	6	2		
Brochure/flyer from utility		398	27	76	56	109	48	83	96	132	29	133	59	208	127	105	110	96	89	162	233	216	182		
%		26.4	34.1	32.8	25.8	22.5	36.0	22.8	25.8	26.8	21.7	26.2	21.6	25.9	32.2	25.3	26.4	30.8	26.1	27.8	25.5	27.4	25.8		
425		37	84	54	75	75	100	121	121	121	34	141	64	218	138	115	117	98	100	167	255	226	198		
		EG	EG	F	BCF	DEG	BCF																		
Utility/Center website		155	6	17	18	51	19	43	49	44	15	52	32	96	25	54	35	30	37	64	91	88	64		
%		10.3	8.1	7.5	8.5	10.5	14.1	11.8	13.2	8.8	11.3	10.1	11.7	12.0	6.2	13.0	8.5	9.5	10.8	11.1	9.9	11.1	9.0		
155		8	19	20	30	26	52	56	38	15	48	31	95	26	52	36	29	40	56	99	76	77			
		F					C																		
Other website		34	1	7	7	15	1	4	13	10	2	9	8	18	6	3	10	7	4	14	21	19	15		
%		2.3	1.7	2.9	3.2	3.0	0.8	1.1	3.6	2.1	1.3	1.8	2.8	2.3	1.5	0.7	2.5	2.2	1.2	2.4	2.3	2.5	2.1		
32		2	7	5	11	2	5	12	11	2	2	8	9	17	5	4	9	8	5	14	18	18	14		

Satisfied	BANNER 1																									Satisfied																																											
	CENTER										TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS					ATTENDANCE FREQUENCY																																					
	Ag	AgTAC	CTAC	EIC	ERC	ETC	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X		Y	Z	Eng/Arch	Constr	Const	Trac	Con	Sul	tant	User	New	Mid	Sen	Small	Large	Once	Comp	More	Less	Comp	More	Less	Comp	More	Less																		
Trade magazine	29	0	1	0	22	2	4	5	18	5	3	2	17	6	14	1	4	1	15	14	9	20	%	1.9	0.0	0.5	0.0	4.5	1.3	1.1	1.3	3.6	3.6	0.7	0.8	2.1	1.5	3.5	0.2	1.4	0.3	2.5	1.5	1.1	2.8	19	0	1	0	11	3	4	10	2	4	3	9	5	10	1	3	2	8	11	6	13			
Professional organization	26	0	7	1	12	0	7	8	9	2	9	3	14	6	10	4	9	4	16	10	20	5	%	1.7	0.0	2.8	0.5	2.4	0.0	1.8	2.2	1.9	1.6	1.7	1.0	1.7	1.5	2.3	1.1	2.7	1.2	2.7	1.1	2.6	0.8	21	0	7	1	6	0	7	6	7	6	2	7	3	11	5	8	5	6	3	12	9	15	6	
Display at trade show	4	0	2	0	1	0	1	0	2	0	2	2	2	2	0	3	1	0	2	2	1	3	%	0.3	0.0	0.7	0.0	0.3	0.0	0.3	0.0	0.4	0.0	0.4	0.8	0.2	0.0	0.6	0.3	0.0	0.3	0.3	0.3	0.1	0.4	4	0	2	0	1	0	1	0	2	2	0	2	2	2	0	3	1	0	1	0	1	2	2	1
A colleague at my company	179	11	33	30	59	11	34	28	67	9	74	64	81	32	19	77	19	62	64	112	88	89	%	11.9	14.1	14.4	14.0	12.1	8.4	9.4	7.4	13.7	7.0	14.6	23.4	10.1	8.2	4.6	18.7	6.2	18.3	10.9	12.3	11.2	12.6	173	14	36	24	40	21	38	32	58	10	71	62	73	36	19	72	17	58	60	111	83	89		
A colleague outside of my company	41	1	2	2	18	3	15	11	21	2	8	8	25	8	18	9	14	14	12	29	22	19	%	2.7	1.0	0.7	1.1	3.8	2.5	4.1	3.0	4.3	1.6	1.5	2.9	3.1	2.0	4.4	2.2	4.4	4.2	2.1	3.2	2.8	2.7	33	1	2	3	12	2	13	10	13	3	8	8	17	7	12	9	8	13	11	22	17	16		
IHACI	31	0	0	4	27	0	0	6	21	0	7	0	17	14	8	5	10	5	18	13	20	10	%	2.0	0.0	0.0	2.0	5.5	0.0	0.0	1.6	4.3	0.0	1.4	0.0	2.1	3.6	1.9	1.2	3.1	1.4	3.1	1.4	2.6	1.5	15	0	0	4	11	0	0	3	11	0	3	0	8	7	5	2	4	2	8	7	9	6		
Other classes	10	1	1	3	3	1	1	2	2	1	5	1	6	4	3	4	3	4	2	3	7	4	%	0.7	1.3	0.4	1.3	0.7	0.8	0.3	0.5	0.4	0.8	1.0	0.2	0.7	1.0	0.7	1.0	0.5	0.5	0.6	0.8	0.6	0.8	12	1	1	3	3	2	2	3	2	2	1	5	1	6	5	4	5	2	2	3	9	5	7	
Instructor	9	0	1	3	3	1	2	3	4	4	1	1	5	2	4	1	3	1	3	5	5	4	%	0.6	0.0	0.4	1.4	0.6	0.4	0.5	0.9	0.8	3.0	0.2	0.2	0.6	0.5	1.1	0.3	0.9	0.4	0.6	0.6	0.6	0.5	9	0	1	3	2	1	2	3	4	4	1	1	5	2	4	2	4	2	3	2	4	5	4	
Calendar	6	1	0	0	2	0	2	0	3	2	1	0	6	0	2	2	2	1	0	1	5	3	%	0.4	1.3	0.0	0.0	0.5	0.0	0.7	0.0	0.6	1.4	0.2	0.0	0.8	0.0	0.4	0.5	0.2	0.0	0.2	0.5	0.4	0.4	6	1	0	0	2	0	2	0	3	2	1	0	6	0	2	2	2	1	0	1	0	1	5	3

P2. How did you first hear about the class you attended?

		BANNER 1																																	
		YEARS OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						ATTENDANCE FREQUENCY				EXPECTATION		SATISFIED															
		TYPE OF BUSINESS			TYPE OF BUSINESS			Sen-ior			Sen-ior			Sen-ior			Sen-ior			Sen-ior			Sen-ior			Sen-ior			Sen-ior						
		Eng/ Arch	Con- trac	Con- sul-	Con- tant	Con- user	Eng/ Arch	Con- trac	Con- sul-	Con- tant	Con- user	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25		
		Eng/ Arch	Con- trac	Con- sul-	Con- tant	Con- user	Eng/ Arch	Con- trac	Con- sul-	Con- tant	Con- user	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25		
		Eng/ Arch	Con- trac	Con- sul-	Con- tant	Con- user	Eng/ Arch	Con- trac	Con- sul-	Con- tant	Con- user	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25		
		Eng/ Arch	Con- trac	Con- sul-	Con- tant	Con- user	Eng/ Arch	Con- trac	Con- sul-	Con- tant	Con- user	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25	6-25		
Other	%	4	1	1	0	2	0	0	0	0	0	0	0	0	1	1	3	0	0	0	3	1	2	1	0.8	0.2	1	3	1	2	1	0.3	0.2	1	
		0.3	0.8	0.4	0.0	0.5	0.0	0.0	0.0	2.4	0.1	0.3	0.4	0.0	0.8	0.1	0.8	0.8	0.1	0.8	0.1	0.8	0.1	0.8	0.2	0.5	0.1	0.3	0.3	0.1	0.3	0.2	1		
		3	1	1	0	1	0	0	0	2	1	1	2	0	2	1	1	0	2	1	1	1	1	1	1	1	2	1	1	1	1	1	1	2	
		33	0	3	1	16	4	9	8	2	8	7	19	8	16	5	4	16	12	20	15	17	17	17	17	17	17	17	17	17	17	17	17	17	
	%	2.2	0.0	1.4	0.5	3.3	3.4	2.4	2.0	1.2	1.6	2.5	2.4	2.0	3.9	1.1	1.1	4.8	2.1	2.2	1.9	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	
		35	0	4	1	10	8	12	11	14	3	7	9	8	15	5	5	13	12	21	13	19	19	19	19	19	19	19	19	19	19	19	19	19	19
		EF	D	D	D	D	D	D	D	D	D	D	D	D	P	O	R	Q	R	Q	R	Q	R	Q	R	Q	R	Q	R	Q	R	Q	R	Q	

BANNER 1																						
YEARS OF INDUSTRY EXPERIENCE																						
TYPE OF BUSINESS																						
CENTER																						
ATTENDANCE EXPECTATION																						
SATISFIED																						
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	414	312	341	582	913	787	705	
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
A utility rep	11	1	0	6	2	0	2	0	1	0	9	0	6	4	1	7	1	0	7	4	9	2
%	0.7	1.4	0.0	2.6	0.5	0.0	0.5	0.0	0.2	0.3	1.7	0.2	0.8	1.1	0.3	1.7	0.4	0.0	1.3	0.4	1.2	0.2
8	1	0	4	1	0	2	0	1	1	1	5	1	5	2	1	4	1	0	5	3	6	2
Inserted in company's utility bill	9	0	2	1	5	0	2	4	3	0	4	2	3	1	3	3	2	4	5	4	5	4
%	0.6	0.0	0.7	0.5	1.1	0.0	0.4	1.0	0.7	0.0	0.9	0.7	0.4	0.2	0.7	0.7	1.1	0.6	0.7	0.6	0.7	0.6
9	0	2	1	4	0	2	3	2	2	0	5	2	4	1	2	3	2	2	3	6	4	5
Letter mailed from utility	217	22	33	31	83	18	31	46	101	4	74	29	108	78	81	35	53	64	105	111	128	87
%	14.4	28.0	14.2	14.1	17.1	13.9	8.4	12.3	20.5	2.8	14.5	10.7	13.5	19.8	19.6	8.4	16.9	18.7	18.0	12.2	16.2	12.3
214	29	35	28	52	34	36	57	87	74	3	74	33	106	72	78	38	45	68	96	117	120	92
E-mail from utility	1062	42	163	154	327	82	295	271	325	111	356	200	565	268	273	318	193	230	387	663	539	510
%	70.4	53.4	70.6	71.1	67.2	61.7	80.8	72.7	65.9	83.9	69.9	73.0	70.5	68.1	65.9	76.7	61.8	67.3	66.5	72.7	68.4	72.3
1062	51	180	148	227	121	335	296	298	111	358	205	548	284	263	323	190	230	377	673	508	542	542
Fax from utility	18	0	4	5	5	1	2	5	11	0	1	1	9	6	5	3	2	4	8	9	13	5
%	1.2	0.0	1.9	2.4	1.0	0.8	0.6	1.4	2.3	0.0	0.3	0.3	1.2	1.5	1.2	0.8	0.7	1.1	1.4	0.9	1.6	0.8
17	0	5	5	2	2	2	3	6	9	0	2	1	7	7	5	4	2	5	6	10	11	6
Brochure/flyer from utility	226	14	49	25	60	29	48	60	57	13	84	36	120	65	67	60	63	41	88	137	108	117
%	15.0	18.0	21.3	11.4	12.4	21.8	13.3	16.1	11.6	10.2	16.6	13.0	15.0	16.6	16.2	14.5	20.3	12.2	15.1	15.0	13.7	16.6
245	20	55	24	42	49	55	81	52	16	86	39	128	74	79	66	68	46	96	148	122	122	122
Utility/Center website	53	1	2	7	24	5	14	18	26	6	10	9	26	16	17	9	19	11	27	26	35	17
%	3.5	0.8	0.8	3.2	4.9	4.1	3.9	4.8	5.3	4.5	2.0	3.2	3.3	4.0	4.1	2.1	6.1	3.2	4.6	2.9	4.5	2.4
47	1	2	7	15	6	16	20	19	7	8	7	24	14	13	11	15	11	19	28	27	20	20
Other website	7	1	0	2	1	3	1	4	1	0	3	2	6	0	3	3	3	0	3	5	4	3
%	0.5	0.8	0.0	0.7	0.2	2.5	0.3	1.0	0.1	0.0	0.6	0.6	0.7	0.0	0.7	0.6	0.9	0.0	0.5	0.5	0.5	0.5
7	1	0	2	1	2	1	2	1	2	1	0	4	2	5	0	1	3	0	4	3	3	4

ETS (#3782)
P3. In general, what is the best way to inform you about future classes?

2006/11/29

===== BANNER 1 =====

YEARS OF INDUSTRY EXPERIENCE										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
TYPE OF BUSINESS										SIZE OF BUSINESS		Comp-Not		Very Satis-							
CENTER										BUSINESS		-ly		-U-							
Eng/Con-Sub/Trac										Small Large		-ly		-T-							
Arch/Const/Trac										=<=5 >100		-R-		-V-							
PEC Const/Trac										Sen-ior		-S-		-U-							
-E--F--G--H--I--J--K--L--M--N--										-Q--R--		-T--U--		-V--W--							
6	0	0	2	3	0	1	3	3	0	0	2	4	0	3	1	1	0	4	2	2	5
%	0.4	0.0	0.9	0.7	0.0	0.3	0.7	0.7	0.0	0.0	0.7	0.5	0.0	0.8	0.2	0.3	0.0	0.8	0.2	0.2	0.7
6	0	0	2	2	0	2	3	2	0	0	2	3	0	2	1	1	0	3	3	2	4
3	0	0	0	3	0	0	0	0	3	0	0	0	0	0	1	2	1	0	3	2	1
%	0.2	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.8	0.0	0.2	0.8	0.3	0.0	0.4	0.3	0.1
2	0	0	0	2	0	0	0	2	0	0	0	0	2	0	1	1	0	0	2	1	1
4	0	1	0	1	1	2	2	1	1	1	2	1	1	0	3	1	0	0	4	2	2
%	0.3	0.0	0.4	0.0	0.2	0.4	0.5	0.4	0.2	1.1	0.2	0.6	0.2	0.0	0.8	0.3	0.0	0.0	0.4	0.2	0.3
5	0	1	0	1	1	1	2	2	1	2	1	2	2	1	0	4	1	0	5	2	3
4	0	1	0	0	3	0	0	0	3	0	0	0	0	3	0	1	2	1	0	3	2
%	0.3	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.8	0.0	0.2	0.8	0.0	0.4	0.3	0.1
2	0	0	0	2	0	0	0	2	0	0	0	0	0	2	0	1	1	0	2	1	1
4	0	1	0	1	1	1	2	2	1	2	1	2	1	0	4	1	0	0	5	2	3
A colleague at my company																					
4	0	1	0	1	1	2	2	1	1	1	2	1	1	0	3	1	0	0	4	2	2
%	0.3	0.0	0.4	0.0	0.2	0.4	0.5	0.4	0.2	1.1	0.2	0.6	0.2	0.0	0.8	0.3	0.0	0.0	0.4	0.2	0.3
5	0	1	0	1	1	1	2	2	1	2	1	2	2	1	0	4	1	0	5	2	3
A colleague outside of my company																					
4	0	1	0	0	3	1	0	0	0	4	0	0	2	3	0	1	3	1	0	4	0
%	0.3	0.0	0.3	0.0	0.0	2.1	0.3	0.0	0.0	0.9	0.0	0.0	0.2	0.7	0.0	0.2	1.1	0.3	0.0	0.5	0.0
3	0	1	0	0	1	1	0	0	0	3	0	0	2	1	0	1	2	1	0	3	0
IHACI																					
7	0	0	0	7	0	0	0	7	0	0	0	5	2	2	0	2	2	0	4	5	7
%	0.5	0.0	0.0	1.5	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.6	0.6	0.6	0.0	0.6	0.8	0.0	0.4	0.5	0.7
3	0	0	0	3	0	0	0	3	0	0	0	2	1	0	1	1	1	0	1	2	1
Instructor																					
12	1	1	2	7	0	1	1	2	0	9	0	10	2	2	0	2	0	4	5	6	7
%	0.8	0.4	0.9	1.5	0.0	0.3	0.3	0.4	0.0	1.7	0.0	1.2	0.5	0.0	0.4	0.0	1.3	0.8	0.6	0.6	1.0
8	1	1	2	3	0	1	1	2	0	5	0	6	2	0	2	0	3	4	3	4	4
Calendar																					
2	0	0	0	0	0	2	0	1	1	0	0	1	0	1	0	1	0	1	1	1	1
%	0.1	0.0	0.0	0.0	0.0	0.5	0.1	0.3	0.5	0.0	0.2	0.2	0.0	0.1	0.0	0.2	0.0	0.1	0.1	0.1	0.2
3	0	0	0	0	0	3	1	2	1	0	1	2	0	1	0	1	0	1	2	1	2
Other																					
3	1	0	0	2	0	0	0	0	3	0	1	2	0	2	0	2	0	2	1	2	1
%	0.2	0.8	0.0	0.5	0.0	0.0	0.0	0.0	2.3	0.0	0.2	0.3	0.0	0.6	0.0	0.8	0.0	0.4	0.1	0.3	0.1
2	1	0	0	1	0	0	0	0	2	0	1	1	0	1	0	1	0	1	1	1	1
DK/DR																					
10	2	2	1	3	1	1	1	4	1	3	2	7	1	1	5	1	3	3	7	4	7
%	0.7	2.9	0.8	0.5	0.7	0.4	0.4	0.2	0.8	0.9	0.6	0.8	0.9	0.2	1.1	0.4	1.0	0.6	0.7	0.5	0.9
10	2	2	1	2	1	2	1	3	1	3	3	6	1	1	5	2	4	4	6	4	6
G																					

		BANNER 1															ATTENDANCE EXPECTATION			SATISFIED		
		YEARS OF INDUSTRY EXPERIENCE															FREQUENCY			Not		
		TYPE OF BUSINESS															SIZE OF BUSINESS			Comp- Very		
		Eng/ Con- sul- End New Mid or Sen- Once/ Comp- Not															Once/ Comp- Comp- Very			Oete satis		
		Arch/ trac tant User <=5 >25 >25 >100 more less -ly -fied -fied															-ly -ly -ly			-T- -U- -V-		
		PEC ETC Const -tor tant User <=5 >25 >25 >100 more less -ly -fied -fied															-Q- -R- -S-			-T- -U- -V-		
		H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-															-R- -S-			-T- -U- -V-		
		E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-															-Q- -R- -S-			-T- -U- -V-		
		D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-															-Q- -R- -S-			-T- -U- -V-		
		C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-															-Q- -R- -S-			-T- -U- -V-		
		B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-															-Q- -R- -S-			-T- -U- -V-		
		A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V-															-Q- -R- -S-			-T- -U- -V-		
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	414	312	341	582	913	787	705	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
Continue education	93	3	18	8	38	11	16	26	29	10	23	16	42	35	30	24	15	21	47	46	54	
%	6.2	3.8	8.0	3.7	7.8	7.9	4.2	6.9	5.9	7.7	4.4	6.0	5.2	8.8	7.3	5.8	4.8	6.1	8.1	5.0	6.8	
92	4	20	8	30	11	19	31	25	8	24	15	41	36	22	28	15	19	47	45	49	42	
Increase/gain knowledge and information	694	34	109	115	217	71	149	175	244	52	235	127	378	177	182	191	137	182	288	405	382	
%	46.0	43.4	47.2	53.1	44.7	53.3	40.7	47.0	49.5	39.5	46.2	46.4	47.2	45.0	43.8	46.0	43.8	53.2	49.5	44.3	48.5	
691	44	118	109	135	113	172	201	206	53	235	129	361	190	189	191	126	186	270	418	359	328	
Job related/required	116	6	18	13	42	8	29	25	39	10	44	26	71	19	25	31	17	19	34	80	50	
%	7.7	7.3	7.9	6.2	8.6	5.9	8.0	6.7	7.8	7.6	8.6	9.3	8.9	4.8	5.9	7.4	5.5	5.6	5.9	8.8	6.4	
119	8	21	11	31	14	34	29	33	15	43	27	73	18	22	31	15	21	32	85	48	70	
Related to work/business	27	2	5	0	9	2	9	6	10	4	6	3	11	13	11	9	11	2	13	14	12	
%	1.8	2.5	2.1	0.0	1.9	1.2	2.5	1.6	1.9	3.4	1.3	0.9	1.3	3.4	2.7	2.2	3.6	0.5	2.2	1.5	1.6	
28	3	5	0	5	3	12	10	8	5	7	4	12	12	12	11	10	2	12	16	11	17	
New technology updates	255	12	43	45	65	27	64	69	95	20	81	49	120	76	66	74	54	66	94	160	150	
%	16.9	15.5	18.4	20.6	13.3	20.5	17.5	18.6	19.2	14.8	15.9	17.7	14.9	19.4	16.0	17.8	17.3	19.5	16.1	17.5	19.0	
262	17	47	49	42	41	66	76	90	21	85	51	127	78	81	51	73	96	164	146	114	114	
Instructor/speaker	31	0	4	4	12	5	6	3	7	11	9	4	18	8	8	6	9	6	16	13	19	
%	2.0	0.0	1.6	1.9	2.4	3.7	1.6	0.9	1.4	8.2	1.8	1.5	2.3	2.1	2.0	1.5	3.0	1.8	2.8	1.4	2.4	
28	0	4	4	7	5	8	4	7	7	10	5	15	8	7	7	7	5	16	11	17	11	
Energy efficiency	129	5	33	17	26	10	37	23	40	7	57	20	68	37	28	42	24	30	43	84	66	
%	8.6	6.7	14.3	7.9	5.4	7.6	10.3	6.3	8.1	5.3	11.3	7.4	8.5	9.4	6.8	10.1	7.8	8.7	7.4	9.3	8.3	
144	7	36	20	21	19	41	30	41	8	62	25	76	39	30	48	26	35	45	96	72	71	
Title 24 information	22	1	3	0	7	1	10	12	8	0	3	2	12	6	10	3	7	3	7	15	8	
%	1.5	1.0	1.3	0.0	1.5	0.9	2.7	3.2	1.7	0.3	0.5	0.7	1.4	1.5	2.4	0.6	2.2	1.0	1.3	1.6	1.0	
23	1	4	0	5	2	11	12	9	1	3	2	13	7	10	4	5	4	7	16	9	13	

	BANNER 1																					
	CENTER			TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
	Ag	Ag	Ag	Eng/ Arch	Con- sul	New	Mid	Sen	Small	Large	Once/	Comp/	Not	Not	Comp-	Very	Not	Very				
Keep up with industry practices	201	7	26	21	68	21	58	50	82	16	54	39	86	67	60	43	49	34	90	111	120	79
%	13.3	9.3	11.2	9.6	14.0	16.2	15.8	13.4	16.6	11.9	10.6	14.3	10.8	17.1	14.5	10.4	15.6	10.0	15.4	12.1	15.2	11.3
Learn equipment/how to operate	122	7	14	23	62	8	8	16	45	7	59	25	71	23	27	37	30	32	56	67	66	56
%	8.1	8.9	6.0	10.7	12.8	5.9	2.2	4.3	9.2	5.5	11.6	9.2	8.8	5.8	6.6	8.9	9.5	9.3	9.6	7.3	8.4	8.0
Ability to assist customers	47	1	3	12	10	4	17	14	18	16	2	11	22	10	7	15	14	8	14	33	23	24
%	3.1	0.8	1.3	5.3	2.1	3.3	4.6	3.6	3.6	12.4	0.3	4.1	2.8	2.5	1.6	3.6	4.4	2.4	2.4	3.6	2.9	3.4
Changing of codes/laws/standards	82	7	7	6	28	9	25	33	29	5	15	8	52	21	30	15	15	13	23	57	41	39
%	5.4	9.3	2.9	3.0	5.7	6.7	6.8	8.9	5.9	3.4	3.0	2.8	6.6	5.4	7.2	3.7	4.9	3.8	4.0	6.3	5.2	5.5
Interested in subject/topic	96	7	7	8	36	5	33	23	25	10	42	17	49	29	21	32	22	21	38	58	56	41
%	6.4	9.3	3.2	3.8	7.4	3.6	9.0	6.2	5.0	7.4	8.2	6.3	6.1	7.3	5.1	7.7	7.2	6.2	6.5	6.3	7.1	5.8
How to use software program/network	12	1	0	1	2	0	7	2	2	2	6	4	7	0	1	5	0	2	4	8	4	8
%	0.8	1.4	0.0	0.5	0.5	0.0	2.0	0.5	0.5	1.4	1.2	1.6	0.9	0.1	0.2	1.3	0.1	0.6	0.8	0.8	0.6	1.1
Meet other professionals/engineers, etc.	8	0	1	1	4	0	2	4	1	0	3	4	3	1	3	1	1	2	4	4	2	5
%	0.5	0.0	0.6	0.4	0.7	0.0	0.5	1.1	0.2	0.0	0.5	1.4	0.4	0.2	0.8	0.3	0.3	0.5	0.6	0.4	0.3	0.7
How to better understand calculations	12	1	1	1	7	0	2	5	2	0	3	2	9	1	3	0	1	1	10	2	10	2
%	0.8	1.0	0.4	0.4	1.5	0.0	0.6	1.4	0.5	0.0	0.7	0.6	1.2	0.3	0.8	0.0	0.4	0.3	1.8	0.2	1.3	0.2
Building design information	16	0	4	0	3	3	7	7	1	3	6	2	8	6	11	3	2	6	7	10	7	9
%	1.1	0.0	1.7	0.0	0.7	2.0	1.8	1.9	0.1	2.5	1.1	0.7	1.0	1.6	2.6	0.8	0.5	1.7	1.2	1.1	0.9	1.3

		BANNER 1																																																																																																																																																																																																																																																																																																																																																							
		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED																																																																																																																																																																																																																																																																																																																															
		CENTER					Eng/ Arch/ Con- sul- Con-					New Mid Sen- for					Once/ Comp- Not					Once/ Comp- Not		Very very		Not																																																																																																																																																																																																																																																																																																																															
		EIC ERC ETC ETC ETC					Const- for User <=5 6-25 >25					New Mid Sen- for					Once/ Comp- Not					Once/ Comp- Not		Very very		Not																																																																																																																																																																																																																																																																																																																															
		EF EF EF EF EF					H H H H H					I I I I I					J J J J J					K K K K K					L L L L L		M M M M M		N N N N N		O O O O O		P P P P P		Q Q Q Q Q		R R R R R		S S S S S		T T T T T		U U U U U		V V V V V																																																																																																																																																																																																																																																																																																										
		Total AgTAC					PEC Const- for User <=5 6-25 >25					New Mid Sen- for					Once/ Comp- Not					Once/ Comp- Not		Very very		Not																																																																																																																																																																																																																																																																																																																															
How to improve/understand lighting design	%	36	2	13	6	0	0	15	13	13	4	8	10	19	7	10	10	10	7	13	12	24	16	20	2.4	3.2	5.7	2.6	0.0	0.0	4.1	3.4	2.6	3.1	1.6	3.7	2.4	1.7	2.5	2.4	2.3	3.7	2.0	2.7	2.1	2.8	42	4	16	8	0	0	14	13	15	5	10	12	22	8	11	12	8	14	14	28	19	23	12	1	2	0	3	2	4	2	4	2	3	0	6	1	8	3	8	1	1	5	2	10	3	9	0.8	0.9	0.8	0.0	0.7	1.3	1.2	0.6	0.7	0.0	1.1	0.2	1.0	0.7	1.8	0.3	0.4	1.4	0.4	1.1	0.4	1.1	0.4	1.2	14	1	2	0	2	3	6	4	5	0	4	1	9	4	8	2	2	4	3	11	4	10	9	0	0	0	9	0	0	0	0	1	0	8	0	4	5	2	0	2	0	6	2	7	1	1	0.6	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.2	0.0	1.5	0.0	0.5	1.2	0.6	0.0	0.7	0.0	1.0	0.3	0.9	0.2	0.2	8	0	0	0	8	0	0	0	0	1	0	7	0	3	5	2	0	3	0	6	2	7	1	35	3	5	7	8	2	10	4	11	4	11	4	11	8	17	9	6	14	10	8	9	26	18	17	2.3	4.2	2.2	3.2	1.7	1.6	2.6	1.1	2.2	2.7	2.1	2.8	2.1	2.2	1.4	3.4	3.3	2.3	1.6	2.8	2.3	2.4	2.4	39	4	6	5	7	4	13	6	11	5	12	10	16	11	8	15	13	9	10	29	18	21	68	4	7	6	29	7	15	19	19	5	22	18	28	14	14	25	11	15	15	15	40	26	34	4.5	5.5	3.0	2.6	6.1	4.9	4.2	5.0	3.9	4.0	4.3	6.4	3.5	3.6	6.0	2.6	4.9	4.4	4.0	4.4	3.3	4.8	4.8	61	5	7	4	19	8	18	19	15	4	19	15	23	15	22	10	15	14	19	39	24	32

			BANNER 1										ATTENDANCE EXPECTATION				SATISFIED				
			YEARS OF INDUSTRY EXPERIENCE										FREQUENCY				Not				
			TYPE OF BUSINESS					SIZE OF BUSINESS					Once/Comp- Not				Very				
			Eng/ Con- sul- End New Mid Sen- or					Small Large month yr or lete					-ly -ly -ly				-T- -U- -V-				
			Arch/ trac tant User <=5 >5 >25 >25					<=5 >100 more less					-R- -S- -T- -U- -V-								
			--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--																		
			CENTER																		
			Total AgtAC CTAC EIC ERC ETC ETC Const -tor tant User																		
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	414	312	341	582	913	787	705
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742
Education	21	0	3	3	7	4	4	4	8	1	7	3	10	7	4	6	5	3	7	13	9
%	1.4	0.0	1.3	1.4	1.5	2.9	1.0	1.2	1.6	0.6	1.4	1.2	1.2	1.9	1.0	1.6	0.9	1.3	1.5	1.2	1.6
26	0	3	3	8	7	5	6	10	1	1	9	4	12	9	6	7	4	9	17	12	14
More knowledge/infor- mation/ideas	810	40	132	121	259	71	186	192	254	65	296	146	422	220	233	222	147	202	318	485	439
%	53.7	51.9	57.3	55.9	53.4	53.5	50.8	51.5	51.5	48.9	58.0	53.4	52.7	55.9	56.1	53.6	47.2	59.1	54.6	53.1	55.7
826	54	146	111	172	122	221	228	232	64	294	160	418	228	233	231	143	208	306	512	417	404
Improve job skills/job related	44	2	11	3	17	4	6	5	20	3	15	10	21	9	11	15	9	10	23	21	28
%	2.9	2.8	4.9	1.4	3.5	3.3	1.6	1.5	4.0	2.4	3.0	3.6	2.6	2.4	2.6	3.6	2.9	3.1	3.9	2.3	3.6
37	2	11	3	10	4	7	7	12	2	2	14	10	16	9	9	12	6	9	17	20	15
How to do calculations	20	1	1	1	10	1	6	2	5	2	11	4	6	8	6	4	1	8	10	11	12
%	1.4	1.3	0.5	0.5	2.0	0.9	1.8	0.6	1.0	1.2	2.2	1.6	0.7	2.1	1.4	1.1	0.4	2.2	1.7	1.2	1.5
16	1	1	1	1	4	2	7	3	4	2	7	3	6	6	3	5	2	5	7	9	8
New technology/products	121	9	14	28	28	13	29	29	40	17	35	20	68	32	30	47	23	29	35	86	58
%	8.0	11.0	6.2	12.8	5.8	10.0	8.0	7.7	8.1	12.7	6.8	7.2	8.5	8.0	7.3	11.3	7.3	8.5	5.9	9.4	7.3
138	12	17	29	21	24	35	36	37	19	43	25	73	38	38	36	50	25	33	43	94	66
Design ideas	19	1	0	2	5	5	6	4	6	1	9	3	9	7	2	4	9	2	6	13	8
%	1.3	1.7	0.0	0.8	1.0	3.8	1.6	1.1	1.2	0.5	1.7	1.2	1.1	1.8	0.6	1.0	2.8	0.5	1.0	1.4	1.0
21	2	0	2	4	5	8	6	6	6	1	8	4	11	6	3	4	9	2	8	13	9
How to conserve energy/ energy efficient	85	4	27	15	16	7	17	14	28	9	28	21	45	18	16	35	24	14	29	55	37
%	5.6	5.5	11.6	6.8	3.2	5.4	4.5	3.6	5.6	6.8	5.4	7.5	5.6	4.7	3.8	8.5	7.6	4.2	5.0	6.1	4.7
95	5	29	18	11	13	19	17	26	12	31	22	48	23	18	36	21	18	36	58	47	47
Details/overview about Title 24	21	1	2	1	3	1	12	5	7	2	7	1	14	6	6	7	5	3	6	13	7
%	1.4	1.0	0.9	0.5	0.7	0.9	3.4	1.4	1.4	1.7	1.3	0.5	1.7	1.4	1.4	1.7	1.6	0.8	1.0	1.5	0.8
22	1	3	1	2	2	13	6	8	3	7	1	15	6	8	7	4	3	8	13	9	12

BANNER 1		YEARS OF BUSINESS		YEARS OF INDUSTRY		EXPERIENCE			TYPE OF BUSINESS				SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
CENTER				Con-		New		Sen-			Small		Once/			Not			Not				
Total AgtAC				sub-		End		ior			Large		month			Comp-			Very				
CTAC				tant		User		<=5			>25		yr or			lete			Qete				
ERC				tant		User		<=5			>25			more			ly			-ly			
EIC				tant		User		<=5			>25			less			-R--			-T--			
EIC				tant		User		<=5			>25			less			-R--			-T--			
EIC				tant		User		<=5			>25			less			-R--			-T--			
EIC				tant		User		<=5			>25			less			-R--			-T--			
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	414	312	341	582	913	787	705		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
1509	100	254	206	328	419	423	436	436	135	509	287	776	411	404	426	299	348	559	936	752	742		
4	0	1	1	1	0	3	3	3	0	0	2	0	3	2	1	1	0	0	4	1	3		
%	0.3	0.4	0.3	0.0	0.0	0.7	0.7	0.7	0.0	0.0	0.3	0.0	0.3	0.4	0.3	0.3	0.0	0.0	0.5	0.2	0.4		
5	0	1	1	1	0	3	3	3	0	0	2	0	3	2	1	1	0	0	5	2	3		
5	0	0	1	1	2	1	2	5	1	0	1	1	3	2	5	1	0	0	6	0	6		
%	0.4	0.0	0.5	0.3	0.4	0.5	1.0	1.0	0.1	0.0	0.2	0.4	0.2	0.5	0.9	0.3	0.0	0.0	0.5	0.0	0.7		
6	0	0	1	2	1	2	5	5	1	0	1	1	3	2	5	1	0	0	6	0	6		
%	0.4	0.9	0.5	0.3	0.4	0.5	1.0	0.6	0.4	0.0	0.3	0.2	0.5	0.2	0.3	0.6	0.7	0.0	0.6	0.0	0.8		
7	1	0	1	1	1	1	2	3	2	0	1	1	4	1	1	2	3	0	0	0	5		
%	1.1	1.0	0.7	0.5	1.3	1.8	2.8	2.6	1.8	1.9	3.5	1.6	2.9	3.4	3.1	2.5	2.8	4.0	4.5	1.0	4.6		
16	1	2	2	2	3	6	6	6	7	1	3	4	8	4	6	3	2	5	0	16	15		
41	2	5	7	7	9	10	10	10	9	3	18	4	24	13	13	10	9	14	0	41	33		
%	2.7	3.1	3.2	1.3	7.2	2.8	2.6	1.8	1.9	3.5	1.6	2.9	3.4	3.1	2.5	2.8	4.0	4.5	1.0	4.6	6		
46	3	6	7	7	9	14	11	11	4	18	7	26	13	14	12	10	14	14	0	46	39		
59	5	4	14	12	9	15	13	27	6	13	7	35	12	17	14	17	15	0	59	8	50		
%	3.9	6.3	1.9	6.4	2.4	6.6	4.1	3.4	5.5	4.3	2.5	4.4	3.0	4.0	3.4	5.6	4.5	0.0	6.4	1.1	7.1		
55	7	4	12	8	8	16	14	19	4	15	8	30	14	16	11	9	17	0	55	7	48		
148	11	26	19	37	11	44	33	43	8	62	35	76	28	33	52	27	33	0	148	22	125		
%	9.8	14.4	11.4	8.6	7.5	12.1	8.8	8.8	6.4	12.1	12.9	9.4	7.2	7.9	12.4	8.6	9.7	0.0	16.3	2.8	17.8		
157	15	30	21	22	17	52	37	45	11	61	38	77	35	34	57	25	37	0	157	24	132		
E				DF	CE	CE	DF	K		I		N	L	P	O			T	S	V	U		

		BANNER 1										ATTENDANCE			EXPECTATION			SATISFIED				
		YEARS OF INDUSTRY EXPERIENCE										FREQUENCY			Not			Very				
		TYPE OF BUSINESS					SIZE OF BUSINESS					Once/			Comp-			Not				
		Eng/		Con-		Con-		Sen-		Small		Large			lete			Oete				
		Arch/		sul-		tant		ior		<=5		>5			-ly			-ly				
		Const		User		<=5		>25		>100			more			less			-T-			
		-H-		-I-		-J-		-K-		-L-			-M-			-N-			-O-			
		-G-		-F-		-E-		-D-		-C-		-B-		-A-		-U-		-V-		-W-		
		E		F		G		H		I		J		K		L		M		N		
		O		P		Q		R		S		T		U		V		W		X		
8	401	21	54	61	114	38	112	104	130	36	134	74	222	96	101	113	73	91	0	401	131	266
	%	26.5	27.3	23.6	28.4	23.4	30.7	28.0	26.3	26.9	26.3	27.0	27.7	24.4	24.4	27.3	23.4	26.7	0.0	43.9	16.7	37.8
	401	24	60	57	73	57	130	119	121	32	131	80	208	103	96	112	80	88	0	401	117	282
			G				CE												T	S	V	U
9	232	8	40	35	70	22	57	54	78	27	64	42	125	60	57	69	48	40	0	232	113	119
	%	15.4	10.8	17.4	16.1	14.4	15.6	14.5	15.7	20.7	12.5	15.3	15.6	15.2	13.8	16.6	15.4	11.8	0.0	25.5	14.3	16.9
	244	12	44	34	51	35	68	60	72	32	73	46	129	63	60	73	46	43	0	244	117	126
																			T	S		
10 - Completely met all of your expectations	582	28	93	73	238	40	110	141	193	50	205	101	302	168	178	146	129	140	582	0	501	77
	%	38.6	35.5	40.4	33.7	49.0	30.2	37.9	39.1	37.6	40.2	36.8	37.7	42.7	43.0	35.1	41.4	41.1	100.0	0.0	63.7	10.9
	559	36	103	69	160	69	122	160	156	50	198	100	284	167	167	151	119	140	559	0	475	80
			E	EFG	E	BCDFG	CE	CE							P	O			T	S	V	U
DK/DR	14	1	4	1	4	1	4	4	2	1	8	3	4	6	3	3	4	1	0	0	2	5
	%	1.0	0.8	1.9	0.5	0.7	1.0	1.1	0.3	0.4	1.6	1.1	0.5	1.6	0.7	0.8	1.2	0.2	0.0	0.0	0.3	0.7
	14	1	4	1	2	2	4	5	2	1	6	2	4	7	4	3	4	1	0	0	3	5
													N	M								
MEAN:	8.6	8.4	8.7	8.4	8.9	8.2	8.3	8.5	8.6	8.7	8.6	8.5	8.6	8.7	8.6	8.5	8.6	8.5	10.0	7.7	9.3	7.7
		E	DFG	CE	BDFG	CE	CE												T	S	V	U

P7. In what way didn't the class completely meet all of your expectations?

		BANNER 1															ATTENDANCE			EXPECTATION			SATISFIED		
		YEARS OF INDUSTRY															FREQUENCY			Not			Very		
		EXPERIENCE															Once/			Comp-			Qete		
		SIZE OF BUSINESS															month yr			lete			satis		
		BUSINESS															or			ly			-fied		
		Sen-															more			-R-			-U-		
		Mid															less			-T-			-V-		
		New															-Q-			-S-			-V-		
		End															-P-			-S-			-V-		
		User															-O-			-R-			-U-		
		-<=5															-Q-			-S-			-V-		
		6-25															-Q-			-S-			-V-		
		->25															-Q-			-S-			-V-		
		->25															-Q-			-S-			-V-		
		-M-															-Q-			-S-			-V-		
		-N-															-Q-			-S-			-V-		
		-K-															-Q-			-S-			-V-		
		-J-															-Q-			-S-			-V-		
		-I-															-Q-			-S-			-V-		
		-H-															-Q-			-S-			-V-		
		-G-															-Q-			-S-			-V-		
		-F-															-Q-			-S-			-V-		
		-E-															-Q-			-S-			-V-		
		-D-															-Q-			-S-			-V-		
		-C-															-Q-			-S-			-V-		
		-B-															-Q-			-S-			-V-		
		-A-															-Q-			-S-			-V-		
		-K-															-Q-			-S-			-V-		
		-J-															-Q-			-S-			-V-		
		-I-															-Q-			-S-			-V-		
		-H-															-Q-			-S-			-V-		
		-G-															-Q-			-S-			-V-		
		-F-															-Q-			-S-			-V-		
		-E-															-Q-			-S-			-V-		
		-D-															-Q-			-S-			-V-		
		-C-															-Q-			-S-			-V-		
		-B-															-Q-			-S-			-V-		
		-A-															-Q-			-S-			-V-		
Total	913	50	133	142	244	92	251	227	298	82	297	170	495	219	265	179	200	0	913	284	623				
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0				
936	63	147	136	166	131	293	258	278	84	305	185	488	237	233	272	176	207	0	936	274	657				
Too much detail/ technical	28	0	2	4	5	6	11	10	8	3	9	5	17	6	11	7	2	9	0	28	8	18			
%	3.1	0.0	1.9	2.5	2.0	6.6	4.5	4.4	2.8	3.3	2.9	2.7	3.4	2.6	4.6	2.5	1.4	4.4	0.0	3.1	2.8	2.8			
	29	0	3	4	2	7	13	11	8	1	10	6	14	8	10	8	4	10	0	29	9	19			
	F		F	F	BCE																				
Always room for improve- ment/not a ten	63	1	11	7	26	4	13	15	30	1	18	11	31	20	16	18	6	24	0	63	13	49			
%	6.9	2.3	8.0	5.1	10.8	4.2	5.2	6.5	10.1	1.3	6.0	6.7	6.3	8.9	6.9	6.9	3.5	11.8	0.0	6.9	4.7	7.9			
	56	1	12	7	14	7	15	15	23	1	18	9	28	18	14	17	6	20	0	56	15	41			
	E		E	BFG	E	E	E	E	J	I							R	Q							
Already knew informat- ion/too basic/simple	39	5	8	9	2	4	11	11	8	7	13	7	19	12	9	14	4	8	0	39	8	31			
%	4.2	10.3	6.2	6.1	0.7	4.8	4.2	4.8	2.8	8.8	4.4	3.9	3.9	5.6	3.7	5.2	2.0	4.0	0.0	4.2	2.7	5.0			
	47	6	9	9	2	8	13	15	11	7	15	8	25	13	10	16	5	10	0	47	10	37			
	E	E	E	E	BCDFG	E	E	E	J	I															
Could have had more de- tail/covered more	155	12	21	24	36	15	47	37	60	20	38	31	87	29	41	50	27	40	0	155	50	105			
%	17.0	24.3	15.7	16.8	14.8	16.2	18.6	16.3	20.0	23.9	12.8	18.4	17.7	13.2	17.6	18.8	15.1	20.0	0.0	17.0	17.6	16.8			
	163	17	24	20	25	27	50	41	59	17	43	38	83	35	44	48	28	47	0	163	46	117			
									K	K	IU														
Didn't apply to my specific field/job	61	0	13	7	15	8	18	15	9	4	29	11	33	16	13	27	10	18	0	61	15	46			
%	6.7	0.0	9.8	4.8	6.2	8.3	7.3	6.8	2.9	4.5	9.8	6.4	6.8	7.5	5.5	10.3	5.7	9.2	0.0	6.7	5.2	7.4			
	60		14	5	12	6	23	17	10	3	27	13	31	15	13	25	10	15	0	60	11	49			
	CERF	B	B	B	B	B	B	I	HK	I					P	O									
Should've been a longer class/too short/2 days	49	4	6	5	21	5	8	9	17	1	19	3	36	10	22	9	10	15	0	49	15	34			
%	5.4	7.5	4.6	3.3	8.7	5.6	3.2	4.1	5.7	1.7	6.6	1.8	7.2	4.7	9.4	3.4	5.8	7.5	0.0	5.4	5.2	5.5			
	48	5	7	5	13	9	9	12	14	2	18	4	33	11	18	11	11	10	0	48	15	33			
					G		E				M		L		P	O									
More hands on class	20	2	3	6	3	2	3	3	9	2	4	4	10	6	2	7	3	2	0	20	7	12			
%	2.1	3.9	2.6	4.0	1.4	1.9	1.3	1.4	2.9	2.7	1.3	2.3	2.0	2.6	1.0	2.7	1.7	0.8	0.0	2.1	2.3	2.0			
	22	3	4	6	2	3	4	4	8	3	5	5	10	7	1	9	3	2	0	22	6	15			
Lack of handouts and reference material	9	1	1	1	5	1	1	3	4	1	2	1	2	6	2	4	3	0	0	9	1	8			
%	1.0	1.2	0.8	0.8	2.1	0.7	0.2	1.3	1.4	1.5	0.6	0.7	0.5	2.6	1.0	1.4	1.8	0.0	1.0	1.0	0.2	1.4			
	8	1	1	1	3	1	1	2	3	1	2	1	3	4	3	3	3	0	0	8	1	7			
					G		E				N		M												

ETS (#3782)
P7. In what way didn't the class completely meet all of your expectations?

	BANNER 1												SIZES OF BUSINESS	ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED							
	TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE																
CENTER		Eng/Arch		Con/const		New/End		Mid/6-25		Senior/25+		Small/≤5		Large/>100		Once/yr or more		Comp/lete		Not/ly			
Total AgtAC		ETC		PEC		User		<=5		>25		<=5		>100		-ly		-ly		-ly			
--A--		--B--		--C--		--D--		--E--		--F--		--G--		--H--		--I--		--J--		--K--		--L--	
Some questions didn't get answered	16	2	1	1	3	2	7	6	3	3	10	3	5	4	4	4	2.3	2.2	0.0	1.6	0.8	2	14
	1.8	4.1	0.6	1.3	2.5	2.8	2.6	3.0	0.0	1.0	1.6	2.0	1.5	2.1	1.4	2.3	2.2	0.0	1.8	0.8	0.8	2.2	
More explanation on laws	5	0	1	0	2	1	1	3	3	1	0	0	1	4	1	1	0	0	0	5	0	5	
	0.6	0.0	1.0	0.0	1.0	0.7	0.3	1.4	1.0	1.7	0.0	0.0	0.1	2.0	0.3	0.5	0.8	0.0	0.6	0.0	0.0	0.8	
Instructor could have been better	24	2	2	4	7	3	6	8	10	3	6	2	14	8	6	8	4	0	24	1	23	U	
	2.6	4.1	1.3	2.8	3.0	3.0	2.4	3.4	3.3	3.1	1.9	1.2	2.9	3.5	3.4	2.3	4.4	1.8	0.0	2.6	0.3	3.7	
Don't remember class	20	1	1	2	10	1	6	3	10	0	7	6	13	2	5	6	2	4	0	20	9	11	
	2.2	1.2	0.6	1.1	4.2	1.3	2.3	1.2	3.3	0.0	2.3	3.5	2.5	0.8	1.9	2.4	1.3	1.8	0.0	2.2	3.2	1.8	
No complaints/nothing	47	3	9	9	9	7	11	12	13	5	16	7	23	14	13	18	10	7	0	47	18	28	
	5.1	6.0	7.0	6.0	3.5	7.1	4.3	5.5	4.2	5.6	5.5	4.1	4.7	6.6	5.7	6.6	5.5	3.3	0.0	5.1	6.5	4.6	
Class was too long	9	0	1	2	5	1	1	1	3	2	3	1	6	2	2	3	1	2	0	9	5	4	
	1.0	0.0	0.6	1.1	2.0	0.6	0.4	0.6	0.9	2.2	1.1	0.6	1.2	0.8	0.7	1.2	0.3	1.2	0.0	1.0	1.8	0.6	
Need more people to attend	14	0	1	6	7	0	0	0	8	2	0	4	9	0	0	4	4	0	0	14	5	9	
	1.5	0.0	0.6	4.1	2.9	0.0	0.0	0.0	2.7	2.1	0.0	2.6	1.9	0.0	0.0	1.4	2.1	0.0	0.0	1.5	1.8	1.4	
Travel/Distance/Too far away	3	0	0	0	1	1	2	0	2	0	1	1	1	1	2	0	1	1	0	3	1	1	
	0.3	0.0	0.0	0.0	0.3	0.6	0.7	0.0	0.6	0.6	0.5	0.5	0.3	0.5	1.0	0.0	0.4	0.3	0.0	0.3	0.5	0.2	
Other	49	3	5	9	8	3	22	11	18	4	16	16	19	13	14	13	8	12	0	49	11	38	
	5.3	5.1	3.4	6.4	3.1	3.0	8.8	4.9	6.1	5.2	5.3	9.4	3.8	5.9	5.9	4.7	4.2	6.0	0.0	5.3	3.7	6.1	
	54	4	5	7	6	5	27	16	18	6	15	15	17	16	16	15	9	15	0	54	10	44	

ETS (#3782)
 P7. In what way didn't the class completely meet all of your expectations?

2006/11/29

BANNER 1

DK/DR	BANNER 1																																													
	TYPE OF BUSINESS									YEARS OF INDUSTRY EXPERIENCE									ATTENDANCE FREQUENCY			EXPECTATION SATISFIED																								
	CENTER			Eng/ Arch/ PEC ETC ETC			Con- sul- tant			Con- trac- tant			End User			New <=5			Mid 6-25			Senior >25			Small <=5			Large >100			Once/ month			Comp/ letete			Not Qete			Very satis						
	17	52	50	89	35	92	87	96	27	121	63	180	77	80	81	80	62	0	335	120	214	335	50	89	35	92	87	96	27	121	63	180	77	80	81	80	62	0	335	120	214					
%	36.7	33.3	39.0	35.1	36.4	38.6	36.7	38.2	32.2	32.9	40.7	36.8	36.3	35.1	34.4	30.6	44.8	31.0	0.0	36.7	42.2	34.3	346	18	56	52	64	45	111	92	91	33	124	69	183	83	79	86	75	64	0	346	120	224		
	--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--																								

	BANNER 1												ATTENDANCE		EXPECTATION		SATISFIED			
	TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						FREQUENCY	Not	Comp-	Very	Not			
	Eng/ Arch/ sul- End New Mid or Sen-	Con- trac tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25	Con- tant User <=5 >25 >25		
Total	78	231	216	486	132	365	373	492	132	509	274	801	393	414	312	341	582	913	787	705
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	348	559	936	752	742
201	11	29	28	65	19	49	54	76	9	60	44	99	52	68	42	35	44	83	113	103
%	13.3	12.4	12.9	13.3	14.6	13.5	14.5	15.4	6.9	11.8	16.1	12.4	13.3	16.4	10.2	11.1	12.9	14.2	12.4	13.1
192	14	31	24	42	27	54	65	65	11	57	44	92	53	59	43	28	44	73	115	92
262	9	40	38	80	19	76	85	92	32	62	48	146	65	80	70	54	74	116	146	118
%	17.4	11.4	17.4	16.6	14.4	20.7	22.8	18.6	23.9	12.2	17.5	18.2	16.6	19.2	17.0	17.3	21.6	19.9	16.0	18.1
251	13	44	34	55	23	82	92	78	27	61	49	129	69	70	69	51	71	106	144	127
183	8	31	21	59	18	46	46	66	13	58	40	95	47	51	58	28	43	63	119	95
%	12.1	10.8	13.6	12.1	13.2	12.6	12.4	13.5	9.6	11.4	14.6	11.9	12.0	12.3	14.0	8.9	12.5	10.8	13.0	12.1
192	12	35	22	35	28	60	55	59	19	59	42	98	51	54	61	32	43	63	127	91
204	13	33	30	53	21	55	52	59	16	70	32	116	54	54	58	41	49	79	123	99
%	13.6	16.6	14.2	13.9	11.0	15.7	14.0	12.1	12.5	13.8	11.6	14.5	13.7	12.9	14.1	13.0	14.5	13.5	13.4	12.5
228	17	36	32	45	34	64	65	63	19	72	37	123	64	62	67	47	58	86	139	111
129	9	26	12	51	7	25	27	36	8	58	22	70	31	26	28	29	31	51	77	72
%	8.6	11.2	11.3	10.4	5.5	6.7	7.3	7.2	6.2	11.4	8.1	8.8	7.8	6.3	6.8	9.4	9.1	8.7	8.5	9.2
212	14	30	31	65	20	52	40	59	22	79	26	108	70	46	67	39	38	75	135	106
%	14.1	17.7	12.9	14.5	13.3	15.4	10.7	12.0	16.3	15.5	9.5	13.5	17.7	11.2	16.1	12.3	11.2	12.9	14.8	13.5
219	16	33	33	43	37	57	46	47	22	88	28	111	74	50	69	39	46	77	141	109
40	2	6	16	11	3	3	7	19	0	12	7	24	8	8	10	10	8	18	22	29
%	2.7	2.5	7.5	2.3	2.1	0.7	2.0	3.9	0.3	2.4	2.5	3.0	2.1	1.8	2.4	3.2	2.3	3.0	2.5	3.7
40	3	6	15	7	5	4	8	16	1	14	8	23	8	7	9	9	7	18	22	28
51-60%																				

P8A. What percentage of the time did the class include ... Interaction among the attendees or between the students and instructor?

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED																																														
		YEARS OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS										FREQUENCY										Not																										
		Eng/ Arch/ Con-					Con- sul-					New End					Mid 6-25					Sen- >25					Small					Once/ Comp-					Not																															
		-D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--																																									
		CENTER					TYPE OF BUSINESS					YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not																																				
		EIC ERC ETC					Eng/ Arch/ Con-					Con- sul-					New End					Mid 6-25					Sen- >25					Small					Once/ Comp-					Not																										
		-D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--																																				
61-70%		32	2	5	1	11	4	9	8	6	6	14	6	18	6	11	10	8	11	21	15	17	2.1	2.5	2.2	0.6	2.2	3.3	2.4	2.1	1.3	4.4	2.7	2.3	2.2	1.4	1.9	2.6	3.1	2.3	1.9	2.3	1.9	2.5	34	3	6	2	8	4	11	10	8	3	16	6	17	8	7	13	10	7	9	25	15	19		
71-80%		77	4	11	11	36	6	11	11	29	9	27	12	41	21	20	21	31	13	32	45	34	5.1	4.5	4.6	5.2	7.4	4.2	3.0	3.0	5.9	6.7	5.4	4.4	5.1	5.4	4.9	5.0	9.8	3.9	5.5	5.0	5.5	4.8	71	4	12	9	24	11	11	12	23	8	27	14	38	17	19	21	28	11	30	41	36	35		
81-90%		29	1	3	7	4	2	12	7	6	3	13	3	15	6	7	11	11	6	6	23	15	2.0	0.9	1.4	3.4	0.9	1.7	3.2	2.0	1.2	2.2	2.6	1.1	1.9	1.6	1.8	2.7	3.5	1.8	1.1	2.5	1.9	2.1	24	1	4	5	3	4	7	7	5	2	10	3	12	6	7	9	9	5	5	19	13	11		
91-99%		9	0	1	5	3	0	1	2	2	0	6	0	6	4	0	5	0	1	4	5	6	0.6	0.0	0.3	2.2	0.5	0.0	0.3	0.5	0.4	0.0	1.2	0.0	0.7	1.0	0.0	1.2	0.0	0.2	0.8	0.5	0.7	0.5	8	0	1	3	2	0	2	2	2	0	5	0	6	2	0	4	0	1	2	6	3	5		
100%		62	3	8	4	28	5	14	17	21	6	22	18	30	12	28	12	20	11	30	33	43	4.1	3.6	3.6	1.9	5.8	3.7	3.9	4.6	4.3	4.5	4.3	6.5	3.8	3.1	6.7	3.0	6.4	3.2	5.1	3.6	5.5	2.7	61	4	9	5	17	9	17	17	19	7	21	18	28	13	26	12	18	11	28	33	39	22		
Don't know/Refused		66	4	8	12	21	8	14	15	21	9	27	16	33	17	19	21	6	15	15	50	18	4.4	4.5	3.6	5.3	4.4	6.2	3.8	4.1	4.2	6.6	5.4	5.9	4.2	4.3	4.6	5.0	2.0	4.5	2.6	5.5	2.3	6.3	60	5	8	10	13	7	17	15	17	7	23	14	31	15	18	18	4	13	14	44	16	42		
MEAN:		32.9	33.7	32.0	34.5	34.7	31.7	30.6	29.4	31.3	35.3	36.5	31.3	32.8	32.7	31.5	34.2	38.6	29.7	32.4	33.5	34.1	32.9	33.7	32.0	34.5	34.7	31.7	30.6	29.4	31.3	35.3	36.5	31.3	32.8	32.7	31.5	34.2	38.6	29.7	32.4	33.5	34.1	31.9	JK	K	H	HI	JK	K	H	HI	JK	K	H	HI	JK	K	H	HI	JK	K	H	HI	JK	K	H	HI

BANNER 1

	CENTER										TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED																																						
	A	B	C	D	E	F	G	H	I	J	Con-	Eng/ Arch-	Con- sul-	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >5	More >100	Once/ month	Once/ yr	Once/ more	Not	Comp-	Comp- or	Qete	Not	Very	Very	Not	Very	Very																																			
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742		
None	661	32	105	90	192	53	189	178	206	56	211	142	347	162	188	187	144	151	259	392	343	309	%	43.8	41.2	45.6	41.6	39.7	39.7	51.7	47.8	41.8	42.4	41.4	52.0	43.4	41.3	45.2	45.1	44.1	44.5	43.0	43.6	43.8	676	46	117	88	133	85	207	203	187	58	220	145	347	177	190	195	141	157	256	411	332	336		
1-10%	276	9	52	52	73	27	62	71	97	26	83	40	147	77	67	74	58	66	87	188	145	130	%	18.3	11.7	22.7	24.2	15.1	20.2	16.8	19.1	19.7	20.0	16.3	14.8	18.4	19.7	16.1	17.8	18.6	19.5	14.9	20.6	18.4	281	12	57	47	56	41	68	77	89	30	86	44	140	88	69	72	59	69	93	187	146	134		
11-20%	175	14	23	20	81	14	24	32	62	14	67	28	92	49	40	49	40	32	67	83	65	79	%	11.6	17.5	10.0	9.2	16.6	10.5	6.6	8.6	12.5	10.9	13.2	10.1	11.5	12.5	9.7	11.8	11.9	12.0	12.4	11.3	12.2	169	13	26	21	49	25	35	41	45	15	15	67	31	86	46	38	54	33	36	63	106	91	78	
21-30%	152	12	26	15	43	13	43	40	41	19	50	21	93	35	41	40	30	32	67	83	85	65	%	10.1	15.4	11.2	7.1	8.8	9.6	11.8	10.8	8.3	14.0	9.7	7.7	11.6	8.8	9.8	9.6	9.7	9.4	11.5	9.1	10.8	160	14	28	16	31	23	48	48	48	42	16	52	26	93	37	38	43	31	37	65	93	84	74	
31-40%	62	2	6	8	29	5	11	13	24	2	26	9	35	18	16	17	10	13	26	36	28	%	4.1	2.4	2.8	3.6	6.0	4.1	3.1	3.4	5.0	1.6	5.1	3.4	4.4	4.6	3.8	4.2	3.1	3.7	4.5	3.9	4.1	63	3	7	8	20	10	10	15	13	22	3	27	10	36	17	16	18	9	13	26	37	32	29		
41-50%	72	6	4	13	27	9	13	16	25	5	25	10	33	25	31	13	11	14	37	35	44	29	%	4.8	7.3	1.8	6.2	5.6	6.7	3.6	4.3	5.1	3.9	4.8	3.5	4.1	6.3	7.5	3.2	3.5	4.2	6.4	3.9	5.5	64	7	5	12	16	8	16	17	21	4	20	9	27	23	25	15	12	14	30	34	37	27		
51-60%	3	0	1	0	0	0	0	2	2	0	0	0	0	0	1	1	0	0	0	3	2	1	%	0.2	0.0	0.5	0.0	0.0	0.0	0.4	0.4	0.5	0.0	0.0	0.0	0.0	0.7	0.3	0.3	0.7	0.1	0.0	0.3	0.2	3	0	1	0	0	0	0	2	2	2	0	0	0	0	3	1	1	2	1	0	0	3	2	1

P8B. What percentage of the time did the class include ... Hands-on activities where attendees have the chance to practice skills they are learning?

		BANNER 1																																																									
		CENTER					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION					SATISFIED																											
		AgTAC					Eng/ Arch/ Con- sul- End User					New 6-25 >25					Small <=5 >100					Once/ month yr or more					Comp- Qete ly -ly -S					Not Very satis -U- -V-																											
		EIC ERC ETC PEC Const -for tant					H-I-J-K-L-M-N-O-P-Q-R-S-T-U-V					5 6-25 >25					Small <=5 >100					Once/ month yr or more					Comp- Qete ly -ly -S					Not Very satis -U- -V-																											
61-70%		5	0	2	0	0	1	2	1	1	1	2	1	2	1	3	1	3	0.2	0.2	0.2	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	4	1	4	1	4	1	4	1	4	1	4						
71-80%		10	0	0	0	0	0	1	0	0	5	0	6	2	2	6	0	0	0.7	0.0	0.7	0.0	1.7	0.2	0.8	1.7	1	2	6	4	6	4	6	3	3	3	3	3	3	3	3	4	6	3	3	3	3	7	7	7	7	7	7						
81-90%		3	0	0	1	2	0	0	1	0	0	2	2	1	0	2	1	2	0.0	0.0	0.0	0.0	0.0	0.2	1.1	3	0	1	3	0	3	0	3	0	3	0	3	0	3	0	3	0	3	0	3	0	3	2	1	2	1	2	1	1	1	1	1	1	1
91-99%		11	0	1	5	4	0	2	2	2	2	0	8	1	6	4	1	6	1.0	0.6	1.0	0.0	0.1	1.5	0.0	1	0	6	4	0	6	0	6	0	6	0	6	0	6	0	6	0	6	0	6	0	6	7	6	7	6	7	6	5	5	5	5	5	5
100%		13	0	2	0	5	3	3	2	7	0	4	3	6	1	6	1	6	0.7	0.2	0.7	0.0	1.2	1.0	2.0	2	4	6	1	6	1	6	1	6	1	6	1	6	1	6	1	6	10	10	10	10	10	10	4	4	4	4	4	4					
Don't know/Refused		65	4	8	12	20	8	13	15	21	8	26	15	33	17	19	19	19	15	15	15	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	15	15	15	15	15	15	43	43	43	43	43	43						
		4.3	4.5	3.6	5.3	4.1	6.2	3.6	4.1	4.2	6.2	5.1	5.5	4.1	4.3	4.5	4.7	4.7	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	14.3	14.3	14.3	14.3	14.3	14.3	13.2	13.2	13.2	13.2	13.2	13.2

P8C. What percentage of the time did the class include ... Lecturing with little or no interaction or hands-on demonstrations?

BANNER 1																						
YEARS OF INDUSTRY EXPERIENCE																						
TYPE OF BUSINESS																						
CENTER																						
ATTENDANCE EXPECTATION																						
SATSIFIED																						
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
None	115	5	12	16	38	10	33	31	36	7	44	31	48	23	39	30	31	20	52	63	69	46
%	7.6	6.8	5.0	7.3	7.9	7.9	9.1	8.3	7.3	5.4	8.7	11.3	6.0	6.0	9.5	7.3	10.1	5.8	8.9	6.9	8.8	6.5
113	7	13	17	26	15	35	31	34	9	42	32	32	48	24	38	29	31	21	50	63	63	50
1-10%	75	4	15	11	24	7	13	16	28	6	27	11	45	16	25	22	21	15	25	50	43	33
%	5.0	5.7	6.5	5.0	5.0	5.6	3.7	4.3	5.7	4.2	5.3	4.1	5.6	4.0	5.9	5.3	6.7	4.4	4.3	5.5	5.4	4.6
75	6	16	9	15	14	15	17	23	8	28	13	42	17	23	23	19	15	24	51	41	41	34
11-20%	71	2	13	11	21	7	18	16	20	10	24	14	37	19	17	22	18	13	22	49	39	32
%	4.7	3.0	5.5	5.1	4.3	4.9	4.9	4.2	4.1	7.8	4.7	5.0	4.6	4.8	4.1	5.4	5.7	3.9	3.8	5.4	5.0	4.6
72	3	15	9	14	8	23	19	20	7	26	16	35	19	18	21	17	13	24	48	40	40	32
21-30%	124	5	10	20	55	14	21	21	49	12	42	8	77	32	35	30	36	23	54	69	68	54
%	8.2	6.7	4.4	9.3	11.2	10.3	5.7	5.7	10.0	9.2	8.2	3.1	9.6	8.1	8.4	7.3	11.5	6.9	9.3	7.5	8.7	7.7
113	6	11	19	34	21	22	23	37	9	42	10	69	30	29	30	30	24	46	66	66	57	54
31-40%	103	11	16	11	39	8	17	27	34	6	37	16	51	32	18	26	23	23	38	65	47	54
%	6.8	14.6	7.0	4.9	8.0	6.3	4.6	7.1	6.9	4.7	7.2	5.9	6.4	8.0	4.3	6.2	7.3	6.7	6.5	7.1	5.9	7.7
107	11	18	12	28	15	23	31	32	31	7	36	17	54	32	20	29	22	23	39	68	52	53
41-50%	226	11	42	32	64	18	60	41	60	23	88	38	120	64	58	67	43	52	89	137	124	102
%	15.0	14.1	18.0	14.8	13.2	13.7	16.3	11.1	12.1	17.0	17.3	13.8	15.0	16.4	13.9	16.3	13.9	15.3	15.3	15.0	15.8	14.5
237	14	46	31	48	29	69	69	51	53	25	93	42	119	71	59	72	46	55	86	150	125	112
51-60%	103	7	15	19	38	7	18	17	29	12	47	14	61	25	31	27	15	28	46	56	62	41
%	6.8	8.5	6.3	8.9	7.8	5.0	4.8	4.7	5.8	9.0	9.2	5.1	7.6	6.4	7.4	6.6	4.9	8.2	7.9	6.1	7.8	5.8
106	8	17	20	26	12	23	21	26	11	48	16	61	27	29	29	29	16	27	43	62	61	45

P8C. What percentage of the time did the class include ... Lecturing with little or no interaction or hands-on demonstrations?

BANNER 1		YEARS OF BUSINESS		YEARS OF INDUSTRY		ATTENDANCE		EXPECTATION		SATISFIED												
CENTER		TYPE OF BUSINESS		EXPERIENCE		FREQUENCY		Not		Very												
EIC ERC ETC PEC Const -for tant User <=5 6-25 >25		Eng/ Con- sul- End New Mid or Sen- or Small Large month yr or lete Qete satis		--H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--												
61-70%	106	8	16	9	37	11	25	25	31	15	25	18	53	32	31	26	20	31	72	48	55	
	%	7.0	9.9	7.0	4.0	7.6	8.1	6.9	6.7	6.3	4.9	6.6	6.7	8.2	5.9	7.6	8.3	5.8	5.3	7.9	6.1	7.8
	110	11	17	9	24	20	29	31	28	16	26	20	57	31	26	35	27	24	32	76	49	59
71-80%	186	9	31	27	52	18	48	58	70	11	51	28	98	59	44	55	28	48	69	115	103	81
	%	12.3	11.8	13.3	12.7	10.8	13.4	15.7	14.2	8.5	10.1	10.2	12.2	15.0	10.7	13.3	8.9	14.2	11.9	12.6	13.1	11.5
	185	12	34	26	34	24	55	66	59	13	51	30	92	62	45	55	28	48	67	116	95	89
81-90%	167	5	33	26	45	12	46	56	54	14	46	32	91	40	48	43	32	48	79	88	87	79
	%	11.1	6.5	14.4	12.1	9.2	12.5	15.0	11.0	10.4	9.0	11.6	11.4	10.2	11.7	10.4	10.1	14.0	13.5	9.6	11.1	11.2
	170	8	36	25	31	18	52	61	51	15	46	33	87	47	48	45	33	48	76	93	83	86
91-99%	32	1	2	6	7	4	13	13	11	5	8	10	14	9	14	9	10	6	11	22	17	16
	%	2.1	0.8	0.7	3.0	1.5	3.0	3.4	2.1	3.9	1.5	3.5	1.7	2.2	3.3	2.1	3.3	1.9	1.9	2.4	2.1	2.2
100%	28	1	2	5	5	3	12	12	10	4	6	9	13	6	10	7	7	8	9	19	12	16
	135	5	19	17	45	9	40	36	51	3	44	39	71	25	43	31	23	29	51	79	62	68
	%	9.0	7.0	8.4	7.7	9.2	6.6	11.0	9.6	10.3	2.0	8.7	14.2	8.9	6.4	10.3	7.4	7.3	8.5	8.8	8.6	7.9
	133	8	21	14	31	16	43	45	46	4	42	36	67	30	41	33	19	29	49	80	58	70
Don't know/Refused	66	4	8	12	20	8	14	15	21	9	27	15	34	17	19	20	6	15	15	50	18	44
	%	4.4	4.5	3.6	5.3	4.1	6.2	3.9	4.1	4.2	6.6	5.2	4.2	4.3	4.6	4.8	2.0	4.5	2.6	5.4	2.3	6.2
	60	5	8	10	12	7	18	15	17	7	23	13	32	15	18	18	4	13	14	44	16	42
MEAN:	55.5	52.6	57.3	55.5	53.5	53.4	58.2	59.4	56.3	52.9	52.5	58.0	55.7	56.0	55.4	54.9	50.6	58.5	55.5	55.1	54.2	56.6

		BANNER 1												ATTENDANCE EXPECTATION				SATISFIED									
		YEARS OF INDUSTRY EXPERIENCE												FREQUENCY													
		TYPE OF BUSINESS						SIZE OF BUSINESS						Not				Very									
		Eng/ Arch/ sul- Con-		Con- trac- tant		New End User		Mid 6-25 >25		Sen- >25		Small <=5		Once/ month yr or		Comp- lete		Comp- Qeete		Not		Very					
		-H- -G- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U- -V- -W- -X- -Y- -Z-	
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742						
2	0	1	0	0	1	1	1	1	0	0	1	1	1	1	1	0	1	0	1	1	2	0					
%	0.1	0.4	0.0	0.0	0.4	0.2	0.2	0.2	0.0	0.0	0.3	0.3	0.1	0.2	0.1	0.0	0.2	0.0	0.2	0.1	0.3	0.0					
3	0	1	0	0	1	1	1	1	0	0	2	1	1	1	1	0	1	0	2	1	3	0					
%	0.1	0.4	0.0	0.0	0.4	0.2	0.2	0.2	0.0	0.0	0.3	0.3	0.1	0.2	0.1	0.0	0.2	0.0	0.2	0.1	0.3	0.0					
8	1	1	2	1	1	2	3	4	2	0	3	2	3	2	3	2	0	4	3	5	2	6					
%	0.5	1.4	1.0	0.2	0.4	0.6	0.7	0.3	0.0	0.0	0.7	0.8	0.4	0.5	0.7	0.5	0.0	1.3	0.5	0.5	0.2	0.8					
9	1	1	2	1	1	3	4	2	2	0	3	2	5	2	3	2	0	5	3	6	2	7					
%	0.1	0.4	0.4	0.1	0.2	0.3	0.4	0.2	0.2	0.0	0.3	0.2	0.5	0.2	0.3	0.2	0	0.5	0.3	0.6	0.2	0.7					
13	0	2	2	7	1	1	4	4	4	1	3	1	12	0	4	2	0	4	1	12	1	12					
%	0.8	0.8	1.1	1.4	0.4	0.3	1.1	0.9	0.8	0.5	0.2	1.5	0.0	0.9	0.4	0.4	0.0	1.0	0.1	1.3	0.1	1.7					
11	0	2	3	4	1	1	3	3	3	1	3	1	10	0	3	2	0	3	1	10	1	10					
%	0.0	0.8	1.1	1.4	0.4	0.3	1.1	0.9	0.8	0.5	0.2	1.5	0.0	0.9	0.4	0.4	0.0	1.0	0.1	1.3	0.1	1.7					
27	1	5	9	5	2	5	6	6	6	2	11	2	13	11	7	7	3	5	3	23	7	20					
%	1.8	1.0	2.1	4.2	1.1	1.4	1.7	1.2	1.2	2.1	0.9	1.7	2.8	1.1	1.8	1.6	0.9	1.4	0.5	2.5	0.8	2.9					
26	1	5	7	4	3	6	8	6	6	2	8	3	11	12	6	7	4	6	3	22	7	19					
%	0.1	0.4	0.6	0.8	0.3	0.5	0.6	0.6	0.6	0.2	0.3	0.3	0.4	0.5	0.4	0.3	0.4	0.6	0.3	2.2	0.7	1.9					
50	3	4	6	18	9	10	14	22	0	14	8	24	16	19	10	10	17	11	5	44	9	41					
%	3.3	4.1	1.9	2.9	3.7	6.5	2.6	3.9	4.5	0.0	2.8	3.0	4.1	4.7	2.5	5.4	3.1	0.9	0.9	4.9	1.1	5.8					
50	4	5	6	12	12	11	19	20	0	14	9	23	16	18	11	12	14	14	6	44	9	41					
%	0.1	0.4	0.6	0.8	0.3	0.5	0.6	0.6	0.6	0.2	0.3	0.3	0.4	0.5	0.4	0.3	0.4	0.6	0.3	4.4	0.9	4.1					
52	1	6	6	8	7	26	18	19	5	13	15	21	12	16	17	10	10	10	5	47	11	40					
%	3.5	0.8	2.7	1.6	5.1	7.1	4.8	3.8	3.5	2.5	5.4	2.6	3.1	3.9	4.2	3.2	2.9	0.9	0.9	5.1	1.4	5.7					
55	1	7	6	4	9	28	23	15	5	13	16	26	10	16	16	11	10	10	5	50	10	44					
%	0.1	0.5	0.4	0.3	0.6	0.8	0.6	0.5	0.2	0.5	0.6	0.9	0.4	0.5	0.5	0.5	0.5	0.5	0.5	5.0	1.0	4.4					
139	12	20	19	34	13	42	31	49	10	51	29	77	29	34	44	32	28	26	112	32	107	107					
%	9.2	15.5	8.5	8.9	6.9	11.4	8.3	9.9	7.9	10.1	10.4	9.6	7.4	8.1	10.5	10.2	8.1	4.5	12.2	4.1	15.2	15.2					
146	12	22	16	23	19	54	38	45	10	52	33	71	36	31	46	31	30	26	119	35	111	111					
%	9.7	17.3	12.7	17.7	13.7	24.3	16.6	18.7	7.7	19.0	12.3	17.7	8.8	10.0	11.3	10.0	9.0	6.9	20.0	7.7	14.7	14.7					

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		TYPE OF BUSINESS		Con-		Con-		New		Mid		Sen-		Small		Once/		Comp-		Not											
		Eng/	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-										
		Arch/	trac	sub-	tant	User	<=5	>5	>25	<=5	>5	>25	<=5	>5	>25	more	less	ly	ly	ly	ly										
		Const-	tor	tant	User	<=5	>5	>25	<=5	>5	>25	<=5	>5	>25	more	less	ly	ly	ly	ly											
		---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	---Z---											
		---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---											
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---											
		---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---											
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---											
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---											
8		362	21	61	59	99	30	93	87	130	34	115	74	193	83	84	110	56	78	97	263	139	220								
	%	24.0	26.7	26.5	27.0	20.5	22.4	25.4	23.3	26.5	25.7	22.6	26.9	24.1	21.0	20.4	26.6	18.0	23.0	16.6	28.8	17.7	31.2								
		371	28	67	57	68	46	105	96	116	38	120	77	193	91	86	113	57	84	92	277	130	237								
9		240	10	37	38	77	20	58	62	74	22	82	46	128	65	62	63	50	59	58	180	98	142								
	%	15.9	12.7	16.2	17.4	15.8	15.2	16.0	16.5	15.1	16.5	16.1	16.6	16.0	16.4	14.9	15.2	16.0	17.2	9.9	19.7	12.5	20.1								
		245	14	40	37	54	32	68	69	68	25	85	51	125	67	69	68	51	59	61	181	99	146								
10 - Excellent		584	28	91	73	226	47	119	138	180	55	200	92	307	170	175	153	141	135	375	207	472	107								
	%	38.7	36.2	39.3	33.9	46.4	35.2	32.7	37.1	36.5	41.6	39.2	33.7	38.3	43.1	42.1	37.0	45.1	39.6	64.3	22.7	60.0	15.2								
		564	37	101	70	150	73	133	154	156	51	194	90	293	170	164	156	128	130	354	208	445	115								
DK/DR		32	1	3	2	12	5	9	9	7	4	16	5	22	5	10	6	3	7	8	20	14	10								
	%	2.1	1.6	1.4	0.9	2.5	3.7	2.4	2.5	1.5	2.9	3.2	1.7	2.8	1.2	2.5	1.4	0.9	2.2	1.4	2.2	1.8	1.4								
		29	2	3	2	8	5	9	8	5	3	15	4	18	6	7	5	4	7	6	18	11	12								
MEAN:		8.53	8.44	8.58	8.34	8.77	8.36	8.37	8.45	8.47	8.78	8.56	8.43	8.53	8.62	8.54	8.52	8.69	8.56	9.24	8.08	9.17	7.81								

ETS (#3782)
P9B. How would you rate the class on . . . Teaching skill of instructor.

BANNER 1																									
	CENTER					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
	AgTAC	ERC	ETC	PEC	Const	Arch/ trac	Eng/ Con-	Con-	Con-	sub-	tant	User	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Not	Very	Very		
---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	---Z---
8	268	19	38	46	60	23	83	62	88	28	92	54	149	62	89	65	89	49	60	40	228	76	191		
%	17.8	23.9	16.4	21.4	12.4	17.1	22.6	16.7	17.8	20.9	18.0	19.7	18.6	15.8	15.8	21.4	15.6	17.7	6.8	25.0	9.7	27.1			
	281	22	42	41	40	38	98	73	81	30	95	58	146	73	91	65	91	54	60	43	237	74	206		
				E	BDG		E									P	O			T	S	V	U		
9	290	17	45	37	79	24	87	89	88	24	92	54	138	87	85	70	85	56	60	72	215	103	186		
%	19.2	22.4	19.6	16.9	16.3	18.1	23.9	23.9	17.9	18.2	18.2	19.8	17.2	22.1	16.8	20.4	18.0	17.7	12.4	23.5	13.0	26.4			
	313	23	51	36	57	44	102	106	85	28	96	62	148	94	78	90	60	70	80	230	114	198			
				G	G		DE	IK	H		H		N	M						T	S	V	U		
10 - Excellent	741	34	123	103	295	58	128	164	245	60	259	131	397	195	192	165	184	437	300	561	175				
%	49.1	44.2	53.4	47.4	60.7	44.0	35.0	44.1	49.8	45.1	50.8	47.9	49.6	49.7	52.9	46.4	52.8	53.9	75.1	32.9	71.3	24.9			
	711	45	135	99	197	90	145	181	214	56	251	130	368	198	204	195	151	175	408	300	523	184			
				E	FG	EG	BDFG	CDEF	K		H									T	S	V	U		
DK/DR	39	1	2	2	12	5	16	13	11	5	15	8	19	9	10	8	6	6	8	25	9	20			
%	2.6	0.8	1.0	0.9	2.5	4.2	4.4	3.5	2.3	3.9	3.0	3.0	2.4	2.3	2.5	1.9	1.8	1.9	1.4	2.7	1.2	2.8			
	37	1	2	2	8	6	18	11	8	6	15	9	18	9	10	8	5	8	7	24	7	22			
				FG	FG	CD	CD														V	U			
MEAN:	8.96	8.97	9.07	8.82	9.22	8.70	8.72	8.89	8.96	8.92	8.99	9.00	8.92	9.02	9.01	8.95	9.04	9.07	9.56	8.57	9.47	8.38			
				FG	E	DFG	CE	CE												T	S	V	U		

===== BANNER 1 =====																																												
YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION					SATISFIED																			
TYPE OF BUSINESS										BUSINESS					FREQUENCY					Expectation					Satisfied																			
CENTER										Con-					Con-					Comp-					Not																			
Eng/ Arch- sul- Sen-										Small					Once/					Comp-					Not																			
Con- trac- tant- or										Large					month					Comp-					Not																			
Con- const- user- <=5										>100					yr or					lete					Comp-					Not														
Eng/ Con- End New Mid or										more					less					ly					Qete					satis					satis					fled				
PEC ETC -F-- -E-- -D-- -C--										-G-- -H-- -I-- -J-- -K-- -L-- -M-- -N--					-O-- -P-- -Q-- -R-- -S-- -T--					-U-- -V--					-W--					-X--														
Total AgtAC CTAC EIC ERC										Con-					Con-					Con-					Con-					Con-					Con-					Con-				
Total	1509	78	231	216	486	132	365	492	132	509	274	801	393	414	312	341	582	913	787	705																								
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0																							
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742																							
8	0	1	0	4	2	1	4	1	0	2	1	5	2	2	1	1	2	4	4	3																								
%	0.5	0.0	0.6	0.0	0.8	1.2	0.3	1.1	0.3	0.0	0.5	0.2	0.6	0.6	0.4	0.3	0.4	0.5	0.7	0.4	0.7	0.4	0.4	0.4	0.5	0.7	0.4	0.7	0.4	0.7	0.4	0.7	0.4	0.7	0.4	0.7	0.4	0.7	0.4	0.7	0.4			
8	0	1	0	3	3	1	5	1	0	2	1	5	2	3	1	1	3	3	3	5	4																							
19	0	2	4	7	1	5	6	7	2	5	1	12	6	8	5	0	4	0	19	0	19																							
%	1.3	0.0	0.8	2.0	1.5	0.4	1.4	1.6	1.4	1.8	1.1	0.4	1.5	1.6	2.0	1.3	0.0	1.3	0.0	2.1	0.0	2.1	0.0	2.1	0.0	2.1	0.0	2.1	0.0	2.1	0.0	2.1	0.0	2.1	0.0	2.1	0.0	2.1	0.0	2.1	0.0			
18	0	2	4	6	1	5	8	6	1	5	1	12	5	6	5	0	4	0	18	0	18																							
14	0	1	4	3	5	1	4	3	0	6	1	8	6	3	2	3	3	3	10	5	9																							
%	1.0	0.0	0.4	2.0	0.6	3.7	0.4	1.0	0.7	0.0	1.1	0.2	1.0	1.5	0.6	0.5	1.0	0.8	1.1	0.6	1.3	0.6	1.3	0.5	1.1	0.6	1.3	0.5	1.1	0.6	1.3	0.5	1.1	0.6	1.3	0.5	1.1	0.6	1.3	0.5	1.1			
15	0	1	4	3	5	2	6	4	0	4	1	8	6	3	2	4	3	3	11	5	10																							
14	1	3	4	3	1	2	0	5	1	8	0	8	3	2	5	1	6	1	13	1	12																							
%	0.9	0.8	1.5	1.7	0.7	0.4	0.6	0.0	0.9	0.4	1.6	0.0	1.0	0.8	0.4	1.3	0.4	1.7	0.1	1.4	0.2	1.8	0.1	1.4	0.2	1.8	0.1	1.4	0.2	1.8	0.1	1.4	0.2	1.8	0.1	1.4	0.2	1.8	0.1	1.4				
15	1	4	4	2	1	3	0	5	1	8	0	10	4	2	6	2	6	1	14	2	13																							
44	3	8	5	13	5	9	9	13	3	20	6	21	17	12	9	10	13	7	37	9	35																							
%	2.9	4.1	3.5	2.4	2.7	3.7	2.5	2.6	2.5	3.9	2.1	2.6	4.3	2.9	2.3	3.1	3.7	1.2	4.1	1.1	5.0																							
49	5	9	5	9	9	12	12	15	5	20	7	21	20	12	12	10	13	6	43	11	38																							
59	6	6	16	4	5	21	17	24	11	12	12	32	13	14	14	8	12	8	52	12	47																							
%	3.9	7.7	2.7	7.6	0.9	4.0	5.8	4.4	4.9	8.4	4.5	3.9	3.2	3.3	3.4	2.7	3.5	1.3	5.7	1.5	6.7																							
65	7	6	13	4	10	25	22	20	11	14	13	35	13	17	14	10	13	9	56	14	51																							
CE	BD	CE	BDFG	E	E	E	E	K	K	IJ																																		
166	7	21	25	51	20	41	41	74	13	42	35	83	36	50	49	47	31	28	138	37	126																							
%	11.0	9.5	9.2	11.3	10.4	15.3	11.3	11.1	15.0	9.5	8.2	12.6	10.4	12.1	11.8	15.0	9.0	4.8	15.1	4.7	17.9																							
165	10	23	27	32	21	52	42	59	15	47	41	80	35	43	53	40	35	26	139	33	131																							
F	F	F	C	C	C	C	C	K	K	I																																		

		BANNER 1										ATTENDANCE EXPECTATION				SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE										FREQUENCY				Not					
		TYPE OF BUSINESS					SIZE OF BUSINESS					Once/Comp/				Very					
		Con- sul- End New Mid Sen- or					Small Large month yr or lete					Comp- Comp- Comp-				Not					
		Eng/ Arch- for Const- tor tant User <=5 >25 >25					=<5 >100 more less -ly -ly					-ly -ly -ly				-ly -ly -ly					
		-H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-S- -T- -U-				-T- -U-					
		-E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-S- -T- -U-				-T- -U-					
		-D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-S- -T- -U-				-T- -U-					
		-C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-S- -T- -U-				-T- -U-					
		-B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-S- -T- -U-				-T- -U-					
		-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-					-S- -T- -U-				-T- -U-					
8	319	23	51	54	80	18	94	86	22	117	69	162	82	81	102	49	56	84	234	114	203
	%	21.2	29.2	22.0	24.8	13.5	25.9	23.1	17.4	16.9	23.0	20.3	20.9	19.5	24.6	15.8	16.5	14.5	25.6	14.5	28.8
		EF	EF	F	EF	BDG	BCDG	EF	I	HK	I										
9	261	8	42	34	96	22	59	61	78	31	88	143	71	59	77	49	63	73	185	131	128
	%	17.3	10.1	18.1	15.9	19.8	16.3	16.0	16.3	15.8	17.4	15.6	17.9	14.1	18.6	15.8	18.3	12.6	20.2	16.7	18.2
		E	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B
10 - Excellent	584	29	93	68	218	53	122	139	200	46	196	101	316	153	183	144	148	371	210	466	114
	%	38.7	37.8	40.4	31.3	45.0	39.7	37.4	40.7	34.8	38.6	36.9	39.4	38.9	44.0	34.7	45.5	63.7	23.0	59.2	16.2
		D	D	CE	DG	DG	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E
DK/DR	21	1	2	2	6	2	8	6	1	3	11	6	11	5	3	5	1	4	10	6	8
	%	1.4	0.8	1.0	0.9	1.2	1.6	2.3	1.5	0.2	2.0	2.0	1.4	1.2	0.7	1.2	0.4	1.2	0.6	1.1	0.7
MEAN:	8.48	8.46	8.58	8.16	8.70	8.30	8.39	8.42	8.47	8.48	8.49	8.58	8.49	8.44	8.56	8.45	8.68	8.57	9.22	8.01	9.16
		D	CE	DFG	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E

ETS (#3782)
PSD. How would you rate the class on . . . Time for asking questions.

BANNER 1																									
YEARS OF INDUSTRY EXPERIENCE													ATTENDANCE EXPECTATION												
TYPE OF BUSINESS						SIZE OF BUSINESS						FREQUENCY						SATISFIED							
CENTER						Sen-ior						Once/ month						Not							
Eng/ Arch/ Con- sul- End New Mid or						Small Large						Comp- Comp-						Very very							
Con- trac tant User <=5 >25 >25						<=5 >100						ly ly						-ly -ly							
-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--						-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--						-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--						-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--							
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742				
5	1	2	1	1	1	1	0	1	0	0	3	1	2	3	1	3	3	1	4	1	4	1			
%	0.3	0.8	0.7	0.5	0.3	0.4	0.0	0.4	0.0	0.0	0.6	0.2	0.2	0.7	0.2	0.6	1.0	0.2	0.7	0.1	0.5	0.2			
6	1	2	1	1	1	1	0	2	0	0	3	1	2	3	1	3	4	1	5	1	4	2			
%	0.3	0.8	0.7	0.5	0.3	0.4	0.0	0.4	0.0	0.0	0.6	0.2	0.2	0.7	0.2	0.6	1.0	0.2	0.7	0.1	0.5	0.2			
4	0	0	0	0	0	1	2	2	0	0	2	0	2	2	2	1	1	0	1	3	1	3			
%	0.3	0.0	0.0	0.0	0.2	0.4	0.7	0.5	0.0	0.0	0.4	0.0	0.3	0.5	0.4	0.3	0.4	0.0	0.2	0.3	0.2	0.4			
8	0	2	2	2	0	0	4	1	2	2	2	2	2	4	5	1	1	1	0	8	1	7			
%	0.5	0.0	0.9	1.0	0.0	0.0	1.0	0.3	0.4	1.8	0.4	0.6	0.2	1.0	1.1	0.3	0.3	0.2	0.0	0.9	0.1	1.0			
7	0	2	2	0	0	3	3	2	2	1	2	2	2	3	3	1	1	1	0	7	1	6			
%	0.5	0.0	0.9	1.0	0.0	1.0	1.0	0.3	0.4	1.8	0.4	0.6	0.2	1.0	1.1	0.3	0.3	0.2	0.0	0.9	0.1	1.0			
23	0	2	6	6	1.6	3.4	0.8	1.2	1.3	0.0	1.4	1.3	1.2	1.0	1.2	1.8	2.4	2.2	0.9	1.9	1.1	2.0			
%	1.5	0.0	2.6	2.6	1.6	3.4	0.8	1.2	1.3	0.0	1.4	1.3	1.2	1.0	1.2	1.8	2.4	2.2	0.9	1.9	1.1	2.0			
21	0	2	6	6	5	4	4	6	6	0	6	5	10	4	5	6	5	7	4	17	5	16			
%	0.8	0.0	2.6	2.6	1.6	3.4	0.8	1.2	1.3	0.0	1.4	1.3	1.2	1.0	1.2	1.8	2.4	2.2	0.9	1.9	1.1	2.0			
50	5	3	9	18	2	13	10	17	2	20	9	28	11	18	11	12	17	6	43	9	41				
%	3.3	6.8	1.2	3.9	3.7	1.7	3.6	2.6	3.4	1.5	3.9	3.3	3.5	2.9	4.4	2.6	3.9	4.9	1.0	4.7	1.1	5.8			
44	3	8	11	4	15	13	12	12	2	15	9	21	12	16	11	9	13	6	37	10	34				
%	3.3	6.8	1.2	3.9	3.7	1.7	3.6	2.6	3.4	1.5	3.9	3.3	3.5	2.9	4.4	2.6	3.9	4.9	1.0	4.7	1.1	5.8			
49	4	1	13	9	3	18	9	17	6	18	12	28	6	19	7	6	9	9	40	14	35				
%	3.3	5.2	0.6	6.0	1.9	2.4	5.0	2.5	3.5	4.4	3.6	4.4	3.6	1.5	4.5	1.7	2.0	2.7	1.5	4.4	1.8	5.0			
48	5	1	12	6	6	18	11	16	5	17	11	28	7	16	9	5	9	10	38	13	35				
%	3.3	5.2	0.6	6.0	1.9	2.4	5.0	2.5	3.5	4.4	3.6	4.4	3.6	1.5	4.5	1.7	2.0	2.7	1.5	4.4	1.8	5.0			
113	4	14	19	33	11	33	21	46	7	34	20	58	29	32	24	32	20	23	91	25	88				
%	7.5	5.1	6.0	8.7	6.7	8.4	9.0	5.7	9.3	5.6	6.7	7.3	7.2	7.5	7.7	5.7	10.3	5.8	3.9	9.9	3.2	12.6			
113	6	17	18	20	12	40	26	39	10	32	22	57	28	29	28	28	22	22	91	23	90				
%	7.5	5.1	6.0	8.7	6.7	8.4	9.0	5.7	9.3	5.6	6.7	7.3	7.2	7.5	7.7	5.7	10.3	5.8	3.9	9.9	3.2	12.6			

ETS (#3782)
 PSD. How would you rate the class on . . . Time for asking questions.

		BANNER 1												ATTENDANCE EXPECTATION			SATISFIED						
		YEARS OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						FREQUENCY			Not						
		TYPE OF BUSINESS			TYPE OF BUSINESS			EXPERIENCE			EXPERIENCE			SIZE OF BUSINESS			Not						
		Eng/ Arch/ Con-			Eng/ Arch/ Con-			New Mid Sen-			New Mid Sen-			Once/ Once/			Not						
		Con- sul- tant			Con- sul- tant			Con- sul- tant			Con- sul- tant			Comp- Comp-			Not						
		User <=5			User <=5			User <=5			User <=5			lete Qete			Very very						
		-K--L--M--N--			-K--L--M--N--			-K--L--M--N--			-K--L--M--N--			-ly -ly			satis						
		-G--H--I--J--			-G--H--I--J--			-G--H--I--J--			-G--H--I--J--			-R--S--T--			-U--						
		-E--F--			-E--F--			-E--F--			-E--F--			-Q--R--S--			-U--						
		-D--			-D--			-D--			-D--			-T--			-V--						
		-C--			-C--			-C--			-C--			-U--			-V--						
		-B--			-B--			-B--			-B--			-U--			-V--						
		-A--			-A--			-A--			-A--			-U--			-V--						
		Total AgtAC			Total AgtAC			Total AgtAC			Total AgtAC			Total AgtAC			Total AgtAC						
		CTAC EIC ERC ETC			CTAC EIC ERC ETC			CTAC EIC ERC ETC			CTAC EIC ERC ETC			CTAC EIC ERC ETC			CTAC EIC ERC ETC						
		--D--			--D--			--D--			--D--			--D--			--D--						
		--C--			--C--			--C--			--C--			--C--			--C--						
		--B--			--B--			--B--			--B--			--B--			--B--						
		--A--			--A--			--A--			--A--			--A--			--A--						
8	251	10	50	46	55	21	69	67	85	17	86	49	135	61	86	48	46	59	188	84	163		
	%	16.6	12.5	21.7	21.2	11.2	16.0	18.9	17.9	17.2	12.6	16.9	17.9	16.9	15.6	14.4	20.9	15.3	13.4	10.2	20.6	10.7	23.1
		270	13	54	44	38	85	79	84	19	93	51	144	70	64	89	54	58	209	87	179		
		C	BE	E	CDG	E									P	O			T	S	V	U	
9	246	11	35	29	89	21	60	63	67	27	86	52	124	65	76	60	40	46	77	169	109	138	
	%	16.3	14.7	15.3	13.6	18.3	16.0	16.4	17.0	13.5	20.4	16.8	19.1	15.5	16.7	18.3	14.4	12.7	13.5	13.2	18.5	13.8	19.5
		252	15	39	30	62	38	68	70	67	32	84	55	124	67	75	65	45	46	74	178	107	145
		DG	DG	BCE	DG	G	BCEFG												T	S	V	U	
10 - Excellent	716	42	120	87	265	63	139	180	240	64	234	114	384	204	184	206	157	187	392	320	523	190	
	%	47.5	53.4	51.9	40.4	54.5	47.7	38.1	48.4	48.7	48.3	45.9	41.5	48.0	51.8	44.3	49.6	50.1	54.9	67.3	35.1	66.4	27.0
		703	55	132	82	181	95	158	200	200	58	240	120	362	210	182	206	142	185	374	325	495	205
		DG	DG	DG	BCE	DG	G	BCEFG											T	S	V	U	
DK/DR	44	1	2	5	7	5	24	14	13	7	17	12	28	4	14	9	4	8	6	32	10	24	
	%	2.9	1.6	1.0	2.2	1.5	3.7	6.5	3.7	2.7	5.3	4.4	3.5	1.0	3.3	2.2	1.3	2.2	1.0	3.5	1.3	3.4	
		41	2	2	3	3	5	26	12	10	8	15	11	24	5	11	7	5	10	5	30	6	
		FG	G	G	G	C	CDE												T	S	V	U	
MEAN:	8.77	8.81	8.97	8.44	8.98	8.77	8.54	8.87	8.79	8.94	8.71	8.69	8.80	8.85	8.65	8.84	8.67	8.89	9.29	8.43	9.29	8.17	
		DG	CE	CE	DG	CE	CE												T	S	V	U	

P9E. How would you rate the class on . . . Opportunities to network or interact with other students.

			BANNER 1															ATTENDANCE EXPECTATION				SATISFIED								
			TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY				NOT								
			Eng/Arch		Con/Trac		Con-	Sul-	End User	New	Mid	Sen-	Small				Once/Comp				Not									
			H--G--		I--J--		K--	L--	M--	N--	O--	P--		Q--		R--		S--	T--	U--	V--									
			D--		E--		F--	G--	H--	I--	J--	K--		L--		M--		N--		O--	P--	Q--	R--	S--	T--	U--	V--			
			B--		C--		D--	E--	F--	G--	H--	I--		J--		K--		L--		M--	N--	O--	P--	Q--	R--	S--	T--	U--		
Total			216		486		132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705							
% 100.0			100.0		100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
1509			254		328		202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742							
40	1	7	8	10	1	14					4	12	5	21	13	11	12	6	11	11	28	12	27							
%	2.6	1.0	2.8	3.5	2.1	0.8					3.0	2.3	2.0	2.6	3.3	2.8	2.9	1.9	3.2	2.0	3.1	1.6	3.9							
37	1	8	6	6	2	14					3	11	5	16	15	11	10	7	9	10	27	11	26							
					G	F																								
46	1	3	12	8	5	16					7	11	9	24	13	26	9	11	10	7	38	16	30							
%	3.0	0.9	1.3	5.4	1.7	4.1					5.6	2.2	3.2	2.9	3.4	6.4	2.1	3.6	3.0	1.2	4.2	2.0	4.2							
37	1	3	10	4	6	13					3	8	8	17	12	19	9	9	10	7	30	11	26							
			DG	CE	DG	CE					HK	J				P	O				T	S	V	U						
30	1	8	3	7	2	10					4	8	9	18	4	8	5	2	8	4	26	10	21							
%	2.0	0.8	3.4	1.6	1.4	1.6					3.1	1.7	3.1	2.2	1.0	1.9	1.3	0.7	2.4	0.7	2.9	1.2	2.9							
34	1	9	4	5	4	11					5	7	11	18	5	10	6	2	9	5	29	11	23							
													N		L						T	S	V	U						
45	2	5	7	12	5	14					3	13	11	16	9	17	8	12	11	7	36	12	33							
%	3.0	2.4	2.1	3.2	2.5	3.7					2.3	2.6	4.0	2.0	2.4	4.0	1.9	3.8	3.3	1.3	4.0	1.5	4.7							
45	3	5	7	8	5	17					5	12	13	17	11	17	7	9	11	7	37	12	33							
170	5	28	19	53	14	52					6	64	25	94	48	45	55	37	36	54	115	70	101							
%	11.3	6.7	12.0	8.7	10.9	10.3					4.2	12.5	9.0	11.7	12.3	10.8	13.3	11.9	10.5	9.3	12.6	8.8	14.3							
176	8	29	19	36	25	59					7	60	25	93	53	44	56	34	36	52	123	64	112							
											JK																			
94	11	9	15	21	9	29					9	28	12	60	20	27	25	20	22	25	69	37	58							
%	6.3	13.8	3.9	7.0	4.4	7.1					6.7	8.1	4.5	7.5	5.0	6.4	6.1	6.4	6.4	4.3	7.6	4.7	8.2							
106	11	9	16	16	17	37					40	31	16	65	23	31	30	23	23	29	77	41	65							
138	7	24	22	34	17	34					8	52	21	73	39	42	35	24	33	37	101	48	89							
%	9.1	8.8	10.5	10.1	7.0	13.0					5.9	10.3	7.6	9.1	10.0	10.1	8.5	7.8	9.7	6.3	11.1	6.2	12.7							
150	9	27	24	23	23	44					10	55	25	79	40	41	38	26	36	39	111	52	98							

		BANNER 1																					
		CENTER			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
		Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			
		Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			
		Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not			
8		254	13	54	36	75	23	54	70	65	22	87	52	127	69	58	75	54	48	83	170	110	142
	%	16.9	16.9	23.2	16.4	15.4	17.7	14.7	18.9	13.2	16.4	17.0	19.1	15.9	17.5	14.0	18.2	17.4	14.1	14.2	18.7	13.9	20.2
		264	17	59	29	53	39	67	85	55	25	91	54	128	75	59	81	60	55	84	179	112	149
				EG		C		C	I	H										T	S	V	U
9		125	6	18	15	47	8	30	30	39	12	50	30	56	33	32	42	30	17	41	82	47	76
	%	8.3	8.0	7.8	7.0	9.7	6.0	8.3	8.0	7.9	9.1	9.7	11.0	7.0	8.3	7.7	10.1	9.5	5.0	7.1	9.0	5.9	10.8
		129	7	20	17	34	14	37	31	34	15	53	34	55	36	35	41	24	21	38	90	46	81
													M	L				R	Q			V	U
10 - Excellent		515	30	73	74	205	40	92	112	183	50	166	91	285	130	130	134	107	137	302	210	407	105
	%	34.1	39.1	31.7	34.2	42.2	30.6	25.1	29.9	37.2	37.9	32.6	33.4	35.5	33.0	31.3	32.4	34.2	40.1	51.8	23.0	51.7	14.9
		480	40	82	68	135	58	97	120	151	43	161	89	260	125	120	135	96	129	277	199	375	102
				G	E	G	E	BDE	I	H										T	S	V	U
DK/DR		52	1	3	6	13	7	22	18	9	7	19	9	28	15	19	13	9	8	10	35	19	23
	%	3.4	1.6	1.2	2.7	2.8	5.1	6.0	4.9	1.7	5.4	3.8	3.1	3.5	3.9	4.6	3.2	2.8	2.4	1.8	3.9	2.5	3.2
		51	2	3	6	8	9	23	17	7	8	20	7	28	16	17	13	9	9	11	34	17	27
				FG	G	G	C	CE	I	HJ	I									T	S		
MEAN:		7.61	8.04	7.63	7.46	8.04	7.53	7.03	7.51	7.57	7.69	7.67	7.69	7.63	7.58	7.28	7.66	7.67	7.66	8.39	7.10	8.33	6.79
		DG	EG	BE	CDFG	EG	BCEF				P					O				T	S	V	U

ETS (#3782)
 P10A. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my clients.
 BASE: UMA

2006/11/29

BANNER 1																																									
TYPE OF BUSINESS												YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED											
CENTER		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Very																	
		Const		tor		tant		<=5		6-25		>25		<=5		>100		more		less		-ly		-fied																	
Total AgTAC		ETC		ERC		PEC		ETC		ERC		PEC		ETC		ERC		PEC		ETC		ERC		PEC																	
--A--		--B--		--C--		--D--		--E--		--F--		--G--		--H--		--I--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--U--	
1000	40	137	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472																				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
1000	54	153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501																				
1 - Strongly Disagree	32	1	5	2	4	5	15	18	12	5	0	5	16	12	15	6	1	7	9	22	10	19																			
%	3.2	3.5	3.3	1.6	1.3	4.5	5.7	4.9	2.5	3.6	0.0	2.5	3.1	4.4	4.4	3.1	0.5	3.5	2.4	3.6	2.0	4.0																			
2	13	2	1	3	0	3	4	5	7	3	0	3	8	3	3	3	3	4	2	11	3	11																			
%	1.3	4.2	0.8	2.5	0.0	3.1	1.4	1.3	1.4	2.1	0.0	1.5	1.5	1.0	0.8	1.7	1.4	2.0	0.5	1.9	0.5	2.3																			
3	7	1	1	0	0	1	5	4	3	0	0	2	3	3	5	1	2	1	1	6	1	6																			
%	0.7	2.9	0.6	0.0	0.0	0.6	1.8	1.2	0.6	0.3	0.0	0.8	0.6	1.1	1.4	0.5	0.7	0.7	0.3	1.0	0.2	1.3																			
4	16	1	0	2	9	2	4	5	8	2	0	1	11	5	7	3	5	5	3	14	3	13																			
%	1.6	1.6	0.0	1.2	2.8	1.6	1.3	1.2	1.6	1.2	0.0	0.3	2.1	1.9	1.9	1.4	2.1	2.3	0.7	2.2	0.6	2.8																			
5	53	1	7	8	12	4	20	23	6	0	0	15	31	7	15	14	7	11	13	40	13	40																			
%	5.3	3.3	5.1	6.2	3.7	4.2	7.5	5.3	4.6	4.7	0.0	7.9	6.1	2.5	4.4	6.7	3.1	5.5	3.4	6.5	2.6	8.4																			
6	38	3	4	1	12	4	14	18	19	2	0	11	19	8	17	9	8	11	5	34	3	35																			
%	3.8	7.9	3.2	0.5	3.9	4.1	5.0	4.9	3.8	1.8	0.0	6.1	3.6	2.8	4.8	4.4	3.2	5.8	1.2	5.4	0.6	7.4																			
7	79	5	8	8	25	6	26	27	40	6	0	12	42	18	28	17	19	10	21	58	29	50																			
%	7.9	12.5	6.0	5.9	7.9	6.2	9.8	7.3	8.2	4.6	0.0	6.7	8.2	6.8	7.9	8.5	8.0	4.9	5.4	9.5	5.6	10.5																			

ETS (#3782)
 P10B. As a result of the class, I recommend energy efficient technologies and solutions to my clients more often.
 BASE: UMA

2006/11/29

BANNER 1																					
	CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
	AgTAC	CTAC	EIC	ERC	ETC	PEC	Const	Eng/ Arch/ trac	Con- sul-	Con- tant	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large >100	Once/ month	Comp/ or	Not	Very	
Total	40	137	311	104	270	373	492	132	0	185	517	267	349	202	238	198	377	616	519	472	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1000	54	153	129	193	158	313	423	436	135	0	206	487	282	339	210	221	209	361	631	491	501
1 - Strongly Disagree	51	1	7	1	16	5	21	23	8	0	13	22	14	25	8	11	12	9	41	12	36
%	5.1	1.6	0.8	5.1	4.5	7.9	6.2	4.6	5.9	0.0	7.1	4.3	5.3	7.1	3.8	4.5	6.3	2.3	6.6	2.3	7.6
47	1	8	1	10	5	22	25	19	5	0	13	21	12	22	6	8	11	7	39	10	36
20	1	3	3	5	3	5	11	8	3	0	2	13	5	6	2	7	3	3	17	8	12
%	2.0	3.5	2.3	1.9	1.5	3.1	1.8	2.8	1.7	2.4	0.0	1.2	2.6	1.8	1.7	1.0	2.8	1.5	0.9	2.7	1.6
20	2	3	3	2	2	8	9	5	5	0	3	13	4	7	3	4	5	5	15	7	13
3	10	1	2	1	1	1	5	3	6	2	0	3	3	5	1	1	3	1	9	2	8
%	1.0	1.6	1.2	0.8	0.2	0.5	1.9	0.9	1.2	1.2	0.0	1.8	0.5	1.0	1.5	0.4	0.3	1.7	0.3	1.4	0.3
13	1	2	1	1	1	1	7	5	7	3	0	4	5	3	7	1	4	2	11	3	10
4	8	0	0	3	1	1	4	4	1	0	2	5	1	2	2	0	2	1	7	1	7
%	0.8	0.0	0.0	2.2	0.3	0.5	1.4	1.1	0.8	0.7	0.0	1.3	1.0	0.2	0.6	0.8	0.0	0.8	0.3	1.1	0.2
11	0	0	3	1	1	1	6	7	4	1	0	4	6	1	2	0	2	1	9	1	10
5	75	4	7	8	21	7	29	34	25	8	0	18	36	20	26	14	17	11	27	48	32
%	7.5	9.3	4.9	5.9	6.7	6.4	10.7	9.1	5.0	6.1	0.0	9.8	7.0	7.5	7.4	6.7	7.2	5.4	7.0	7.9	6.1
81	5	8	6	14	12	36	40	22	11	0	21	39	20	28	14	17	13	27	54	33	48
6	42	2	5	2	12	2	19	26	13	3	0	11	20	9	14	9	6	9	33	13	29
%	4.2	4.5	3.8	1.2	3.7	2.2	7.0	7.1	2.7	2.3	0.0	5.9	3.9	3.4	4.0	4.4	2.4	3.0	2.3	5.4	2.4
47	2	5	2	9	4	25	30	14	3	0	11	24	10	13	10	5	9	6	41	10	37
7	66	7	8	9	18	7	17	28	29	11	0	10	35	14	15	17	13	19	11	54	12
%	6.6	16.7	5.8	6.6	5.8	6.7	6.4	7.6	5.9	8.0	0.0	5.5	6.7	5.4	4.2	8.6	5.6	9.7	3.0	8.7	2.3
69	9	9	9	11	13	18	27	33	11	0	11	37	17	17	17	15	19	13	55	13	56
CDEFG	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	T	S	V

ETS (#3782)
 P10B. As a result of the class, I recommend energy efficient technologies and solutions to my clients more often.
 BASE: UMA

2006/11/29

		BANNER 1															ATTENDANCE EXPECTATION										SATISFIED											
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not					Very											
		Eng/	Con-	Con-	Con-	Arch/	trac	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	Comp-	
		Const	-tor	tant	tant	Const	-tor	User	<=5	6-25	>25	<=5	>100	more	less	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	--AC--	--AD--	--AE--	--AF--	--AG--	--AH--	--AI--	--AJ--	--AK--	--AL--	--AM--		
8		135	5	20	26	34	10	39	49	71	14	0	29	66	39	51	32	26	23	39	95	58	77															
	%	13.5	11.6	14.8	19.0	11.1	9.9	14.5	13.1	14.5	10.5	0.0	15.9	12.8	14.6	14.5	15.6	11.0	11.8	10.5	15.5	11.1	16.3															
9		69	1	11	11	20	7	20	30	31	11	0	11	37	21	26	12	20	8	21	48	31	38															
	%	6.9	3.1	7.7	7.8	6.4	6.2	7.3	8.0	6.3	8.6	0.0	6.2	7.1	7.7	7.4	6.1	8.5	3.9	5.5	7.8	5.9	8.0															
10 - Strongly Agree		476	18	71	72	167	53	95	153	261	61	0	75	250	132	163	100	130	100	243	229	330	140															
	%	47.6	46.7	51.9	52.5	53.5	50.4	35.2	41.2	53.0	46.1	0.0	40.3	48.4	49.5	46.7	49.2	54.6	50.5	64.5	64.5	63.5	29.7															
NA		44	1	3	1	15	9	14	11	18	10	0	7	29	7	15	7	5	9	12	31	21	22															
	%	4.4	1.6	2.3	0.8	4.8	9.0	5.3	3.0	3.7	7.5	0.0	3.8	5.7	2.5	4.3	3.5	1.9	4.7	3.3	5.1	4.1	4.7															
DK/DR		5	0	0	1	2	1	2	0	3	1	0	2	0	3	2	0	3	2	1	4	1	4															
	%	0.5	0.0	0.0	0.5	0.8	0.5	0.6	0.0	0.7	0.7	0.0	1.2	0.0	1.1	0.4	0.0	1.2	0.9	0.2	0.6	0.1	0.9															
MEAN:		8.09	8.03	8.28	8.57	8.34	8.24	7.40	7.71	8.37	8.06	*	7.67	8.17	8.19	7.97	8.30	8.37	8.09	8.84	7.63	8.83	7.29															

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED																											
		CENTER					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not					Very																	
		AgTAC	CTAC	EIC	ERC	ETC	PEC	Const	Eng/ Arch/ trac	Con- sul-	Con- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more											
Total	1000	40	137	137	311	104	270	373	492	132	132	0	185	517	267	349	202	238	198	377	616	519	472																										
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0								
1 - Strongly Disagree	35	0	3	3	9	5	15	20	12	6	6	0	6	22	6	18	5	5	2	9	25	15	17																										
	%	3.5	0.0	2.3	2.9	4.5	5.6	5.4	2.5	4.2	4.2	0.0	3.4	4.3	2.2	5.2	2.4	1.9	1.1	2.3	4.1	2.8	3.7																										
2	13	1	3	0	2	4	4	8	7	1	1	0	2	11	1	5	1	4	3	2	11	4	10																										
	%	1.3	1.9	2.3	0.0	0.6	3.7	1.4	2.1	1.4	0.9	0.0	0.9	2.1	0.4	1.3	0.4	1.6	1.5	0.5	1.8	0.7	2.0																										
3	8	1	2	1	0	0	4	1	4	3	0	3	4	1	3	1	0	5	1	7	0	8																											
	%	0.8	3.1	1.4	0.7	0.0	1.5	0.4	0.8	2.1	0.0	1.5	0.8	0.4	0.9	0.5	0.0	2.3	0.3	1.1	0.1	1.6																											
4	7	1	1	0	3	1	1	4	5	0	0	2	1	1	1	1	0	2	4	3	2	5																											
	%	0.7	1.6	0.6	0.0	1.0	1.1	0.4	1.2	1.1	0.3	0.0	1.1	0.3	0.4	0.2	0.0	0.0	1.0	1.1	0.5	0.4	1.0																										
5	64	2	7	11	19	5	20	17	35	4	0	15	27	21	19	17	15	10	13	51	18	45																											
	%	6.4	4.4	4.8	8.3	6.2	4.8	7.3	4.7	7.1	2.8	0.0	8.2	5.1	7.9	5.4	8.5	6.4	5.0	3.3	8.2	3.5	9.6																										
6	46	3	3	4	10	4	21	16	22	6	0	14	18	11	23	7	9	7	10	36	12	34																											
	%	4.6	8.6	2.5	3.0	3.1	3.8	4.3	4.5	4.7	0.0	7.5	3.4	4.1	6.6	3.5	3.9	3.7	2.7	5.8	2.3	7.2																											
7	87	5	5	11	28	7	31	29	37	14	0	23	37	22	28	18	9	23	20	67	24	62																											
	%	8.7	12.1	3.9	7.7	9.0	6.7	11.5	7.8	7.5	10.9	0.0	12.3	7.2	8.2	9.1	3.6	11.7	5.3	10.8	4.7	13.2																											

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED																								
		CENTER					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE EXPECTATION					SATISFIED																			
		AgTAC	CTAC	EIC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tract	Con-sultant	End User	New	Mid	Sen-ior	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Not	Very	Very																						
		16.6	12.6	16.1	19.4	14.7	13.7	19.3	18.1	17.6	14.5	0.0	13.8	17.3	18.1	15.3	17.3	15.6	18.3	12.6	19.1	11.8	22.2	174	7	25	28	29	26	59	79	81	24	0	28	91	51	56	40	35	52	121	65	109		
		89	3	21	10	26	8	21	40	37	9	0	18	45	24	30	19	19	15	30	57	45	43	93	3	24	11	15	25	45	31	12	0	21	40	30	31	21	18	19	29	63	45	47		
		456	19	68	65	158	50	97	161	237	63	0	72	246	124	160	92	132	86	236	217	323	128	456	48.6	49.3	47.4	50.6	47.6	35.8	43.2	48.2	47.7	0.0	38.9	47.6	46.3	45.8	45.5	55.7	43.4	62.6	35.3	62.2	27.2	
		436	27	75	57	97	74	106	180	204	57	0	76	218	131	149	95	117	87	221	212	300	131	10 - Strongly Agree	23	0	2	5	8	5	2	6	5	6	0	3	15	5	8	6	4	6	4	18	12	10
		2.3	0.0	1.8	3.5	2.4	5.2	0.9	1.7	1.1	4.2	0.0	1.6	2.9	1.8	2.2	3.2	1.7	3.2	1.1	3.0	2.4	2.0	22	0	3	3	6	6	4	6	5	4	15	3	6	6	5	6	4	18	9	12			
		7	0	0	1	3	1	3	2	4	1	0	2	2	3	2	0	3	3	1	6	2	5	8	0	0	0	1	2	2	3	2	0	3	2	0	3	3	1	4	0.2	1.0	0.5	1.1		
		8	0	0	1	2	2	3	2	3	2	0	3	3	2	2	0	3	3	1	6	3	5	MEAN:	8.25	8.29	8.55	8.45	8.50	8.17	7.73	8.10	8.33	8.29	*	7.94	8.28	8.41	8.13	8.39	8.68	8.30	8.89	7.85	8.90	7.55

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con-	Con- sul-	Con-	Con-	Eng/ Arch/ Con-	Const -tor	tant	tant	tant	Sen-	Small	Large	month	yr or	lete	Qete	Very	Not	Very	Very	Very	Very								
		Const	tor	tant	tant	Const	tor	tant	tant	ior	<=5	>5	<=5	>5	<=5	>5	<=5	>5	<=5	>5	<=5	>5	<=5	>5							
		---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	---Z---	---AA---	---AB---	---AC---	---AD---							
		---D---	---E---	---F---	---G---	---A---	---B---	---C---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---							
		Center	EIC	ERC	ETC	PEC	Arch/ trac	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-							
		AgTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC							
Total	509	38	94	80	174	28	95	0	0	509	89	284	126	66	212	75	143	205	297	268	233										
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0							
	509	46	101	77	135	44	106	0	0	509	81	289	129	65	216	78	139	198	305	261	241										
1 - Strongly Disagree	10	1	1	1	4	1	3	0	0	10	2	5	3	0	5	1	3	1	8	4	6										
%	2.0	1.6	0.9	1.3	2.1	1.9	3.6	0.0	0.0	2.0	1.8	1.7	2.3	0.0	2.4	1.0	1.9	0.4	2.8	1.5	2.6										
	11	1	1	1	4	1	3	0	0	11	2	5	3	0	5	1	3	1	9	4	7										
2	7	0	1	1	5	0	1	0	0	7	1	5	2	0	6	0	3	2	6	2	5										
%	1.5	0.0	0.9	1.2	2.6	0.0	1.1	0.0	0.0	1.5	1.2	1.7	1.2	0.0	2.6	0.0	1.9	0.8	2.0	0.6	2.1										
	8	0	1	1	5	0	1	0	0	8	1	5	2	0	6	0	3	2	6	2	5										
3	2	1	0	0	0	1	1	0	0	2	0	1	1	1	1	0	1	0	2	0	2										
%	0.4	1.7	0.0	0.0	0.0	1.9	0.6	0.0	0.0	0.4	0.0	0.2	1.0	0.8	0.3	0.0	0.5	0.0	0.6	0.0	0.8										
	3	1	0	0	0	1	1	0	0	3	0	1	2	1	1	0	1	0	3	0	3										
4	8	0	2	2	2	0	2	0	0	8	1	8	0	1	5	3	1	1	7	1	7										
%	1.6	0.0	1.9	2.3	1.4	0.0	2.4	0.0	0.0	1.6	0.7	2.7	0.0	1.1	2.1	3.7	0.5	0.4	2.5	0.3	3.2										
	8	0	2	2	1	0	3	0	0	8	1	7	0	1	5	3	1	1	7	1	7										
5	33	1	3	9	13	4	4	0	0	33	5	21	7	10	12	6	7	9	24	11	22										
%	6.5	1.7	3.6	11.0	7.3	13.7	3.9	0.0	0.0	6.5	6.2	7.3	5.5	15.1	5.4	7.7	4.9	4.4	8.2	4.2	9.4										
	29	1	4	7	9	3	5	0	0	29	5	18	6	6	13	4	6	7	22	9	20										
6	25	5	4	3	7	1	4	0	0	25	2	14	6	1	12	2	10	3	21	4	20										
%	5.0	13.9	4.3	3.9	4.1	4.1	4.7	0.0	0.0	5.0	2.7	4.9	4.7	1.0	5.6	3.0	7.0	1.3	7.2	1.5	8.5										
	21	3	4	3	5	2	4	0	0	21	2	11	6	1	11	3	6	3	17	4	16										
7	45	6	4	5	14	2	14	0	0	45	11	26	7	7	23	5	13	12	33	13	31										
%	8.8	14.7	4.7	6.8	7.7	7.6	14.3	0.0	0.0	8.8	12.5	9.0	5.4	9.9	10.7	6.7	9.3	5.8	11.0	5.0	13.2										
	46	7	4	6	11	4	14	0	0	46	10	28	7	6	23	7	14	11	35	12	33										

ETS (#3782) 2006/11/29
 P10D. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my facility
 BASE: End User

BANNER 1																									
	CENTER	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED				
		AgTAC	CTAC	ERC	ETC	PEC	Arch/Const	Con-tract	Con-sult	Eng/Const	New User	End User	Sen-ior	Mid 6-25	Small <=5	Large >5	Once/month	Once/yr	More less	Comp-ly	Comp-ly	Not	Very	satis	-fied
8	5	18	13	21	5	19	0	0	0	80	17	40	22	9	35	16	16	18	60	24	56				
	15.7	11.9	18.7	15.9	12.3	17.7	19.8	0.0	0.0	15.7	19.2	14.2	17.5	14.3	16.6	21.5	11.1	9.0	20.3	9.1	23.9				
	89	6	19	15	18	9	22	0	0	89	16	48	24	11	40	16	18	21	67	29	60				
9	3	10	3	22	1	9	0	0	0	48	13	26	9	11	16	6	17	16	32	26	22				
	9.5	7.7	11.2	4.3	12.5	4.0	9.3	0.0	0.0	9.5	14.5	9.3	7.3	16.9	7.6	8.0	11.6	7.9	10.9	9.9	9.5				
	45	4	12	4	13	2	10	0	0	45	10	26	9	9	17	7	14	15	30	22	23				
10 - Strongly Agree	223	16	49	42	70	11	35	0	0	223	32	123	64	25	94	36	63	127	94	169	52				
	43.8	42.2	52.0	52.5	40.2	39.4	37.1	0.0	0.0	43.8	35.6	43.5	51.1	37.7	44.5	48.3	44.4	62.1	31.8	62.9	22.5				
	226	21	52	37	55	21	40	0	0	226	30	127	65	28	91	37	63	122	102	165	59				
NA	23	2	2	1	15	3	2	0	0	23	3	14	5	2	5	0	9	15	8	13	10				
	4.6	4.5	1.8	0.8	8.4	9.7	2.0	0.0	0.0	4.6	2.9	5.1	4.0	3.2	2.1	0.0	6.1	7.4	2.8	5.0	4.2				
	21	2	2	1	13	1	2	0	0	21	3	12	5	2	4	0	9	14	7	13	8				
DK/DR	4	0	0	0	2	0	1	0	0	4	2	1	0	0	0	0	1	1	0	0	0				
	0.7	0.0	0.0	0.0	1.4	0.0	1.3	0.0	0.0	0.7	2.7	0.4	0.0	0.0	0.0	0.0	0.9	0.6	0.0	0.0	0.0				
	2	0	0	0	1	0	1	0	0	2	1	1	0	0	0	0	1	1	0	0	0				
MEAN:	8.30	8.26	8.73	8.36	8.21	8.03	8.04	*	*	8.30	8.28	8.23	8.52	8.27	8.16	8.47	8.36	9.10	7.79	9.05	7.46				

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

CENTER		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED											
		Eng/ Arch/ Con-		Con- sul-		End User		New <=5		Mid 6-25		Sen- >25		Small <=5		Large >100		Once/ month		Comp/ yr or		Not		Very		satis		fied		--U--									
		--D--		--E--		--P--		--G--		--H--		--I--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--V--			
Total	509	38	94	80	174	28	95	0	0	509	89	284	126	66	212	75	143	205	297	268	233																		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
509	46	101	77	135	44	106	0	0	509	81	289	129	65	216	78	139	198	305	261	241																			
1 - Strongly Disagree	14	1	4	1	3	0	5	0	0	14	0	11	2	1	7	3	2	2	10	3	11																		
%	2.7	3.2	3.9	1.7	1.5	0.0	5.1	0.0	0.0	2.7	0.0	3.9	1.4	1.1	3.5	3.6	1.4	1.1	3.5	1.0	4.7																		
16	2	4	2	3	0	5	0	0	0	16	0	13	2	1	8	3	2	2	13	3	13																		
2	8	0	0	1	4	1	2	0	0	8	1	6	1	1	5	0	2	1	6	1	5																		
%	1.5	0.0	0.0	1.2	2.2	1.9	2.5	0.0	0.0	1.5	1.2	2.0	0.6	0.8	2.5	0.0	1.4	0.4	1.9	0.3	2.0																		
8	0	0	1	4	1	2	0	0	0	8	1	6	1	1	5	0	2	1	6	1	5																		
3	4	0	1	0	2	1	0	0	0	4	3	0	1	1	0	0	0	2	1	2	1																		
%	0.7	0.0	0.9	0.0	1.4	1.9	0.0	0.0	0.0	0.7	3.7	0.0	0.4	0.8	0.0	0.0	0.0	1.2	0.5	0.9	0.6																		
3	0	1	0	1	1	1	0	0	0	3	M	L	2	0	1	0	0	1	2	1	2																		
4	4	0	0	0	2	0	1	0	0	4	0	2	1	0	0	0	0	0	4	1	2																		
%	0.7	0.0	0.0	0.0	1.4	0.0	1.3	0.0	0.0	0.7	0.0	0.8	1.0	0.0	0.0	0.0	0.0	0.0	1.2	0.5	1.0																		
2	0	0	0	1	0	1	0	1	0	2	0	1	1	0	0	0	0	0	2	1	1																		
5	40	2	9	9	6	4	9	0	0	40	8	24	8	7	20	7	7	12	28	14	26																		
%	7.8	6.3	9.2	11.8	3.6	15.8	9.1	0.0	0.0	7.8	8.6	8.3	6.7	10.7	9.2	9.6	4.7	6.0	9.3	5.3	11.0																		
39	3	9	8	6	4	9	0	0	0	39	7	25	7	5	21	6	8	12	27	14	25																		
6	24	1	2	8	8	2	4	0	0	24	4	10	4	2	11	6	5	7	16	10	13																		
%	4.6	1.7	2.4	10.0	4.3	6.2	3.7	0.0	0.0	4.6	4.9	3.5	3.0	2.9	5.1	7.6	3.7	3.6	5.5	3.9	5.7																		
24	1	2	8	6	3	4	0	0	0	24	4	12	4	2	12	6	4	8	16	11	13																		
7	36	2	13	6	6	1	7	0	0	36	10	18	6	2	19	9	8	4	31	6	28																		
%	7.0	6.0	13.5	8.1	3.7	3.7	7.1	0.0	0.0	7.0	10.9	6.5	4.9	2.6	8.8	12.3	5.8	1.8	10.3	2.2	11.9																		
38	3	13	7	5	2	8	0	0	0	38	9	21	7	2	19	8	10	4	33	6	30																		

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very									
		Const		tant		User		<=5		6-25		ior		<=5		more		ly		-T-		-V-									
		-H-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-U-							
		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Satis							
		Const		tant		User		<=5		6-25		ior		<=5		more		ly		-T-		-V-		-W-							
		-H-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-U-		-V-					
		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Satis		-W-					
		Const		tant		User		<=5		6-25		ior		<=5		more		ly		-T-		-V-		-W-		-X-					
		-H-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-U-		-V-		-W-			
		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Satis		-W-					
		Const		tant		User		<=5		6-25		ior		<=5		more		ly		-T-		-V-		-W-		-X-					
		-H-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-U-		-V-		-W-			
		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Satis		-W-					
		Const		tant		User		<=5		6-25		ior		<=5		more		ly		-T-		-V-		-W-		-X-					
		-H-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-U-		-V-		-W-			
		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Satis		-W-					
		Const		tant		User		<=5		6-25		ior		<=5		more		ly		-T-		-V-		-W-		-X-					
		-H-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-U-		-V-		-W-			
8	65	11	12	4	22	2	13	0	0	0	65	14	31	21	6	37	3	16	19	47	20	45									
	%	12.8	29.3	13.1	5.5	12.7	7.7	13.7	0.0	0.0	12.8	15.9	10.8	16.4	9.3	17.2	4.4	11.4	9.1	15.8	7.4	19.5									
		65	10	13	5	18	4	15	0	0	65	13	29	23	5	37	4	15	18	47	20	45									
		CDEFG	B	B	B	B	B	B																							
9	44	5	7	4	21	1	6	0	0	0	44	12	29	4	7	14	5	21	7	36	15	29									
	%	8.7	13.9	7.8	5.3	11.8	2.1	6.8	0.0	0.0	8.7	13.0	10.3	3.0	10.0	6.5	6.8	15.0	3.3	12.2	5.7	12.5									
		42	7	8	5	13	1	8	0	0	42	10	30	2	6	15	6	19	8	33	13	29									
		F																													
10 - Strongly Agree	227	13	43	43	75	12	40	0	0	0	227	25	131	67	27	91	40	62	130	96	174	53									
	%	44.6	34.6	45.7	54.4	43.1	42.4	0.0	0.0	0.0	44.6	28.7	46.3	53.3	40.8	43.1	53.9	43.4	63.6	32.5	64.8	22.6									
		229	17	47	39	59	23	44	0	0	229	25	131	69	30	89	43	61	124	104	169	59									
		D	B																												
NA	40	2	3	2	23	5	6	0	0	0	40	9	19	11	14	9	1	17	19	21	22	19									
	%	7.9	4.9	3.4	2.0	13.1	17.6	6.0	0.0	0.0	7.9	10.4	6.8	9.1	20.9	4.1	1.6	11.8	9.4	7.0	8.0	8.0									
		40	3	4	2	18	5	8	0	0	40	9	19	12	12	10	2	16	19	21	22	18									
		EF	EF	CD	CDG	F																									
DK/DR	4	0	0	0	2	0	2	0	0	0	4	2	2	0	0	0	0	2	1	1	0	1									
	%	0.9	0.0	0.0	0.0	1.4	0.0	2.2	0.0	0.0	0.9	2.7	0.7	0.0	0.0	0.0	0.0	1.5	0.6	0.3	0.0	0.4									
		3	0	0	0	1	0	2	0	0	3	1	2	0	0	0	0	2	1	1	0	1									
MEAN:	8.26	8.34	8.22	8.32	8.45	8.05	7.94	*	*	*	8.26	7.98	8.23	8.64	8.43	8.07	8.33	8.65	8.98	7.84	9.03	7.44									

		BANNER 1																			
		CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE EXPECTATION			
		AgTAC	CTAC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tor	Con-sul	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large >100	Once/yr	Comp-ly	Expect-ly	Satis-fied	
		38	94	80	174	28	95	0	0	0	509	89	284	126	66	212	75	143	205	297	
		100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
		509	46	101	77	135	44	106	0	0	509	81	289	129	65	216	78	139	198	305	
		9	1	1	1	3	0	4	0	0	9	0	8	1	1	4	2	1	2	5	
1 - Strongly Disagree		% 1.7	1.6	0.9	0.8	1.6	0.0	3.8	0.0	0.0	1.7	0.0	2.7	0.6	1.9	2.1	2.8	0.5	1.0	1.8	
		10	1	1	1	3	0	4	0	0	10	0	9	1	1	5	2	1	2	7	
		9	0	1	1	4	0	3	0	0	9	1	8	0	1	6	1	3	0	9	
		% 1.8	0.0	0.9	0.9	2.5	0.0	3.1	0.0	0.0	1.8	1.2	2.8	0.0	1.1	2.9	1.1	2.1	0.0	3.0	
		9	0	1	1	4	0	3	0	0	9	1	8	0	1	6	1	3	0	9	
		3	0	0	1	1	0	1	0	0	3	0	1	2	1	0	1	0	1	2	
		% 0.6	0.0	0.0	1.2	0.5	0.0	1.3	0.0	0.0	0.6	0.0	0.3	1.7	1.9	0.0	1.7	0.0	0.6	0.6	
		3	0	0	1	1	0	1	0	0	3	0	1	2	1	0	1	0	1	2	
		5	0	0	1	2	0	2	0	0	5	1	5	0	0	2	1	0	1	4	
		% 1.0	0.0	0.0	1.3	1.4	0.0	1.8	0.0	0.0	1.0	0.7	1.6	0.0	0.0	1.0	1.4	0.0	0.5	1.4	
		4	0	0	1	1	0	2	0	0	4	1	3	0	0	2	1	0	1	3	
		43	2	7	14	13	3	4	0	0	43	5	26	9	11	20	9	10	8	34	
		% 8.4	4.5	7.9	17.2	7.3	11.6	4.2	0.0	0.0	8.4	6.1	9.1	7.4	16.2	9.6	11.8	7.1	3.9	11.4	
		37	2	8	12	9	2	4	0	0	37	5	23	8	7	20	7	8	8	28	
		D	D	BEG	D	D	D	D	D	D	D	D	D	D	D	D	D	D	T	S	
		21	5	3	7	1	3	2	0	0	21	3	15	3	4	7	2	10	8	13	
		% 4.2	13.9	2.7	8.5	0.7	12.2	2.0	0.0	0.0	4.2	3.1	5.2	2.5	5.5	3.5	3.0	7.0	4.0	4.4	
		22	3	3	7	1	6	2	0	0	22	3	14	4	5	9	4	8	10	12	
		CEG	BF	EG	BDF	CEG	BDF	BDF	BDF	BDF	BDF	BDF	BDF	BDF	BDF	BDF	BDF	BDF	BDF	BDF	
		52	4	13	3	15	3	13	0	0	52	11	24	16	5	29	7	10	9	42	
		% 10.1	11.2	14.1	4.1	8.4	10.0	14.0	0.0	0.0	10.1	12.8	8.3	12.4	8.2	13.6	9.6	7.0	4.2	14.1	
		56	6	14	4	13	5	14	0	0	56	10	29	16	6	30	7	12	9	46	
		D	D	CG	D	D	D	D	D	D	D	D	D	D	D	D	D	D	T	S	

ETS (#3782) 2006/11/29
 P10F. As a result of the class, I am better able to implement energy efficient technologies or solutions
 BASE: End User

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		satis							
		Const		tant		User		<=5		6-25		>25		<=5		more		-ly		-T-		-U-		-V-							
		-H-		-I-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-T-					
		-G-		-F-		-E-		-D-		-C-		-B-		-A-																	
		PEC		ETC		ERC		EIC		CTAC		Total		AgTAC		CTAC		ERC		ETC		ERC		EIC		CTAC					
		15		4		15		4		15		4		15		4		15		4		15		4		15					
		8		20		19		15		4		15		4		15		4		15		4		15		4					
		20.5		21.2		23.4		8.3		15.4		15.6		0.0		0.0		0.0		0.0		0.0		0.0		0.0					
		10		21		16		13		8		18		0		0		0		0		0		0		0					
		E		E		E		BCD																							
		34		1		6		5		17		1		4		0		0		0		0		0		0					
		6.7		3.3		6.8		6.0		9.8		3.7		3.8		3.8		3.8		3.8		3.8		3.8		3.8					
		31		2		7		5		11		2		4		0		0		0		0		0		0					
		212		16		41		28		82		9		37		0		0		0		0		0		0					
		41.6		40.7		43.2		34.6		46.9		33.3		39.1		0.0		0.0		0.0		0.0		0.0		0.0					
		210		20		44		27		60		18		41		0		0		0		0		0		0					
		34		1		1		2		19		4		8		0		0		0		0		0		0					
		6.7		1.6		0.9		2.0		11.1		13.7		8.0		0.0		0.0		0.0		0.0		0.0		0.0					
		34		1		2		18		3		9		0		0		0		0		0		0		0					
		EF		EFG		EF		BCD		BCD		BCD		C																	
		8		1		1		0		2		0		3		0		0		0		0		0		0					
		1.6		2.7		1.5		0.0		1.4		0.0		3.3		0.0		0.0		0.0		0.0		0.0		0.0					
		7		1		1		0		1		0		4		0		0		0		0		0		0					
		8.18		8.22		8.40		7.80		8.42		8.01		7.91		*		*		8.18		8.32		8.05		8.46					
		7.94		7.84		7.94		8.09		8.40		9.01		7.67		9.11		7.17		9.11		7.17		9.11		7.17					
		T		S		U		V		W		X		Y		Z		AA		AB		AC		AD		AE					

	BANNER 1																																																																	
	CENTER										TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION		SATISFIED																																	
	AgTAC	CTAC	ETC	ERC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-trac	Con-sult	Con-tant	Con-tor	Con-stant	Con-	Eng/	Arch/Const	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-																															
	509	38	94	80	174	28	95	0	0	0	0	0	0	0	509	89	284	126	66	212	75	143	205	297	268	233																																								
Total	509	38	94	80	174	28	95	0	0	0	0	0	0	509	89	284	126	66	212	75	143	205	297	268	233																																									
% 100.0	100.0	10.0	10.0	10.0	10.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0																										
509	46	101	77	135	44	106	0	0	0	0	0	0	0	509	81	289	129	65	216	78	139	198	305	261	241																																									
% 1.1	0.0	2.2	1.2	0.5	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	1.0	1.6	1.7	1.3	0.0	0.0	0.0	0.0	1.9	0.8	1.2																																								
% 6	0	2	1	1	0	2	0	0	0	0	0	0	0	6	0	3	2	1	3	0	0	0	0	6	2	3																																								
% 7	0	0	0	0	6	0	1	0	0	0	0	0	0	7	2	3	2	1	4	1	1	2	2	5	2	5																																								
% 1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	1	1	1	1	1	1	1	1																																							
% 0.3	0.0	0.0	0.8	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.5	0.0	0.0	0.7	1.1	0.4	0.3	0.3	0.2	0.4																																									
% 2	0	0	1	0	0	1	0	0	0	0	0	0	0	2	0	2	0	0	2	1	1	1	1	1	1	1																																								
% 5	0	0	1	2	0	2	0	0	0	0	0	0	0	5	2	3	0	0	2	1	1	1	1	4	0	5																																								
% 1.0	0.0	0.0	1.3	1.4	0.0	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.9	1.2	0.0	0.0	1.0	1.4	0.7	0.5	1.4	0.0	2.2																																									
% 4	0	0	1	1	0	2	0	0	0	0	0	0	0	4	2	2	0	0	2	1	1	1	3	0	4																																									
% 29	2	5	4	10	4	3	0	0	0	0	0	0	0	29	3	14	8	4	16	8	11	10	19	10	19																																									
% 5.6	4.7	5.5	4.7	5.9	15.5	3.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.6	3.9	5.0	6.8	5.4	7.5	10.5	7.7	4.7	6.4	3.6	8.2																																									
% 27	2	6	4	8	4	3	0	0	0	0	0	0	0	27	3	16	7	4	16	7	10	10	17	10	17																																									
% 14	2	1	5	1	1	4	0	0	0	0	0	0	0	14	2	7	3	1	6	1	2	3	10	4	10																																									
% 2.7	5.1	0.9	6.3	0.7	2.1	4.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	2.4	2.3	2.5	1.0	2.9	1.9	1.6	1.6	3.2	1.4	4.3																																									
% 15	3	1	5	1	1	4	0	0	0	0	0	0	0	15	3	7	3	1	7	2	3	3	11	3	12																																									
% 56	5	11	8	14	2	14	0	0	0	0	0	0	0	56	12	35	9	9	26	4	20	10	46	13	43																																									
% 10.9	13.6	11.8	10.2	8.2	8.3	15.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.9	13.0	12.4	6.9	13.0	12.1	5.2	13.9	4.6	15.5	4.7	18.5																																									
% 53	3	12	6	12	4	16	0	0	0	0	0	0	0	53	9	34	10	7	26	5	17	11	42	14	39																																									

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===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY EXPERIENCE          ATTENDANCE EXPECTATION          SATISFIED
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Eng/ Con- Con-          Arch/ trac          New          Mid          Sen-          Once/ Once/ Comp- Comp- Not
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
Total AgTAC CTAC          EIC          ERC          ETC          PEC          User          <=5          >5          >25          >100          more          less          ly          -ly          -T-- --U-- --V--
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--

8      7      16      15      17      4      17      0      0      0      76      16      41      17      8      36      11      9      18      57      28      46
%      15.0    17.6    16.8    19.1    9.9    15.6    17.7    0.0    0.0    0.0    15.0    18.6    14.6    13.8    12.5    16.9    14.2    6.6    8.7    19.3    10.4    19.9
      87      9      17      16      16      8      21      0      0      0      87      17      49      20      10      40      11      13      19      67      31      54
      U
9      8      10      9      14      2      7      0      0      0      51      4      34      13      7      22      9      11      13      36      19      32
%      9.9    19.9    11.1    11.5    8.0    7.7    7.6    0.0    0.0    0.0    9.9    4.9    11.8    10.0    10.4    10.5    12.4    7.5    6.3    12.2    7.0    13.6
      52      9      11      10      11      4      7      0      0      0      52      4      34      14      7      23      10      12      13      38      19      33
      EG
10 - Strongly Agree      230    14      46      35      87      11      37      0      0      0      230    39      123      63      29      86      39      72      133      95      178      50
%      45.1    36.0    49.4    43.4    49.7    39.2    39.3    0.0    0.0    0.0    45.1    43.6    43.4    50.2    44.6    40.7    52.2    50.4    64.8    32.1    66.2    21.5
      224    18      50      31      62      21      42      0      0      0      224    34      123      62      29      83      40      67      124      98      166      56
      U
NA      27      1      1      1      19      3      3      0      0      0      27      4      15      9      6      9      0      12      13      15      12      16
%      5.4    1.6      0.9      0.8    10.7    11.6    3.6    0.0    0.0    0.0    5.4    4.9    5.1    6.8    9.3    4.2    0.0    8.2    6.2    6.2    5.0    4.3    6.8
      25      1      1      1      16      2      4      0      0      0      25      5      11      9      5      9      0      11      12      13      12      13
      EF          EF          CDG          CD          E
DK/DR      8      1      1      1      2      0      3      0      0      0      8      4      4      0      0      0      1      0      2      3      3      1      3
%      1.5    1.6    1.5    0.8    1.4    0.0    2.8    0.0    0.0    0.0    1.5    4.2    1.4    0.0    0.0    0.3    0.0    1.5    1.3    0.9    0.5    1.1    1.1
      7      1      1      1      1      0      3      0      0      0      7      2      5      0      0      1      0      2      2      4      1      4
      N          L
MEAN:      8.48    8.56    8.66    8.45    8.57    8.31    8.21    *      *      *      8.48    8.43    8.49    8.63    8.48    8.25    8.59    8.60    9.13    8.05    9.16    7.71
      T          S          V          U
  
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P11. How would you rate your overall knowledge of energy efficiency technologies and solutions compared to your peers in your industry? Would you say you are....?

		BANNER 1																													
		CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED					
		Eng/ Arch/ sul- Con-		Con- trac tant		Eng/ Arch/ sul- Con-		Con- trac tant		New <=5		Mid 6-25		Sen >25		Small <=5		Large >100		Once/ month		Comp/ yr or		Not Qete		Very satis		ly filed		-T- -U-	
		-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-V-	-W-	-X-	-Y-	-Z-	-AA-	-AB-	-AC-	-AD-
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705									
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742										
More knowledgeable than most	847	43	125	123	257	84	215	205	296	94	247	121	448	252	259	207	221	157	335	503	449	389									
%	56.1	55.4	54.1	56.9	52.8	63.7	58.8	55.0	60.1	71.3	48.5	44.3	55.9	64.1	62.4	50.0	70.8	46.0	57.6	55.2	57.0	55.1									
847	54	137	117	170	122	247	235	256	94	252	132	434	257	247	211	209	155	319	519	431	407										
About as knowledgeable as average	595	31	98	86	199	43	139	156	168	34	240	128	323	129	135	192	88	158	219	373	303	287									
%	39.4	39.2	42.4	39.6	41.0	32.2	38.0	41.9	34.1	25.3	47.0	46.8	40.3	32.9	32.6	46.5	28.1	46.3	37.6	40.9	38.4	40.8									
600	40	108	81	138	74	159	176	157	36	235	130	317	143	143	199	86	169	215	381	291	304										
Not very well informed about energy efficiency	40	4	6	5	12	5	7	8	17	2	13	19	19	1	12	11	1	16	13	27	20	20									
%	2.6	4.7	2.8	2.4	2.5	3.7	1.9	2.3	3.4	1.2	2.5	6.9	2.4	0.2	2.8	2.7	0.5	4.6	2.2	2.9	2.5	2.8									
39	5	7	5	8	5	9	9	8	15	2	14	20	17	1	8	12	2	16	12	27	17	22									
DK/DR	27	1	2	2	18	1	5	3	12	3	10	5	11	11	9	3	2	10	15	10	16	9									
%	1.8	0.8	0.7	1.1	3.6	0.4	1.3	0.8	2.5	2.2	1.9	2.0	1.4	2.8	2.2	0.8	0.6	3.1	2.6	1.1	2.0	1.3									
23	1	2	3	12	1	4	4	4	8	3	8	5	8	10	6	4	2	8	13	9	13	9									
	E			CFG	E	E	E	E	E																						

BANNER 1																					
CENTER		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE EXPECTATION			SATISFIED								
Total AgtAC CTAC		Eng/ Arch/ sul- Con- Eng/ Con- sul- Con- New Mid Sen or Small Large	PEC ETC	Const -For tant User <=5 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25	6-25 >25 >25						
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--
1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742
643	36	85	103	182	65	172	170	214	74	184	90	331	198	192	153	165	127	246	389	334	299
%	42.6	36.7	47.8	37.5	49.0	47.0	45.7	43.4	56.3	36.2	32.9	41.4	50.4	46.2	36.9	52.7	37.2	42.2	42.6	42.5	42.5
647	44	93	96	125	91	198	198	192	75	183	100	322	204	184	154	159	128	235	403	318	321
		DFG	CE	DFG	CE	CE	JK	JK	HIK	HIJ	MN	LN	LM	P	O	R	Q				
611	31	98	83	210	45	145	156	189	38	227	113	337	148	159	183	105	145	224	384	316	290
%	40.5	39.9	42.4	38.3	43.2	33.8	41.8	38.4	28.4	44.6	41.1	42.0	37.6	38.2	44.3	33.5	42.5	38.4	42.1	40.1	41.2
610	41	109	83	140	73	164	169	167	40	231	114	330	154	158	189	97	150	214	392	304	300
		G	F	E	J	J	HIK	J	HIK							R	Q				
234	10	47	30	82	22	43	45	84	19	86	70	124	39	58	74	41	62	103	129	127	104
%	15.5	13.1	20.2	13.9	16.4	11.7	12.0	17.0	14.1	17.0	25.4	15.5	9.9	14.0	18.0	13.2	18.1	17.7	14.1	16.2	14.8
233	14	50	27	54	36	52	54	72	18	85	71	117	44	57	79	40	64	101	131	122	110
		G	G	G	CE	CE	IK	H	H	H	MN	LN	LM								
21	1	2	0	12	1	6	2	6	2	12	2	9	8	7	4	2	7	10	11	10	11
%	1.4	0.8	0.7	0.0	2.4	0.8	0.5	1.3	1.2	2.3	0.6	1.1	2.1	1.6	0.9	0.6	2.2	1.7	1.2	1.2	1.6
19	1	2	0	9	2	5	2	5	2	10	2	7	9	5	4	3	6	9	10	8	11
		E	D	K																	

P13. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

BANNER 1																						
YEARS OF INDUSTRY EXPERIENCE																						
	TYPE OF BUSINESS					SIZE OF BUSINESS					ATTENDANCE FREQUENCY											
	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not	Con- tant User <=5 6-25 >25 or Large month yr or Com- Not								
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	414	341	582	913	787	705		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
Trade journals	597	28	80	71	217	48	153	167	211	57	179	96	304	178	190	159	137	119	216	379	296	297
%	39.6	36.4	34.4	32.8	44.6	36.6	41.8	44.9	42.8	43.3	35.2	35.1	38.0	45.2	45.7	38.3	43.9	35.0	37.1	41.5	37.5	42.1
582	36	88	67	137	73	181	196	171	60	178	95	293	180	178	160	125	120	199	381	277	301	
Manufacturers reps	588	28	104	99	170	45	143	163	222	49	164	101	316	162	128	174	119	118	219	365	292	288
%	39.0	35.5	45.0	45.7	34.9	33.7	39.1	43.8	45.1	37.2	32.2	36.8	39.5	41.1	30.8	42.0	38.0	34.7	37.5	39.9	37.1	40.9
589	36	116	93	121	61	162	177	202	48	169	106	314	161	122	182	107	124	209	375	283	300	
Distributors or other sales staff	270	16	47	50	87	21	49	60	106	17	83	51	135	79	53	83	54	56	100	169	137	132
%	17.9	20.3	20.5	23.2	17.9	15.9	13.5	16.2	21.5	13.1	16.2	18.4	16.9	20.0	12.8	20.1	17.4	16.4	17.2	18.5	17.4	18.7
262	21	53	45	58	27	58	64	92	20	83	52	128	77	48	87	46	60	93	167	127	133	
Training classes/seminars or workshops	281	16	38	42	99	27	59	77	108	32	84	44	168	66	92	65	68	51	95	184	141	136
%	18.6	20.8	16.5	19.2	20.3	20.6	16.2	20.7	22.0	23.9	16.4	16.0	21.0	16.7	22.2	15.7	21.8	14.8	16.2	20.1	17.9	19.3
279	17	42	40	65	39	76	93	96	34	80	50	155	72	85	71	66	45	91	185	131	145	
Colleagues within my company	128	5	23	16	33	9	42	41	34	9	47	34	57	28	30	35	30	29	37	91	54	73
%	8.5	5.8	10.0	7.3	6.8	6.9	11.5	10.9	6.8	6.9	9.3	12.2	7.1	7.1	7.1	8.5	9.6	8.4	6.3	9.9	6.9	10.4
127	7	26	10	25	13	13	46	45	36	10	43	37	58	25	26	36	27	31	34	92	51	75
Colleagues outside my company	82	5	8	8	27	10	24	35	25	8	20	14	43	22	25	20	20	21	27	54	39	41
%	5.5	6.1	3.6	3.9	5.6	7.8	6.5	9.3	5.0	6.1	4.0	5.3	5.3	5.6	6.1	4.7	6.5	6.2	4.6	6.0	5.0	5.9
85	6	10	9	18	11	31	37	25	10	20	17	44	21	26	22	18	18	26	58	37	46	
Consultants	151	4	28	22	36	8	52	51	36	15	56	28	80	38	32	49	32	35	48	100	64	84
%	10.0	5.1	12.1	10.3	7.5	6.1	14.3	13.6	7.3	11.2	11.0	10.1	9.9	9.7	7.8	11.8	10.1	10.2	8.3	10.9	8.1	12.0
161	5	31	24	26	11	64	58	31	17	60	31	87	39	33	53	32	38	48	110	64	94	
Utility company	103	4	18	10	32	16	23	27	32	13	37	17	55	27	31	21	27	18	42	61	54	48
%	6.8	5.6	7.6	4.8	6.6	12.1	6.2	7.2	6.4	10.0	7.3	6.2	6.9	6.8	7.4	5.1	8.8	5.3	7.3	6.6	6.9	6.8
112	6	20	11	24	21	30	31	31	16	40	20	58	31	29	27	24	21	43	69	55	56	

PI3. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

		BANNER 1																																																																																																																																																																																																																																																																																																																																																																																																					
		CENTER										TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION																																																																																																																																																																																																																																																																																																																																																																		
		--A--					--B--					--C--					--D--					--E--					--F--					--G--					--H--					--I--					--J--					--K--					--L--					--M--					--N--					--O--					--P--					--Q--					--R--					--S--					--T--					--U--					--V--																																																																																																																																																																																																																																																																																												
		AgTAC					CTAC					EIC					ERC					ETC					PEC					User					<=5					6-25					>25					Sen-					ior					>25					Small					Large					month					yr					or					lete					Qete					satis					satis					-ly					-fied					-U-					-V-																																																																																																																																																																																																																																																																								
Internet	%	242	11	30	31	72	32	66	66	70	25	84	41	140	57	93	51	49	51	94	146	130	109	16.0	14.4	12.9	14.1	14.9	24.5	17.9	17.6	14.2	19.2	16.5	14.9	17.5	14.6	22.4	12.3	15.6	15.0	16.2	16.0	16.5	15.4	251	11	33	34	47	47	79	76	64	32	82	46	138	64	94	54	49	51	96	152	128	118	16	0	2	2	6	1	5	6	5	1	7	3	4	9	8	4	5	2	4	5	11	11	6	10	1.1	0.0	0.7	1.0	1.3	0.9	1.4	1.5	1.0	0.7	1.3	1.2	0.5	2.2	1.9	1.1	1.7	0.7	0.8	1.2	0.8	1.5	1.5	16	0	2	3	4	2	5	6	4	1	7	4	5	7	7	4	4	4	3	6	10	7	9	12	0	0	2	6	1	3	1	2	4	4	3	5	4	5	2	2	4	3	8	6	5	4	0.8	0.0	0.0	1.0	1.2	0.4	0.9	0.3	0.4	3.3	0.8	0.9	0.6	1.1	1.2	0.6	0.8	1.1	0.6	0.9	0.8	0.8	0.8	9	0	0	2	3	1	3	1	2	3	3	3	3	3	3	4	1	1	3	2	7	4	5	25	5	2	5	8	1	5	6	7	3	7	4	12	8	10	8	5	4	9	16	13	12	12	1.6	6.0	0.8	2.3	1.6	0.4	1.4	1.7	1.3	2.6	1.3	1.6	1.5	2.1	2.5	2.0	1.5	1.3	1.6	1.7	1.6	1.7	1.7	25	7	2	5	5	1	5	5	7	3	9	6	12	7	8	9	4	6	10	15	12	13	13	CEFG	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	99	3	18	12	39	7	20	8	24	6	51	23	53	22	20	27	14	36	49	47	60	37	37	6.6	4.1	7.6	5.7	8.1	5.0	5.6	2.3	4.9	4.5	10.0	8.3	6.7	5.6	4.8	6.5	4.6	10.5	8.4	5.1	7.6	5.2	5.2	100	5	19	9	31	12	24	10	23	7	51	24	53	21	21	25	14	38	47	51	56	42	42	IK	HK	K	HLU	IK	HK	K	HLU	IK	HK	K	HLU	IK	HK	K	HLU	IK	HK	K	HLU	IK	HK	K	HLU

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

BANNER 1																							
	CENTER	TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Eng/Arch		Con/ trac		Con/ sul-		Con/ tant		New User		Mid <=5		Senior >25		Small	Large	Once/ month	Comp/ yr or	Not	Comp-	Very	Very
Total	AgtAC	ERC	ETC	PEC	Const	Hor	Eng/ Arch	Con/ trac	Con/ sul-	Con/ tant	New User	Mid <=5	Senior >25	Small	Large	Once/ month	Comp/ yr or	Not	Comp-	Very	Very	satis	satis
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--
1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742		
1 - Strongly Disagree	%	1.8	1.6	1.4	2.8	2.0	2.1	2.9	2.3	0.8	2.3	1.3	2.2	1.6	1.3	2.0	1.7	1.2	2.2	1.4	2.3		
		35	2	6	7	10	10	16	4	6	10	13	9	8	7	8	8	6	28	12	22		
2	%	19	1	2	6	1	8	7	2	2	7	3	11	6	5	1	6	4	14	4	14		
		18	1	2	4	2	8	6	3	1	7	3	12	3	4	2	6	3	15	3	15		
3	%	13	1	2	4	3	3	3	11	0	2	5	7	1	1	4	1	6	1	12	5	9	
		11	2	2	2	0	3	3	8	0	2	4	6	1	1	2	1	4	2	9	3	8	
4	%	14	1	2	2	1	7	2	1	2	8	2	11	1	2	5	1	3	3	10	4	10	
		17	2	1	2	2	8	3	2	3	9	2	13	1	3	6	2	4	4	12	5	12	
5	%	138	8	16	24	34	10	45	33	34	13	50	27	79	27	36	41	19	21	33	104	49	86
		9.1	10.1	7.0	11.1	7.0	7.9	12.4	8.9	6.9	9.8	10.0	9.9	6.9	6.9	8.8	9.8	6.2	6.1	5.7	11.3	6.2	12.2
6	%	141	11	18	23	26	15	48	32	35	12	51	31	80	27	31	43	21	23	37	103	52	87
		78	8	13	13	17	8	19	20	27	6	28	10	47	20	30	18	12	21	26	51	23	55
		5.1	10.1	5.5	6.1	3.5	6.2	5.1	5.2	5.5	4.4	5.4	3.5	5.9	5.2	7.1	4.4	3.7	6.2	4.4	5.6	2.9	7.7
7	%	171	14	26	24	36	17	54	49	48	17	51	38	84	41	46	46	33	35	39	132	45	123
		11.5	14.5	10.4	11.5	11.6	7.2	12.7	11.1	11.2	12.9	10.6	14.6	11.0	9.7	11.2	11.0	13.1	9.4	6.4	14.9	5.8	17.7

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con-		Con- sul-		New End		Mid New		Sen- or		Small Large		Once/ Comp-		Not		Very		Not											
		Con- trac		tant		User		<=5 >5		>25		<=5 >100		more less		-ly		-ly		-ly											
		-H-- -I-- -J-- -K--		-L-- -M-- -N--		-O-- -P-- -Q--		-R-- -S--		-T--		-U--		-V--		-W--		-X--		-Y--		-Z--									
		-E-- -F-- -G--		-H-- -I-- -J--		-K-- -L-- -M--		-N-- -O-- -P--		-Q-- -R-- -S--		-T-- -U--		-V-- -W--		-X-- -Y--		-Z--													
		-D-- -E-- -F--		-G-- -H-- -I--		-J-- -K-- -L--		-M-- -N-- -O--		-P-- -Q-- -R--		-S-- -T-- -U--		-V-- -W--		-X-- -Y--		-Z--													
		-C-- -D-- -E--		-F-- -G-- -H--		-I-- -J-- -K--		-L-- -M-- -N--		-O-- -P-- -Q--		-R-- -S-- -T--		-U-- -V-- -W--		-X-- -Y-- -Z--															
		-B-- -C-- -D--		-E-- -F-- -G--		-H-- -I-- -J--		-K-- -L-- -M--		-N-- -O-- -P--		-Q-- -R-- -S--		-T-- -U-- -V--		-W-- -X-- -Y--		-Z--													
		-A-- -B-- -C--		-D-- -E-- -F--		-G-- -H-- -I--		-J-- -K-- -L--		-M-- -N-- -O--		-P-- -Q-- -R--		-S-- -T-- -U--		-V-- -W-- -X--		-Y-- -Z--													
		-D-- -E-- -F--		-G-- -H-- -I--		-J-- -K-- -L--		-M-- -N-- -O--		-P-- -Q-- -R--		-S-- -T-- -U--		-V-- -W-- -X--		-Y-- -Z--															
		-C-- -D-- -E--		-F-- -G-- -H--		-I-- -J-- -K--		-L-- -M-- -N--		-O-- -P-- -Q--		-R-- -S-- -T--		-U-- -V-- -W--		-X-- -Y-- -Z--															
		-B-- -C-- -D--		-E-- -F-- -G--		-H-- -I-- -J--		-K-- -L-- -M--		-N-- -O-- -P--		-Q-- -R-- -S--		-T-- -U-- -V--		-W-- -X-- -Y--		-Z--													
		-A-- -B-- -C--		-D-- -E-- -F--		-G-- -H-- -I--		-J-- -K-- -L--		-M-- -N-- -O--		-P-- -Q-- -R--		-S-- -T-- -U--		-V-- -W-- -X--		-Y-- -Z--													
8	205	12	49	29	47	22	46	64	63	20	63	43	104	56	63	60	43	64	140	84	121										
	%	13.6	15.2	21.2	13.5	9.8	16.9	12.5	17.3	12.8	14.9	12.4	15.7	13.0	14.2	15.2	14.4	12.7	11.0	15.3	10.6	17.2									
		226	15	54	31	33	37	56	79	67	21	63	47	66	69	64	51	64	160	85	140										
			DEG	C	CF	E	C	K	K	H								T	S	V	U										
9	125	8	22	15	43	8	29	20	36	10	58	23	57	40	21	40	28	34	31	92	47	76									
	%	8.3	10.2	9.5	7.0	8.8	5.7	8.0	5.3	7.3	7.8	11.4	8.2	7.2	10.2	5.0	9.7	8.9	5.3	10.1	6.0	10.8									
		117	7	22	11	30	14	33	25	31	10	52	21	49	42	23	38	25	26	28	88	46	70								
								K	K	K	HI				P	O		T	S	V	U										
10 - Strongly Agree	684	25	93	98	258	67	143	165	238	58	224	109	366	191	193	186	167	155	361	319	498	181									
	%	45.3	31.9	40.4	45.1	53.1	50.5	39.3	44.3	48.3	43.8	44.0	39.7	45.7	48.6	46.6	44.9	53.3	45.5	62.1	35.0	63.2	25.7								
		657	34	104	92	171	90	166	183	193	57	225	114	339	191	181	188	154	157	336	317	461	191								
			DEF	EF	B	BCG	BCG	EF	N	N	L				L			R	Q	T	S	V	U								
NA	7	0	0	0	1	0	6	2	3	0	2	0	3	3	3	3	2	0	2	3	4	4									
	%	0.5	0.0	0.0	0.3	0.0	1.6	0.6	0.7	0.0	0.3	0.2	0.4	0.9	0.8	0.4	0.0	0.5	0.6	0.4	0.4	0.5									
		6	0	0	0	1	5	2	2	0	2	1	2	3	3	2	0	2	3	3	3	3									
							C	C																							
DK/DR	26	2	5	1	11	2	5	8	7	1	10	7	16	2	7	2	5	13	11	10	14	8									
	%	1.7	2.1	2.4	0.5	2.2	1.4	2.0	1.5	0.8	2.0	2.5	2.0	0.6	1.7	0.5	1.5	3.7	1.9	1.1	1.7	1.2									
		23	2	6	1	6	3	5	7	6	2	9	4	16	3	7	2	4	11	11	9	13									
												N	N	L																	
MEAN:	8.22	7.76	8.26	8.11	8.55	8.36	7.87	8.14	8.27	8.12	8.28	8.03	8.19	8.43	8.24	8.24	8.59	8.28	8.83	7.84	8.86	7.52									
		EF	G	E	BDG	BG	CEF					N	N	L					T	S	V	U									

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

		BANNER 1										ATTENDANCE EXPECTATION				SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY									
		CENTER		Con-		Con-		New		Mid		Sen-		Once/		Comp-		Not			
		Eng/		Arch/		trac		sul-		End		User		<=5		>5		>25			
		EIC		ERC		ETC		PEC		Const-		tor		tant		ant		User			
		-A--		-B--		-C--		-D--		-E--		-F--		-G--		-H--		-I--		-J--	
		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--		-T--	
		-U--		-V--		-W--		-X--		-Y--		-Z--		-AA--		-AB--		-AC--		-AD--	
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	414	312	341	582	913	787	705
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742
212	14	25	38	57	17	63	55	84	22	53	46	105	53	59	56	52	49	65	146	93	116
%	14.1	17.3	10.7	17.3	11.7	12.8	17.2	14.6	17.0	16.5	10.3	16.7	13.2	13.5	14.1	13.5	16.5	14.3	11.1	16.0	11.8
218	18	27	36	43	27	67	64	73	21	58	46	106	58	54	60	49	53	62	154	88	128
		DG	C	G		CE	K	K	K	HIJ									T	S	U
73	7	9	15	20	3	20	20	24	5	24	12	48	11	19	16	10	20	11	62	22	50
%	4.9	9.4	3.7	7.0	4.1	2.0	5.4	5.3	4.8	3.8	4.8	4.5	6.0	2.8	4.7	3.9	3.2	5.8	1.9	6.8	2.7
75	6	10	15	13	5	26	22	24	6	22	16	45	11	16	17	10	19	11	64	20	53
	CFE	B	F	B	BD							N	M						T	S	U
55	0	9	5	16	5	19	14	15	9	16	14	21	20	22	12	9	13	15	39	14	39
%	3.6	0.0	3.8	2.3	3.3	4.0	5.3	3.7	3.1	6.5	3.2	5.1	2.6	5.0	5.2	2.9	2.9	3.7	2.5	4.2	1.8
58	0	8	5	11	10	24	18	16	11	13	13	24	21	24	12	11	11	18	39	16	40
	CFG	B			B	B	B				M	LN	M						T	S	U
66	2	11	9	23	6	16	22	21	6	16	15	35	14	18	17	18	17	15	51	21	45
%	4.4	2.4	4.7	4.1	4.7	4.5	4.4	5.8	4.4	4.4	3.1	5.4	4.4	3.6	4.4	4.0	5.6	5.1	2.6	5.6	2.7
68	3	11	10	12	11	21	26	17	7	18	17	37	13	17	18	16	15	16	52	21	47
							K			H									T	S	U
220	8	40	47	50	24	51	51	64	22	77	35	114	66	60	58	33	39	83	134	110	110
%	14.6	10.6	17.4	21.6	10.4	17.9	13.8	12.9	16.7	15.2	12.8	14.3	16.8	14.6	14.0	10.4	11.4	14.3	14.7	13.9	15.7
223	12	44	43	36	31	57	65	63	19	73	40	112	67	62	62	35	44	87	134	110	113
	D	E	BEG	CDF	E	D															
79	7	16	6	20	7	23	19	23	4	34	16	41	21	16	25	13	20	23	56	26	53
%	5.2	9.6	7.0	2.6	4.1	5.3	6.2	5.1	4.6	3.4	6.6	5.7	5.1	5.3	3.9	6.0	4.3	6.0	3.9	6.1	3.3
90	10	18	6	17	13	26	24	25	6	37	18	45	25	20	29	17	22	25	64	27	63
	DE	D	BC	B																V	U
132	6	21	17	48	11	30	36	43	14	47	26	75	28	31	54	26	21	42	90	47	85
%	8.8	7.5	8.9	7.9	9.9	8.0	9.6	8.7	10.7	9.2	9.5	9.3	7.1	7.6	13.2	8.3	6.1	7.2	9.9	6.0	12.1
133	7	23	19	33	15	36	41	39	14	45	25	74	32	35	53	26	21	47	86	49	83
																					V

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

BANNER 1																						
YEARS OF INDUSTRY EXPERIENCE										ATTENDANCE EXPECTATION												
TYPE OF BUSINESS					SIZE OF BUSINESS					FREQUENCY					SATISFIED							
CENTER		Eng/ Arch/		Con- sul-		New End		Mid Sen-		Small Large		Once/ Comp-		Not		Very		Not				
ERC	ETC	PEC	Const	-For	tant	User	<=5	>25	>25	<=5	>100	more	less	-ly	-ly	-fied	-fied	-U-	-V-			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
8	182	10	26	27	58	16	45	47	55	11	70	34	92	52	48	52	36	41	81	101	108	75
%	12.1	12.9	11.4	12.3	12.0	12.2	12.3	12.5	11.1	8.2	13.7	12.3	11.5	13.2	11.7	12.6	11.7	11.9	13.8	11.0	13.7	10.6
	182	14	31	24	40	25	48	50	53	12	68	37	89	53	47	54	34	40	76	105	104	78
9	71	5	17	4	24	5	15	19	34	6	16	12	32	20	21	16	21	14	28	41	39	30
%	4.7	7.0	7.5	1.9	4.9	3.7	4.1	5.0	6.9	4.4	3.2	4.5	4.1	5.1	5.1	3.8	6.7	4.0	4.8	4.5	4.9	4.3
	71	7	18	4	14	9	19	20	29	6	19	13	32	22	18	15	17	18	24	46	36	34
	D	D	BC						K		I											
10 - Strongly Agree	389	17	52	49	157	38	75	84	120	32	145	57	222	101	110	103	90	93	207	179	294	92
%	25.8	22.0	22.6	22.7	32.4	28.7	20.6	22.6	24.4	24.4	28.5	20.9	27.7	25.8	26.5	24.8	28.7	27.1	35.6	19.6	37.4	13.0
	363	22	58	43	101	54	85	86	88	31	145	57	197	101	102	100	79	90	181	179	268	92
	E	E	E	E	BCDG	G	EF	K			H	M	L						T	S	V	U
NA	6	0	2	0	2	1	2	2	1	1	2	0	2	3	2	3	1	3	2	4	2	3
%	0.4	0.0	0.8	0.0	0.4	0.4	0.4	0.6	0.2	0.7	0.3	0.2	0.3	0.8	0.5	0.8	0.3	0.7	0.4	0.4	0.3	0.5
	7	0	2	0	2	1	2	2	1	1	2	1	3	3	2	4	1	3	2	5	2	4
DK/DR	23	1	3	1	11	1	7	5	9	1	10	7	13	4	7	2	4	13	10	10	12	7
%	1.6	1.3	1.5	0.3	2.2	0.4	2.0	1.5	1.8	0.4	2.0	2.5	1.6	1.0	1.7	0.4	1.3	3.9	1.7	1.1	1.5	1.0
	21	1	4	1	6	1	8	5	8	1	9	4	12	5	7	2	4	12	10	8	11	7
MEAN:	6.27	6.02	6.39	5.78	6.76	6.48	5.81	6.10	6.14	5.96	6.60	5.91	6.36	6.35	6.24	6.36	6.41	6.25	7.04	5.78	7.05	5.42
	DG	CEF	DG	CEF	DG	DG	CEF	K	K	K	HLU	M	L						T	S	V	U

P14C. What is your honest opinion about the following statement . . . It's valuable to me to interact with the instructor and other students.

		BANNER 1												ATTENDANCE EXPECTATION			SATISFIED					
		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						FREQUENCY			Not					
		Eng/ Arch/ Con-			Con- sul-			New		Mid		Sen-		Once/		Comp-	Comp-	Not	Very		Very	
		Eng/	Arch/	Con-	Con-	sul-	New	Mid	Sen-	6-25	6-25	>25	month	yr	or	lete	lete	Oete	satis	satis	satis	
		Const	-for	tant	User	<=5	>5	>25	<=5	>5	>100	more	less	-ly	-ly	-ly	-ly	-ly	-ly	-ly	-ly	
		-D--	-E--	-F--	-G--	-H--	-I--	-J--	-K--	-L--	-M--	-N--	-O--	-P--	-Q--	-R--	-S--	-T--	-U--	-V--	-W--	
		A--	B--	C--	D--	E--	F--	G--	H--	I--	J--	K--	L--	M--	N--	O--	P--	Q--	R--	S--	T--	
		Center	ERC	ETC	PEC	Arch	Const	-for	tant	User	<=5	>5	>100	more	less	-ly	-ly	-ly	-ly	-ly	-ly	
		Total	AgTAC	CTAC	EIC	ERC	ETC	PEC	Const	-for	tant	User	<=5	>5	>100	more	less	-ly	-ly	-ly	-ly	
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
1 - Strongly Disagree	16	0	2	2	7	1	5	7	6	1	4	3	7	6	7	1	4	3	8	8	8	9
%	1.1	0.0	0.7	1.0	1.4	0.6	1.4	1.8	1.3	0.7	1.3	0.9	1.5	1.5	1.8	0.2	1.4	1.0	1.4	0.9	1.0	1.2
16	0	2	2	5	2	5	8	5	5	1	3	4	7	5	7	1	5	2	6	10	6	10
2	10	0	2	0	3	1	5	3	0	1	5	4	3	3	1	3	3	2	1	9	2	8
%	0.6	0.0	0.7	0.0	0.5	0.8	1.3	0.9	0.0	0.8	1.0	1.3	0.3	0.7	0.2	0.8	0.8	0.6	0.1	1.0	0.3	1.1
13	0	2	0	3	2	6	5	0	2	6	4	4	4	4	2	4	3	3	1	12	3	10
3	12	1	1	2	2	1	5	2	1	1	5	1	8	3	2	2	1	0	2	8	2	7
%	0.8	0.9	0.4	0.9	0.5	0.4	1.5	0.6	0.3	0.5	1.0	0.5	1.0	0.7	0.5	0.3	0.2	0.0	0.4	0.9	0.3	1.0
13	1	1	2	1	1	7	3	2	2	1	4	2	8	3	3	1	1	0	3	9	3	7
4	16	2	2	3	6	1	3	3	6	1	6	6	9	1	3	5	2	5	1	15	2	14
%	1.1	2.2	0.8	1.3	1.2	0.8	0.7	0.7	1.3	0.5	1.3	2.2	1.1	0.3	0.8	1.2	0.7	1.4	0.1	1.7	0.3	2.0
17	2	2	3	5	2	3	3	3	7	1	6	5	11	1	4	5	2	4	1	16	2	15
5	66	4	13	12	10	3	24	18	21	5	21	13	33	19	18	22	15	14	16	50	27	40
%	4.4	5.0	5.7	2.1	2.5	6.6	5.0	4.2	3.7	4.2	4.8	4.1	5.0	4.4	4.4	5.4	4.7	4.2	2.7	5.5	3.4	5.7
74	6	14	11	10	6	27	25	22	5	23	15	35	23	21	23	16	15	21	52	29	45	U
6	36	1	6	7	6	2	15	9	8	4	11	8	18	10	14	14	8	3	5	31	5	31
%	2.4	0.9	2.4	3.2	1.2	1.7	4.0	2.3	1.7	3.3	2.2	3.0	2.2	2.4	3.3	3.5	2.5	0.9	0.9	3.4	0.6	4.4
40	1	5	8	4	4	18	11	8	5	12	9	20	10	14	14	10	4	5	35	7	33	U
7	106	6	18	17	25	9	32	27	26	7	43	25	55	26	27	30	23	27	28	77	29	76
%	7.1	8.0	7.8	7.7	5.1	6.6	8.8	7.3	5.4	5.5	8.4	9.0	6.8	6.5	6.4	7.2	7.4	8.0	4.8	8.5	3.7	10.8
110	8	21	15	16	12	38	35	26	9	39	26	55	27	26	30	17	32	28	81	29	79	U

P14C. What is your honest opinion about the following statement . . . It's valuable to me to interact with the instructor and other students.

BANNER 1																																																																																																																																																																																																																																																																																																																																																																																																												
CENTER										TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE										ATTENDANCE FREQUENCY										EXPECTATION										SATISFIED																																																																																																																																																																																																																																																																																																																																																										
--A--					--B--					--C--					--D--					--E--					--F--					--G--					--H--					--I--					--J--					--K--					--L--					--M--					--N--					--O--					--P--					--Q--					--R--					--S--					--T--					--U--					--V--																																																																																																																																																																																																																																																																																																			
AgTAC					CTAC					EIC					ERC					ETC					PEC					User					<=5					>5					>25					Sen-					ior					Mid					6-25					>25					Small					Large					month					yr					or					lete					Comp-					Comp-					Qete					satis					satis					-ly					-ly					-fied					-fied																																																																																																																																																																																																																																																											
267	15	39	39	74	20	80	61	96	17	97	41	148	72	83	38	55	66	199	93	174	17.7	18.8	16.8	18.1	15.3	14.9	21.9	16.3	19.5	12.5	19.0	15.0	18.5	18.3	15.2	20.1	12.1	16.1	11.4	21.8	11.8	24.6	267	19	43	40	47	32	86	66	88	16	101	46	141	74	85	42	52	68	197	90	176	9.7	12.5	10.1	9.1	10.0	11.3	8.1	8.5	7.3	10.4	12.3	10.3	9.4	9.7	8.5	8.7	9.1	9.5	6.2	11.9	6.6	13.3	151	9	25	21	32	27	37	40	38	17	55	29	78	41	41	39	34	35	115	47	104	146	10	23	20	48	15	30	32	36	14	62	28	76	38	35	36	29	32	36	108	52	94	9.7	12.5	10.1	9.1	10.0	11.3	8.1	8.5	7.3	10.4	12.3	10.3	9.4	9.7	8.5	8.7	9.1	9.5	6.2	11.9	6.6	13.3	823	40	127	114	299	79	164	210	288	82	248	140	439	215	240	216	190	195	415	402	565	249	54.5	51.8	54.8	52.5	61.5	59.9	44.8	56.3	58.4	61.7	48.8	51.2	54.9	54.7	57.9	52.2	61.0	57.1	71.3	44.0	71.8	35.3	800	54	139	103	202	113	189	226	238	77	256	144	413	222	222	223	174	198	387	406	533	260	2	0	0	0	1	1	0	0	0	1	1	1	0	0	1	1	1	0	1	2	0	2	0	0.1	0.0	0.0	0.0	0.3	0.4	0.0	0.0	0.0	0.4	0.2	0.2	0.0	0.3	0.1	0.3	0.0	0.4	0.3	0.0	0.2	0.0	2	0	0	0	1	1	0	0	0	1	1	1	0	0	1	1	1	0	1	2	0	2	0	9	0	0	1	5	0	3	1	3	0	4	3	6	0	0	3	0	0	3	2	4	1	4	0.6	0.0	0.0	0.5	1.0	0.0	0.9	0.3	0.7	0.0	0.9	1.3	0.7	0.0	0.8	0.0	0.0	0.9	0.4	0.5	0.1	0.6	6	0	0	1	2	0	3	1	2	0	3	3	4	0	2	0	0	3	2	3	1	3	8.74	8.78	8.76	8.67	9.00	8.99	8.34	8.71	8.88	8.97	8.64	8.56	8.79	8.74	8.79	8.70	8.86	8.86	9.22	8.45	9.24	8.20	G	G	G	EG	DG	G	BCDEF	K	K	K	I	I	K	K	K	K	K	K	K	T	S	V	U

2006/11/29
P14D. What is your honest opinion about the following statement . . . Classes like this provides unbiased or objective information

BANNER 1

	TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
	Eng/ Arch/ Con-		Con- sul-		New		Mid		Sen-		Small		Once/		Comp-		Not		Not				
CENTER		EIC ERC		PEC Const- for		User		<=5		>5		>25		or		lete		Qete		Very		satis	
-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--		-D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--		-F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--		-K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--		-L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--		-M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--		-N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--		-O-- -P-- -Q-- -R-- -S-- -T-- -U-- -V--		-P-- -Q-- -R-- -S-- -T-- -U-- -V--		-Q-- -R-- -S-- -T-- -U-- -V--		-R-- -S-- -T-- -U-- -V--		-S-- -T-- -U-- -V--	
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705	
%	100.0	10.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742		
1 - Strongly Disagree	24	1	6	2	9	2	5	6	10	1	8	6	13	4	8	2	8	5	6	18	8	17	
%	1.6	0.8	2.4	1.0	1.9	1.3	1.4	1.6	2.1	0.9	1.5	2.3	1.6	1.0	1.9	0.5	2.5	1.4	1.1	2.0	1.0	2.4	
26	1	6	2	8	3	6	8	10	2	7	7	14	4	8	2	7	6	6	20	8	18		
2	18	0	2	2	3	1	9	7	4	1	4	5	9	3	8	5	4	4	2	15	3	15	
%	1.2	0.0	0.8	1.1	0.7	0.8	2.5	1.9	0.9	0.8	0.9	1.9	1.1	0.7	1.8	1.1	1.2	1.0	0.4	1.7	0.4	2.1	
22	0	2	3	4	2	11	9	6	1	5	7	11	3	9	6	5	4	3	18	4	18		
3	13	0	3	3	2	1	4	3	3	0	7	3	9	2	3	7	3	2	3	11	7	7	
%	0.9	0.0	1.5	1.5	0.5	0.4	1.0	0.9	0.6	0.0	1.3	0.9	1.1	0.5	0.7	1.7	1.0	0.5	1.2	0.8	1.0		
14	0	4	3	1	1	1	5	4	0	0	5	4	8	2	4	6	4	2	3	11	6	8	
4	23	1	1	1	13	1	7	3	11	1	6	2	18	3	5	3	7	4	3	20	4	19	
%	1.5	0.9	0.4	0.4	2.6	0.8	1.9	0.9	2.2	1.1	1.1	0.8	2.2	0.8	1.3	0.7	2.1	1.3	0.5	2.2	0.5	2.7	
20	1	1	1	7	2	8	4	9	2	4	3	15	2	6	2	4	5	3	17	4	16		
5	77	8	13	19	7	21	12	29	8	28	8	42	23	28	16	14	25	19	57	20	56		
%	5.1	10.7	3.6	5.9	4.0	5.3	5.8	3.1	5.9	6.3	5.5	2.8	5.2	5.8	6.8	3.9	4.5	7.5	3.3	6.2	2.5	7.9	
77	CE	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	
6	43	3	6	6	12	2	16	13	12	4	12	11	21	10	12	12	5	9	5	36	5	38	
%	2.9	3.3	2.4	2.6	2.4	1.2	4.5	3.4	2.4	3.1	2.4	4.1	2.7	2.4	2.8	2.8	1.5	2.7	0.9	3.9	0.7	5.4	
47	4	5	6	9	3	20	14	10	6	14	12	22	11	13	14	6	10	6	39	4	43		
7	135	6	26	21	35	11	36	33	36	12	47	25	65	40	35	42	30	21	31	101	41	92	
%	9.0	7.7	11.3	9.7	7.1	8.2	10.0	8.9	7.3	9.4	9.3	9.3	8.1	10.3	8.5	10.2	9.7	6.2	5.4	11.0	5.2	13.1	
136	8	29	23	21	16	39	43	31	10	47	26	64	41	33	44	29	25	32	101	39	95		

P14D. What is your honest opinion about the following statement . . . Classes like this provides unbiased or objective information

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/		Con- sul-		New End		Mid New		Sen- or		Small Large		Once/ Comp-		Not		Very		Not											
		Con- trac		tant		User		<=5 >25		>25		<=5 >100		more less		-ly		-ly		-ly											
		-H--I--		-J--K--		-L--M--		-N--O--		-P--Q--		-R--S--		-T--U--		-V--		-W--		-X--											
		-E--F--		-G--H--		-I--J--		-K--L--		-M--N--		-O--P--		-Q--R--		-S--T--		-U--V--		-W--X--											
		-A--B--		-C--D--		-E--F--		-G--H--		-I--J--		-K--L--		-M--N--		-O--P--		-Q--R--		-S--T--											
		-A--B--		-C--D--		-E--F--		-G--H--		-I--J--		-K--L--		-M--N--		-O--P--		-Q--R--		-S--T--											
		-A--B--		-C--D--		-E--F--		-G--H--		-I--J--		-K--L--		-M--N--		-O--P--		-Q--R--		-S--T--											
8		227	9	36	36	64	18	64	66	65	15	84	52	114	57	50	71	38	45	51	175	77	149								
%		15.1	11.7	15.8	16.5	13.2	13.7	17.4	17.6	13.2	11.6	16.5	19.1	14.2	14.6	12.2	17.2	12.3	13.2	8.7	19.2	9.8	21.2								
		235	12	40	36	43	29	75	70	67	17	86	54	115	63	51	72	42	49	53	181	77	157								
9		148	11	27	14	46	18	32	32	56	12	54	24	85	38	42	40	28	38	52	94	61	82								
%		9.8	13.7	11.6	6.5	9.4	13.8	8.9	8.5	11.4	9.0	10.7	8.6	10.6	9.6	10.2	9.6	9.1	11.2	9.0	10.2	7.7	11.7								
		158	14	30	15	30	29	40	38	56	14	55	25	85	45	49	43	28	39	51	105	61	94								
10 - Strongly Agree		771	38	113	117	270	69	164	197	254	72	250	133	408	209	215	212	172	176	397	372	546	221								
%		51.1	48.7	49.0	54.0	55.6	51.9	45.0	52.7	51.6	54.3	49.2	48.4	50.9	53.1	51.7	51.2	55.2	51.7	68.2	40.8	69.4	31.4								
		752	51	125	103	186	102	185	215	209	72	254	134	386	214	198	213	158	176	372	377	512	236								
NA		4	1	0	0	1	0	2	0	1	1	1	0	3	1	0	2	0	1	1	3	2	2								
%		0.3	1.3	0.0	0.0	0.3	0.0	0.5	0.0	0.1	0.8	0.2	0.0	0.3	0.3	0.0	0.5	0.0	0.4	0.2	0.3	0.3	0.2								
		4	1	0	0	1	0	2	0	1	1	1	0	3	1	0	2	0	1	1	3	2	2								
DK/DR		24	1	3	2	11	3	4	2	11	4	8	5	16	3	9	2	2	10	11	11	13	6								
%		1.6	1.3	1.3	0.7	2.3	2.5	1.2	0.4	2.2	2.8	1.5	1.8	2.0	0.8	2.1	0.6	0.8	2.9	1.9	1.2	1.7	0.9								
		18	1	3	2	6	2	4	2	7	2	6	4	12	2	6	2	1	9	9	8	10	5								
MEAN:		8.54	8.57	8.53	8.60	8.68	8.74	8.26	8.58	8.54	8.71	8.53	8.45	8.52	8.67	8.47	8.64	8.55	8.59	9.17	8.16	9.20	7.82								

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very	Eng/ Arch/ Con- sul- End New Mid Sen- Once/ Comp- Not	Con- trac- tant User <=5 >25 >25 more or Comp- Very										
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705									
%	100.0	10.0	27.0	25.0	62.0	23.0	51.0	51.0	62.0	23.0	69.0	35.0	51.0	51.0	51.0	51.0	31.0	31.0	51.0	51.0	51.0	51.0									
Very frequently (once a month or more)	312	12	34	40	121	29	78	74	125	35	75	38	147	109	95	73	312	0	129	179	176	132									
%	20.7	1.6	1.5	1.8	2.9	0.8	2.1	1.9	3.2	1.1	2.1	1.3	1.8	2.7	2.3	1.7	100.0	0.0	22.2	19.6	22.4	18.8									
Somewhat frequently, (once a season/year)	850	39	144	138	248	67	213	220	264	83	290	149	486	200	224	247	0	0	312	530	425	415									
%	56.3	5.6	20.0	19.0	51.0	17.0	58.0	59.0	68.0	25.0	69.0	54.0	60.0	51.0	53.0	59.0	0.0	0.0	53.7	58.0	54.0	58.9									
Infrequently (once every other year)	229	26	34	28	43	38	60	55	59	10	95	60	104	58	57	55	0	229	84	144	102	126									
%	15.2	1.7	1.2	1.1	1.1	1.1	1.5	1.4	1.5	0.3	1.3	0.2	1.4	1.4	1.3	1.3	0.0	63.0	13.9	14.6	12.8	16.0									
No at all (first time)	119	6	27	10	34	20	22	33	38	6	44	32	54	32	41	38	0	119	56	63	79	40									
%	7.9	0.4	1.2	1.0	0.9	0.7	0.6	0.8	0.9	0.3	0.6	0.2	0.7	0.7	0.3	0.3	0.0	6.3	10.2	7.3	10.8	5.8									
DK/DR	3	0	0	0	2	0	1	1	1	1	1	2	2	3	0	0	0	0	0	0	0	2									
%	0.2	0.0	0.0	0.0	0.5	0.0	0.3	0.3	0.3	0.3	0.3	0.7	0.7	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3									

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

		BANNER 1																				
		CENTER			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		Eng/ Arch/ Con-	Con- sul-	Con- tant	Eng/ Arch/ Con-	Con- sul-	Con- tant	End User	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Very				
		Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const	Const				
		---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---				
		---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---				
		---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---				
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---				
		---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---				
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---				
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---				
Total	1383	73	208	205	435	119	343	340	447	128	462	241	742	360	372	371	312	215	523	846	702	664
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	1390	94	227	196	294	182	397	390	398	129	465	255	722	379	363	388	299	229	503	873	673	702
None	72	7	9	9	22	8	18	19	15	3	33	15	39	12	19	24	9	31	22	51	21	51
%	5.2	9.5	4.1	4.2	5.0	7.1	5.3	5.7	3.3	2.2	7.2	6.4	5.2	3.4	5.1	6.6	2.8	14.2	4.1	6.0	3.0	7.7
	82	10	10	9	16	16	21	25	15	4	35	17	43	16	22	28	10	36	26	56	24	58
									K	K	IJ						R	Q			V	U
1	109	8	12	15	31	15	29	24	43	10	27	17	66	26	22	25	17	40	28	81	52	57
%	7.9	10.5	5.7	7.1	7.0	12.9	8.5	7.1	9.6	7.5	5.9	7.0	8.9	7.2	6.0	6.9	5.5	18.4	5.4	9.6	7.4	8.6
	112	10	13	13	22	24	30	30	43	11	27	22	61	28	27	24	14	45	30	82	54	58
		F			F	CE			K		I						R	Q	T	S		
2	177	10	33	25	53	14	42	40	47	17	72	26	107	41	38	55	19	65	66	108	86	90
%	12.8	13.2	15.9	12.4	12.2	12.1	12.2	11.9	10.6	13.6	15.7	10.8	14.5	11.5	10.3	14.9	6.2	30.1	12.7	12.7	12.3	13.5
	180	9	38	28	38	22	45	48	45	16	72	25	110	44	40	63	19	62	61	116	83	96
									K		I						R	Q				
3	151	12	22	26	43	14	34	38	41	13	55	25	88	37	32	51	14	26	52	98	77	73
%	10.9	15.9	10.8	12.6	10.0	11.5	10.0	11.1	9.2	9.8	12.0	10.5	11.8	10.3	8.6	13.7	4.5	12.0	10.0	11.6	10.9	11.1
	148	15	24	23	29	17	40	40	39	11	54	31	76	40	27	54	17	22	53	94	67	79
															P	O	R	Q				
4	147	7	23	33	44	10	30	36	51	16	56	32	74	36	43	40	14	19	58	89	69	78
%	10.6	10.1	11.1	16.1	10.1	8.3	8.7	10.6	11.4	12.5	12.1	13.2	9.9	10.1	11.6	10.8	4.6	8.7	11.1	10.5	9.8	11.7
	154	9	25	29	36	18	37	40	48	14	58	31	82	37	47	42	16	23	60	94	70	84
				EFG	D	D	D															
5	107	4	18	11	31	8	34	22	32	9	43	26	48	32	24	34	17	9	41	64	49	55
%	7.7	5.4	8.7	5.5	7.2	7.0	9.9	6.6	7.1	7.4	9.4	10.8	6.5	8.8	6.5	9.2	5.4	4.1	7.8	7.5	7.0	8.2
	112	6	20	12	21	11	42	25	28	11	46	28	48	35	23	38	16	10	41	69	47	63
													M	L								
6	157	6	26	18	51	10	46	45	50	12	48	18	84	52	39	40	38	10	56	101	86	69
%	11.3	8.3	12.4	8.6	11.8	8.5	13.4	13.2	11.2	9.7	10.4	7.4	11.3	14.4	10.6	10.8	12.3	4.5	10.8	11.9	12.2	10.3
	161	8	28	20	38	15	52	50	42	14	50	23	82	53	40	45	35	11	61	100	87	71
													N	L			R	Q				

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

BANNER 1

	TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED													
	CENTER		Eng/ Arch/ Con-		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		Very														
	EIC	ERC	ETC	PEC	Const	tor	tant	Con-	tant	User	<=5	6-25	>25	ior	Small	Large	month	yr or	lete	Qete	satis	fy	fy														
	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50				
7-9	116	6	19	18	37	8	28	28	50	12	31	15	63	37	39	28	32	3	48	65	64	50															
%	8.4	8.8	8.9	8.8	8.5	7.0	8.0	8.4	11.2	9.2	6.7	6.1	8.6	10.3	10.6	7.5	10.3	1.3	9.2	7.7	9.1	7.6															
10	112	9	19	19	21	15	29	34	40	13	31	15	58	38	36	28	28	4	41	68	62	49															
%	8.1	5.2	8.8	8.3	8.1	10.2	7.4	9.0	7.0	9.4	8.0	11.1	7.0	8.0	7.9	8.2	12.7	0.9	8.9	7.5	8.1	8.1															
108	6	19	15	15	22	14	32	35	33	10	31	27	49	28	26	25	41	2	39	67	54	53															
155	7	17	17	17	66	12	36	40	69	19	25	23	86	44	70	20	91	5	81	74	92	62															
%	11.2	8.9	8.3	8.4	15.2	10.4	10.4	11.8	15.5	15.0	5.3	9.5	11.5	12.2	18.8	5.5	29.3	2.4	15.4	8.7	13.1	9.3															
146	8	19	15	15	34	23	47	46	52	20	28	20	80	44	59	23	84	5	67	78	81	63															
DK/RF	79	3	11	16	21	6	21	16	18	5	34	17	35	13	14	22	20	8	24	52	49	25															
%	5.7	4.1	5.3	8.0	4.9	5.0	6.1	4.7	3.9	3.8	7.4	7.2	4.8	3.7	3.9	5.9	6.5	3.6	4.6	6.1	7.0	3.8															
75	4	12	13	13	17	7	22	17	13	5	33	16	33	16	16	18	19	9	24	49	44	28															
MEAN:	6.3	4.8	5.8	5.6	7.3	5.9	6.2	6.6	7.1	7.4	4.9	5.8	6.3	6.3	8.2	5.0	10.9	2.9	7.6	5.5	7.0	5.5															
EG	E	E	E	E	BCDF	E	B	K	K	K	K	HIJ	K	K	K	P	O	R	Q	T	S	V															

ETS (#3782)
 P17. What was/were the main topic(s) of the (other) class(es) you have taken?
 BASE: Respondents who have taken other classes

		BANNER 1											ATTENDANCE EXPECTATION			SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE											FREQUENCY			Not						
		TYPE OF BUSINESS											SIZE OF BUSINESS			Comp- Very						
		Eng/ Con- Con- Sen- Once/ Once/ Comp- Very											ly- ly- ly- Not			-U- -V-						
		Arch/ trac sul- End New Mid or Small Large month yr or Qete satis											-R- -S- -T- -U- -V-									
		PEC Const -tor User <=5 >25 >100 more less -ly -ly -ly -U- -V-																				
		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--																				
		CENTER																				
		Total AgTAC CTAC EIC ERC ETC --P-- --Q-- --R-- --S-- --T-- --U-- --V--																				
Total	1232	63	189	180	392	105	304	305	415	120	394	208	668	334	338	325	283	177	477	743	632	587
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1233	80	205	174	261	159	354	348	370	120	397	222	646	347	325	342	270	184	453	768	605	616	
New Construction-title	257	11	28	31	66	34	87	111	100	21	40	33	150	66	98	57	68	29	102	155	131	125
%	20.8	17.4	14.7	17.1	16.9	32.1	28.7	36.5	24.2	17.7	10.0	16.1	22.5	19.8	29.1	17.4	24.0	16.1	21.4	20.8	20.7	21.3
24 Workshop	274	15	32	29	41	53	104	129	94	25	45	40	154	76	101	65	71	35	104	170	134	139
Refrigeration - Energy	148	7	35	21	53	5	26	31	60	13	42	22	80	40	44	43	52	11	65	83	86	62
%	12.0	10.6	18.6	11.4	13.6	5.3	8.7	10.1	14.6	10.9	10.6	10.8	11.9	12.0	13.0	13.1	18.4	6.2	13.5	11.2	13.6	10.5
Efficient Refrigeration	142	9	37	21	32	10	33	31	51	17	42	23	74	42	40	48	47	11	59	83	81	61
HVAC - Basic HVAC, HVAC	416	16	61	72	160	29	78	97	188	41	117	79	211	112	112	97	105	50	165	250	220	196
%	33.8	25.4	32.3	40.3	40.9	27.9	25.5	31.6	45.3	34.1	29.7	37.7	31.7	33.5	33.2	30.0	37.1	28.4	34.6	33.7	34.7	33.3
Fundamentals	369	21	65	69	86	45	83	95	152	35	109	74	185	101	92	97	88	46	139	228	187	180
Lighting-Comm/Indust	332	22	78	46	30	26	130	109	105	43	94	53	175	101	105	88	72	41	142	186	178	150
%	27.0	35.7	41.2	25.6	7.6	24.9	42.7	35.9	25.3	36.1	23.8	25.2	26.3	30.1	31.0	27.1	25.4	23.5	29.7	25.1	28.1	25.5
Lighting/HID lighting	350	27	83	44	18	40	138	129	104	35	99	59	175	112	108	95	80	44	142	204	183	164
Motors and ASDs	82	11	27	20	12	3	7	18	28	13	30	16	44	19	17	27	15	10	32	48	36	45
%	6.7	18.1	14.5	11.4	3.2	3.2	2.3	5.8	6.8	10.9	7.7	7.7	6.6	5.7	5.1	8.3	5.4	5.8	6.7	6.4	5.7	7.7
Pumping, Hydraulic	66	8	10	11	27	4	6	13	30	7	18	11	37	17	10	23	16	4	19	45	29	37
%	5.3	12.2	5.4	6.1	6.9	3.6	2.0	4.4	7.2	5.8	4.5	5.3	5.6	5.2	2.9	7.2	5.6	2.3	3.9	6.1	4.5	6.3
Systems	70	11	12	11	22	7	7	17	29	9	20	11	40	19	12	25	16	5	21	47	32	38
Dairy Milking	15	4	1	1	2	1	6	8	4	2	4	4	7	4	3	4	4	1	2	13	6	9
%	1.2	7.1	0.5	0.5	0.6	0.6	2.0	2.5	1.1	1.8	1.1	1.9	1.0	1.3	0.8	1.3	1.2	0.4	0.4	1.8	0.9	1.6
Technologies	17	6	1	1	2	1	6	9	6	3	4	5	7	5	4	5	4	1	3	14	7	10
Energy management sys,	213	11	34	28	65	20	55	59	77	30	55	37	113	60	76	47	63	29	99	112	109	104
%	17.3	16.9	18.2	15.7	16.6	19.5	18.0	19.4	18.5	25.2	14.0	17.5	16.9	18.0	22.6	14.5	22.2	16.6	20.8	15.1	17.3	17.7
controls technologies	210	14	37	26	38	29	66	70	60	27	59	43	106	59	68	52	61	31	87	121	105	105

ETS (#3782)
 P17. What was/were the main topic(s) of the (other) class(es) you have taken?
 BASE: Respondents who have taken other classes

2006/11/29

BANNER 1

	YEARS OF INDUSTRY EXPERIENCE											ATTENDANCE FREQUENCY					EXPECTATION			SATISFIED							
	TYPE OF BUSINESS						SIZE OF BUSINESS					Once/Comp-					Not			Very							
	CENTER			Eng/Con-			Arch/trac sul-			New Mid			Sen-ior			Small Large			month yr or			lete			Qete		
	AgTAC	CTAC	EIC	ERC	ETC	PEC	Const	-tor	User	<=5	6-25	>25	<=5	>100	more	less	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--		
Food service equipment, cooking	82	0	6	3	71	0	3	4	18	4	55	18	37	27	21	18	23	4	49	34	62	20					
Air quality	3.4	2.0	3.1	2.9	5.7	2.6	1.5	3.8	4.5	4.6	1.9	2.4	3.8	2.7	4.1	2.9	5.6	2.4	4.6	2.6	3.5	3.4					
Swimming pool pumps	9	1	1	0	4	2	1	3	5	0	1	2	2	3	2	3	3	0	5	4	4	5					
Water or wastewater	46	6	6	6	9	10	10	6	6	6	25	10	25	12	12	9	8	11	22	24	25	20					
Cool roof	3	0	2	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	2	2					
Commissioning	5	0	0	0	0	0	5	1	2	0	2	0	5	0	3	1	0	1	2	3	4	1					
Photovoltaic	3	0	0	0	0	1	2	1	0	1	1	0	3	0	1	3	0	0	1	2	0	3					
Other	51	3	3	3	11	6	24	16	14	6	17	10	29	10	15	12	13	5	13	36	21	25					
DK/RF	191	10	25	44	53	19	41	29	58	8	75	25	116	48	45	46	32	42	70	116	90	96					

		BANNER 1																				
		CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not	Eng/ Arch/ Con- sul- End New Mid or Sen- Small Large Once/ Comp- Not		
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742	
Yes	826	40	138	133	193	76	247	244	258	93	246	144	420	237	227	255	197	137	287	533	393	424
%	54.8	50.8	61.5	39.7	57.3	67.5	65.5	52.4	70.2	48.3	52.6	52.5	60.4	54.7	61.6	63.1	40.1	49.2	58.4	49.9	60.2	
867	52	149	133	135	110	288	282	242	94	257	158	436	250	238	269	194	155	304	556	400	460	
EG	EG	E	BCDFG	EG	BCEF	IK	HJ	IK	HJ	IK	HJ	N	N	LM	P	O	R	Q	T	S	V	U
No	611	34	83	81	255	51	107	118	213	36	232	117	337	141	175	142	103	178	262	343	355	254
%	40.5	43.8	35.9	37.2	52.5	38.6	29.4	31.7	43.2	27.0	45.6	42.7	42.1	36.0	42.1	34.2	32.9	52.2	45.1	37.6	45.1	36.0
572	43	93	70	168	82	116	127	175	36	223	115	302	144	155	137	95	171	228	338	314	255	
G	E	EG	CDFG	EG	BDEF	IK	HJ	IK	HJ	IK	HJ	N	M	M	P	O	R	Q	T	S	V	U
DK/RF	72	4	10	3	38	6	11	10	21	4	31	13	44	14	13	18	12	26	33	36	39	27
%	4.8	5.4	4.3	1.3	7.8	4.2	3.1	2.8	4.3	2.8	6.1	4.8	5.4	3.7	3.2	4.2	3.9	7.7	5.7	4.0	5.0	3.8
70	5	12	3	25	10	15	14	19	5	29	14	38	17	11	20	10	22	27	42	38	27	
D		BE	DG	E	K	H																

ETS (#3782)

2006/11/29

U2. Has your business participated in any of these programs since attending the class?
BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		BANNER 1										ATTENDANCE EXPECTATION			SATISFIED							
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			FREQUENCY		Not					
		Eng/ Arch/ Con- sul- End New Mid Sen- Once/	Con- trac sul- User <=5 6-25 >25 or	Con- tant User <=5 6-25 >25 or	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--	tor -tor -I-- --J-- --K-- --L-- --M-- --N-- --O-- --P--			
Total	826	40	138	133	193	76	247	244	258	93	246	144	420	237	227	255	197	137	287	533	393	424
%	100.0	4.8	16.6	16.2	23.4	9.3	29.9	29.6	31.2	11.3	29.8	17.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
867	52	149	133	135	110	288	282	242	94	257	158	436	250	238	269	194	155	304	556	400	460	
Yes	433	19	69	87	105	32	123	125	144	55	122	71	216	133	97	152	107	54	154	276	212	216
%	52.5	48.4	49.6	65.1	54.2	42.1	49.7	51.1	55.9	59.2	49.5	49.5	51.5	55.9	42.8	59.7	54.0	39.5	53.7	51.9	54.0	50.8
445	25	72	87	72	46	143	136	138	49	129	77	216	139	98	159	103	63	158	284	213	229	
No	341	19	57	34	78	41	111	104	104	33	103	60	179	92	127	80	87	72	113	226	156	183
%	41.2	47.5	41.3	25.9	40.5	54.3	45.0	42.7	40.4	36.0	42.0	42.0	42.5	38.7	55.8	31.2	44.2	52.5	39.4	42.4	39.6	43.0
367	25	63	36	54	59	130	128	94	40	107	68	195	96	136	84	86	79	125	240	161	203	
DK/RF	52	2	13	12	10	3	13	15	9	5	21	12	25	13	3	23	4	11	20	31	25	26
%	6.3	4.1	9.1	9.0	5.3	3.6	5.3	6.2	3.7	4.9	8.5	8.5	6.0	5.4	1.5	9.2	1.8	8.0	6.8	5.7	6.4	6.1
55	2	14	10	9	5	15	18	10	5	21	13	25	15	4	26	5	13	21	32	26	28	

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not					Very				
		Eng/ Arch/ Con-		Con- sul-		End New		Mid 6-25		Sen-ior		Small		Once/		Comp-		Not		Very		Not		Very							
		Const		tant		User		<=5		>25		<=5		more		less		ly		ly		ly		ly							
		-H-		-I-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-T-					
		-A-		-B-		-C-		-D-		-E-		-F-		-G-		-H-		-I-		-J-		-K-		-L-		-M-					
		CENTER		EIC		ERC		ETC		PEC		Arch/		Con-		Con-		sul-		tant		User		Mid		Sen-					
		AgTAC		CTAC		ERC		ETC		PEC		Const		Con-		Con-		sul-		tant		User		6-25		Sen-					
		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0					
Total	826	40	138	133	193	76	247	244	258	93	246	144	420	237	227	255	197	137	287	533	393	424									
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
867	52	149	133	135	110	288	282	242	94	257	158	436	250	238	269	194	155	304	556	400	460										
Prescriptive rebate	319	16	58	51	75	29	89	92	97	30	93	46	180	78	83	113	88	42	103	212	161	157									
energy efficiency mea-	38.6	39.8	41.9	38.4	39.0	38.8	36.2	37.5	37.6	32.4	37.9	31.9	42.7	32.7	36.4	44.2	44.5	30.4	36.0	39.7	40.8	37.0									
asures at existing	345	22	61	52	60	45	105	107	98	36	99	54	191	88	92	121	90	50	111	230	165	179									
facilities													M	LN	M		R	Q													
Custom incentive prog-	123	3	24	21	23	7	45	39	36	19	27	32	53	30	35	32	28	20	43	78	62	60									
ram for more complex	14.9	8.1	17.3	16.1	11.7	9.1	18.2	15.8	13.9	20.1	11.0	22.2	12.6	12.5	15.3	12.7	14.1	14.6	14.9	14.7	15.7	14.2									
energy efficiency pro-	133	5	25	22	17	13	51	43	36	23	27	36	59	31	40	35	31	21	44	87	59	73									
jects at existing						G	F			K	J	MN	L	L																	
facilities																															
Incentive and technical	142	5	20	21	19	13	64	64	42	21	23	27	71	36	35	43	38	14	55	87	65	72									
assistance program for	17.2	13.3	14.5	16.1	9.6	17.3	25.8	26.2	16.3	22.5	9.3	18.8	16.8	15.2	15.5	17.0	19.2	9.9	19.2	16.3	16.6	17.0									
new construction	165	7	22	23	17	16	80	73	46	26	27	34	82	43	45	46	41	18	61	103	71	91									
							CDE	IK	HK	K	HIJ						R	Q													
Agricultural incentives	20	4	5	6	2	1	3	6	5	5	1	4	9	6	6	6	4	3	7	12	8	12									
and pumping services	2.4	9.1	3.5	4.1	0.9	1.4	1.1	2.3	1.8	5.3	0.4	2.7	2.3	2.6	2.5	2.4	2.0	2.5	2.3	2.3	1.9	2.8									
	23	5	5	6	2	2	3	7	5	6	1	5	10	8	7	7	5	4	7	15	8	15									
	EFG			G	B	B	BD			K	J																				
Incentive program for	28	1	6	6	5	3	6	7	11	8	4	7	14	6	6	7	5	1	12	15	15	12									
multi-family properties	3.3	3.1	4.1	4.8	2.7	3.5	2.6	2.9	4.3	8.9	1.6	5.0	3.4	2.5	2.6	2.7	2.3	0.6	4.3	2.9	3.8	2.9									
	30	2	6	5	4	5	8	9	9	7	5	9	14	7	8	8	6	1	12	18	16	14									
								J	HK	HK	J																				

U3. Which programs are you aware of?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		BANNER 1													ATTENDANCE EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE													FREQUENCY								
		TYPE OF BUSINESS													SIZE OF BUSINESS		Not						
		Eng/ Con- Con- Sen- Once/ Comp- Not													Comp- Comp- Very		Very						
		Arch/ trac sul- lor Small Large month yr or lete Qete													ly -ly -T-		-U-						
		Const -tor tant User <=5 >25 >100 more less -R-													-S-		-U-						
		PEC ETC ETC ETC --P-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R--													--S-		-U-						
		Eng/ Con- Con- Sen- Once/ Comp- Not													Comp- Comp- Very		Very						
		Arch/ trac sul- lor Small Large month yr or lete Qete													ly -ly -T-		-U-						
		Const -tor tant User <=5 >25 >100 more less -R-													-S-		-U-						
		PEC ETC ETC ETC --P-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R--													--S-		-U-						
		Eng/ Con- Con- Sen- Once/ Comp- Not													Comp- Comp- Very		Very						
		Arch/ trac sul- lor Small Large month yr or lete Qete													ly -ly -T-		-U-						
		Const -tor tant User <=5 >25 >100 more less -R-													-S-		-U-						
		PEC ETC ETC ETC --P-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R--													--S-		-U-						
		Eng/ Con- Con- Sen- Once/ Comp- Not													Comp- Comp- Very		Very						
		Arch/ trac sul- lor Small Large month yr or lete Qete													ly -ly -T-		-U-						
		Const -tor tant User <=5 >25 >100 more less -R-													-S-		-U-						
		PEC ETC ETC ETC --P-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R--													--S-		-U-						
Incentive program for distributors or other vendors of energy efficient equipment		53	1	13	9	10	8	12	13	14	12	15	7	27	16	17	9	11	17	35	29	25	
Other rebate/financial incentive program		40	2	5	10	10	2	10	7	18	9	11	4	20	16	10	8	14	3	14	25	15	25
Incentive program for renewable power and distributed generation projects		24	0	5	5	4	3	7	7	9	5	5	4	9	11	0	10	6	4	18	8	16	
Other renewable/self-generation program		11	0	2	1	5	1	3	8	6	1	1	0	3	8	2	2	8	1	1	10	4	7
Interruptible rate/service program		7	0	2	1	1	1	1	2	2	0	3	2	3	1	1	2	0	3	2	5	3	4
Demand bidding program		4	0	2	1	0	1	1	1	0	1	1	0	3	1	0	2	0	0	3	1	3	1
Critical peak pricing		5	1	1	0	0	1	1	1	0	1	2	1	3	1	1	1	0	0	2	3	1	3

BANNER 1																																									
CENTER					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE EXPECTATION					SATISFIED																
Total AgTAC		EIC		ERC		ETC		PEC		Arch/Const		Eng/Con		Con-sul-tant		End User		New		Mid		Sen-ior		Small		Once/Comp		Att-Freq		Not		Very									
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	--AC--	--AD--	--AE--	--AF--	--AG--	--AH--	--AI--	--AJ--	--AK--					
Other demand response/ interruptible rate prog	8	1	2	5	0	0	0	0	1	4	4	0	0	1	3	5	2	3	1	2	2	2	2	2	1	2	1.1	0.6	1.2	1.2	1.2	0.8	0.8	1.2	1.2	0.8	0.8	0.8			
"20/20" program	9	0	0	2	4	0	1	4	1	1	1	3	2	6	1	4	0.6	1.6	1.8	0.6	0.6	0.6	1.3	0.4	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6			
Flex Your Power	9	0	3	0	1	1	1	5	1	0	5	4	2	4	3	5	1	5	1	2	4	4	6	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5		
Rebate programs (not specified)	13	1	1	0	4	2	5	2	3	4	4	4	2	6	4	5	6	4	2	3	10	5	8	5	8	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
Other	35	2	5	7	8	5	7	7	5	8	8	10	8	17	9	14	9	11	5	17	17	17	17	21	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	
None	12	2	3	3	2	1	0	4	2	1	5	2	2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
Don't know	184	7	29	25	58	16	49	42	65	9	71	34	96	54	50	52	31	43	68	115	85	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98

	BANNER 1																					
	CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE EXPECTATION					
	AgTAC	CTAC	EIC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tract	Con-sultant	New User	Mid <=5	6-25	Sen->25	Small <=5	Large >100	Once/month	Once/yr or less	Comp-ly	Expectation	Satisfied	
Total	433	19	69	87	105	32	123	125	144	55	122	71	216	133	97	152	107	54	154	276	212	216
%	100.0	4.4	15.8	20.0	24.2	7.8	31.7	31.0	39.6	12.5	29.9	16.2	53.5	31.0	23.3	38.2	26.2	14.6	47.8	68.4	53.3	53.3
Prescriptive rebate program for standard energy efficient measures at existing facilities	122	9	22	19	25	10	37	31	39	16	31	17	63	39	32	48	32	14	40	81	58	64
%	28.2	46.8	31.9	22.4	23.6	31.4	30.4	25.1	27.1	29.2	25.6	23.8	29.0	29.1	33.4	31.3	30.4	26.2	26.2	29.4	27.5	29.5
Custom incentive program for more complex energy efficient projects at existing facilities	64	2	13	15	11	2	21	17	26	5	20	11	33	16	16	16	14	6	19	43	31	31
%	14.7	10.6	19.6	17.2	10.1	5.0	17.5	13.4	18.0	8.7	16.4	15.7	15.1	12.3	16.6	10.2	12.9	11.6	12.7	15.6	14.7	14.6
Incentive and technical assistance program for new construction	65	3	3	18	11	6	24	28	18	13	9	9	31	24	13	23	18	5	22	42	32	30
%	15.0	14.8	4.9	20.7	10.5	19.0	19.5	22.7	12.3	23.6	7.7	12.0	14.2	17.9	13.8	15.2	17.2	10.1	14.6	15.2	15.1	14.0
Agricultural incentives and pumping services	6	1	0	2	1	0	2	1	3	1	1	0	2	4	3	1	1	1	2	4	2	4
%	1.3	5.9	0.0	2.5	0.9	0.0	1.4	0.9	2.3	1.7	0.5	0.0	1.0	2.7	3.4	0.6	1.0	2.0	1.1	1.5	1.0	1.7
Incentive program for multi-family properties	11	1	2	4	0	0	4	1	6	3	4	2	7	1	2	1	2	1	3	7	4	7
%	2.5	3.5	2.4	4.8	0.0	0.0	3.4	0.5	3.9	5.6	3.7	3.2	3.3	1.0	1.7	0.5	1.9	2.8	2.1	2.7	1.8	3.2

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

		BANNER 1															ATTENDANCE EXPECTATION			SATISFIED																																																		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY			Not																																																		
		Eng/ Arch/ Con-			Con- sul-			New			Mid			Sen-			Once/			Comp-			Not																																															
		Const			trac			tor			6-25			ior			more			-ly			-T-																																															
		-H-			-I-			-J-			-L-			-M-			-N-			-O-			-P-			-R-			-S-																																									
		-G-			-F-			-E-			-D-			-C-			-B-			-A-			-U-			-V-																																												
		PEC			ETC			ERC			EIC			CTAC			AgTAC			Total			-ly			-U-																																												
		F			CEG			F			J			HI			User			-K-			-M-			-N-			-O-			-P-			-R-			-S-																																
		3			2.1			0.8			2.4			9.4			3.2			4.8			2.9			3.6			5			3			5			1			5			1			5			1			5			1			5											
		1			3			1			3			5			4			3			6			5			5			3			5			1			5			1			5			1			5			1			5											
		3.3			3.2			1.7			6.3			1.3			10.4			2.1			0.8			2.4			9.4			3.2			4.8			2.9			3.6			5			3			5			1			5			1			5			1			5		
		14			1			5			1			3			5			4			3			6			5			5			3			5			1			5			1			5			1			5			1			5								
		%			%			%			%			%			%			%			%			%			%			%			%			%			%			%			%			%			%			%			%			%								
		14			1			2			7			2			6			3			4			1			9			4			5			3			6			2			5			9			8			6			7											
		3.2			3.5			1.2			2.2			6.3			6.8			1.5			5.0			2.2			7.7			2.9			1.5			4.0			3.3			5.6			2.2			5.4			3.0			3.4			3.8			2.8								
		15			1			2			5			4			2			7			3			3			5			4			5			2			4			11			8			7																				
		6			0			0			2			1			3			1			4			0			1			2			3			2			1			2			1			2			3																	
		1.4			0.0			0.0			2.3			1.8			2.6			0.9			2.8			0.8			0.5			1.5			1.0			2.2			2.2			0.4			2.2			3.1			0.4			2.0			1.4			1.5								
		6			0			0			1			4			1			3			1			1			1			2			3			1			1			2			1			5			4																	
		6			1			0			1			3			0			1			2			1			2			3			0			1			4			0			2			3			3																	
		1.4			3.2			0.0			1.1			3.2			0.0			0.9			0.8			1.7			1.3			2.6			0.3			2.6			0.0			0.4			4.1			0.0			1.6			1.3			1.4											
		5			1			0			1			2			0			1			1			1			2			2			1			2			0			3			0			2			3																	
		1			0			0			0			0			0			0			1			1			0			1			0			1			1			0			1			0																				
		0.2			0.0			0.0			0.9			0.0			0.0			0.6			1.7			0.0			0.0			0.7			0.0			0.6			0.9			0.0			0.6			0.0			0.4			0.0														
		1			0			0			1			0			0			1			1			1			1			0			1			1			1			0			1			0																				
		6			0			2			1			2			0			2			0			2			1			2			2			1			2			0			4			1			4																	
		1.3			0.0			3.2			0.7			2.3			0.0			0.5			1.6			0.0			4.4			1.2			0.0			1.8			1.5			2.5			0.9			2.3			0.0			2.9			0.5			2.1								
		5			0			2			1			1			0			1			2			0			1			2			1			1			1			4			1			4																				
		1			0			0			1			0			0			0			1			1			0			1			0			1			1			0			1			0																				
		0.2			0.0			1.2			0.0			0.0			0.0			0.0			1.9			0.0			1.9			0.0			0.5			0.0			0.0			2.0			0.7			0.0			0.5																	
		1			0			0			1			0			0			0			1			1			1			0			1			1			0			1			0																							

U4. Which programs, if any, have you participated in the past two years?
BASE: Respondents who have participated in any programs

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY							
		Eng/ Arch/ Con-	Con- sul-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Not												
		Const	tor	User	<=5	6-25	>25	<=5	>100	more	ly	ly												
		---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---												
		PEC	ETC	ERC	CTAC	EIC	ERC	EIC	CTAC	ETC	ERC	CTAC												
		---G---	---F---	---E---	---D---	---C---	---B---	---A---	---A---	---A---	---A---	---A---												
Other demand response/ interruptible rate prog%	%	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0
"20/20" program	%	0.4	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Flex Your Power	%	1.1	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Rebate programs (not specified)	%	0.7	0.0	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	%	3.4	6.7	2.5	3.7	3.2	7.7	2.2	2.2	2.7	5.8	4.1	8.0	3.1	1.7	1.7	3.5	3.1	3.6	4.0	3.1	4.4	2.5	5.0
None	%	11.5	9.4	6.9	8.6	16.9	5.1	13.5	15.8	8.3	6.2	14.0	11.6	12.3	9.5	11.2	16.7	10.4	12.2	10.7	12.1	9.0	14.3	18.0
Don't know	%	20.6	12.3	22.5	23.9	24.2	21.1	15.4	13.1	26.2	7.4	25.5	15.7	23.0	20.6	16.3	17.5	17.6	23.2	26.8	16.9	23.9	17.3	25.0

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		BANNER 1											ATTENDANCE EXPECTATION			SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE											FREQUENCY									
		TYPE OF BUSINESS											SIZE OF BUSINESS									
		Eng/ Con- Con- Sen- or Small Large month yr or lete Qete satis											Comp- Comp- Comp- Very very			Not						
		Arch/ trac sul- End New Mid lor Small Large month yr or lete Qete satis											ly -ly -ly -fied -fied			-U- -V-						
		PEC Const -tor tant User <=5 6-25 >25 <=5 >100 more less -ly -ly -fied -fied											--R-- --S-- --T--									
		--H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--																				
		--G-- --G-- --G-- --G-- --G-- --G-- --G-- --G-- --G-- --G-- --G--																				
		--D-- --D-- --D-- --D-- --D-- --D-- --D-- --D-- --D-- --D-- --D--																				
		--E-- --E-- --E-- --E-- --E-- --E-- --E-- --E-- --E-- --E-- --E--																				
		--F-- --F-- --F-- --F-- --F-- --F-- --F-- --F-- --F-- --F-- --F--																				
		--C-- --C-- --C-- --C-- --C-- --C-- --C-- --C-- --C-- --C-- --C--																				
		--A-- --A-- --A-- --A-- --A-- --A-- --A-- --A-- --A-- --A-- --A--																				
		--B-- --B-- --B-- --B-- --B-- --B-- --B-- --B-- --B-- --B-- --B--																				
		--TAC --TAC --TAC --TAC --TAC --TAC --TAC --TAC --TAC --TAC --TAC																				
		--CTAC --CTAC --CTAC --CTAC --CTAC --CTAC --CTAC --CTAC --CTAC --CTAC --CTAC																				
		--ERC --ERC --ERC --ERC --ERC --ERC --ERC --ERC --ERC --ERC --ERC																				
		--ETC --ETC --ETC --ETC --ETC --ETC --ETC --ETC --ETC --ETC --ETC																				
		--F --F --F --F --F --F --F --F --F --F --F																				
		--C --C --C --C --C --C --C --C --C --C --C																				
		--D --D --D --D --D --D --D --D --D --D --D																				
		--E --E --E --E --E --E --E --E --E --E --E																				
		--F --F --F --F --F --F --F --F --F --F --F																				
		--G --G --G --G --G --G --G --G --G --G --G																				
		--H --H --H --H --H --H --H --H --H --H --H																				
		--I --I --I --I --I --I --I --I --I --I --I																				
		--J --J --J --J --J --J --J --J --J --J --J																				
		--K --K --K --K --K --K --K --K --K --K --K																				
		--L --L --L --L --L --L --L --L --L --L --L																				
		--M --M --M --M --M --M --M --M --M --M --M																				
		--N --N --N --N --N --N --N --N --N --N --N																				
		--O --O --O --O --O --O --O --O --O --O --O																				
		--P --P --P --P --P --P --P --P --P --P --P																				
		--Q --Q --Q --Q --Q --Q --Q --Q --Q --Q --Q																				
		--R --R --R --R --R --R --R --R --R --R --R																				
		--S --S --S --S --S --S --S --S --S --S --S																				
		--T --T --T --T --T --T --T --T --T --T --T																				
		--U --U --U --U --U --U --U --U --U --U --U																				
		--V --V --V --V --V --V --V --V --V --V --V																				
		--W --W --W --W --W --W --W --W --W --W --W																				
		--X --X --X --X --X --X --X --X --X --X --X																				
		--Y --Y --Y --Y --Y --Y --Y --Y --Y --Y --Y																				
		--Z --Z --Z --Z --Z --Z --Z --Z --Z --Z --Z																				
Total	826	40	138	133	193	76	247	244	258	93	246	144	420	237	227	255	197	137	287	533	393	424
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
867	52	149	133	135	110	288	282	242	94	257	158	436	250	238	269	194	155	304	556	400	460	
Prescriptive rebate program for standard energy efficient measures at existing facilities	179	10	33	23	33	26	53	57	55	18	48	28	95	39	47	64	56	27	56	122	92	85
%	21.6	25.0	23.6	17.5	17.2	34.8	21.6	23.3	21.4	18.9	19.4	19.2	22.6	16.6	20.8	25.1	28.4	19.9	19.5	22.9	23.5	20.1
197	13	36	24	27	36	61	67	57	20	52	31	103	49	54	71	56	33	66	130	99	97	
Custom incentive program for more complex energy efficient projects at existing facilities	78	3	7	17	17	4	30	21	31	5	22	20	36	17	15	18	21	9	28	49	41	37
%	9.4	8.2	4.9	13.1	8.6	4.6	12.2	8.6	12.1	5.1	9.1	13.9	8.6	7.4	6.7	7.0	10.8	6.5	9.8	9.3	10.4	8.6
75	4	8	16	8	7	32	22	31	6	19	21	33	18	15	20	19	10	23	52	34	41	
Incentive and technical assistance program for new construction	57	1	13	9	8	3	22	33	15	5	11	10	26	17	17	19	15	5	23	33	29	28
%	6.9	3.6	9.2	7.0	4.4	3.6	8.9	13.5	5.9	5.9	4.6	6.6	6.2	7.1	7.4	7.6	7.8	3.6	8.1	6.3	7.3	6.6
65	2	14	10	6	5	28	37	15	7	14	11	30	21	21	21	20	17	6	25	40	31	34
Agricultural incentives and pumping services	5	1	1	0	1	0	2	4	1	1	0	2	0	3	3	3	1	2	3	3	2	3
%	0.6	3.1	0.6	0.0	0.5	0.0	0.9	1.5	0.4	1.0	0.0	1.7	0.0	1.1	1.1	1.0	0.5	1.2	0.9	0.5	0.5	0.8
6	2	1	0	1	0	2	4	1	1	1	0	3	0	3	3	3	1	2	3	3	2	4
Incentive program for multi-family properties	11	1	3	1	2	2	3	3	7	1	1	3	4	4	4	3	2	1	3	8	5	6
%	1.3	1.6	1.9	0.8	0.9	2.1	1.2	1.3	2.7	0.7	0.4	1.9	1.0	1.6	1.8	1.1	0.9	1.0	1.0	1.5	1.2	1.4
14	1	3	1	2	3	4	5	9	1	1	3	6	5	5	4	3	2	4	10	7	7	

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		BANNER 1												ATTENDANCE EXPECTATION												SATISFIED											
		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS						FREQUENCY						Not											
		Eng/Arch		Con/Trac		Con/Trac		New		Mid		Sen		Small		Once		Comp		Not		Very		Not													
		Eng/Arch	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac	Con/Trac												
		PEC	ETC	ERC	EIC	CTAC	AgTAC	ETC	ERC	EIC	CTAC	AgTAC	ETC	ERC	EIC	CTAC	AgTAC	ETC	ERC	EIC	CTAC	AgTAC	ETC	ERC	EIC												
		4	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4												
		1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7												
		1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4												
		2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1												
		3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1												
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4												
		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0												
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2												
		1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9												
		15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15												
		16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16												
		1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9												
		15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15												
		10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10												
		1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2												
		10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10												
		9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9												
		1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1												
		8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8												
		0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3												
		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3												
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4												
		0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5												
		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5												
		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1												
		0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1												
		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1												

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		BANNER 1												ATTENDANCE EXPECTATION												SATISFIED											
		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS						FREQUENCY						Not											
		Eng/ Arch/ Con-		Con- sul-		End User		New <=5		Mid 6-25		Sen- >25		Small <=5		Large >100		Once/ more		Comp- less		Comp- ly		Very sats		Not											
		Const -I-		tor -J-		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--U--		--V--									
		H--		G--		F--		E--		D--		C--		B--		A--		AgTAC		CTAC		EIC		ERC		ETC		PEC		Eng/ Arch/ Con-							
Other demand response/ interruptible rate prog%		3	0	0	2	0	0	1	1	2	0	0	3	0	0	0	0	0	0	0	1	2	0	0	1	2	0	0	3								
		0.3	0.0	0.0	1.5	0.0	0.0	0.3	0.3	2.2	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.4	0.3	0.0	0.0	0.0	0.0	0.7									
		3	0	0	2	0	0	1	1	2	0	0	3	0	0	0	0	0	0	0	1	2	0	0	1	2	0	0	3								
"20/20" program		3	0	0	0	0	1	2	2	0	0	2	1	2	0	0	0	0	0	0	1	2	0	0	1	2	0	2	1								
		0.3	0.0	0.0	0.0	0.0	0.6	0.9	0.2	0.0	0.0	0.5	0.3	1.0	0.2	0.0	0.0	0.0	0.0	0.2	0.4	0.4	0.4	0.4	0.4	0.4	0.2										
		4	0	0	0	0	2	3	1	0	0	3	1	3	1	0	0	0	0	0	1	3	2	2	3	2	2										
Flex Your Power		1	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1								
		0.1	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.4	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.3									
		1	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1								
Rebate programs (not specified)		20	1	2	4	5	2	6	6	8	4	5	1	12	7	7	6	6	1	7	13	7	13	7	13	7	12										
		2.4	3.2	1.2	3.0	2.5	2.1	2.5	2.6	3.0	4.7	2.2	0.7	2.7	2.9	3.2	2.2	2.2	3.1	0.5	2.3	2.4	1.8	2.9	2.9	2.9											
		19	2	2	4	2	3	6	6	7	3	6	1	12	6	7	6	5	1	6	13	7	12														
Other		15	0	4	2	6	0	4	4	4	3	6	6	5	4	5	4	4	0	8	7	10	5														
		1.8	0.0	2.6	1.3	3.2	0.0	1.5	1.5	1.5	3.6	2.5	4.1	1.2	1.6	2.4	1.4	1.8	0.0	2.8	1.3	2.5	1.2														
		14	0	3	2	5	0	4	4	4	3	5	6	4	4	6	3	3	0	6	8	8	6														
None		131	4	27	16	36	8	39	40	35	16	29	26	65	37	38	43	43	17	48	81	60	69														
		15.8	9.1	19.9	11.8	18.6	11.1	16.0	16.5	13.5	17.7	12.0	18.3	15.4	15.7	16.6	17.0	21.8	12.3	16.8	15.2	15.3	16.3														
		140	5	30	17	27	15	46	47	32	20	33	29	69	40	35	47	41	20	52	87	62	77														
Don't know		318	15	53	53	77	28	93	85	99	29	115	54	170	93	88	99	49	69	113	202	143	169														
		38.5	39.0	38.4	39.6	39.8	36.5	37.6	34.9	38.4	31.6	46.7	37.5	40.4	39.1	38.6	38.8	24.9	50.3	39.3	37.8	36.5	39.7														
		327	20	57	52	50	38	110	94	85	27	122	59	172	94	86	103	49	77	118	205	147	175														

U6. Did the class provide you with information about any of these programs?
 BASE: Respondents who aware of the programs offered by the utility to help businesses promote energy efficiency

		BANNER 1										ATTENDANCE EXPECTATION		SATISFIED										
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		FREQUENCY												
		Eng/ Arch/ ETC	Con- trac Const	Con- sul- tor	Con- tant	Eng/ Arch/ ETC	New Mid 6-25	End User <=5	Sen- lor >25	Small <=5	Large >100	Once/ month	Comp- or let	Not	Very satis	Very filed								
		PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC								
		BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE	BCDE								
		FG	FG	FG	FG	FG	FG	FG	FG	FG	FG	FG	FG	FG	FG	FG								
		HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ	HIJ								
		KL	KL	KL	KL	KL	KL	KL	KL	KL	KL	KL	KL	KL	KL	KL								
		MN	MN	MN	MN	MN	MN	MN	MN	MN	MN	MN	MN	MN	MN	MN								
		OP	OP	OP	OP	OP	OP	OP	OP	OP	OP	OP	OP	OP	OP	OP								
		QR	QR	QR	QR	QR	QR	QR	QR	QR	QR	QR	QR	QR	QR	QR								
		ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST								
		UV	UV	UV	UV	UV	UV	UV	UV	UV	UV	UV	UV	UV	UV	UV								
Total		826	40	138	133	193	76	247	244	258	93	246	144	420	237	227	255	197	137	287	533	393	424	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
867	52	149	133	135	110	288	282	242	94	257	158	436	250	238	269	194	155	304	556	400	460	400	460	
Yes		433	26	75	84	119	28	101	99	129	67	144	70	217	130	107	154	119	69	158	272	227	205	
%	52.4	66.3	54.0	63.1	61.8	37.2	40.8	40.7	49.8	71.6	58.4	48.9	51.7	54.7	54.7	47.2	60.6	60.3	50.5	55.3	51.1	57.8	48.3	
440	34	79	84	87	43	113	117	117	117	61	149	76	216	133	110	157	113	75	162	275	226	213	U	
No		280	12	45	34	47	37	105	98	93	20	73	54	143	74	79	70	65	42	89	190	110	168	
%	33.9	29.9	32.9	25.4	24.2	48.3	42.8	40.0	35.9	21.5	29.8	37.3	34.0	31.0	34.8	27.3	33.1	31.0	31.0	31.0	35.6	27.9	39.5	
309	16	50	33	31	51	128	115	90	28	78	83	90	78	83	90	78	67	52	98	210	114	193	U	
Dk/RF		114	1	18	15	27	11	41	47	37	6	29	20	60	34	41	31	13	25	39	71	56	52	
%	13.7	3.8	13.1	11.4	14.1	14.5	16.5	19.3	14.3	6.8	11.7	13.7	14.3	14.3	18.0	12.2	6.6	18.5	13.7	13.3	14.3	14.3	12.2	
118	2	20	16	17	16	47	50	35	5	30	21	63	34	38	34	38	14	28	44	71	60	54		
ERG																								

		CENTER		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED									
		ERC	ETC	Eng/ Arch/ Con-	Con- sul-	New End	Mid	Sen- lor	Small or	Once/ month	or	Comp- lete	Not	Comp- Qete	Very satis								
		EIC	ERC	Const	tant	User	6-25	>25	<=5	>100	less	-ly	-T-	-ly	-fied								
		ERC	ETC	Eng/ Arch/ Con-	Con- sul-	New End	Mid	Sen- lor	Small or	Once/ month	or	Comp- lete	Not	Comp- Qete	Very satis								
		EIC	ERC	Const	tant	User	6-25	>25	<=5	>100	less	-ly	-T-	-ly	-fied								
		EIC	ERC	Const	tant	User	6-25	>25	<=5	>100	less	-ly	-T-	-ly	-fied								
		EIC	ERC	Const	tant	User	6-25	>25	<=5	>100	less	-ly	-T-	-ly	-fied								
		EIC	ERC	Const	tant	User	6-25	>25	<=5	>100	less	-ly	-T-	-ly	-fied								
Total	433	26	75	84	119	28	101	99	129	67	144	70	217	130	107	154	119	69	158	272	227	205	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
440	34	79	84	87	43	113	117	117	117	61	149	76	216	133	110	157	113	75	162	275	226	213	
Prescriptive rebate program for standard energy efficient measures at existing facilities	185	15	31	36	56	15	32	43	50	29	56	29	95	53	48	68	59	27	76	109	110	76	
%	42.8	58.6	42.1	42.5	46.7	53.0	32.1	42.8	39.1	42.9	38.8	41.0	43.6	41.0	44.6	44.0	49.6	39.0	48.2	39.9	48.3	36.9	
200	20	34	36	45	27	38	54	54	50	31	58	32	100	58	55	71	55	34	79	120	114	86	
G				G	G	BEF																V	
Custom incentive program for more complex energy efficient projects at existing facilities	74	5	14	17	21	3	14	16	24	17	17	12	36	24	20	23	25	6	27	47	47	27	
%	17.0	18.1	18.2	20.7	17.6	11.8	13.5	16.2	18.9	25.9	11.6	17.4	16.6	18.7	18.5	15.1	20.9	8.7	16.7	17.3	20.7	13.0	
76	6	14	17	17	6	16	16	20	26	18	16	15	33	27	19	26	24	6	30	46	45	31	
										K	J						R	Q				V	
Incentive and technical assistance program for new construction	65	2	10	15	14	2	22	23	19	12	12	9	34	18	17	24	17	6	27	39	29	36	
%	15.1	8.8	13.3	17.9	11.8	6.0	22.0	23.5	14.6	18.6	8.1	13.0	15.8	14.1	15.8	15.6	14.2	9.3	16.8	14.2	13.0	17.4	
73	3	11	18	12	3	26	27	27	20	12	14	12	38	21	20	27	18	8	27	46	31	42	
						G	F	K	K	K	HJ												
Agricultural incentives and pumping services	4	2	0	2	0	0	0	0	0	0	2	3	1	0	0	2	0	1	0	4	0	4	
%	0.9	6.8	0.0	2.1	0.0	0.0	0.5	0.5	0.4	0.0	1.6	4.8	0.3	0.0	0.4	1.6	0.0	1.0	0.0	1.5	0.0	2.0	
5	2	0	2	0	0	1	1	1	1	0	2	4	1	0	1	3	0	1	0	5	0	5	
CEG	B		B	B		B						MN	L	L								V	
Incentive program for multi-family properties	11	1	1	5	2	1	1	4	8	3	2	1	4	4	4	1	3	1	5	6	6	5	
%	2.5	2.3	1.1	5.7	2.0	3.8	1.3	3.5	6.0	4.7	1.5	0.9	1.7	3.3	3.7	1.0	2.5	0.8	3.3	2.2	2.5	2.6	
9	1	1	3	1	2	1	1	3	5	1	2	1	2	5	3	2	2	1	4	5	5	4	

2006/11/29

BANNER 1

		YEARS OF INDUSTRY EXPERIENCE										ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED									
		TYPE OF BUSINESS					SIZE OF BUSINESS					Once/Comp/				Not/Comp/													
		Eng/Con-		Arch/trac		Con-tant		New User		Mid		Sen-		Small		Large		more		less		ly		ly		ly			
		Const		tor		J		H		I		J		K		L		M		N		O		P		Q		R	
		S		T		U		V		W		X		Y		Z		AA		AB		AC		AD		AE		AF	
Incentive program for distributors or other vendors of energy efficient equipment	%	21	1	6	3	3	0	3.9	3.9	3.9	3.3	3.3	5	5	1	12	8	4	9	9	9	5	5	15	6	15			
Other rebate/financial incentive program	%	4.7	2.3	8.3	3.0	3.0	4.2	8.1	0.0	2.1	5.5	2.1	1.8	4.8	2.7	2.2	2.8	1.6	3.4	4.5	2.4	3.0	2.3	3.3	7.1				
Other renewable/self-generation program	%	12	1	1	3	5	2	0	2	7	1	3	3	3	6	3	3	2	4	3	4	8	5	7	7				
Demand bidding program	%	2.8	4.9	1.2	3.2	4.2	4.2	8.1	0.0	2.1	5.5	2.1	1.8	4.8	2.7	2.2	2.8	1.6	3.4	4.5	2.4	3.0	2.3	3.3	7				
Critical peak pricing	%	14	2	1	3	4	4	0	3	7	2	2	3	5	6	3	2	3	3	4	5	9	7	7					
Other demand response/interruptible rate prog	%	8	0	0	5	0	2	0	2	0	2	1	5	0	4	4	2	2	2	0	0	3	5	3	4				

ETS (#3782)
 Cl. Has your business purchased any major energy-using equipment, such as lighting, refrigeration, HVAC, or food service equipment since attending the class?
 BASE: End Users

2006/11/29

```

===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY  ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/ Con- Con-          Sen-          Once/ Once/ Comp- Comp-  Not
Arch/ trac sul-        lor         Small Large month yr or lete Qete  Very  very
Const -tor tant User  <=5        >25        <=5 >100 more less  -ly  -ly  -fied  -fied
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----
CENTER
-----
Total AgTAC CTAC  EIC  ERC  ETC  PEC  ETC  Arch/ trac sul-        lor         Small Large month yr or lete Qete  Very  very
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
144  13  28  27  40  3  33  0  0  0  144  34  68  36  12  72  29  33  55  89  72  72
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
149  16  29  30  32  5  37  0  0  0  149  32  76  36  14  75  29  36  56  93  72  77

82  8  16  21  18  2  16  0  0  0  82  16  40  24  5  48  18  15  28  54  39  43
% 57.1 64.4 56.9 78.0 46.2 62.6 49.9 0.0 0.0 0.0 57.1 46.5 59.1 66.7 41.1 66.5 61.0 46.5 51.7 60.5 55.1 59.1
87  11  16  23  15  3  19  0  0  0  87  15  47  23  6  50  18  16  30  57  40  47
EG D D

57  4  11  6  21  1  14  0  0  0  57  18  24  12  7  21  11  15  23  34  29  28
% 39.7 27.0 38.2 22.0 53.8 37.4 43.7 0.0 0.0 0.0 39.7 51.7 35.7 32.1 58.9 29.4 39.0 45.1 42.4 38.0 40.4 39.0
57  4  12  7  17  2  15  0  0  0  57  16  26  12  8  22  11  17  22  35  28  29
E D D

5  1  1  0  0  0  2  0  0  0  5  1  4  0  0  3  0  3  3  1  3  1  3
% 3.2 8.6 4.9 0.0 0.0 0.0 6.4 0.0 0.0 3.2 1.7 5.2 1.3 0.0 4.1 0.0 8.5 5.9 1.5 4.5 1.5 1.9
5  1  1  0  0  0  3  0  0  0  5  1  3  1  0  3  0  3  4  1  4  1  4
  
```


ETS (#3782) 2006/11/29
 CIA. Since attending the class, has your business made any major changes to the way it operates or maintains its equipment?
 BASE: End User

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con-	Con- sul-	Con-	Con-	Eng/ Arch/ Con-	Con- sul-	Con-	Con-	Eng/ Arch/ Con-	Con- sul-	Con-	Con-	Eng/ Arch/ Con-	Con- sul-	Con-	Con-	Eng/ Arch/ Con-	Con- sul-	Con-	Con-	Eng/ Arch/ Con-	Con- sul-	Con-	Con-						
		Const	trac	tant	tant	Const	trac	tant	tant	Const	trac	tant	tant	Const	trac	tant	tant	Const	trac	tant	tant	Const	trac	tant	tant						
		PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC						
		---G---	---G---	---P---	---P---	---G---	---G---	---P---	---P---	---G---	---G---	---P---	---P---	---G---	---G---	---P---	---P---	---G---	---G---	---P---	---P---	---G---	---G---	---P---	---P---						
		---H---	---H---	---I---	---I---	---H---	---H---	---I---	---I---	---H---	---H---	---I---	---I---	---H---	---H---	---I---	---I---	---H---	---H---	---I---	---I---	---H---	---H---	---I---	---I---						
		---K---	---K---	---L---	---L---	---K---	---K---	---L---	---L---	---K---	---K---	---L---	---L---	---K---	---K---	---L---	---L---	---K---	---K---	---L---	---L---	---K---	---K---	---L---	---L---						
		---M---	---M---	---N---	---N---	---M---	---M---	---N---	---N---	---M---	---M---	---N---	---N---	---M---	---M---	---N---	---N---	---M---	---M---	---N---	---N---	---M---	---M---	---N---	---N---						
		---O---	---O---	---P---	---P---	---O---	---O---	---P---	---P---	---O---	---O---	---P---	---P---	---O---	---O---	---P---	---P---	---O---	---O---	---P---	---P---	---O---	---O---	---P---	---P---						
		---Q---	---Q---	---R---	---R---	---Q---	---Q---	---R---	---R---	---Q---	---Q---	---R---	---R---	---Q---	---Q---	---R---	---R---	---Q---	---Q---	---R---	---R---	---Q---	---Q---	---R---	---R---						
		---S---	---S---	---T---	---T---	---S---	---S---	---T---	---T---	---S---	---S---	---T---	---T---	---S---	---S---	---T---	---T---	---S---	---S---	---T---	---T---	---S---	---S---	---T---	---T---						
		---U---	---U---	---V---	---V---	---U---	---U---	---V---	---V---	---U---	---U---	---V---	---V---	---U---	---U---	---V---	---V---	---U---	---U---	---V---	---V---	---U---	---U---	---V---	---V---						
		---W---	---W---	---X---	---X---	---W---	---W---	---X---	---X---	---W---	---W---	---X---	---X---	---W---	---W---	---X---	---X---	---W---	---W---	---X---	---X---	---W---	---W---	---X---	---X---						
		---Y---	---Y---	---Z---	---Z---	---Y---	---Y---	---Z---	---Z---	---Y---	---Y---	---Z---	---Z---	---Y---	---Y---	---Z---	---Z---	---Y---	---Y---	---Z---	---Z---	---Y---	---Y---	---Z---	---Z---						
Total	144	13	28	27	40	3	33	0	0	144	34	68	36	12	72	29	33	55	89	72	72										
	%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0							
	149	16	29	30	32	5	37	0	0	149	32	76	36	14	75	29	36	56	93	72	77										
Yes	50	7	9	12	11	2	9	0	0	50	8	24	16	3	29	12	11	16	34	28	22										
	%	34.8	55.8	45.1	26.7	62.6	27.3	0.0	0.0	34.8	24.1	35.0	44.8	25.0	40.3	42.3	31.8	29.1	38.3	39.5	30.1										
	53	9	9	14	8	3	10	0	0	53	8	28	15	4	31	13	11	16	37	27	26										
No	85	4	17	12	28	1	22	0	0	85	26	37	18	9	37	16	20	33	52	37	47										
	%	58.9	30.9	45.1	71.0	37.4	68.0	0.0	0.0	58.9	75.9	54.0	51.0	75.0	51.1	54.5	61.5	60.3	58.0	52.4	65.4										
	86	5	18	13	23	2	25	0	0	86	24	40	19	10	37	15	23	33	53	38	48										
				E	D						MN	L	L																		
Dk/RF	9	2	2	3	1	0	2	0	0	9	0	8	2	0	6	1	2	6	3	6	3										
	%	6.3	13.3	7.9	9.8	2.3	0.0	4.6	0.0	6.3	0.0	11.0	4.2	0.0	8.6	3.3	6.7	10.6	3.6	8.1	4.5										
	10	2	2	3	1	0	2	0	0	10	0	8	2	0	7	1	2	7	3	7	3										

ETS (#3782) 2006/11/29
 CIB. Since attending the class, have you made any major changes to the building's shell - such as, insulating walls, replacing a roof or windows, etc.?
 BASE: End User

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con-	Con- sul-	Con- tant	Con- tant	Eng/ Arch/ Con-	Con- sul-	Con- tant	Con- tant	Con- tant	Eng/ Arch/ Con-	Con- sul-	Con- tant	Con- tant	Con- tant	Eng/ Arch/ Con-	Con- sul-	Con- tant	Con- tant	Con- tant	Eng/ Arch/ Con-	Con- sul-	Con- tant	Con- tant	Con- tant	Eng/ Arch/ Con-	Con- sul-	Con- tant	Con- tant		
		Const	trac	tor	tor	Const	trac	tor	tor	Const	trac	tor	tor	Const	trac	tor	tor	Const	trac	tor	Const	trac	tor	tor	Const	trac	tor	tor			
		PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC	PEC	PEC	ETC	ETC		
		End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User	End User		
		Sen-ior	Mid-6-25	New <=5	New <=5	Sen-ior	Mid-6-25	New <=5	New <=5	Sen-ior	Mid-6-25	New <=5	New <=5	Sen-ior	Mid-6-25	New <=5	New <=5	Sen-ior	Mid-6-25	New <=5	New <=5	Sen-ior	Mid-6-25	New <=5	New <=5	Sen-ior	Mid-6-25	New <=5	New <=5		
		Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large	Small	Large		
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Total	144	13	28	27	40	3	33	0	0	144	34	68	36	12	72	29	33	55	89	72	72										
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
	149	16	29	30	32	5	37	0	0	149	32	76	36	14	75	29	36	56	93	72	77										
Yes	35	6	7	6	8	1	7	0	0	35	5	19	10	2	22	10	9	6	29	15	20										
	%	24.3	23.5	20.4	19.5	39.7	22.2	0.0	0.0	24.2	14.3	28.3	27.3	15.6	30.7	34.6	27.7	10.7	32.5	21.0	27.4										
	37	8	7	6	6	2	8	0	0	37	5	22	9	2	23	11	9	7	30	15	22										
No	106	6	20	22	31	2	25	0	0	106	29	46	26	10	48	19	23	47	59	54	51										
	%	73.5	42.1	73.5	79.6	78.2	60.3	76.5	0.0	73.5	85.7	67.5	71.4	84.4	65.9	65.4	68.9	84.9	66.5	75.7	71.4										
	108	7	21	24	25	3	28	0	0	108	27	51	26	12	49	18	26	46	62	54	54										
Dk/RF	3	1	1	0	1	0	0	0	0	3	0	3	0	0	2	0	1	2	1	2	1										
	%	2.3	8.6	3.0	0.0	2.3	0.0	1.4	0.0	2.3	0.0	4.2	1.3	0.0	3.5	0.0	3.4	4.4	1.0	3.4	1.3										
	4	1	1	0	1	0	1	0	0	4	0	3	1	0	3	0	1	3	1	3	1										

ETS (#3782) 2006/11/29
 C.I.C. Since attending the class, have you made any major changes to the design of your facility, such as adding more space or remodeling existing space?
 BASE: End User

```

===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY  ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/ Con- Con-          Sen-          Once/ Once/ Comp- Comp-  Not
Arch/ trac sul-          lor          Small Large month yr or lete Qete  Very  Very
Const -tor tant          <=5          <=5          >100 more less  -ly  -ly  -fied  -fied
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----
CENTER
-----
Total AgTAC CTAC  EIC  ERC  ETC  ETC  PEC  PEC  Arch/ trac sul-          Sen-          Once/ Once/ Comp- Comp-  Not
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
144  13  28  27  40  3  33  0  0  0  144  34  68  36  12  72  29  33  55  89  72  72
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
149  16  29  30  32  5  37  0  0  0  149  32  76  36  14  75  29  36  56  93  72  77

57  7  11  17  9  1  12  0  0  0  57  12  30  14  1  35  14  11  23  34  29  29
% 39.8 55.0 39.5 63.0 21.5 39.7 37.1 0.0 0.0 0.0 39.8 36.1 44.7 37.9 5.4 48.8 46.6 33.8 42.2 38.4 39.8 39.8
62  9  11  19  7  2  14  0  0  0  62  11  35  15  1  39  15  13  24  38  30  32
EG D D

84  5  17  10  31  2  19  0  0  0  84  22  35  22  12  34  16  19  30  53  41  42
% 58.2 36.4 60.5 37.0 78.5 60.3 57.6 0.0 0.0 0.0 58.2 63.9 51.8 60.8 94.6 47.2 53.4 59.0 54.9 60.2 57.9 58.4
84  6  18  11  25  3  21  0  0  0  84  21  39  20  13  33  14  21  30  54  40  44
E D D

3  1  0  0  0  0  2  0  0  0  3  0  2  0  0  3  0  2  2  1  2  1
% 2.0 8.6 0.0 0.0 0.0 0.0 5.2 0.0 0.0 2.0 0.0 3.5 1.3 0.0 3.9 0.0 7.3 2.9 1.4 2.2 1.8 1.8
3  1  0  0  0  0  2  0  0  0  3  0  2  1  0  3  0  2  2  1  2  1

```

ETS (#3782) 2006/11/29
 CID. Have you made any other major changes to the energy-using equipment or space at your facility since attending the class?
 BASE: End User

BANNER 1																								
TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
CENTER		Eng/ Arch		Con- trac		Con- sul-		End User		New		Mid		Sen-		Small		Once/		Comp-		Not		
AgTAC	CTAC	EIC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC
144	13	28	27	40	3	33	0	0	0	144	34	68	36	12	72	29	33	55	89	72	72			
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
149	16	29	30	32	5	37	0	0	0	149	32	76	36	14	75	29	36	56	93	72	77			
%	23.3	36.2	29.5	32.1	15.8	21.0	0.0	0.0	0.0	23.3	23.3	24.0	23.1	14.9	23.9	18.6	16.2	24.1	22.9	24.2	22.5			
34	5	8	9	6	1	5	0	0	0	34	8	16	8	2	17	5	5	13	20	17	16			
%	23.3	36.2	29.5	32.1	15.8	21.0	0.0	0.0	0.0	23.3	23.3	24.0	23.1	14.9	23.9	18.6	16.2	24.1	22.9	24.2	22.5			
34	5	8	10	5	1	5	0	0	0	34	6	19	8	2	19	6	6	11	23	16	18			
%	23.3	36.2	29.5	32.1	15.8	21.0	0.0	0.0	0.0	23.3	23.3	24.0	23.1	14.9	23.9	18.6	16.2	24.1	22.9	24.2	22.5			
99	6	19	13	33	2	26	0	0	0	99	25	46	24	11	51	19	24	37	62	47	51			
%	68.6	42.6	48.2	81.9	79.0	79.6	0.0	0.0	0.0	68.6	73.8	67.7	66.8	85.1	70.1	66.6	74.1	66.8	69.7	66.4	70.8			
103	8	20	15	26	4	30	0	0	0	103	25	51	24	12	51	19	27	39	64	49	54			
%	8.1	21.1	3.0	19.7	2.3	0.0	0.0	0.0	0.0	8.1	3.0	8.3	10.1	0.0	6.0	14.8	9.8	9.1	7.4	9.4	6.7			
12	3	1	5	1	0	2	0	0	0	12	1	6	4	0	4	4	3	5	7	7	5			
%	8.1	21.1	3.0	19.7	2.3	0.0	0.0	0.0	0.0	8.1	3.0	8.3	10.1	0.0	6.0	14.8	9.8	9.1	7.4	9.4	6.7			
12	3	1	5	1	0	2	0	0	0	12	1	6	4	0	4	4	3	5	7	7	5			
%	8.1	21.1	3.0	19.7	2.3	0.0	0.0	0.0	0.0	8.1	3.0	8.3	10.1	0.0	6.0	14.8	9.8	9.1	7.4	9.4	6.7			

ETS (#3782) 2006/11/29
 C2. Did the class in any way influence the decision you made about ...the new equipment you purchased
 BASE: End User who purchased major energy-using equipment

```

===== BANNER 1 =====
          CENTER          TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION          SATISFIED
          EIC  ERC  ETC  PEC  Arch/ trac  Eng/ Con-  Con-  sul-  End  New  Mid  Sen-  Size of  Once/  Comp-  Very  Not
          --A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
          % 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
Total  82  8  16  21  18  2  16  0  0  0  82  16  40  24  5  48  18  15  28  54  39  43
      87  11  16  23  15  3  19  0  0  0  87  15  47  23  6  50  18  16  30  57  40  47
% 58.5 44.7 70.9 63.4 69.1 33.6 38.2 0.0 0.0 0.0 58.5 48.9 57.2 71.3 36.3 66.0 68.0 51.5 52.1 61.9 59.8 57.3
51  5  12  15  10  1  8  0  0  0  51  7  28  16  2  33  12  7  17  34  25  26
Yes

27  5  4  6  6  1  7  0  0  0  27  7  11  7  3  14  5  4  12  15  13  14
% 33.2 55.3 23.8 26.5 30.9 33.6 42.1 0.0 0.0 33.2 46.6 27.7 28.7 52.2 28.8 26.0 24.8 42.9 28.1 33.9 32.5
29  6  3  6  5  1  8  0  0  0  29  7  13  7  3  15  5  5  11  18  12  17
No

7  0  1  2  0  1  3  0  0  0  7  1  6  0  1  3  1  4  1  5  2  4
% 8.3 0.0 5.3 10.1 0.0 32.9 19.8 0.0 0.0 8.3 4.5 15.2 0.0 11.5 5.3 6.0 23.7 5.0 10.0 6.3 10.1
7  0  1  2  0  1  3  0  0  0  7  1  6  0  1  2  1  4  2  5  3  4
Dk/RF
  
```

ETS (#3782) 2006/11/29
 C2A. Did the class in any way influence the decision you made about ... the changes you made to your equipment operation or maintenance?
 BASE: End User who made major changes to operation or maintenance of equipment

```

===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY  ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/ Con- Con-          Sen-          Once/ Comp-  Not
Arch/ trac sul-      lor Small Large month yr or lete  Qete  Very  very
Const -tor tant      <=5  >25  >100  more less  -ly  -ly  -fied
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----
CENTER
-----
Total AgTAC CTAC  EIC  ERC  ETC  PEC  User  <=5  >25  >100  more less  -ly  -ly  -fied
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----
Total  50  7  9  12  11  2  9  0  0  50  8  24  16  3  29  12  11  16  34  28  22
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
53  9  9  14  8  3  10  0  0  53  8  28  15  4  31  13  11  16  37  27  26

Yes  37  5  8  10  7  1  7  0  0  37  5  19  13  1  22  11  10  9  28  18  19
% 74.7 67.8 84.9 78.0 64.6 67.1 79.3 0.0 0.0 74.7 54.7 78.0 77.6 40.8 74.1 89.9 94.4 59.0 82.1 63.6 89.2
40  6  8  11  5  2  8  0  0  40  5  21  12  2  23  12  10  10  30  17  23

No  12  2  1  3  4  0  2  0  0  12  4  5  4  1  8  1  0  6  6  10  2
% 24.1 32.2 15.1 22.0 35.4 0.0 20.7 0.0 0.0 24.1 45.3 19.6 22.4 40.4 25.9 10.1 0.0 37.3 17.9 34.3 10.8
12  3  1  3  3  0  2  0  0  12  3  6  3  1  8  1  0  5  7  9  3

Dk/RF  1  0  0  0  0  1  0  0  0  1  0  1  0  1  0  0  1  1  0  1  0
% 1.2 0.0 0.0 0.0 0.0 32.9 0.0 0.0 0.0 1.2 0.0 2.5 0.0 18.8 0.0 0.0 5.6 3.7 0.0 2.1 0.0
1  0  0  0  0  1  0  0  0  1  0  1  0  1  0  0  1  1  0  1  0

```

ETS (#3782) 2006/11/29
 C2B. Did the class in any way influence the decision you made about . . . the changes you made to the building shell
 BASE: End User who made change to the building shell

```

===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY  ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/ Con- Con-          Sen-          Once/ Once/ Comp- Comp-  Not
Arch/ trac sul-          lor          Small Large month yr or lete Qete  Very  very
Const -tor tant          <=5        >25          <=5        >100      more less  -ly  -ly  -fied  -fied
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----
CENTER
-----
Total AgTAC CTAC  EIC  ERC  ETC  ETC  PEC  ETC  PEC  Const -tor tant          Sen-          lor          Small Large month yr or lete Qete  Very  very
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----
35  6  7  6  8  1  7  0  0  0  35  5  19  10  2  22  10  9  6  29  15  20
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
37  8  7  6  6  2  8  0  0  0  37  5  22  9  2  23  11  9  7  30  15  22

12  2  1  2  4  1  3  0  0  0  12  1  7  4  2  6  4  3  2  10  6  6
% 35.7 30.2 12.8 28.6 57.1 52.9 40.9 0.0 0.0 35.7 27.4 34.3 38.1 100.0 26.4 41.3 37.6 42.2 34.3 39.7 32.5
14  3  1  2  4  1  3  0  0  0  14  1  8  4  2  7  4  4  3  11  6  8

21  5  6  4  3  1  3  0  0  0  21  4  11  6  0  15  6  6  3  18  9  12
% 60.7 69.8 87.2 71.4 42.9 47.1 41.7 0.0 0.0 60.7 72.6 59.1 61.9 0.0 67.9 58.7 62.4 57.8 61.3 60.2 61.0
22  5  6  4  2  1  4  0  0  0  22  4  13  5  0  15  7  5  4  18  9  13

1  0  0  0  0  0  0  0  0  0  1  0  1  0  0  1  0  0  0  1  0  1
% 3.7 0.0 0.0 0.0 0.0 0.0 17.3 0.0 0.0 3.7 0.0 6.6 0.0 0.0 5.7 0.0 0.0 0.0 4.4 0.0 6.4
1  0  0  0  0  0  0  0  0  0  1  0  1  0  0  1  0  0  0  1  0  1

```

ETS (#3782) 2006/11/29
 C2C. Did the class in any way influence the decision you made about . . . the changes you made to your facility design
 BASE: End User who made changes to facility design

```

===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY  ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/ Con- Con-          Sen-          Once/ Once/ Comp- Comp-  Not
Arch/ trac sul-          lor Small Large month yr or lete Qete  Very  very
Const -tor tant          <=5  >25  <=5  >100 more less  -ly  -ly  -fied  -fied
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----
CENTER
-----
Total AgTAC CTAC  EIC  ERC  ETC  ETC  PEC  Arch/ trac sul-          Sen-          Once/ Once/ Comp- Comp-  Not
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
-----
57  7  11  17  9  1  12  0  0  0  57  12  30  14  1  35  14  11  23  34  29  29
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
62  9  11  19  7  2  14  0  0  0  62  11  35  15  1  39  15  13  24  38  30  32

28  3  6  6  5  1  7  0  0  0  28  3  17  8  1  17  8  6  12  15  17  10
% 48.1 46.0 51.9 37.3 57.0 47.1 55.2 0.0 0.0 48.1 20.3 54.7 56.3 100.0 47.7 56.4 52.7 53.2 44.7 60.0 36.3
32  5  6  7  5  1  8  0  0  0  32  3  20  8  1  19  8  7  15  17  20  12

27  4  5  10  4  1  4  0  0  0  27  10  12  6  0  17  5  5  11  17  11  16
% 48.0 54.0 48.1 57.2 43.0 52.9 34.4 0.0 0.0 48.0 79.7 38.0 43.7 0.0 48.7 36.6 47.3 46.8 48.8 40.0 55.9
28  4  5  11  2  1  5  0  0  0  28  8  13  7  0  19  6  6  9  19  10  18

2  0  0  1  0  0  1  0  0  0  2  0  2  0  0  1  1  0  0  2  0  2
% 3.9 0.0 0.0 5.6 0.0 0.0 10.3 0.0 0.0 3.9 0.0 7.3 0.0 0.0 3.6 7.0 0.0 0.0 6.5 0.0 7.7
2  0  0  1  0  0  1  0  0  0  2  0  2  0  0  1  1  0  0  2  0  2

```


ETS (#3782) 2006/11/29
 C2D. Did the class in any way influence the decision you made about . . . the other changes you made?
 BASE: End User who made other changes

```

===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/ Arch/ Con- Con-   Eng/   Con-   Sen-   Once/   Comp-   Comp-   Very   Not
-----   -----   -----   -----   -----   -----   -----   -----   -----   -----
Const   trac   tant   sul-   for   or   month   Comp-   Comp-   Very   Not
-----   -----   -----   -----   -----   -----   -----   -----   -----   -----
AgtTAC  CTCAC  ERC  ETC  ETC  ETC  ETC  ETC  ETC  ETC  ETC  ETC  ETC  ETC  ETC  ETC
--A--  --B--  --C--  --D--  --E--  --F--  --G--  --H--  --I--  --J--  --K--  --L--  --M--  --N--  --O--  --P--  --Q--  --R--  --S--  --T--  --U--  --V--
-----   -----   -----   -----   -----   -----   -----   -----   -----   -----   -----   -----   -----   -----   -----   -----
Total 34 5 8 9 9 6 1 1 5 0 0 0 0 34 8 16 8 2 17 5 5 13 20 17 16
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
34 5 8 10 5 5 1 1 5 0 0 0 0 34 6 19 8 2 19 6 6 11 23 16 18

Yes 8 2 1 2 2 2 1 1 1 0 0 0 0 8 1 5 2 1 5 3 1 1 7 2 6
% 24.2 36.7 11.1 21.8 26.9 100.0 25.4 0.0 0.0 0.0 0.0 0.0 0.0 24.2 11.4 29.3 28.7 32.3 30.7 52.0 23.7 5.9 36.1 13.5 35.6
9 2 1 2 2 2 1 1 1 1 1 1 1 9 1 6 2 1 6 3 1 1 8 3 6

No 25 3 7 7 7 5 0 4 0 0 0 0 0 25 7 12 6 1 12 3 4 12 13 15 10
% 75.8 63.3 88.9 78.2 73.1 0.0 74.6 0.0 0.0 0.0 0.0 0.0 0.0 75.8 88.6 70.7 71.3 67.7 69.3 48.0 76.3 94.1 63.9 86.5 64.4
25 3 7 8 3 3 0 4 0 0 0 0 0 25 5 13 6 1 13 3 5 10 15 13 12
  
```

ETS (#3782)
 C3. What influence did it have on the new equipment you purchased?
 BASE: End User who said class influenced decision

		BANNER 1																							
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE EXPECTATION										
		Eng/ Arch/ Con-	Con- sul-	Con-	Eng/ trac-	Con-	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Comp- or	Not	Very	Satis								
		Const	tant	tant	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor								
		---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---								
		---G---	---P---	---E---	---D---	---C---	---B---	---A---	---A---	---A---	---A---	---A---	---A---	---A---	---A---	---A---	---A---								
		PEC	ETC	ERC	EIC	CTAC	AgTAC	Total	AgTAC	CTAC	EIC	EIC	ERC	ETC	PEC	AgTAC	Total								
Total		48	4	11	13	13	1	6	0	0	0	0	48	8	23	17	2	32	12	8	15	33	24	24	
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
		51	5	12	15	10	1	8	0	0	0	0	51	7	28	16	2	33	12	7	17	34	25	26	
More energy efficient	%	32.3	36.2	33.7	32.5	36.1	100.0	13.0	0.0	0.0	0.0	0.0	32.3	23.4	28.7	41.2	100.0	34.3	28.9	38.6	24.6	35.8	30.1	34.5	
		16	2	4	5	3	1	1	0	0	0	0	16	2	8	6	2	11	4	2	4	12	7	8	
Cost savings/purchase energy efficient equip	%	42.2	47.5	42.6	54.5	24.3	100.0	42.8	0.0	0.0	0.0	0.0	42.2	8.2	50.6	46.6	32.3	41.8	51.2	45.4	46.4	40.4	49.4	35.3	
		20	2	5	8	3	1	4	0	0	0	0	20	1	12	8	1	13	6	4	7	13	12	9	
More aware of energy efficient equip	%	36.9	63.9	23.0	31.6	42.3	0.0	49.9	0.0	0.0	0.0	0.0	36.9	30.9	42.5	32.3	0.0	25.5	50.6	38.8	46.2	32.8	42.8	31.3	
		18	3	3	5	4	0	3	0	0	0	0	18	1	12	5	0	8	5	3	8	10	11	7	
Other	%	3.5	16.3	0.0	0.0	0.0	0.0	16.8	0.0	0.0	0.0	0.0	3.5	0.0	4.7	3.5	0.0	3.8	4.9	0.0	0.0	5.0	2.6	4.3	
		3	1	0	0	0	0	2	0	0	0	0	3	0	2	1	0	2	1	0	0	3	1	2	
DK/RF	%	9.9	0.0	16.2	8.3	14.4	0.0	0.0	0.0	0.0	0.0	0.0	9.9	37.6	7.9	0.0	0.0	12.1	0.0	0.0	6.2	11.6	3.9	15.7	
		5	0	2	1	2	0	0	0	0	0	0	5	3	2	0	0	4	0	0	0	1	4	1	4

ETS (#3782) 2006/11/29
 C3A. What influence did it have on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class influenced decision

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ Con-	Con- sul-	Con-	Eng/ Arch/ Con-	Con- sul-	Con-	Sen- for	Mid	New	End	Sen- for	Mid	New	End	Sen- for	Mid	New	End	Sen- for	Mid	New	End	Sen- for	Mid	New	End	Sen- for	Mid	New	End
		Const	tor	tant	Const	tor	tant	>25	>25	>25	Const	tor	tant	Const	tor	tant	<=5	<=5	<=5	Const	tor	tant	Const	tor	tant	Const	tor	tant	Const	tor	tant
		PEC	ETC	ETC	PEC	ETC	ETC	PEC	ETC	ETC	PEC	ETC	ETC	PEC	ETC	ETC	PEC	ETC	ETC	PEC	ETC	ETC	PEC	ETC	ETC	PEC	ETC	ETC	PEC	ETC	
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Total		37	5	8	10	7	1	1	7	0	0	0	0	37	5	19	13	1	22	11	10	9	28	18	18	19					
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
More energy efficient		14	0	3	3	5	1	1	3	0	0	0	0	14	4	5	4	1	10	5	5	1	13	7	6						
	%	36.4	0.0	37.6	29.9	68.4	50.0	36.4	0.0	0.0	0.0	0.0	36.4	79.9	28.2	29.4	47.2	44.7	43.7	46.4	6.8	46.4	40.1	33.0							
Maintenance on better schedule/more aware		13	2	1	2	2	1	4	0	0	0	0	13	2	5	6	0	6	2	2	4	8	6	6							
	%	33.7	50.3	17.9	23.3	31.6	50.0	52.2	0.0	0.0	0.0	33.7	34.2	29.3	44.6	0.0	29.0	21.4	19.2	47.6	28.9	36.0	31.5								
Other		5	1	2	2	0	0	0	0	0	0	0	5	0	2	3	0	3	1	2	3	1	3	1							
	%	12.1	22.8	21.8	17.8	0.0	0.0	0.0	12.1	0.0	9.0	22.6	0.0	11.8	9.7	17.8	32.2	5.3	16.9	7.6	2	2	3	2							
DK/RF		8	1	2	4	0	0	1	0	0	0	0	8	0	6	1	1	4	3	2	2	6	2	6							
	%	21.3	26.9	22.8	42.3	0.0	0.0	11.4	0.0	0.0	33.4	8.5	52.8	17.5	25.3	23.0	20.2	21.6	10.6	31.2	2	7	2	7							

ETS (#3782)
C3B. What influence did it have on the changes you made the building shell?
BASE: End User who said class influenced decision

		BANNER 1												ATTENDANCE EXPECTATION			SATISFIED			
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				FREQUENCY			Not			
		Eng/ Arch/ Con-	Con- sul-	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large 6-25	Once more	Once less	Once or more	Comp-ly	Comp-ly	Comp-ly	Very	Very	Very		
		Const	tor	tant	U	U	U	U	U	U	U	U	U	U	U	U	U	U		
Total	12 100.0 14	1 100.0 3	2 100.0 1	2 100.0 4	4 100.0 1	3 100.0 3	0 0.0 0	0 0.0 0	0 0.0 0	12 100.0 14	1 100.0 1	7 100.0 8	4 100.0 4	2 100.0 2	6 100.0 7	4 100.0 4	3 100.0 3	2 100.0 3	10 100.0 11	6 100.0 6
Knowledge/information	2 15.9 2	0 31.6 0	0 0.0 0	1 30.5 1	1 100.0 1	0 0.0 0	1 100.0 1	0 0.0 0	0 0.0 0	2 15.9 2	1 100.0 1	0 0.0 0	0 0.0 0	2 33.6 2	1 100.0 1	0 0.0 0	0 24.9 0	1 13.6 1	1 22.6 1	1 9.6 1
More insulation	1 10.2 1	0 0.0 0	0 0.0 0	0 0.0 0	0 0.0 0	1 42.4 1	0 0.0 0	0 0.0 0	0 0.0 0	1 10.2 1	0 0.0 0	0 0.0 0	1 33.6 1	0 0.0 0	1 30.5 1	0 0.0 0	0 0.0 0	0 12.8 0	0 0.0 0	1 19.8 1
Save energy	2 14.7 2	0 0.0 0	0 0.0 0	2 41.2 2	0 0.0 0	0 0.0 0	0 0.0 0	0 0.0 0	0 0.0 0	2 14.7 2	0 0.0 0	2 27.6 2	0 0.0 0	0 0.0 0	2 31.1 2	1 21.8 1	0 36.7 0	1 9.2 1	1 30.5 1	0 0.0 0
Other	2 17.9 3	1 34.2 1	0 59.9 0	1 0.0 1	0 100.0 0	0 0.0 0	0 0.0 0	0 0.0 0	0 0.0 0	2 17.9 3	0 0.0 0	2 15.8 2	1 10.2 1	0 0.0 0	1 10.2 1	0 19.4 0	1 38.4 1	1 12.8 1	2 25.9 2	1 10.4 1
DK/RF	5 41.3 6	1 34.2 1	1 100.0 40.1	1 28.3 1	0 0.0 0	2 57.6 2	0 0.0 0	0 0.0 0	0 0.0 0	5 41.3 6	0 0.0 0	3 38.5 3	2 50.5 2	1 34.5 1	1 25.2 1	1 80.6 1	0 0.0 0	0 51.6 0	5 21.0 6	1 60.2 1

		BANNER 1												ATTENDANCE EXPECTATION												SATISFIED											
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED															
		Eng/Arch	Con/Const	Con/sul	Con/taut	Eng/Arch	Con/Const	Con/sul	Con/taut	Senior	Mid	New	Small	Large	Once	Comp	Once	Comp	Not	Not	Very	Very															
		PEC	ETC	ERC	ETC	PEC	ETC	ERC	ETC	>25	6-25	<=5	<=5	>100	more	less	--S--	--T--	--U--	--V--	--W--	--X--															
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--														
Total	28 32	3 5	6 6	6 7	5 5	1 1	7 8	0 0	0 0	0 0	0 0	28 32	3 3	17 20	8 8	1 1	17 19	8 8	6 7	12 15	15 17	17 20	10 12														
Cost awareness/money	2 3	0 0	2 2	0 0	0 0	0 0	1 1	0 0	0 0	0 0	2 3	8.5 3	0 0	10.5 2	7.7 1	0 0	13.9 3	19.7 2	14.2 1	0 0	15.4 3	0 0	22.5 3														
Conserve energy using energy efficient prods	8 8	0 0	2 2	3 3	1 1	0 0	2 2	0 0	0 0	2 2	8 8	0 0	5 5	38.3 3	0 0	27.9 5	26.3 2	14.2 1	47.6 6	11.7 2	44.7 8	0 0	0														
Other	4 6	1 2	0 0	1 1	0 0	0 0	2 3	0 0	0 0	0 0	4 6	15.0 15.0	0 0	18.5 4	13.7 2	0 0	9.9 3	7.8 1	18.2 4	22.6 8.8	17.0 17.0	11.6 4	2														
DK/RF	14 16	2 3	2 2	3 3	4 4	1 1	3 3	0 0	0 0	0 0	14 16	50.9 50.9	100.0 100.0	42.8 9	48.0 3	100.0 1	51.8 9	54.0 4	29.8 4	68.0 5	38.3 11	71.6 8	8														

ETS (#3782)
 C4. Why do you say it had no influence on the equipment you purchased?
 BASE: End User who said class had no influence

		BANNER 1																				
		CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		AgTAC	CTAC	EIC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tract	Con-sult	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Comp-ly	Very satis	Not		
		5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
We already had the right equipment	%	18.0	0.0	16.9	22.1	100.0	30.6	0.0	0.0	0.0	0.0	18.0	0.0	8.5	41.9	0.0	27.8	27.0	0.0	18.9	17.3	29.6
Other	%	18.1	72.5	0.0	16.9	0.0	8.6	0.0	0.0	0.0	18.1	13.8	25.0	16.3	0.0	16.9	0.0	43.2	17.1	18.9	13.0	
DK/RF	%	63.8	27.5	100.0	66.1	77.9	0.0	60.8	0.0	0.0	63.8	86.2	66.5	41.8	100.0	55.3	73.0	56.8	64.0	63.7	57.3	

ETS (#3782) 2006/11/29
 C4A. Why do you say it had no influence on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class had no influence

```

===== BANNER 1 =====
                                     YEARS OF INDUSTRY
                                     EXPERIENCE
TYPE OF BUSINESS                    SIZE OF BUSINESS
-----
Eng/ Arch/ Con- Con- Sen-      Once/ Once/
Const trac- tor tant  lor   Small Large month yr or lete
--H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
EIC ERC ETC ETC PEC  User <=5 6-25 >25 <=5 >100 >100 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
CENTER
-----
Total 12 2 1 3 4 0 0 0 0 12 4 5 4 1 8 1 0 0 6 6 10 2
% 100.0 100.0 100.0 100.0 100.0 0.0 0.0 0.0 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 0.0 0.0 100.0 100.0 100.0 100.0
12 3 1 3 3 0 0 0 0 12 3 6 3 1 8 1 0 0 5 5 7 9 3

Other 7 1 1 1 2 0 0 0 0 7 4 2 1 1 4 1 0 0 4 4 6 2
% 61.9 26.1 100.0 41.2 66.7 0.0 100.0 0.0 0.0 61.9 100.0 52.8 34.4 100.0 55.9 100.0 0.0 0.0 65.1 58.8 59.3 72.8
7 1 1 1 2 0 0 0 0 7 3 3 1 1 4 1 0 0 3 3 4 5 2

DK/RF 5 2 0 2 1 0 0 0 0 5 0 2 2 0 3 0 0 0 2 3 4 1
% 38.1 73.9 0.0 58.8 33.3 0.0 0.0 0.0 0.0 38.1 0.0 47.2 65.6 0.0 44.1 0.0 0.0 0.0 34.9 41.2 40.7 27.2
5 2 0 2 1 0 0 0 0 5 0 3 2 0 4 0 0 0 2 2 3 4 1
  
```


		BANNER 1										ATTENDANCE EXPECTATION		SATISFIED								
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY		Not								
		Eng/ Arch/ Con-	Con- sul-	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Comp- or	Comp- let	Comp- Qete	Comp- sats	Very	Very						
		Const	tant	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-						
		ERC	ERC	ERC	ERC	ERC	ERC	ERC	ERC	ERC	ERC	ERC	ERC	ERC	ERC	ERC						
		ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC	ETC						
		PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC	PEC						
		AGTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC	CTAC						
Total		21	5	6	4	1	3	0	0	0	21	4	11	6	0	15	6	6	3	18	9	12
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
No changes were made		4	0	0	1	3	0	0	0	0	4	1	1	2	0	4	1	2	0	4	2	2
	%	20.3	0.0	0.0	24.0	100.0	0.0	0.0	0.0	0.0	20.3	25.4	8.4	39.4	0.0	28.4	16.1	42.2	0.0	24.2	26.7	15.5
Other		5	0	2	2	0	0	1	0	0	5	1	4	0	0	3	2	2	0	5	2	3
	%	24.8	0.0	30.7	52.0	0.0	0.0	46.4	0.0	0.0	24.8	31.1	36.1	0.0	0.0	22.3	29.9	30.6	0.0	23.6	19.8	28.6
DK/RF		12	5	4	1	0	1	2	0	0	12	2	6	4	0	7	3	2	3	8	5	7
	%	54.9	100.0	69.3	24.0	0.0	100.0	53.6	0.0	0.0	54.9	43.5	55.5	60.6	0.0	49.3	54.1	27.2	100.0	46.3	53.6	56.0

ETS (#3782) 2006/11/29
 C4C. Why do you say it had no influence on the changes you made to your facility design?
 BASE: End User who said class had no influence

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===== BANNER 1 =====
                                     YEARS OF INDUSTRY
                                     EXPERIENCE
TYPE OF BUSINESS                    SIZE OF BUSINESS
-----
Eng/ Arch/ Con- Con- Sen-
Const trac- tor tant ior
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--
Center  EIC  ERC  ETC  ETC  PEC  User  <=5  6-25  >25  Small  Large  month  yr  or  lete  Qete  satis  satis  very  very
-----
Total AgTAC CTAC  EIC  ERC  ETC  ETC  PEC  User  <=5  6-25  >25  Small  Large  month  yr  or  lete  Qete  satis  satis  very  very
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--

```

	27	4	5	10	4	1	4	0	0	0	27	10	12	6	0	17	5	5	11	17	11	16
Total	27	4	5	10	4	1	4	0	0	0	27	10	12	6	0	17	5	5	11	17	11	16
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	28	4	5	11	2	1	5	0	0	0	28	8	13	7	0	19	6	6	9	19	10	18
Other	13	0	2	3	4	1	3	0	0	0	13	7	4	2	0	7	3	1	5	8	7	6
%	48.0	0.0	47.3	30.8	100.0	100.0	80.6	0.0	0.0	0.0	48.0	69.6	38.4	30.8	0.0	43.3	58.4	13.6	46.7	48.8	60.5	39.1
	12	0	2	3	2	1	4	0	0	0	12	5	5	2	0	8	3	1	3	9	5	7
DK/RF	14	4	3	7	0	0	1	0	0	0	14	3	7	4	0	10	2	5	6	9	5	10
%	52.0	100.0	52.7	69.2	0.0	0.0	19.4	0.0	0.0	0.0	52.0	30.4	61.6	69.2	0.0	56.7	41.6	86.4	53.3	51.2	39.5	60.9
	16	4	3	8	0	0	1	0	0	0	16	3	8	5	0	11	3	5	6	10	5	11

ETS (#3782)
 C4D. Why do you say it had no influence on the other changes you made?
 BASE: End User who said class had no influence

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/ Arch/ ETC ETC ETC	Con- sul- tant	Con- tant	Con- tant	Eng/ Arch/ ETC ETC ETC	Con- sul- tant	Con- tant	Con- tant	Sen- lor >25	Mid 6-25	New <=5	Small <=5	Large >100	Once/ month	Once/ yr	Comp- ly	Comp- ly	Comp- ly	Very satis	Very satis	Very satis									
Total	25	3	7	7	5	0	4	0	0	0	25	7	12	6	1	12	3	4	12	13	15	10									
	%	100.0	100.0	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0									
		25	3	7	8	3	0	0	0	0	25	5	13	6	1	13	3	5	10	15	13	12									
Other	14	0	6	2	2	0	4	0	0	0	14	7	3	2	0	6	2	0	9	4	9	5									
	%	53.1	0.0	77.1	25.6	52.8	0.0	100.0	0.0	0.0	53.1	100.0	27.5	40.6	0.0	50.0	63.5	0.0	74.2	32.9	59.7	43.8									
		12	0	5	2	1	0	0	0	0	12	5	4	2	0	6	2	0	7	5	7	5									
DK/RF	12	3	2	5	2	0	0	0	0	0	12	0	8	4	1	6	1	4	3	9	6	6									
	%	46.9	100.0	22.9	74.4	47.2	0.0	0.0	0.0	0.0	46.9	0.0	72.5	59.4	100.0	50.0	36.5	100.0	25.8	67.1	40.3	56.2									
		13	3	2	6	2	0	0	0	0	13	0	9	4	1	7	1	5	3	10	6	7									

ETS (#3782)
Fl. Overall, how satisfied were you with the class?

		BANNER 1																			
		YEARS OF INDUSTRY EXPERIENCE								ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED			
		TYPE OF BUSINESS				SIZE OF BUSINESS				Once/ month yr or more				Not				Very			
		Eng/ Arch/ Con-		Con-		New		Mid		Sen-		Small		Large		lete		Oete			
		Const		tant		User		6-25		>25		<=5		>100		-ly		-ly			
		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--	
		-G--		-F--		-E--		-D--		-C--		-B--		-A--		-T--		-U--		-V--	
		PEC		ETC		ERC		EIC		CTAC		BIC		ERC		ETC		ERC		EIC	
		132		132		132		132		132		132		132		132		132		132	
		365		365		365		365		365		365		365		365		365		365	
		492		492		492		492		492		492		492		492		492		492	
		801		801		801		801		801		801		801		801		801		801	
		274		274		274		274		274		274		274		274		274		274	
		509		509		509		509		509		509		509		509		509		509	
		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0	
		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0	
		415		415		415		415		415		415		415		415		415		415	
		341		341		341		341		341		341		341		341		341		341	
		582		582		582		582		582		582		582		582		582		582	
		913		913		913		913		913		913		913		913		913		913	
		787		787		787		787		787		787		787		787		787		787	
		705		705		705		705		705		705		705		705		705		705	
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	341	582	913	787	705	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742
1-Not at all satisfied	5	0	2	0	1	0	3	3	2	0	1	0	2	4	3	2	1	1	5	0	5
%	0.4	0.0	0.8	0.0	0.2	0.0	0.7	0.9	0.3	0.0	0.2	0.0	0.2	1.0	0.6	0.5	0.3	0.1	0.5	0.0	0.8
6	0	2	0	1	0	3	4	2	0	1	0	2	4	3	2	1	1	5	0	6	
6	1	0	1	1	3	1	4	1	0	2	1	4	2	3	1	2	2	7	0	7	
6	1	0	1	1	3	1	4	1	0	2	1	4	2	3	1	2	2	7	0	7	
8	1	1	3	2	1	2	5	3	0	2	0	7	2	3	2	1	1	7	0	8	
%	0.6	1.0	0.3	1.3	0.4	0.5	1.2	0.6	0.0	0.3	0.0	0.8	0.4	0.6	0.5	0.3	0.2	0.0	0.8	0.0	1.2
10	1	1	3	2	1	2	6	3	0	2	0	8	2	3	2	1	1	9	0	10	
5	0	0	3	1	1	0	0	0	4	1	0	3	1	0	0	0	1	5	0	5	
%	0.3	0.0	1.4	0.2	0.4	0.0	0.0	0.8	0.4	0.0	1.1	0.0	0.2	0.0	0.0	0.0	0.2	0.0	0.5	0.0	0.6
3	0	0	1	1	1	0	0	0	2	1	0	1	2	0	0	0	1	3	0	3	
3	0	0	1	1	1	0	0	0	2	1	0	1	2	0	0	0	1	3	0	3	
3	0	0	1	1	1	0	0	0	2	1	0	1	2	0	0	0	1	3	0	3	
34	1	3	9	9	4	8	4	16	2	9	4	22	8	9	11	5	13	4	30	0	34
%	2.2	1.6	4.2	1.8	3.0	2.2	1.1	3.3	1.6	1.7	1.6	2.7	2.0	2.1	2.7	1.6	3.7	0.6	3.3	0.0	4.8
33	2	3	7	6	7	8	7	12	3	10	5	20	8	8	10	5	13	2	31	0	33
30	2	2	5	4	6	12	10	7	4	11	7	14	8	10	7	5	6	0	30	0	30
%	2.0	3.0	0.8	2.3	0.7	4.2	3.3	2.8	1.5	2.9	2.4	1.7	2.1	2.5	1.7	1.7	1.8	0.0	3.3	0.0	4.3
33	3	2	5	3	6	14	11	6	3	13	8	15	8	11	7	5	7	0	33	0	33
122	8	16	17	25	14	42	24	44	6	47	26	68	26	27	36	20	28	7	114	0	122
%	8.1	10.9	6.9	7.6	5.2	10.4	11.5	6.5	8.9	4.8	9.3	8.5	6.7	6.4	8.6	6.3	8.2	1.2	12.5	0.0	17.3
130	11	17	15	18	17	52	31	42	5	48	33	65	30	29	40	17	31	8	121	0	130
E	E	E	BFG	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E

ETS (#3782)
 Fl. Overall, how satisfied were you with the class?

BANNER 1																						
YEARS OF INDUSTRY EXPERIENCE					TYPE OF BUSINESS					SIZE OF BUSINESS												
EXPERIENCE					BUSINESS					BUSINESS												
Senior					Con-					BUSINESS												
ior					sul-					BUSINESS												
>25					tant					BUSINESS												
>25					User					BUSINESS												
<=5					End					BUSINESS												
<=5					Con-					BUSINESS												
>25					Arch/					BUSINESS												
>25					trac					BUSINESS												
>25					Eng/					BUSINESS												
>25					Con-					BUSINESS												
>25					Con-					BUSINESS												
>25					Con-					BUSINESS												
8	308	19	53	51	72	20	92	78	99	28	103	64	162	70	94	58	70	32	275	0	308	
%	20.4	24.3	22.8	23.7	14.8	15.4	25.3	20.9	20.1	21.0	20.2	23.5	20.3	17.7	16.1	18.6	20.5	5.5	30.1	0.0	43.6	
	326	22	57	55	47	38	107	90	97	32	105	69	170	79	74	103	63	74	35	290	0	326
	E	EF	EF	BCDG	CDG	EF									P	O			T	S	V	U
9	187	8	36	22	57	15	47	51	57	19	58	41	94	49	47	51	41	34	33	152	0	187
%	12.4	10.4	15.7	10.3	11.8	11.5	13.0	13.7	11.5	14.1	11.3	14.8	11.8	12.5	11.4	12.4	13.2	9.9	5.7	16.6	0.0	26.5
	194	10	40	23	38	24	59	60	52	22	60	42	98	51	47	57	40	36	34	158	0	194
																			T	S	V	U
10-Very satisfied	787	36	117	104	311	67	152	189	260	70	268	124	419	222	242	207	176	186	501	284	787	0
%	52.2	45.8	50.5	48.1	64.0	51.0	41.7	50.7	52.8	53.1	52.7	45.4	52.4	56.6	58.3	50.1	56.4	54.5	86.1	31.1	100.0	0.0
	752	48	130	95	209	103	167	206	218	68	261	125	385	224	221	202	161	181	475	274	752	0
	E	EG	E	BCDFG	EG	CEF									P	O			T	S	V	U
NA	3	1	0	0	0	1	1	0	0	0	1	0	2	0	0	1	1	0	1	1	1	0
%	0.2	1.4	0.0	0.0	0.0	0.4	0.3	0.0	0.0	0.0	0.2	0.0	0.2	0.0	0.0	0.3	0.4	0.0	0.2	0.1	0.0	0.0
	3	1	0	0	0	1	1	0	0	0	1	0	2	0	0	1	1	0	1	1	1	0
	E																					
DK/DR	14	1	2	1	4	3	4	5	1	3	7	4	6	2	6	1	3	1	3	5	0	0
%	0.9	0.8	1.0	0.4	0.7	2.1	1.0	1.4	0.1	2.1	1.4	1.3	0.8	0.6	1.4	0.2	0.9	0.4	0.5	0.5	0.0	0.0
	12	1	2	1	2	1	5	4	1	1	6	3	5	3	5	1	3	1	3	4	0	0
MEAN:	8.9	8.7	9.0	8.7	9.2	8.8	8.6	8.8	8.9	9.1	8.9	8.8	8.9	9.0	9.0	8.9	9.1	8.9	9.7	8.4	10.0	7.7
	E	DEC	CE	BCDFG	E	CE													T	S	V	U

ETS (#3782)
F2. In what way were not entirely satisfied with the class?
BASE: Respondents who rated class overall less than 9

BANNER 1																								
	CENTER	TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		Eng/ Arch/ ETC EIC ERC ETC	Con- sul- tant	Con- tant	Con- tant	Eng/ Arch/ ETC EIC ERC ETC	New <=5	Mid 6-25	Sen- >25	Small <=5	Large 6-100	Once/ month	Once/ yr or more	Comp- less	Comp- more	Not	Very	Very						
Total		518	32	76	89	114	46	160	127	175	41	175	105	279	119	120	153	91	120	44	472	0	518	
%		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0
		548	40	82	87	79	73	187	153	165	44	181	117	286	133	131	165	94	130	46	499	0	548	
Too much detail/technical		23	1	2	4	2	3	12	6	8	1	7	4	11	8	6	3	4	5	2	21	0	23	
%		4.4	2.3	2.3	4.1	1.3	6.0	7.6	5.0	4.5	2.9	4.1	4.1	3.9	6.3	5.2	2.1	4.0	4.3	3.5	4.5	0.0	4.4	
Always room for improvement/not a ten		35	1	8	3	14	1	9	9	12	2	14	8	18	9	10	13	3	15	2	33	0	35	
%		6.8	3.5	11.0	3.0	12.0	1.1	5.7	6.9	6.7	5.8	7.7	7.6	6.5	7.8	8.5	8.5	3.8	12.1	5.7	7.0	0.0	6.8	
Already knew information/too basic/simple		21	2	3	5	5	2	4	7	10	0	6	3	12	6	5	5	1	4	1	20	0	21	
%		4.1	5.8	3.5	5.5	4.7	4.8	2.7	5.4	6.0	1.1	3.3	2.4	4.4	5.2	3.9	3.5	0.6	3.6	1.3	4.2	0.0	4.1	
Have more detail/covered more material		107	13	14	17	13	10	41	31	37	7	33	16	60	31	27	34	17	31	5	102	0	107	
%		20.7	38.8	18.1	18.9	11.7	21.2	25.6	24.7	21.1	18.2	18.7	15.5	21.4	25.9	22.8	22.2	18.5	25.9	12.0	21.7	0.0	20.7	
Didn't apply to my specific field/job		27	2	7	4	5	1	8	7	9	4	11	4	18	5	6	10	4	6	0	27	0	27	
%		5.3	5.9	9.2	4.7	4.3	2.2	5.3	5.7	5.0	10.3	6.5	4.1	6.4	3.9	5.1	6.6	4.1	4.6	0.0	5.8	0.0	5.3	
Should've been a longer class/too short/2 days		37	4	6	6	12	2	8	10	12	0	13	5	27	5	12	12	5	12	3	34	0	37	
%		7.1	11.3	7.6	6.3	10.6	4.8	4.8	7.8	7.1	1.1	7.3	5.2	9.6	3.8	10.3	7.6	5.2	9.8	7.0	7.2	0.0	7.1	
More hands on class		22	1	4	5	4	2	6	3	12	1	6	9	9	5	4	9	3	6	1	21	0	22	
%		4.3	4.1	4.9	5.5	3.6	3.7	4.0	2.7	7.1	1.6	3.3	8.3	3.2	3.9	3.2	5.8	3.0	5.0	1.9	4.5	0.0	4.3	
Lack of handouts and reference material		9	0	0	2	4	1	3	1	1	2	4	1	6	3	1	5	5	1	2	7	0	9	
%		1.8	0.0	0.0	2.3	3.5	1.1	1.7	0.5	0.6	4.4	2.6	1.0	2.0	2.2	0.9	3.1	5.2	1.1	5.3	1.5	0.0	1.8	

ETS (#3782)
 F2. In what way were not entirely satisfied with the class?
 BASE: Respondents who rated class overall less than 9

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED										
		CENTER					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not					
		AgTAC	CTAC	EIC	ERC	ETC	PEC	Arch/Const	Eng/Const	Con-tor	Con-tant	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large >100	Once/yr	Once/2yr	Once/3yr	Once/4yr	Once/5yr	Once/6yr	Once/7yr	Once/8yr	Once/9yr	Once/10yr	Very	Very	Very		
		10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38		
Some questions didn't get answered	%	1.9	3.2	1.1	2.3	1.5	0.0	2.8	2.7	2.2	0.0	1.7	1.0	2.5	1.8	3.3	1.5	1.4	1.4	0.0	2.1	0.0	1.9	0.0	1.1	0.0	1.0	1.9	0.0	1.1		
More explanation on laws	%	1.3	0.0	1.8	2.4	2.1	1.3	0.0	1.9	2.6	3.4	0.3	0.0	0.4	4.6	1.4	0.9	3.8	0.5	0.0	1.4	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
Instructor could have been better	%	3.6	3.2	2.1	5.9	2.9	5.9	2.9	7.1	2.5	3.8	3.1	4.2	3.2	4.6	5.8	4.3	1.8	1.8	0.0	4.0	0.0	3.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
Don't remember class	%	1.3	1.9	1.1	1.2	2.1	2.4	0.4	0.5	2.2	1.3	1.0	1.6	1.2	1.2	1.8	0.0	0.0	0.0	0.0	1.4	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
No complaints/nothing	%	1.8	1.9	3.7	2.3	1.1	2.9	0.7	1.9	1.7	0.0	2.3	1.6	1.3	2.4	0.7	3.0	3.6	2.3	2.6	1.7	0.0	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
Class was too long	%	0.5	0.0	0.9	0.7	0.0	1.1	0.5	0.4	0.0	0.0	0.9	0.0	1.0	0.0	0.4	1.4	1.3	0.7	0.0	0.6	0.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
Need more people to attend	%	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Travel/Distance/too far away	%	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Too Crowded	%	1.5	1.9	1.1	2.4	2.1	0.0	0.7	0.0	2.9	0.0	1.4	2.2	1.5	0.9	2.8	0.0	2.6	0.6	0.0	1.6	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

ETS (#3782)
 F2. In what way were not entirely satisfied with the class?
 BASE: Respondents who rated class overall less than 9

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===== BANNER 1 =====
TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION  SATISFIED
-----
Eng/  Con-  Con-  sul-  End  New  Mid  Sen-  Once/  Comp-  Comp-  Not  Very  very
Arch/ trac  tant  User  <=5  6-25  >25  lor  Small  month  yr or  lete  Qete  satis  satis
Total AgTAC CTAC  EIC  ERC  ETC  ETC  Const  -tor  tant  <=5  >25  >25  >100  more  less  -ly  -ly  -fied  -fied
--A--  --B--  --C--  --D--  --E--  --F--  --G--  --H--  --I--  --J--  --K--  --L--  --M--  --N--  --O--  --P--  --Q--  --R--  --S--  --T--  --U--  --V--
-----
CENTER
-----
39  1  5  5  10  2  16  9  12  6  12  6  23  8  9  8  9  6  7  5  34  0  39
%  7.5  3.8  6.8  6.2  8.4  3.6  9.8  6.9  6.8  14.4  6.7  5.5  8.1  6.9  6.1  6.5  6.1  6.8  5.8  10.5  7.3  0.0  7.5
40  2  5  6  7  3  17  10  11  6  13  7  22  10  8  10  7  9  5  35  0  40

175  7  22  32  42  20  51  39  51  15  64  40  91  36  33  50  37  32  22  151  0  175
%  33.8  23.0  28.5  36.0  37.2  43.6  31.9  30.7  29.2  37.5  36.6  37.5  32.5  29.9  27.8  32.4  41.1  26.3  50.1  32.1  0.0  33.8
181  10  23  29  30  25  64  46  47  19  63  41  93  40  37  53  36  37  21  158  0  181
F
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===== BANNER 1 =====

		YEARS OF INDUSTRY EXPERIENCE												TYPE OF BUSINESS		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Eng/ Arch/		Con- sul-		New		Mid		Sen-		Small		Once/		Comp-		Not					
		H--G--		I--J--		K--L--		M--N--		O--P--		Q--R--		S--T--		U--V--							
		-A--		-B--		-C--		-D--		-E--		-F--		-G--		-H--		-I--		-J--			
		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--		-T--			
		-U--																					
Total		1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	312	341	582	913	787	705
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1509		100		254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742
Yes		1452	74	224	209	472	122	352	349	476	125	499	265	766	382	399	402	297	328	578	862	781	661
	%	96.2	94.9	96.8	96.4	97.1	91.8	96.5	93.6	96.6	94.7	98.0	96.6	95.6	97.1	96.1	97.1	95.1	96.3	99.4	94.5	99.3	93.8
1452		94	246	200	319	190	403	400	421	128	498	280	739	400	387	413	287	331	555	885	747	694	694
No		44	2	7	6	11	10	8	21	16	7	4	5	29	9	12	11	14	8	2	43	5	36
	%	2.9	2.5	2.9	2.8	2.4	7.4	2.2	5.7	3.2	4.9	0.7	1.7	3.7	2.3	3.0	2.7	4.5	2.2	0.3	4.7	0.7	5.1
42		3	7	4	8	8	10	10	20	14	6	4	3	29	8	12	12	10	11	2	40	4	37
Dk/RF		13	2	1	2	2	1	5	2	1	1	7	5	6	2	4	1	1	5	2	8	0	8
	%	0.8	2.6	0.4	0.8	0.5	0.8	1.3	0.6	0.3	0.4	1.3	1.7	0.7	0.6	0.9	0.2	0.4	1.5	0.4	0.8	0.1	1.1
15		3	1	2	1	1	2	6	3	1	1	7	4	8	3	5	1	2	6	2	11	1	11

		BANNER 1																											
		CENTER				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED			
		Eng/ Arch/ Con- sul- End New Mid Sen- Small Large				Eng/ Arch/ Con- sul- End New Mid Sen- Small Large				Eng/ Arch/ Con- sul- End New Mid Sen- Small Large				Eng/ Arch/ Con- sul- End New Mid Sen- Small Large				Eng/ Arch/ Con- sul- End New Mid Sen- Small Large				Eng/ Arch/ Con- sul- End New Mid Sen- Small Large				Eng/ Arch/ Con- sul- End New Mid Sen- Small Large			
		EIC ERC ETC PEC Const -tor tant User <=5 >25 >25				EIC ERC ETC PEC Const -tor tant User <=5 >25 >25				EIC ERC ETC PEC Const -tor tant User <=5 >25 >25				EIC ERC ETC PEC Const -tor tant User <=5 >25 >25				EIC ERC ETC PEC Const -tor tant User <=5 >25 >25				EIC ERC ETC PEC Const -tor tant User <=5 >25 >25				EIC ERC ETC PEC Const -tor tant User <=5 >25 >25			
		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--				--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--				--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--				--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--				--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--				--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U-- --V--							
Total	1509	78	231	216	486	132	365	373	492	132	509	274	801	393	415	414	341	341	312	341	582	913	787	705					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
1509	100	254	206	328	202	419	423	436	135	509	287	776	411	404	426	299	348	559	936	752	742								
1 - Not at all likely	21	1	3	2	8	2	5	6	8	1	7	3	8	4	2	6	5	7	6	5	7	6	15	10					
%	1.4	0.8	1.4	0.7	1.7	1.2	1.5	1.6	1.7	0.4	1.5	1.3	1.0	1.0	0.5	1.6	2.0	1.0	1.7	2.0	1.0	1.6	1.3	1.5					
22	1	4	2	7	3	5	6	6	8	1	8	4	8	5	3	7	9	5	6	9	5	17	9	13					
2	9	0	2	0	1	3	4	2	3	0	5	5	2	2	2	4	4	1	6	2	7	2	7	2					
%	0.6	0.0	0.8	0.0	0.2	2.0	1.0	0.4	0.6	0.0	1.0	1.7	0.2	0.6	0.5	0.9	0.3	1.7	0.4	0.7	0.4	0.7	0.2	1.0					
12	0	2	0	1	5	4	3	3	5	0	5	5	2	4	3	4	2	7	3	9	3	9	3	9					
3	9	0	2	2	1	0	4	1	3	1	4	4	4	4	1	3	5	0	5	3	6	3	6	6					
%	0.6	0.0	0.8	1.0	0.2	0.0	1.2	0.2	0.7	0.8	0.9	1.4	0.5	0.3	0.6	1.1	1.1	0.0	1.5	0.5	0.7	0.4	0.8	0.8					
9	0	2	2	1	0	4	1	1	3	1	4	4	4	1	3	4	0	5	3	6	3	6	3	5					
4	6	1	1	1	1	0	2	2	2	0	3	1	5	0	2	3	0	4	1	5	2	5	2	5					
%	0.4	1.6	0.4	0.3	0.3	0.0	0.6	0.5	0.3	0.3	0.5	0.4	0.7	0.0	0.5	0.8	0.0	1.1	0.2	0.6	0.2	0.6	0.2	0.7					
8	2	1	1	1	1	0	3	2	2	1	3	2	6	0	2	4	0	4	1	7	2	7	2	6					
5	45	5	8	7	4	6	16	14	7	1	22	8	20	16	11	15	5	24	14	29	15	29	15	29					
%	3.0	6.4	3.2	3.1	0.8	4.6	4.4	3.7	1.5	0.5	4.3	2.8	2.5	4.1	2.6	3.7	1.7	7.1	2.3	3.2	1.9	4.1	4.1	4.1					
54	7	9	7	7	4	11	16	19	9	1	24	9	24	20	16	16	5	30	16	36	17	36	17	36					
6	19	2	2	1	9	4	0	5	4	1	9	7	10	1	8	5	1	8	6	13	7	12	7	12					
%	1.2	3.1	0.8	0.4	1.8	3.4	0.1	1.3	0.8	1.1	1.8	2.7	1.2	0.2	1.9	1.1	0.3	2.3	1.1	1.4	0.9	1.7	1.7	1.7					
17	3	2	1	6	4	1	1	4	3	2	8	7	8	1	6	5	1	10	6	11	6	11	6	11					
7	47	3	9	5	16	2	13	11	12	3	20	8	23	16	8	17	2	20	5	42	13	34	13	34					
%	3.1	4.3	3.8	2.4	3.2	1.2	3.4	3.1	2.4	2.2	4.0	3.0	2.8	4.1	2.0	4.0	0.5	5.8	0.9	4.6	1.6	4.9	1.6	4.9					
51	5	10	6	13	3	14	14	14	12	3	21	10	26	15	8	20	2	20	5	46	12	39	12	39					

F5. Why do you say that?
 BASE: Respondents who are not likely to attend another class

		BANNER 1										ATTENDANCE EXPECTATION										SATISFIED									
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
		Eng/Con-		Con-		Arch/trac		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Very							
		Const		tant		User		<=5		6-25		>25		<=5		more		less		-ly		-ly		-ly							
		-H-		-I-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-T-					
		-A-		-B-		-C-		-D-		-E-		-F-		-G-		-H-		-I-		-J-		-K-		-L-		-M-					
		CENTER		EIC		ERC		ETC		PEC		Arch/		Con-		Con-		Con-		Con-		Con-		Con-		Con-					
		AgTAC		CTAC		EIC		ERC		ETC		PEC		Arch/		Con-		Con-		Con-		Con-		Con-		Con-					
		26		36		70		27		73		60		78		13		117		71		134		58		61					
		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0					
Total		273	26	42	36	70	27	73	60	78	13	117	71	134	58	61	90	30	119	62	209	87	184	87	184						
% 100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0						
287		30	47	40	51	42	42	77	72	82	16	112	75	137	66	67	99	31	124	62	223	84	200	84	200						
Too busy/depends on work schedule/timing		41	4	9	6	14	3	6	7	11	2	19	10	24	7	11	12	4	17	10	30	16	23	16	23						
% 15.1		14.3	21.6	15.3	19.5	12.1	8.5	11.3	14.2	12.0	15.8	14.4	17.6	12.8	17.7	13.6	13.9	14.6	15.6	14.6	18.5	12.7	18.5	12.7							
45		5	10	6	11	6	6	11	9	13	2	19	12	24	9	12	13	5	19	11	33	17	26	17	26						
More knowledge/benefit from class		37	2	3	3	14	2	13	3	11	2	17	14	13	7	5	15	3	19	7	29	14	23	14	23						
% 13.4		9.5	7.2	9.6	19.3	5.7	17.4	5.4	14.4	17.9	14.7	20.1	9.7	12.8	7.9	16.6	10.5	16.2	11.7	14.1	15.8	12.4	15.8	12.4							
31		3	3	4	7	3	11	4	8	1	15	10	13	6	2	15	2	14	5	26	9	22	9	22							
Depends on topic/subject of class		53	3	11	6	9	2	21	9	15	6	23	11	29	11	9	23	4	19	9	43	13	40	13	40						
% 19.4		12.5	27.0	15.7	13.2	8.4	29.4	15.6	18.6	43.8	19.5	15.5	21.6	18.0	14.5	25.3	13.6	16.3	15.0	20.4	15.3	21.6	15.3	21.6							
57		5	13	6	8	4	21	12	16	6	23	11	34	11	9	25	3	22	11	45	13	44	13	44							
Location/too far to travel		18	1	1	7	5	1	3	5	9	1	3	4	10	2	4	6	5	5	7	11	9	9	9							
% 6.7		4.0	2.0	18.3	7.8	3.8	4.5	9.2	11.2	7.2	2.5	5.3	7.4	4.0	6.1	6.2	15.1	4.4	11.4	5.3	10.4	5.0	10.4	5.0							
19		1	1	7	4	2	4	7	9	1	3	5	9	3	5	6	5	6	6	13	8	11	8	11							
Budget/too expensive		5	1	1	1	0	2	1	2	1	1	2	1	3	1	0	1	0	1	1	4	2	4	2	4						
% 1.9		5.4	2.0	1.8	0.0	0.0	5.7	1.0	2.8	1.1	5.4	1.6	1.2	2.3	2.0	0.0	1.4	0.0	1.1	1.3	2.0	1.8	1.9	1.9							
8		2	1	1	1	0	3	1	3	1	1	3	1	5	2	0	2	0	2	1	7	2	6	2							
Job change/leaving the field		7	0	3	1	2	2	0	1	1	0	4	1	4	2	1	3	1	1	2	5	3	4	4							
% 2.5		0.0	6.4	2.6	2.4	2.4	6.0	0.0	1.9	1.8	0.0	3.7	2.0	2.7	3.2	1.0	2.9	2.7	0.9	3.7	2.2	3.6	2.1	2.1							
9		0	3	1	2	2	3	0	2	2	0	5	2	4	3	1	3	1	2	3	6	4	5	5							
New material/topics for classes		17	1	3	2	2	0	8	0	5	3	9	6	8	1	4	7	3	10	3	14	7	10	10							
% 6.3		2.4	8.3	6.5	3.4	0.0	11.4	0.0	6.0	25.7	7.7	8.4	5.8	1.8	6.6	7.6	9.9	8.7	4.8	6.8	8.1	5.5	5.5	5.5							
15		1	4	3	1	0	6	0	5	2	8	4	9	1	3	7	2	10	3	12	6	9	9	9							
Don't know when classes are held		11	1	0	2	6	0	2	2	1	1	6	3	7	1	4	2	3	5	5	6	7	4	4							
% 4.0		5.9	0.0	4.4	8.3	0.0	2.9	3.0	1.5	7.2	5.2	4.5	5.0	1.8	7.3	2.1	9.0	3.8	8.4	2.8	7.9	2.2	7.9	2.2							
11		2	0	2	4	0	3	2	2	1	5	4	6	1	5	2	3	3	4	7	6	5	6	5							
E																															

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

		BANNER 1																																													
		CENTER					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED																								
		--A--		--B--		--C--		--D--		--E--		--F--		--G--		--H--		--I--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--U--		--V--			
		Ag		TAC		EIC		ERC		ETC		PEC		Const		-tor		User		<=5		6-25		>25		Sen		Small		Large		month		yr		or		lete		Qete		satis		very			
Offer more advanced classes	%	13	1	1	2	4	4	7	4	0	3	2	6	5	6	3	1	3	4	7	5	8	7	3	1	3	4	7	5	8	1	1	3	4	7	5	8	1	1	3	4	7	5	8			
Offer more beginners classes	%	11	1	1	2	3	1	3	2	5	4	1	5	4	5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		
On-line classes	%	5	0	0	0	0	1	4	2	0	1	1	1	3	4	0	2	0	1	4	0	2	0	1	4	0	2	0	1	4	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	
More information/detail	%	30	3	6	2	7	4	8	9	12	2	7	6	16	8	11	9	5	7	6	24	11	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19
Smaller classes/more one on one	%	18	1	2	5	8	1	2	4	10	0	5	2	15	2	8	1	6	3	0	18	3	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16
Advertise about classes /send out information	%	30	1	5	4	9	7	4	4	14	1	11	6	14	7	8	9	7	15	15	18	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12
Focus more on residential	%	7	2	0	0	1	3	3	3	3	0	1	2	0	5	5	0	4	1	5	2	4	2	5	2	4	1	5	2	4	2	5	2	4	2	5	2	4	2	5	2	4	2	5	2		
Field Trip	%	6	1	1	0	3	1	0	2	4	0	1	2	5	0	1	0	1	0	1	2	5	0	1	0	1	0	1	0	1	2	5	0	1	0	1	2	5	0	1	0	1	2	5	0		
Better Description of the class	%	10	2	0	2	3	1	3	1	5	1	3	2	6	3	1	2	0	6	3	1	2	0	6	3	1	2	0	6	3	1	2	0	6	3	1	2	0	6	3	1	2	0	6	3		

ETS (#3782) 2006/11/29
 F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

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===== BANNER 1 =====
        YEARS OF INDUSTRY   YEARS OF BUSINESS   YEARS OF EXPERIENCE
        (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z)
-----
Instructors/more knowledgeable
% 0.8 1.8 0.4 0.8 1.3 2.6 0.5 0.6 1.3 0.6 0.5 0.0 0.5 0.0 1.4 0.3 1.0 0.3 1.8 0.4 0.8 0.8 0.8 0.6 1.1
10 2 1 2 3 6 2 2 4 1 3 0 2 0 3 9 1 3 1 3 1 6 1 4 0.6 1.1

No/Nothing
% 63.9 54.2 67.9 65.1 66.7 56.9 61.4 62.6 63.8 60.8 63.2 63.3 62.3 69.3 69.3 69.9 65.3 70.5 65.3 70.5 67.3 62.0 67.1 61.0
957 58 172 133 220 114 260 264 276 81 324 183 486 268 486 268 301 189 245 374 576 499 451
CE BF BF CE

Other
% 6.0 8.5 5.7 8.0 4.1 7.1 6.6 7.4 5.3 7.5 6.0 4.3 6.0 6.9 4.8 27 26 21 18 11 38 51 38 46
96 8 14 18 16 13 27 30 28 10 29 15 49 30 27 21 21 24 13 40 55 42 50

DK/RF
% 5.1 9.5 5.1 4.9 4.3 7.0 4.9 7.0 3.3 5.0 5.4 6.3 3.8 4.4 3.1 17 14 19 15 18 56 36 37
74 5 13 9 15 13 19 27 13 6 25 14 31 19 17 17 17 20 13 17 17 54 33 38
E B B I H I H I H
  
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5.2 SCE Agricultural Technology Application Center (AgTAC)

Course Type	AgtTAC BANNER											YEARS OF INDUSTRY EXPERIENCE							ATTENDANCE FREQUENCY							EXPECTATION SATISFIED						
	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY				EXPECTATION SATISFIED														
	Sec	Eng/	Con-	Other	Light	Eng/	Con-	Con-	trac-	sul-	tan-	tor	New	Mid	ior	Sen-	Small	Large	yr	or	lete	Comp-	Not	Very								
Use	-ing	Use	Speci	fic	Con-	tor	tant	User	<=5	6-25	>25	<=5	>5	>100	more	less	ly	-ly	-ly	ly	-S-	-T-	-U-									
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	29	12	27	28	50	36	41												
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0								
Energy Codes/Standards	11	11	0	0	0	0	4	5	0	1	1	5	5	3	1	3	4	3	8	7	4											
% 14.4	100.0	0.0	0.0	0.0	0.0	0.0	54.9	29.2	0.0	3.9	5.4	13.5	23.1	33.1	2.6	25.8	13.9	10.8	16.6	18.9	11.1											
General	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	4	0	4											
% 5.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.3	0.0	0.0	0.0	0.0	14.9	0.0	8.1	0.0	9.9											
HVAC	15	0	15	0	0	0	0	2	1	10	2	7	5	2	6	2	5	9	6	8												
% 18.8	0.0	100.0	0.0	0.0	0.0	0.0	12.6	12.0	12.8	26.4	16.2	17.4	19.8	24.9	19.5	19.4	16.8	32.6	11.4	22.2	13.9											
Lighting	11	0	0	11	0	0	1	3	2	5	2	6	2	1	5	3	1	4	7	8												
% 14.2	0.0	0.0	100.0	0.0	0.0	0.0	15.0	17.1	26.0	12.8	17.6	15.8	10.8	6.8	17.0	26.4	4.6	15.5	13.6	22.4	7.6											
Other	8	0	0	0	0	0	0	1	2	3	2	5	1	0	4	0	2	1	7	2												
% 10.5	0.0	0.0	0.0	0.0	0.0	0.0	5.7	21.7	8.0	14.7	13.2	4.5	0.0	0.0	14.2	0.0	7.6	3.7	14.4	5.7	15.2											
Other End-Use	13	0	0	0	13	0	0	3	1	8	3	6	3	1	7	3	3	6	7	7												
% 17.1	0.0	0.0	0.0	100.0	0.0	0.0	14.8	14.1	20.8	23.9	15.5	14.7	14.7	14.7	25.4	23.0	12.4	21.7	14.8	18.7	16.5											
Sector Specific	15	0	0	0	0	15	2	4	2	7	3	6	6	2	6	1	8	4	11	4												
% 19.8	0.0	0.0	0.0	0.0	100.0	30.1	20.6	26.2	17.7	22.2	14.3	27.1	20.5	21.4	5.3	29.8	15.6	21.1	12.1	25.9												

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===== AgTAC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY  ATTENDANCE  EXPECTATION  SATISFIED
-----
CODES                EXPERIENCE        FREQUENCY   -----
-----
TYPE OF BUSINESS    SIZE OF BUSINESS  ATTENDANCE  EXPECTATION  SATISFIED
-----
Eng/  Con-          Small Large month yr or lete lete
Arch/ trac-        <=5 >100 more less  -ly  -ly  -ly
Con-  tant  User  <=5 >100 more less  -ly  -ly  -ly
Other End- Spec-   New Mid  or  Sen-  Once/  Comp-  Not
- ing Use  -fic Const  <=5 6-25  >25  more  -ly  -ly  -ly
--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
11 13 15 18 20 25 25 25 12 12 15 18 18 9 38 14 39 23 9 29 12 27 28 50 36 41
100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
100 15 13 18 20 25 25 25 12 12 15 18 18 9 38 14 39 23 9 29 12 27 28 50 36 41
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
Total
78 11 15 11 13 15 15 15 8 8 15 15 15 9 38 14 39 23 9 29 12 27 28 50 36 41
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
AgTAC
78 11 15 11 13 15 15 15 8 8 15 15 15 9 38 14 39 23 9 29 12 27 28 50 36 41
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0

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ETS (#3782)
 S2. Which of the following three statements best describes your company?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS								
		Sec	Eng/	Con-	Con-	Eng/	Con-	Con-	Sen-	Sen-	Sen-	Small	Large	Once/	Once/	Once/	Not	Not	Not	
		Other	Arch/	trac-	tan-	tor	tor	tor	ior	ior	<=5	>5	more	less	ly	ly	ly	ly	ly	
		Use	Const	Const	Const	Const	Const	Const	>25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	
		---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---
Total	78	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Provides energy related services/equipment	40	10	5	6	5	9	8	18	9	16	13	7	14	10	11	15	25	19	19	
%	50.7	86.7	30.8	55.6	40.0	56.0	100.0	100.0	0.0	62.4	41.3	57.1	78.5	47.8	83.2	40.9	54.0	49.5	53.4	47.7
Handles property that we own/manage	54	13	4	10	8	14	12	25	13	21	18	9	19	13	16	20	34	27	26	
%	15.8	6.7	23.1	16.7	20.0	24.0	0.0	0.0	0.0	32.1	12.5	20.7	11.3	0.0	16.9	17.4	15.2	19.2	13.6	
Occupies space we make equip/space decisions	17	1	3	3	4	6	0	0	0	17	2	11	4	0	7	6	11	9	8	
%	26	1	7	3	5	3	0	0	0	26	3	15	7	2	10	8	18	10	16	
%	33.5	6.7	46.2	27.8	40.0	20.0	0.0	0.0	0.0	67.9	25.0	38.0	31.6	21.5	35.3	0.0	43.3	28.6	35.4	27.4
	29	1	6	5	8	5	0	0	0	29	4	15	9	3	13	0	10	18	12	16

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
Codes	Standards	Lighting	HVAC	Other Use	End Use	Specif	Eng Const	Arch/Const	trac/H	Con-tant	Con-sul	End User	New <=5	Mid 6-25	Sen->25	Small <=5	Once/yr	More less	Once/yr	Comp-ly	Not	Very satis	ly	Not	Very	
40	10	5	6	5	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19	19	19	19	19	19	
Total	% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	26						
Construction	% 8.5	15.4	0.0	20.0	0.0	7.1	40.8	3.4	0.0	0.0	7.1	8.5	5.8	0.0	14.3	20.5	12.4	9.1	8.1	10.4	7.1					
Engineering or architectural design	% 13.8	30.8	0.0	10.0	0.0	21.4	66.7	3.4	0.0	0.0	22.8	4.7	21.0	49.0	4.5	12.7	6.8	17.4	11.7	21.5	7.1					
Lighting design assist/sales/installation	% 6.2	0.0	0.0	30.0	0.0	7.1	7.5	13.7	0.0	0.0	14.1	3.8	4.7	0.0	0.0	6.4	5.6	12.3	2.5	9.7	3.2					
HVAC equipment sales/install./repair/maint.	% 18.8	46.2	0.0	10.0	12.5	7.1	7.5	41.3	0.0	0.0	14.7	15.7	27.8	10.5	11.9	28.8	35.4	16.0	20.5	19.7	19.0					
Refrigeration equipment sales/install/repair	% 10.8	0.0	25.0	20.0	12.5	14.3	7.5	23.7	13.0	0.0	14.2	15.0	4.7	15.9	13.7	6.4	5.6	8.2	12.3	9.7	12.5					
Motor/ASD equipment sales/install/repair	% 1.6	0.0	0.0	10.0	0.0	0.0	7.5	3.4	0.0	0.0	7.1	0.0	0.0	0.0	0.0	6.4	0.0	4.1	0.0	3.2	0.0					
Pumping/hydraulic equip sales/install/repair	% 17.4	7.7	50.0	10.0	37.5	14.3	7.5	38.2	0.0	0.0	14.7	19.7	18.6	31.8	4.8	32.7	5.6	25.6	12.3	19.8	15.9					
Other equipment sales/install/repair	% 9.5	0.0	0.0	10.0	12.5	28.6	0.0	20.9	6.5	0.0	7.1	4.2	19.0	0.0	13.7	0.0	22.4	0.0	15.3	3.2	16.2					

		AgTAC BANNER													ATTENDANCE EXPECTATION			SATISFIED		
COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
Codes	Stand	Other	Sec	Eng/	Con-	Con-	trac-	Eng/	Con-	Sen-	Sen-	Small	Large	Once/	Once/	Comp-	Not	Very	Not	
ards	ing	Use	tor	Const	tor	tor	tor	Const	tor	ior	ior	<=5	>5	more	less	ly	ly	satis	ly	
--A--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
9	0	1	2	1	2	0	0	1	9	0	3	5	2	1	5	2	1	4	6	4
23.9	0.0	25.0	40.0	25.0	28.6	0.0	6.9	100.0	0.0	28.9	32.9	12.6	8.7	33.7	19.6	11.2	24.4	23.6	19.7	29.5
13	0	1	4	2	4	0	2	13	0	4	7	2	1	6	3	2	5	8	6	7
2	0	0	0	1	0	0	0	0	0	1	2	0	0	2	0	1	0	2	2	1
6.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	0.0	0.0	7.7	10.5	0.0	0.0	17.1	0.0	6.1	0.0	9.6	8.9	3.5
3	0	0	0	2	0	0	0	0	0	1	2	0	0	3	0	1	0	3	2	1
1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.2	0.0	5.3
1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1
2	0	1	1	0	1	0	0	0	0	1	0	1	0	1	1	1	2	1	1	1
6.0	0.0	25.0	10.0	0.0	7.1	0.0	0.0	0.0	0.0	7.1	0.0	4.7	0.0	4.5	11.7	5.6	11.7	2.5	3.2	3.2
3	0	1	1	0	1	0	0	0	0	1	0	1	0	1	1	1	2	1	1	1

COURSE TYPE	AgTAC BANNER										ATTENDANCE EXPECTATION SATISFIED													
	YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED								
Codes	Sec	Other	Eng/	Con-	Con-	Eng/	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-
Standards	Light	Light	Arch/	trac-	tor	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
Total	Use	Use	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
--A--	--D--	--E--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--
40	10	5	6	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19	19	19	19	19	19
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
54	13	4	10	8	14	12	25	13	0	13	21	18	9	13	16	20	34	27	26	26	26	26	26	26
16	3	2	3	2	4	3	9	4	0	4	6	3	5	4	4	7	9	7	8	8	8	8	8	8
%	39.7	30.8	50.0	37.5	50.0	40.9	49.5	42.9	0.0	43.0	34.4	49.3	43.8	39.2	42.0	48.0	34.6	37.9	43.7	43.7	43.7	43.7	43.7	43.7
22	4	2	5	3	7	5	13	5	0	6	7	4	7	6	6	10	12	11	11	11	11	11	11	11
4	1	0	1	1	1	2	0	2	0	1	2	0	1	1	0	1	0	4	1	3	3	3	3	3
%	11.2	15.4	0.0	10.0	12.5	7.1	25.8	0.0	17.4	0.0	15.7	15.2	0.0	10.5	9.3	0.0	5.6	0.0	18.0	7.4	15.5	15.5	15.5	15.5
6	2	0	1	1	1	3	0	2	0	2	3	0	1	2	0	1	0	6	2	4	4	4	4	4
2	0	0	1	0	1	0	1	1	1	0	1	0	0	1	0	0	1	2	0	0	0	0	0	0
%	4.7	0.0	0.0	20.0	0.0	7.1	0.0	13.0	0.0	0.0	3.8	9.5	0.0	8.9	0.0	4.1	5.0	9.7	0.0	0.0	0.0	0.0	0.0	0.0
3	0	0	2	0	1	0	2	2	0	0	1	2	0	2	0	1	2	3	0	0	0	0	0	0
3	1	0	1	1	0	1	1	1	0	0	2	1	1	1	2	1	1	2	1	2	1	2	1	2
%	6.8	7.7	0.0	10.0	25.0	0.0	9.1	6.5	0.0	0.0	12.1	5.8	10.5	14.1	6.4	0.0	8.6	5.8	10.7	3.5	3.5	3.5	3.5	3.5
4	1	0	1	2	0	1	2	1	0	0	3	1	1	3	1	0	2	3	1	3	1	3	1	3
1	0	0	0	0	1	0	1	0	1	0	1	0	0	1	0	1	0	1	0	1	0	1	0	1
%	3.3	0.0	0.0	0.0	12.5	7.1	0.0	3.4	0.0	7.7	0.0	4.7	0.0	4.8	0.0	11.7	0.0	5.2	0.0	6.6	6.6	6.6	6.6	6.6
2	0	0	0	1	1	0	1	0	1	0	1	0	0	1	0	2	0	2	0	2	0	2	0	2
4	0	1	1	0	1	1	1	0	2	1	2	2	2	1	2	1	2	2	2	2	2	2	2	2
%	10.1	0.0	25.0	10.0	0.0	14.3	15.0	6.3	0.0	18.9	3.8	13.4	24.6	8.9	24.4	5.6	15.8	6.7	12.4	8.5	8.5	8.5	8.5	8.5
5	0	1	1	0	2	2	1	0	2	2	1	2	2	2	3	1	3	2	3	2	3	2	3	2
2	1	0	0	0	0	1	0	0	0	0	2	0	0	1	0	0	0	2	1	1	1	1	1	1
%	4.5	7.7	0.0	0.0	0.0	0.0	4.2	0.0	0.0	0.0	11.0	0.0	0.0	7.4	0.0	0.0	7.2	5.4	3.9	3.9	3.9	3.9	3.9	3.9
2	1	0	0	0	0	0	1	0	0	0	2	0	0	1	0	0	0	2	1	1	1	1	1	1

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS											
		Sec-	Eng/ Arch/ Const	Con- trac- tor	Sen- ior	New User	Mid 6-25	Small <=5	Large 6-25	Once/ month	Once/ more	Comp- ly	Not	Very	Very	Not	Very		
Codes	Stand	Other End- Use	Speci -fic	Eng/ Const	Con- trac- tor	Sen- ior	New User	Small <=5	Large 6-25	Once/ month	Once/ more	Comp- ly	Not	Very	Very	Not	Very		
Total	--A--	--D--	--E--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
71-80%	4 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7.1 0.0 0.0 7.1 0.0 9.9 6.5 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	1 0 2 1 0 2 1 0 0 0 0 0 0 0 0 0 0 0	2 1 0 2 1 0 2 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
81-90%	1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1.9 7.7 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
91-99%	1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1.9 7.7 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
100%	2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5.4 15.4 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Don't know/Refused	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1.7 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
MEAN:	28.9 43.5 32.5 11.9 14.3 24.6 21.1 29.7 18.7	B B	* 22.5 30.6 27.3 24.4 22.6 38.2 43.3 31.2 27.5 29.3 25.4																

Total	COURSE TYPE		TYPE OF BUSINESS											YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
	Codes	Standards	Light	Other	Sec	Eng/Const	Arch/Const	trac/tor	Con-	sul-	tant	End User	New	Mid	Sen	Small	Large	One	Once	Comp	Very	Not			
40	10	5	6	5	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	26					
%	26.5	15.4	75.0	20.0	12.5	39.2	30.7	25.0	0.0	28.3	26.4	29.1	57.8	12.6	32.2	18.1	45.2	15.2	26.0	28.6					
14	2	3	2	1	6	5	7	3	0	4	5	5	5	2	4	3	9	5	7	7					
%	10.4	23.1	0.0	0.0	21.4	9.1	18.6	0.0	0.0	0.0	13.2	15.3	10.5	0.0	7.8	18.1	0.0	16.7	11.1	10.3					
6	3	0	0	0	3	1	5	0	0	0	3	3	1	0	1	3	0	6	3	3					
%	2	1	1	1	0	0	4.2	0.0	0.0	0.0	0.0	10.5	10.5	0.0	11.7	6.8	7.6	5.6	3.2	3.9					
3	1	1	1	0	0	0	1	0	0	0	0	2	1	0	1	1	1	2	1	1					
%	17.7	0.0	0.0	50.0	14.3	0.0	16.6	23.9	0.0	7.7	35.4	4.7	0.0	38.6	0.0	21.0	11.3	21.5	21.0	15.4					
9	0	0	0	4	2	0	4	3	0	1	7	1	0	7	0	3	2	7	5	4					
%	1	1	0	1	0	0	1	1	0	0	1	0	0	1	1	0	1	1	1	1					
1	1	0	1	0	0	0	4.2	0.0	0.0	0.0	8.5	0.0	0.0	4.4	6.4	0.0	4.1	3.1	3.2	3.9					
3.5	7.7	0.0	10.0	0.0	0.0	0.0	4.2	6.5	0.0	0.0	2.0	0.0	0.0	1	1	0	1	1	1						
2	1	0	1	0	0	0	1	1	0	0	2	0	0	1	1	0	1	1	1	1					
%	4	1	0	1	1	1	16.6	0.0	13.6	0.0	25.9	8.0	5.8	13.7	13.3	5.6	8.6	12.2	10.7	11.7					
10.9	7.7	0.0	20.0	12.5	7.1	16.6	0.0	2	2	0	3	2	1	3	2	1	2	4	3	3					
6	1	0	2	1	1	2	0	2	0	3	2	1	1	3	2	1	2	4	3	3					
%	1	0	0	1	0	0	1	1	1	0	1	0	0	1	0	0	1	0	1	0					
1	0	0	1	0	0	0	3.4	6.5	0.0	0.0	3.8	0.0	0.0	4.4	0.0	0.0	4.1	0.0	3.2	0.0					
1.6	0.0	0.0	10.0	0.0	0.0	0.0	0.0	1	1	0	0	0	0	1	0	0	1	0	1	0					
1	0	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	1	0	1	0					

ETS (#3782) 2006/11/29
 S4B. Percentage of your business - in terms of overall sales or revenues generated - is targeted at commercial buildings?
 BASE: UMA

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Not					
		Sec	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Other End- Use	Light- ing	HVAC	Stand- ards	Codes	Sen- ior	New	Mid	End	Sen- ior	Small	Large	Once/ month	Comp- lete	Not	Very	Not	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	
81-90%		1	1	0	0	0	1	1	1	1	0	0	0	0	0	1	0	1	0	1	0	1	0
%		3.5	7.7	0.0	0.0	0.0	7.1	7.5	4.2	0.0	0.0	0.0	0.0	5.8	0.0	4.5	0.0	12.4	0.0	5.6	0.0	7.1	0.0
91-99%		2	1	0	0	0	1	1	1	1	0	0	0	1	0	1	0	2	0	2	0	2	0
%		3.8	15.4	0.0	0.0	0.0	0.0	18.3	0.0	0.0	0.0	8.6	0.0	5.8	0.0	5.4	7.8	0.0	3.1	3.9	3.9	3.9	0.0
100%		6	1	0	2	1	1	1	3	2	0	2	1	3	1	2	2	2	2	4	3	2	2
%		14.3	15.4	0.0	30.0	12.5	7.1	9.1	18.2	17.4	0.0	21.8	4.7	23.1	10.5	16.3	21.0	18.0	14.1	14.4	17.6	11.9	11.9
Don't know/Refused		1	0	0	0	1	0	0	0	0	1	0	0	1	0	1	1	1	1	1	1	1	1
%		1.7	0.0	0.0	0.0	12.5	0.0	0.0	0.0	7.1	0.0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	3.5	3.5
MEAN:		36.2	47.3	5.0	50.8	37.1	22.9	42.5	32.2	39.9	*	48.6	25.1	41.2	19.0	47.4	40.3	40.5	31.6	39.2	37.2	36.2	36.2

Percentage of your business - in terms of overall sales or revenues generated - is targeted at industrial facilities?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
Codes	Standards	Light	Other	Sec	Eng/	Con-	Con-	trac-	tor	tor	tor	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Very	Very	
40	10	5	6	5	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19	19	19	
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	26	26	26	
25	7	3	4	1	7	6	13	5	0	7	7	9	6	6	8	9	9	16	11	13	13	13	
63.2	69.2	75.0	60.0	12.5	85.7	72.6	71.0	50.0	0.0	84.7	43.6	68.1	78.9	46.0	79.0	81.5	61.7	64.1	56.2	68.0	68.0	68.0	
34	9	3	6	1	12	9	17	7	0	11	9	12	7	9	10	13	12	22	15	18	18	18	
4	1	1	0	1	0	1	1	1	0	1	2	1	0	0	4	1	2	2	2	2	3	3	
10.9	15.4	25.0	0.0	12.5	0.0	9.1	4.2	12.0	0.0	7.7	13.4	11.5	0.0	25.8	7.8	12.9	12.6	9.9	9.3	13.2	13.2	13.2	
5	2	1	0	1	0	1	1	1	0	1	2	2	0	4	1	2	2	3	2	3	2	3	
3	1	0	1	1	0	1	1	1	0	0	2	1	1	1	1	0	2	1	3	1	3	1	
8.6	15.4	0.0	20.0	12.5	0.0	18.3	7.1	13.0	0.0	0.0	12.3	10.9	21.1	8.9	6.4	0.0	12.7	6.1	14.3	3.5	3.5	3.5	
5	2	0	2	1	0	2	2	2	0	0	3	2	2	2	1	0	3	2	4	1	4	1	
2	0	0	0	1	0	0	1	1	0	0	2	0	0	0	1	0	0	1	2	1	2	1	
6.0	0.0	0.0	0.0	25.0	0.0	0.0	3.7	10.9	0.0	0.0	14.7	0.0	0.0	9.6	0.0	0.0	4.5	6.9	7.0	5.3	5.3	5.3	
3	0	0	0	2	0	0	1	1	0	0	3	0	0	2	0	0	1	2	2	2	2	1	
2	0	0	1	1	0	0	1	1	0	0	1	1	0	0	1	0	1	1	1	1	1	1	
4.9	0.0	0.0	10.0	25.0	0.0	0.0	3.7	7.1	0.0	0.0	8.3	4.7	0.0	9.6	6.9	0.0	4.5	5.2	6.7	3.5	3.5	3.5	
3	0	0	1	2	0	0	1	1	0	0	2	1	0	2	1	0	1	2	2	2	2	1	
1	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	1	1	
1.6	0.0	0.0	0.0	0.0	7.1	0.0	3.4	0.0	0.0	0.0	0.0	4.7	0.0	0.0	0.0	5.6	0.0	2.5	0.0	3.2	3.2	3.2	
1	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	1	0	1	0	1	0	1	
1	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
1.6	0.0	0.0	0.0	0.0	7.1	0.0	3.4	0.0	0.0	0.0	3.8	0.0	0.0	0.0	0.0	0.0	0.0	2.5	0.0	3.2	3.2	3.2	
1	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	1	1	1	1	

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Very			
		Sec	Eng/ Arch/ Const	Con/ trac/ tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- less	Comp- ly	Not	Very	Not	Very		
		Other End- Use	Speci- fic	Eng/ Arch/ Const	Con/ trac/ tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- less	Comp- ly	Not	Very			
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
1.6	0.0	0.0	0.0	0.0	3.4	0.0	0.0	0.0	3.8	0.0	0.0	0.0	0.0	0.0	0.0	4.1	0.0	3.2	0.0		
1	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	0	1	0		
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
1.7	0.0	0.0	12.5	0.0	0.0	7.1	0.0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	3.5	0.0		
1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0		
MEAN:	10.2	3.8	0.5	19.0	26.4	8.9	3.7	12.3	10.4	*	0.8	17.9	8.0	3.7	10.9	5.1	4.4	10.4	10.2	14.2	6.8

COURSE TYPE		AgTAC BANNER												ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS			Not				
		Sec		Eng/ Arch/ Const		Con- trac- tor		New		Mid		Sen- ior		Small		Once/		Not			
		Other		Speci		Con-		End		6-25		ior		<=5		Comp-		Very			
		Light		fic		tant		User		>25		or		more		lete		satis			
		ing		--P--		--I--		--J--		--L--		--M--		--N--		--O--		--R--			
		Use		--E--		--H--		--K--		--M--		--N--		--O--		--P--		--S--			
		--D--		--F--		--G--		--J--		--L--		--M--		--N--		--O--		--R--			
		--C--		--E--		--G--		--J--		--L--		--M--		--N--		--O--		--R--			
		--B--		--E--		--H--		--J--		--L--		--M--		--N--		--O--		--R--			
		--A--		--E--		--H--		--J--		--L--		--M--		--N--		--O--		--R--			
		--C--		--E--		--G--		--J--		--L--		--M--		--N--		--O--		--R--			
		--B--		--E--		--H--		--J--		--L--		--M--		--N--		--O--		--R--			
		--A--		--E--		--H--		--J--		--L--		--M--		--N--		--O--		--R--			
Total	40	10	5	6	5	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	26
None	24	9	1	4	2	4	6	11	4	0	6	9	7	2	8	7	9	9	15	12	11
%	59.8	92.3	25.0	60.0	37.5	42.9	68.3	62.9	37.5	0.0	63.4	55.9	56.7	31.6	59.6	75.6	82.7	59.5	59.9	60.5	56.7
	32	12	1	6	3	6	8	16	5	0	8	12	10	3	11	10	13	12	20	16	15
1-10%	2	1	0	1	0	0	1	1	1	0	0	1	1	1	1	0	0	1	1	2	0
%	5.0	7.7	0.0	20.0	0.0	0.0	9.1	3.4	6.5	0.0	0.0	3.8	10.5	10.5	4.4	0.0	0.0	4.1	5.6	10.4	0.0
	3	1	0	2	0	0	1	1	1	0	0	1	2	1	1	0	0	1	2	3	0
11-20%	2	0	0	1	1	1	0	1	1	0	1	1	0	0	1	1	1	1	1	1	1
%	4.8	0.0	0.0	10.0	12.5	7.1	0.0	3.4	6.5	0.0	7.7	7.7	0.0	0.0	9.3	6.4	6.1	4.1	5.2	6.5	3.5
	3	0	0	1	1	1	0	1	1	0	1	2	0	0	2	1	1	1	2	2	1
21-30%	2	0	0	0	1	0	0	1	1	0	0	2	0	0	1	0	0	1	2	1	1
%	6.0	0.0	0.0	0.0	25.0	0.0	0.0	3.7	10.9	0.0	0.0	14.7	0.0	0.0	9.6	0.0	0.0	4.5	6.9	7.0	5.3
	3	0	0	0	2	0	0	1	1	0	0	3	0	0	2	0	0	1	2	2	1
41-50%	3	0	1	1	0	1	1	2	1	0	1	0	2	2	1	2	0	2	1	2	3
%	7.5	0.0	25.0	10.0	0.0	14.3	7.5	9.7	13.0	0.0	7.1	0.0	18.2	24.6	4.5	18.1	0.0	11.7	5.0	12.4	3.2
	4	0	1	1	0	2	1	2	2	0	1	0	3	2	1	2	0	2	2	3	1
71-80%	1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	1
%	1.7	0.0	0.0	0.0	12.5	0.0	0.0	3.7	0.0	0.0	0.0	0.0	5.1	0.0	0.0	0.0	0.0	4.5	0.0	0.0	3.5
	1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	1
81-90%	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	1
%	1.6	0.0	0.0	0.0	0.0	0.0	7.1	0.0	3.4	0.0	0.0	0.0	4.7	0.0	0.0	0.0	5.6	0.0	2.5	0.0	3.2
	1	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	1	0	1	0	1

ETS (#3782) 2006/11/29
 S4D. Percentage of your business - in terms of overall sales or revenues generated - is targeted at agricultural?
 BASE: UMA

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED			
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp/				Not							
		Eng/Con-		trac-sul-		New Mid		Sen-		Small Large		yr or		lete		satis		Very		Not			
		Arch/Const		tor		User		ior		<=5 >25		more less		-ly		-fied		-T-		-U-			
		-G--H--		-I--		-J--K--L--M--		-N--O--P--Q--R--S--															
		Sec-		Other End-		Speci-fic		Eng/Const		Con-tant		New User		Sen->25		Small <=5		Large >25		Once/Comp/		Not	
		-E--F--		-G--H--		-I--J--K--L--M--		-N--O--P--Q--R--S--															
		-D--E--		-F--G--H--		-I--J--K--L--M--		-N--O--P--Q--R--S--															
		-C--D--		-E--F--		-G--H--		-I--J--K--L--M--		-N--O--P--Q--R--S--													
		-A--B--		-C--D--		-E--F--		-G--H--		-I--J--K--L--M--		-N--O--P--Q--R--S--											
91-99%		1	0	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	
%		2.9	0.0	25.0	0.0	0.0	0.0	0.0	0.0	7.0	0.0	0.0	8.2	0.0	0.0	7.6	0.0	0.0	0.0	0.0	0.0	5.8	
		1	0	1	0	0	0	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	
100%		4	0	1	0	0	2	1	2	1	2	1	2	1	0	1	1	3	1	1	3	3	
%		9.1	0.0	25.0	0.0	0.0	28.6	15.1	9.7	6.5	0.0	14.2	10.9	4.7	33.3	4.5	0.0	5.6	4.1	12.1	3.2	15.4	
		5	0	1	0	0	4	2	2	1	0	2	2	1	3	1	0	1	1	4	1	4	
Don't know/Refused		1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	1	
%		1.7	0.0	0.0	0.0	12.5	0.0	0.0	0.0	7.1	0.0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	3.5	
		1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	1	
MEAN:		21.6	0.4	62.0	7.3	22.1	43.6	19.3	22.3	31.1	*	20.5	23.4	23.0	46.1	19.1	10.1	11.9	22.8	20.9	13.1	31.6	

COURSE TYPE		AgTAC BANNER													ATTENDANCE EXPECTATION				SATISFIED			
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY										
Codes	Standards	Other Use	Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large 6-25	Once/ more	Once/ less	Once/ more	Comp- ly	Comp- ly	Not	Very			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
40	10	5	6	5	5	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
54	13	4	10	8	14	12	25	13	13	0	13	21	18	9	19	13	16	20	34	27	26	
37	9	5	5	5	7	14	17	9	9	0	7	15	12	6	14	9	11	14	23	17	19	
%	93.3	100.0	80.0	87.5	100.0	83.4	96.6	92.9	0.0	85.3	95.3	95.3	95.3	89.5	100.0	93.6	100.0	95.9	91.7	89.6	96.5	
50	12	4	8	7	14	10	24	12	0	11	20	17	8	19	12	16	19	31	24	25		
1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	
1.6	0.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.7	0.0	0.0	0.0	0.0	0.0	2.5	3.2	0.0	
1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	
1	1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	1	1	0	
1.9	7.7	0.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	0.0	4.7	0.0	10.5	0.0	0.0	0.0	0.0	3.1	3.9	0.0	0	
1	1	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	1	1	0	
1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	0	1	0	0	0	
1.6	0.0	0.0	10.0	0.0	0.0	7.5	3.4	0.0	0.0	7.1	0.0	0.0	0.0	0.0	6.4	0.0	4.1	0.0	3.2	0.0	0	
1	0	0	1	0	0	1	1	0	0	1	0	0	0	0	1	0	1	0	1	0	0	
1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	
1.7	0.0	0.0	0.0	12.5	0.0	0.0	0.0	0.0	7.1	0.0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	3.5	1	
1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	1	
3.0	5.0	0.0	11.0	0.0	0.0	13.4	3.4	0.0	*	7.6	3.0	0.5	6.9	0.0	6.4	0.0	4.1	2.3	6.1	0.0	0	

S4E. Other ways sales or revenues generated.
 BASE: UMA who have other ways to generate sales or revenue

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp/			Not					
		Eng/Con-		New Mid		Small Large		Once/Comp/			Not									
		Arch/trac-		6-25 >25		<=5 >100		month yr or			lete									
		Const tor		--K-- --L-- --M--		--N-- --O-- --P-- --Q--		ly			-ly									
		--G-- --H-- --I--		--J-- --K-- --L-- --M--		--N-- --O-- --P-- --Q--		--R-- --S--			--T-- --U--									
		--E-- --F-- --G-- --H-- --I--		--J-- --K-- --L-- --M--		--N-- --O-- --P-- --Q--		--R-- --S--			--T-- --U--									
		--D-- --E-- --F-- --G-- --H-- --I--		--J-- --K-- --L-- --M--		--N-- --O-- --P-- --Q--		--R-- --S--			--T-- --U--									
		--D-- --E-- --F-- --G-- --H-- --I--		--J-- --K-- --L-- --M--		--N-- --O-- --P-- --Q--		--R-- --S--			--T-- --U--									
		--D-- --E-- --F-- --G-- --H-- --I--		--J-- --K-- --L-- --M--		--N-- --O-- --P-- --Q--		--R-- --S--			--T-- --U--									
Total	2	1	0	1	0	0	1	1	1	1	0	0	1	0	1	1	2	0	0	
%	100.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	0.0	0.0	
	3	1	0	2	0	0	1	1	1	1	0	1	0	1	0	1	2	3	0	
Institutional	1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	1	0	
%	37.9	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	55.0	37.9	0.0	0.0	
	1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	0	
Other	1	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0	1	1	0	
%	62.1	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	100.0	45.0	62.1	0.0	0.0	
	2	0	0	2	0	0	1	1	1	1	0	0	1	0	1	1	2	0	0	

ETS (#3782)
 S5. What is the main business activity of your firm?
 BASE: End Users who occupy space for which they make equipment/space-related decisions

COURSE TYPE		AGTAC BANNER											ATTENDANCE EXPECTATION				SATISFIED				
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			FREQUENCY				Not				
		Sec	Other	Eng/	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Very	Not	Very	Not	Very			
		tor	End-	Arch/	trac-	Use	User	6-25	>25	<=5	more	ly	ly	ly	ly	ly	ly	ly			
		ing	ing	Const	tor	---P---	---J---	---L---	---M---	---N---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---			
		---D---	---E---	---G---	---H---	---I---	---K---	---O---	---P---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	---Z---			
Total	26	1	7	3	5	3	0	0	0	26	3	15	7	2	10	0	12	8	18	10	16
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	29	1	6	5	8	5	0	0	0	29	4	15	9	3	13	0	10	10	18	12	16
Apartment build/condo/ /other multi-fam build %	1	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	1	0	1	0	1
%	2.6	0.0	0.0	12.5	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	0.0	34.2	0.0	0.0	5.7	0.0	3.8	0.0	4.2
Commercial office building	1	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	1	0
%	4.3	0.0	16.7	0.0	0.0	0.0	0.0	0.0	0.0	4.3	0.0	0.0	15.7	0.0	0.0	0.0	9.7	14.3	0.0	11.5	0.0
Government/community services facility	10	1	3	2	1	1	0	0	10	1	7	2	1	5	0	2	4	6	6	4	4
%	36.7	100.0	50.0	80.0	25.0	20.0	0.0	0.0	36.7	19.1	44.3	32.8	31.5	53.3	0.0	20.7	46.7	33.4	57.0	25.5	5
Manufacturing/industrial facility	5	0	1	0	0	0	0	0	4	1	0	1	0	0	1	0	4	1	4	1	4
%	19.7	0.0	16.7	0.0	0.0	0.0	0.0	0.0	27.1	15.7	0.0	11.1	0.0	11.1	0.0	34.4	14.3	22.8	11.5	25.5	1
Food processing facility	1	0	0	0	1	1	0	0	0	1	0	0	1	0	0	0	0	0	1	0	1
%	4.9	0.0	0.0	12.5	20.0	0.0	0.0	0.0	4.9	0.0	0.0	17.9	0.0	6.5	0.0	0.0	0.0	0.0	3.8	0.0	4.2
School, college or university	5	0	1	1	0	1	0	0	5	2	3	0	0	0	2	0	2	1	4	1	4
%	19.3	0.0	16.7	20.0	0.0	40.0	0.0	0.0	19.3	61.7	19.5	0.0	0.0	16.1	0.0	18.5	7.8	25.1	6.3	28.1	5
Non-Profit Organization	1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	1	0	1	0	1
%	2.4	0.0	0.0	0.0	0.0	20.0	0.0	0.0	0.0	2.4	0.0	8.6	0.0	0.0	0.0	5.3	0.0	3.5	0.0	3.9	1
Other end-user	2	0	0	0	0	2	0	0	2	0	1	0	1	1	0	0	1	1	1	1	1
%	7.7	0.0	0.0	0.0	37.5	0.0	0.0	7.7	0.0	9.3	34.2	6.5	0.0	5.7	0.0	1.1	8.4	7.6	13.6	4.2	1
	3	0	0	0	3	0	0	3	0	2	1	1	1	1	0	1	1	2	2	2	1

ETS (#3782)
 S5. What is the main business activity of your firm?
 BASE: End Users who occupy space for which they make equipment/space-related decisions

COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED										
Codes	Standards	Other End-Use	Lighting	HVAC	Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ more	Once/ less	yr or more	Comp- ly	comp- ly	Very satis- fied	Not	Very
1	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1
%	2.6	0.0	0.0	0.0	12.5	0.0	0.0	0.0	2.6	19.1	0.0	0.0	0.0	6.5	0.0	0.0	8.4	0.0	0.0	0.0	0.0	4.2
1	0	0	0	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0	0	0	0	1

ETS (#3782) 2006/11/29
 BIA. For prospective customers or clients, are you involved in recommending new equipment or building design options?
 BASE: UMA

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS								
Codes		Sec	Other	Eng/	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-		
Stand	ards	HWAC	Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Light	ing	ing	Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Use	ing	ing	Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Use	ing	ing	Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Use	ing	ing	Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Use	ing	ing	Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Use	ing	ing	Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Use	ing	ing	Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
40	10	5	6	5	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	26
%	88.4	84.6	100.0	80.0	100.0	78.6	100.0	84.8	0.0	71.7	91.5	94.2	89.5	95.5	85.9	81.9	87.6	88.9	87.1	89.1
47	11	4	8	8	11	12	21	11	0	9	19	17	8	18	11	13	17	30	23	23
%	11.6	15.4	0.0	20.0	0.0	21.4	0.0	15.2	0.0	28.3	8.5	5.8	10.5	4.5	14.1	18.1	12.4	11.1	12.9	10.9
5	1	0	1	0	2	0	3	1	0	2	1	1	1	1	1	2	2	3	2	2
%	11.6	15.4	0.0	20.0	0.0	21.4	0.0	15.2	0.0	28.3	8.5	5.8	10.5	4.5	14.1	18.1	12.4	11.1	12.9	10.9
7	2	0	2	0	3	0	4	2	0	4	2	1	1	1	2	3	3	4	4	3
%	11.6	15.4	0.0	20.0	0.0	21.4	0.0	15.2	0.0	28.3	8.5	5.8	10.5	4.5	14.1	18.1	12.4	11.1	12.9	10.9

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Codes	Standards	Other	Sec	Eng/Arch/Const	Con/Trac/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Con/Trac/Const	Con/Trac/Const	Con/Trac/Const	New	Mid	Sen	Small	Large	Once	More	Comp	Not	Very	Not
4	5	6	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
40	10	5	6	5	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19	19	19
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	26	26	26
17	5	2	2	3	4	3	11	1	0	2	8	6	2	6	5	6	7	10	8	8	8	8
%	43.9	53.8	50.0	42.9	40.9	40.9	61.1	13.0	0.0	21.2	51.4	47.2	35.1	45.1	49.1	57.8	46.6	42.3	41.1	43.5	43.5	43.5
24	7	2	4	4	6	5	15	2	0	3	11	9	3	9	6	9	15	11	11	12	12	12
22	4	2	4	3	5	5	7	8	0	7	8	7	5	8	5	5	8	14	11	11	11	11
%	56.1	46.2	50.0	60.0	50.0	57.1	38.9	87.0	0.0	78.8	48.6	52.8	64.9	54.9	50.9	42.2	53.4	57.7	58.9	56.5	56.5	56.5
30	6	2	6	4	8	7	10	11	0	10	10	9	6	10	7	7	11	19	16	14	14	14

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS								
		Sec	Other	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-		
		tor	tor	Arch/	trac-	trac-	Arch/	trac-	trac-	ior	ior	ior	ior	ior	ior	ior	ior	ior		
		Use	Use	Const	tor	tor	Const	tor	tor	<=5	>5	>25	>25	>25	>25	>25	>25	>25		
		---D---	---E---	---P---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	
40	10	5	6	5	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	26
17	4	2	2	3	4	3	9	2	0	3	7	6	2	5	3	5	6	11	6	10
%	43.1	46.2	50.0	50.0	42.9	33.4	51.2	23.9	0.0	33.0	42.9	47.2	35.1	33.3	35.0	48.5	39.8	45.1	32.5	50.2
23	6	2	3	4	6	4	13	3	0	4	9	9	3	7	4	8	8	15	9	13
22	5	2	4	3	5	5	9	7	0	6	9	7	5	9	6	6	9	13	13	10
%	56.9	53.8	50.0	50.0	57.1	66.6	48.8	76.1	0.0	67.0	57.1	52.8	64.9	66.7	65.0	51.5	60.2	54.9	67.5	49.8
31	7	2	7	4	8	8	12	10	0	9	12	9	6	12	9	8	12	19	18	13

ETS (#3782)
 BID. At your business, are you involved in identifying and evaluating new equipment needs for the facility?
 BASE: End User

2006/11/29

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===== AgTAC BANNER =====
COURSE TYPE      TYPE OF BUSINESS      YEARS OF INDUSTRY      ATTENDANCE EXPECTATION SATISFIED
-----
Sec-              Eng/ Con-              EXPERIENCE              FREQUENCY              Not
Codes            Other End-            New Mid               Sen-                   One/ Once/              Comp-              Very Not
Stand            -ing Use             -fic Const tor        <=5 6-25 >25         for >25         month yr or lete     -ly   -ly   -ly   -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
38 1 10 5 8 7 0 0 0 0 38 5 23 10 2 15 2 16 13 25 17 21
46 2 9 8 12 11 0 0 0 0 46 6 26 13 3 20 3 16 16 29 21 24
% 76.5 100.0 77.8 62.5 66.7 81.8 0.0 0.0 0.0 0 29 3 17 9 1 11 1 14 8 20 12 17
34 2 7 5 8 9 0 0 0 0 34 3 18 12 2 14 2 13 10 23 15 18
% 23.5 0.0 22.2 37.5 33.3 18.2 0.0 0.0 0.0 0 9 2 6 1 1 4 1 2 4 5 4 5
12 0 2 3 4 2 0 0 0 0 12 3 8 1 1 6 1 1 3 6 6 6
  
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2006/11/29

ETS (#3782)
 BIF. Are you involved in giving final approval for new purchases?
 BASE: End User

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																
		TYPE OF BUSINESS		Sen-ior		Mid-ior		Small		Large		Once/month		Comp/lete		Very satis							
		Eng/Arch/Const	Con/trac/tor	Con/sul-tant	Con/ser-vice	New User	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly						
		Sec-tor	Other End-Use	Light-ing	HVAC	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
Total		38	1	10	5	8	7	0	0	0	0	38	5	23	10	2	15	2	16	13	25	17	21
	%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		46	2	9	8	12	11	0	0	0	0	46	6	26	13	3	20	3	16	16	29	21	24
Yes		14	0	7	1	4	2	0	0	0	0	14	1	5	8	2	7	1	7	7	7	6	7
	%	37.6	0.0	66.7	25.0	50.0	36.4	0.0	0.0	0.0	0.0	37.6	21.6	20.9	81.1	100.0	43.2	34.2	41.6	51.6	29.0	38.9	34.9
		18	0	6	2	6	4	0	0	0	0	18	1	6	10	3	8	1	8	8	9	7	10
No		24	1	3	4	4	4	0	0	0	0	24	4	18	2	0	9	1	9	6	18	10	14
	%	62.4	100.0	33.3	75.0	50.0	63.6	0.0	0.0	0.0	0.0	62.4	78.4	79.1	18.9	0.0	56.8	65.8	58.4	48.4	71.0	61.1	65.1
		28	2	3	6	6	7	0	0	0	0	28	5	20	3	0	12	2	8	8	20	14	14

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																
		TYPE OF BUSINESS		Sen-ior		Sen-ior		Sen-ior		Sen-ior		Sen-ior		Sen-ior		Sen-ior							
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once	Once	Comp-	Comp-	Very	Very						
		End-	Arch/	trac-	trac-	User	User	6-25	>25	<=5	>100	more	less	ly	ly	satis	satis						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
		Use	Const	tor	tor	End	End	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied						
Total		38	1	10	5	8	7	0	0	0	0	38	5	23	10	2	15	2	16	13	25	17	21
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		46	2	9	8	12	11	0	0	0	0	46	6	26	13	3	20	3	16	16	29	21	24
Yes		26	1	6	2	7	5	0	0	0	0	26	3	14	9	2	9	1	13	8	18	10	16
	%	68.2	100.0	55.6	50.0	83.3	72.7	0.0	0.0	0.0	0.0	68.2	53.9	59.7	93.7	100.0	57.2	34.2	81.9	62.1	70.6	60.5	73.4
		31	2	5	4	10	8	0	0	0	0	31	3	15	12	3	12	1	13	10	20	13	17
No		12	0	5	2	1	2	0	0	0	0	12	2	9	1	0	6	1	3	5	7	7	6
	%	31.8	0.0	44.4	50.0	16.7	27.3	0.0	0.0	0.0	0.0	31.8	46.1	40.3	6.3	0.0	42.8	18.1	37.9	29.4	39.5	26.6	7
		15	0	4	4	2	3	0	0	0	0	15	3	11	1	0	8	2	3	6	9	8	7

ETS (#3782)
 BIH. Are you involved in the operation and maintenance of equipment?
 BASE: End User

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS											
		TYPE OF BUSINESS		Sen-ior		Mid		New		Small		Once		Comp		Very		
		Eng/Arch/Const		Con-tractor		6-25		>25		<=5		month		lete		satis		
		Sec-tor		tor		6-25		>25		<=5		more		ly		-fied		
		Other		Light		End		User		--N--		--P--		--R--		--S--		
		End-Use		ing		Use		--J--		--L--		--O--		--Q--		--T--		
		--D--		--E--		--F--		--G--		--H--		--I--		--K--		--M--		
		--C--		--B--		--A--		--U--										
Total		38	1	10	5	8	7	0	0	0	0	0	0	0	0	0	0	0
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		46	2	9	8	12	11	0	0	0	0	0	0	0	0	0	0	0
Yes		31	1	7	4	8	4	0	0	0	0	0	0	0	0	0	0	0
	%	81.6	100.0	66.7	75.0	100.0	63.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
		37	2	6	6	12	7	0	0	0	0	0	0	0	0	0	0	0
No		7	0	3	1	0	2	0	0	0	0	0	0	0	0	0	0	0
	%	18.4	0.0	33.3	25.0	0.0	36.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
		9	0	3	2	0	4	0	0	0	0	0	0	0	0	0	0	0

ETS (#3782)
 B2. How long have you been employed by your firm?

COURSE TYPE		AgTAC BANNER										ATTENDANCE EXPECTATION SATISFIED														
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not				
		Sec	Eng/	Con-	Con-	Eng/	Con-	Con-	Sen-	Sen-	Small	Large	Once/	Once/	Comp-	Comp-	Very	Very	Not	Not						
		Other	Speci	Arch/	trac-	tor	tor	tor	ior	ior	<=5	>5	more	less	ly	ly	satis	satis	-S-	-T-						
		End-	fic	Const	tor	tor	tor	tor	ior	ior	<=5	>5	more	less	ly	ly	-fied	-fied	-R-	-S-						
		Use	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-U-	-U-	-U-					
Total	78	11	13	15	8	18	9	38	14	23	9	29	12	27	28	50	36	41								
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0								
Less than 2 years	1	0	0	0	0	1	1	0	1	0	0	0	0	1	0	1	1	1								
%	1.6	0.0	11.1	0.0	0.0	3.4	6.5	0.0	8.8	0.0	0.0	0.0	5.3	0.0	2.2	1.2	3.4	0.0								
2 Year	12	1	5	1	2	3	4	1	5	7	2	2	3	3	7	6	6	6								
%	15.2	13.3	30.8	11.1	5.0	12.0	33.3	22.5	13.1	47.0	7.5	10.4	19.3	9.6	26.1	25.7	20.8	12.2	16.1	15.0						
3 Years	4	0	0	1	0	1	1	1	2	2	1	0	1	0	2	1	4	0								
%	5.5	0.0	0.0	5.6	15.0	4.0	0.0	3.4	6.5	5.2	16.5	1.7	5.6	0.0	2.3	0.0	7.3	2.4	7.2	0.0						
4 Years	5	2	1	1	1	1	3	0	2	1	3	1	1	2	1	3	1	4								
%	6.8	20.0	7.7	5.6	5.0	4.0	9.1	15.5	0.0	4.5	4.4	8.5	6.0	8.3	6.2	6.5	11.6	5.1	7.8	11.0						
5 Years	5	0	0	1	3	1	1	1	2	1	2	1	2	0	4	0	2	1	4	2	3					
%	6.4	0.0	0.0	11.1	5.0	20.0	7.5	3.4	6.4	9.2	6.3	5.4	0.0	13.0	0.0	7.1	4.5	7.5	5.2	7.7						
6-7 years	6	1	0	1	2	0	1	1	4	1	4	1	1	1	1	1	1	1	5	3	3					
%	7.5	6.7	0.0	5.6	15.0	16.0	0.0	6.9	7.1	10.2	4.8	10.0	5.6	6.8	4.4	5.7	4.6	4.6	9.2	7.6	7.7					
8-10 Years	11	2	2	2	1	1	2	1	6	1	8	2	1	4	1	3	5	6	8	3	3					
%	14.1	20.0	15.4	16.7	15.0	4.0	16.6	11.3	6.5	15.6	4.8	21.8	8.3	15.1	12.6	11.7	9.5	17.9	12.2	22.3	7.5					

ETS (#3782)
 B2. How long have you been employed by your firm?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED							
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not							
		Sec- tor	Eng/ Arch/ trac-	Con- sul-	Con- tant	New Mid or	Sen- ior	Sen- ior	Sen- ior	Sen- ior	Sen- ior	Small <=5	Large >5	Once/ month	Comp- lete	Comp- lete	Not					
		Other End- Use	Eng/ Arch/ trac-	Con- sul-	Con- tant	New Mid or	Sen- ior	Sen- ior	Sen- ior	Sen- ior	Small <=5	Large >5	Once/ month	Comp- lete	Comp- lete	Not						
		Light -ing	Eng/ Arch/ trac-	Con- sul-	Con- tant	New Mid or	Sen- ior	Sen- ior	Sen- ior	Sen- ior	Small <=5	Large >5	Once/ month	Comp- lete	Comp- lete	Not						
		Stand -ards HVAC	Eng/ Arch/ trac-	Con- sul-	Con- tant	New Mid or	Sen- ior	Sen- ior	Sen- ior	Sen- ior	Small <=5	Large >5	Once/ month	Comp- lete	Comp- lete	Not						
		Stand -ards HVAC	Eng/ Arch/ trac-	Con- sul-	Con- tant	New Mid or	Sen- ior	Sen- ior	Sen- ior	Sen- ior	Small <=5	Large >5	Once/ month	Comp- lete	Comp- lete	Not						
		Stand -ards HVAC	Eng/ Arch/ trac-	Con- sul-	Con- tant	New Mid or	Sen- ior	Sen- ior	Sen- ior	Sen- ior	Small <=5	Large >5	Once/ month	Comp- lete	Comp- lete	Not						
		Stand -ards HVAC	Eng/ Arch/ trac-	Con- sul-	Con- tant	New Mid or	Sen- ior	Sen- ior	Sen- ior	Sen- ior	Small <=5	Large >5	Once/ month	Comp- lete	Comp- lete	Not						
11-14 years		3 1 0 1 1 1 0 0 2 1 2 1 0 0 2 0 1 1 2 1 2 1	4.3 6.7 0.0 5.6 10.0 4.0 0.0 4.2 0.0 5.1 4.4 5.2 2.9 0.0 6.6 0.0 2.3 4.4 4.2 3.6 5.0																			
15-19 years		9 1 1 1 1 1 1 1 1 0 7 1 1 1 3 1 1 5 3 6 3 6	11.6 6.7 7.7 5.6 10.0 8.0 16.7 3.7 0.0 18.3 0.0 18.1 6.2 8.3 8.7 5.7 17.2 11.1 12.1 8.9 14.6																			
20-24 years		9 1 2 1 1 1 1 1 2 3 2 0 7 2 2 5 2 1 4 5 3 6	11.5 13.3 15.4 11.1 5.0 8.0 16.7 13.9 35.8 4.3 0.0 17.6 9.3 19.3 16.6 18.2 2.3 13.9 10.2 9.5 13.7																			
More than 24 years		10 1 2 1 1 1 3 0 2 2 6 0 1 9 1 6 1 3 2 7 4 5	13.4 13.3 15.4 11.1 10.0 20.0 0.0 11.8 24.5 15.6 0.0 3.3 40.2 15.6 20.1 11.0 10.2 8.9 14.8 12.5 13.2																			
DK/DR		2 0 1 0 1 0 0 0 0 0 1 0 0 0 0 0 1 1 1 1 0 1	2.3 0.0 7.7 0.0 5.0 0.0 0.0 0.0 0.0 1.7 0.0 0.0 0.0 0.0 7.4 0.0 9.7 2.5 4.1 1.3 0.0 1.6																			
MEAN:		12.2 12.7 12.5 11.3 11.0 12.5 9.3 10.5 16.5 12.7 3.5 11.9 18.0 14.2 14.6 12.0 9.9 11.7 12.2 11.5 12.5																				

ETS (#3782)
 B3. How long have you worked in this industry?

COURSE TYPE		AgTAC BANNER												ATTENDANCE			EXPECTATION			SATISFIED		
		YEARS OF BUSINESS						YEARS OF INDUSTRY						FREQUENCY			S-					
		TYPE OF BUSINESS						EXPERIENCE						SIZE OF BUSINESS			R					
		Eng/ Con- sul- End						Sen- or >25						Once/ Comp-			Very					
		Arch/ trac- tant User						ior >25						month yr or lete			lete					
		Const tor						<=5						more less			ly					
		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--						--K--L--M--N--O--P--Q--R--S--T--U--						--P--Q--R--S--T--U--			--S--T--U--					
		Sec- tor						New Mid						Small Large			Not					
		Other End-						6-25						<=5 >100			Very					
		Light End-						6-25						<=5 >100			ly					
		-ing Use						<=5 >25						more less			-fied					
		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--						--K--L--M--N--O--P--Q--R--S--T--U--						--P--Q--R--S--T--U--			--S--T--U--					
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	29	12	27	28	50	36	41		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Less than 4 years	11	2	2	2	1	2	1	2	2	5	11	0	0	0	1	2	4	4	7	3		
%	13.7	6.7	15.4	22.2	10.0	12.0	16.6	10.5	19.6	11.9	76.8	0.0	0.0	0.0	4.4	16.3	14.9	13.5	14.0	8.6		
4-5 years	3	0	0	0	2	1	1	1	1	1	3	0	0	0	2	0	1	1	2	1		
%	4.2	0.0	0.0	0.0	15.0	8.0	7.5	3.4	7.1	1.7	23.2	0.0	0.0	0.0	6.7	0.0	4.8	4.6	3.9	3.6		
6-8 years	3	0	1	1	1	1	0	1	0	2	0	3	0	0	2	0	1	2	1	2		
%	3.9	0.0	7.7	5.6	5.0	4.0	0.0	3.4	0.0	6.3	0.0	7.8	0.0	0.0	6.2	0.0	4.2	6.3	2.6	6.8		
9-11 years	6	1	0	1	1	1	0	2	2	1	0	6	0	1	2	1	1	2	4	2		
%	7.7	6.7	0.0	11.1	10.0	4.0	0.0	13.6	17.4	3.2	0.0	15.4	0.0	6.8	8.2	6.5	3.8	8.8	7.1	12.2		
12-15 years	6	2	1	1	1	0	0	1	0	3	0	6	0	0	2	1	1	2	4	2		
%	7.3	20.0	7.7	5.6	5.0	0.0	0.0	8.3	0.0	8.2	0.0	14.6	0.0	0.0	8.0	6.5	2.5	6.5	7.8	10.0		
16-20 years	11	3	1	3	2	1	2	2	2	7	0	11	0	2	5	1	2	5	6	4		
%	14.0	6.7	23.1	11.1	20.0	12.0	9.1	9.7	19.0	17.2	0.0	28.1	0.0	19.2	18.5	11.5	7.6	17.4	12.3	16.2		
21-25 years	13	1	1	2	1	2	1	1	2	9	0	14	0	2	7	2	3	6	8	6		
%	17.0	13.3	7.7	22.2	5.0	16.0	16.6	7.1	19.6	24.4	0.0	34.1	0.0	8.3	16.8	10.6	23.7	6.7	23.0	14.3		

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED																									
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not																									
		Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Other End- Use	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	New User	Mid 6-25	Senior >25	Small <=5	Large >5	Once/ month	Comp- lete	Not comp- lete	Very satis- fied																						
		---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---																							
26-29 years	%	3	0	0	1	0	2	1	1	1	0	0	3	1	3	1	2	1	3	1	2	3	5	0	0	5.6	2.2	5.8	3.5	5.6										
30-35 years	%	11	3	3	1	1	2	1	4	0	5	0	11	3	2	2	4	4	6	5	5	6	14	4	3	2	2	5	8	7	6	11.2	15.8	11.2						
More than 35 years	%	8	2	1	1	2	2	2	3	1	4	0	8	1	3	2	3	4	5	4	5	4	10	9	10	8	17.5	12.6	14.3	9.1	13.1	9.4	12	3	4	5	6			
Refused	%	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	1	1.5	0.0	1.5	0	0	1		
DK/DR	%	2	0	1	0	1	0	0	0	0	1	0	0	1	0	1	1	1	1	1	1	1	2	3	0	0	2.3	0.0	1.2	0.0	1.2	0.0	1.5	0.0	1.5	0	0	1		
MEAN:		20.2	25.2	19.4	17.2	18.1	23.7	24.9	21.8	15.6	21.1	2.6	17.6	35.5	29.4	20.1	21.8	22.2	19.1	20.7	20.4	19.9	LM	KM	KL	LN	20.1	21.8	22.2	19.1	20.7	20.4	19.9	20.1	21.8	22.2	19.1	20.7	20.4	19.9

COURSE TYPE	AgTAC BANNER										ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED							
	YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE								SIZE OF BUSINESS	Not					
Codes	Other	Sec	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Con-	Sen-	Small	Large	Once/	Comp-	Not				
Stand	Light	Other	Speci	Arch/	trac-	sul-	End	New	Mid	ior	>25	<=5	>100	more	ly	lete				
Total	-ing	-fic	Const	tor	tant	User	<=5	6-25	>25	>25	>25	<=5	>100	less	-ly	-filed				
--A--	--D--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--				
Total	78	11	15	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
100	15	13	18	20	25	12	25	13	46	19	47	31	12	39	16	32	36	63	48	50
None	7	1	1	0	1	2	1	2	0	4	2	2	0	2	0	4	1	6	1	6
%	9.1	6.7	7.7	0.0	5.0	16.0	9.1	10.6	0.0	4.5	25.3	4.2	8.4	0.0	5.7	0.0	13.4	4.6	11.6	2.9
9	1	1	0	1	4	1	3	0	2	4	2	3	0	2	0	5	2	7	1	8
1	28	8	3	3	6	6	7	2	13	1	14	11	7	6	5	11	7	21	11	16
%	36.2	73.3	23.1	27.8	25.0	40.0	68.3	38.2	19.6	33.2	4.4	36.9	50.4	21.8	39.7	40.6	25.4	41.4	29.9	39.0
35	11	3	5	5	10	8	9	3	14	1	16	16	10	9	6	11	9	25	15	18
2	7	0	2	0	2	0	0	3	2	2	1	5	2	1	6	2	4	3	3	5
%	9.4	0.0	15.4	0.0	15.0	0.0	0.0	19.4	22.8	4.4	4.8	11.6	9.5	12.5	19.1	15.5	6.3	14.3	6.8	7.9
8	10	1	2	1	3	2	1	2	6	3	6	1	0	4	1	2	5	5	6	3
3-5	12.7	13.3	15.4	5.6	20.0	12.0	7.5	11.3	17.4	14.5	21.7	14.8	5.0	0.0	13.3	6.5	8.8	18.3	9.8	18.2
%	16.3	22.2	21.4	30.0	28.0	17.0	11.0	22.0	27.0	17.0	28.0	18.0	1.0	0.0	6.0	1.0	3.0	7.0	6.0	9.0
13	2	2	1	4	3	1	3	2	7	4	8	1	0	6	1	3	7	6	9	4
6-15	15	1	3	5	3	1	1	2	10	4	6	5	1	7	4	5	6	9	9	6
%	18.8	6.7	23.1	44.4	25.0	8.0	7.5	10.3	20.1	25.0	25.7	15.9	21.4	6.8	25.4	32.6	19.8	20.2	18.2	24.4
20	1	3	8	5	2	1	3	3	12	5	8	7	1	10	6	7	8	12	12	8
More than 15	2	0	1	1	0	1	0	0	2	0	2	1	0	2	0	1	2	1	1	1
%	3.0	0.0	7.7	5.6	0.0	4.0	0.0	0.0	6.1	0.0	4.5	2.7	0.0	8.2	0.0	4.2	6.3	1.2	3.2	3.0
3	0	1	1	0	1	0	0	0	3	0	2	1	0	3	0	1	2	1	1	2
Refused	1	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	1	0	1
%	0.8	0.0	0.0	0.0	0.0	7.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	2.3	0.0	1.2	0.0	1.5
1	0	0	0	0	1	1	1	0	0	0	0	0	0	1	0	1	0	1	0	1
MEAN:	3.89	2.00	4.42	8.67	3.94	2.80	1.47	2.36	5.11	5.15	3.67	4.47	3.36	1.87	5.62	4.68	3.64	4.70	3.48	4.54

B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

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===== AgTAC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY  EXPERIENCE  TYPE OF BUSINESS  SIZE OF BUSINESS  ATTENDANCE  EXPECTATION  SATISFIED
-----
Codes               Sen-         Sen-         Eng/ Con-         Small Large      Once/ Comp-     Not
Stand              for          for          Arch/ trac-      <=5 >100         month yr or    comp-   Very
ards               -5 6-25     >25         ctor          User <=5 >100     less  ly     lete   satis
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
% 10.0 0.0 7.7 16.7 10.0 16.0 0.0 0.0 10.3 20.2 12.1 18.1 12.0 2.7 0.0 4.4 5.7 4.6 10.9 9.6 13.7 7.2
11 0 1 3 2 4 0 0 3 3 3 6 4 6 1 0 0 2 1 2 4 7 4
% 10.0 0.0 7.7 16.7 10.0 16.0 0.0 0.0 10.3 20.2 12.1 18.1 12.0 2.7 0.0 4.4 5.7 4.6 10.9 9.6 13.7 7.2
MEAN: 3.89 2.00 4.42 8.67 3.94 2.80 1.47 2.36 5.11 5.15 3.67 4.47 3.36 1.87 5.62 4.68 3.64 4.70 3.48 4.54 3.49
D BF D J J J

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ETS (#3782)
 B5. How many employees are there at this/these location(s)?

Total	COURSE TYPE													YEARS OF BUSINESS EXPERIENCE				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED												
	78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
1	4	1	0	1	1	1	1	0	1	2	0	1	2	4	0	0	1	2	2	1	3	5.0	6.7	0.0	5.6	10.0	8.0	16.7	0.0	6.5	5.1	0.0	3.2	8.9	43.4	0.0	0.0	5.3	7.3	3.8	4.0	6.2
2-5	5	2	2	0	0	1	2	3	0	0	0	2	3	5	0	2	1	2	3	3	2	6.6	20.0	15.4	0.0	0.0	4.0	25.8	16.7	0.0	0.0	0.0	4.8	14.3	56.6	0.0	15.0	2.8	6.3	6.8	9.1	4.6
6-10	5	2	0	1	0	1	1	4	1	0	1	2	1	0	0	2	2	2	2	2	3	6.0	20.0	0.0	11.1	0.0	8.0	7.5	22.8	6.5	0.0	8.8	5.1	6.6	0.0	0.0	18.2	7.4	7.1	5.5	5.5	6.7
11-24	5	1	0	1	1	1	0	2	1	2	1	1	3	0	0	0	0	1	1	3	2	6.0	13.3	0.0	11.1	10.0	4.0	0.0	12.1	6.5	4.9	4.4	3.6	11.6	0.0	0.0	0.0	5.1	2.4	6.8	5.7	5.0
25-50	10	1	3	0	0	1	0	1	0	8	3	6	1	0	0	2	6	2	6	2	8	13.0	13.3	23.1	0.0	0.0	8.0	0.0	7.6	0.0	19.8	20.6	14.2	2.7	0.0	0.0	16.2	23.7	9.0	15.4	5.9	17.0
51-100	8	1	1	0	1	2	1	1	1	5	2	4	2	0	0	1	4	1	4	1	7	10.1	13.3	7.7	0.0	10.0	12.0	9.1	7.1	10.9	12.5	12.1	11.4	7.7	0.0	0.0	5.7	15.6	4.1	13.6	7.0	13.2
101-200	11	0	1	2	2	3	1	3	2	5	1	6	5	0	11	1	2	3	8	7	5	14.3	0.0	7.7	16.7	15.0	20.0	15.0	14.0	17.4	13.9	4.4	15.0	20.5	0.0	38.5	5.3	6.9	11.0	16.3	18.4	11.3

B5. How many employees are there at this/these location(s)?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED							
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not							
		Eng/ Arch/ Const		Con- sul- tant		New Mid 6-25		Sen- ior >25		Small <=5			Once/ month yr or more			Very satis- fied						
		-G-- -H--		-I-- -J--		-K-- -L--		-M--		-N--			-O-- -P--			-Q-- -R--						
		-F--		-E--		-D--		-C--		-B--		-A--		-U--								
201-999	13	1	3	2	4	2	1	2	1	2	3	5	2	8	2	13	2	3	8	5	6	7
	%	16.5	6.7	23.1	16.7	30.0	12.0	12.0	14.2	14.4	19.9	11.0	0.0	44.5	17.5	12.8	28.5	10.0	17.2	16.6		
		17	1	3	3	6	3	2	3	4	7	3	10	3	0	17	3	4	10	7	8	9
1,000+	5	0	1	1	1	1	0	0	4	1	3	1	0	5	1	5	1	3	3	2	3	2
	%	6.3	0.0	7.7	11.1	10.0	8.0	0.0	11.2	4.4	7.9	5.4	0.0	17.0	11.0	11.3	9.3	4.8	8.6	4.6		
		7	0	1	2	2	2	0	6	1	4	2	0	7	2	4	4	3	4	3	4	3
DK/DR	13	1	2	3	2	2	1	1	2	7	4	6	3	0	0	0	1	3	4	8	7	6
	%	16.2	6.7	15.4	27.8	15.0	16.0	9.1	6.9	20.1	18.4	30.8	14.8	11.3	0.0	0.0	11.0	9.4	15.0	17.0	18.5	14.8
		17	1	2	5	3	4	1	2	3	9	6	7	4	0	0	2	4	5	12	9	8
MEAN:	237	55	204	511	404	199	101	81	185	349	174	271	230	3	493	444	236	322	192	288	204	
		E		B			J	J	J	GH				O	N							

ETS (#3782)
Pl. How did you first hear about center and the classes they offer?

COURSE TYPE		AgTAC BANNER												ATTENDANCE FREQUENCY				EXPECTATION SATISFIED				
		YEARS OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS				Once/Comp/Very Not				
		Other Eng/Con-			Sec- tor Arch/ trac-			New Mid or Sen-			Small Large month yr or lete			lete letе satis								
		Use -fic Const tor			End User <=5 >25			<=5 >25			ly -ly -fied -fied											
		-E--D--C--			-F--G--H--I--J--K--L--M--			-O--N--P--Q--R--S--T--U--														
Total		78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
A utility rep		2	0	1	1	0	1	0	1	0	2	0	2	0	0	0	1	0	1	2	1	2
%	3.0	0.0	7.7	5.6	0.0	4.0	0.0	3.4	0.0	4.5	0.0	6.1	0.0	6.1	0.0	2.1	0.0	2.3	6.3	1.2	4.9	1.5
Inserted in company's utility bill		1	1	0	0	1	0	1	1	0	0	0	1	0	0	1	0	1	0	1	0	1
%	1.8	6.7	0.0	0.0	5.0	0.0	9.1	3.7	0.0	0.0	0.0	3.6	0.0	0.0	2.3	0.0	2.8	0.0	2.9	0.0	3.5	
Letter mailed from utility		13	2	5	0	3	3	1	4	1	6	2	7	3	2	6	2	4	5	7	5	6
%	16.9	20.0	30.8	0.0	25.0	20.0	9.1	21.8	13.1	14.4	13.6	17.8	14.3	20.7	21.5	15.5	16.3	19.8	14.3	14.3	15.6	
E-mail from utility		7	0	0	0	0	2	1	2	1	5	0	6	2	1	2	0	6	1	6	2	6
%	9.6	0.0	0.0	0.0	0.0	16.0	7.5	9.1	6.5	13.6	0.0	14.5	8.1	6.8	7.8	0.0	21.0	3.7	13.0	4.6	14.4	
Brochure/flyer from utility		19	3	3	3	3	6	3	3	1	11	4	8	7	1	7	2	8	4	14	10	9
%	24.0	26.7	23.1	27.8	20.0	36.0	31.7	17.9	6.5	28.5	26.2	19.5	30.1	13.6	23.1	16.3	30.2	15.4	29.1	26.9	22.5	
Utility/Center website		10	0	0	1	1	1	0	1	1	6	3	6	1	0	2	1	6	1	9	2	7
%	12.3	0.0	0.0	11.1	5.0	4.0	0.0	3.4	13.0	14.8	19.1	14.5	5.6	0.0	8.0	10.6	21.0	2.2	18.1	6.3	18.1	
Other website		3	1	0	1	1	1	1	1	1	2	3	3	2	0	3	2	3	1	7	3	5
%	4.3	6.7	0.0	5.6	10.0	4.0	9.1	3.4	7.1	3.3	14.6	3.3	0.0	0.0	2.1	0.0	2.5	2.2	5.4	1.7	6.7	
Trade magazine		1	1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1	1	4	1	4
%	1.0	6.7	0.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	0.0	0.0	3.3	0.0	2.6	6.5	0.0	2.7	0.0	2.1	0.0	

COURSE TYPE	AgTAC BANNER													ATTENDANCE FREQUENCY				EXPECTATION SATISFIED						
	TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS					Once/Comp/Very				Not						
	Sec	Eng/Arch/Const	Con/Trac/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Con/Trac/Const	Sen	New	Mid	End	Small	Large	More	Less	ly	ly	ly	ly	ly	ly	ly	ly	
Total	78	11	15	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41				
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
A utility rep	2	0	1	1	0	0	1	0	1	0	2	0	0	0	0	0	0	2	0	2	0	0	0	0
%	2.2	0.0	7.7	5.6	0.0	0.0	3.4	0.0	2.9	0.0	4.5	0.0	0.0	0.0	0.0	0.0	6.3	0.0	4.9	0.0	0.0	0.0	0.0	
Inserted in company's utility bill	1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0	1	
%	1.0	6.7	0.0	0.0	0.0	9.1	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.0	0.0	2.8	0.0	1.5	0.0	1.8	0.0	1.8	1.8	
Letter mailed from utility	15	2	5	1	3	4	1	3	1	8	3	6	5	3	7	2	6	7	7	6	8	8	8	
%	19.2	20.0	30.8	11.1	20.0	28.0	9.1	18.1	20.8	18.1	15.9	22.6	28.1	23.2	20.8	23.2	26.7	14.0	16.1	18.5	18.5	18.5	18.5	
E-mail from utility	14	1	1	2	1	4	1	3	3	9	1	11	3	1	5	1	7	4	10	7	8	8	8	
%	18.6	13.3	7.7	22.2	5.0	24.0	16.7	16.0	26.6	23.3	4.8	27.3	14.1	6.8	16.8	11.7	25.6	14.9	20.8	18.9	19.1	19.1	19.1	
Brochure/flyer from utility	27	4	5	4	7	6	5	5	1	14	5	12	9	4	9	3	9	8	18	15	12	12	12	
%	34.1	40.0	30.8	33.3	50.0	40.0	57.5	29.5	36.2	34.3	31.1	39.9	44.3	32.1	28.6	33.2	30.3	36.6	41.9	28.7	28.7	28.7	28.7	
Utility/Center website	6	1	0	1	1	1	1	1	1	2	3	3	1	0	3	2	1	1	6	3	3	3	3	
%	8.1	6.7	0.0	11.1	5.0	4.0	7.5	4.2	6.0	19.1	7.7	2.9	0.0	10.1	17.0	3.8	2.7	11.2	8.4	8.2	8.4	8.2	8.2	
Other website	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1	1	1	1	1	
%	1.7	6.7	0.0	5.6	0.0	0.0	9.1	3.4	0.0	9.8	0.0	0.0	0.0	0.0	0.0	0.0	2.2	1.5	1.7	1.8	1.8	1.8	1.8	
A colleague at my company	11	1	3	1	3	1	0	4	2	5	2	5	4	2	5	3	4	5	6	4	7	7	7	
%	14.1	6.7	23.1	11.1	25.0	8.0	0.0	21.3	18.5	14.0	12.4	15.6	19.8	16.3	21.9	16.0	17.1	12.6	10.1	18.2	18.2	18.2	18.2	
	14	1	3	2	5	2	0	5	2	7	3	6	4	2	6	3	6	5	9	4	10	10	10	

ETS (#3782)
P2. How did you first hear about the class you attended?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not				
		Eng/	Con-	Con-	Con-	Sen-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Very			
		Arch/	trac-	trac-	trac-	ior	<=5	6-25	>25	<=5	>5	month	lete	lete	satis	satis			
		Const	tor	tor	tor	or	User	User	User	<=5	>5	ly	ly	ly	ly	ly			
		-F-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-			
		Sec-	Other	End-	Light	Stand	Codes	Stand	Codes	Stand	Codes	Stand	Codes	Stand	Codes	Stand			
A colleague outside of my company	%	1.0	6.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.3	8.3	0.0	0.0	2.8	0.0	1.5	0.0	1.8
Other classes	%	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.5	0.0	3.5	0.0	0.0	0.0	2.1	0.0	0.0	2.5
Calendar	%	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	%	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0	2.5

ETS (#3782)
 P3. In general, what is the best way to inform you about future classes?

COURSE TYPE		AgTAC BANNER										ATTENDANCE EXPECTATION SATISFIED						
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY			Not			
		Eng/Con		Arch/trac		Const tor		New Mid		Sen-ior		Once/Comp			Very			
		tor		tor		tor		ior		ior		month yr or			lete			
		Speci		fic		-J--K--L--M--		<=5		>25		more less			-ly			
		-F--G--H--I--		-J--K--L--M--		-N--O--P--Q--R--S--T--U--												
		Other		Light		HVAC		End User		Small		Large			lete			
		Use		-ing		-ing		User		Large		Large			lete			
		-D--E--F--G--H--I--		-J--K--L--M--		-N--O--P--Q--R--S--T--U--												
		11		12		13		14		15		16			17			
		15		16		17		18		19		20			21			
		18		19		20		21		22		23			24			
		20		21		22		23		24		25			26			
		25		26		27		28		29		30			31			
		28		29		30		31		32		33			34			
		30		31		32		33		34		35			36			
		33		34		35		36		37		38			39			
		36		37		38		39		40		41			42			
		38		39		40		41		42		43			44			
		40		41		42		43		44		45			46			
		42		43		44		45		46		47			48			
		44		45		46		47		48		49			50			
		46		47		48		49		50		51			52			
		48		49		50		51		52		53			54			
		50		51		52		53		54		55			56			
		52		53		54		55		56		57			58			
		54		55		56		57		58		59			60			
		56		57		58		59		60		61			62			
		58		59		60		61		62		63			64			
		60		61		62		63		64		65			66			
		62		63		64		65		66		67			68			
		64		65		66		67		68		69			70			
		66		67		68		69		70		71			72			
		68		69		70		71		72		73			74			
		70		71		72		73		74		75			76			
		72		73		74		75		76		77			78			
		74		75		76		77		78		79			80			
		76		77		78		79		80		81			82			
		78		79		80		81		82		83			84			
		80		81		82		83		84		85			86			
		82		83		84		85		86		87			88			
		84		85		86		87		88		89			90			
		86		87		88		89		90		91			92			
		88		89		90		91		92		93			94			
		90		91		92		93		94		95			96			
		92		93		94		95		96		97			98			
		94		95		96		97		98		99			100			
Total	78	11	15	13	15	8	18	9	38	14	23	29	12	27	28	50	36	41
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
A utility rep	1	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0
	%	1.4	0.0	7.7	0.0	0.0	0.0	0.0	2.9	0.0	2.9	0.0	0.0	0.0	0.0	4.1	0.0	3.2
Letter mailed from utility	22	2	7	2	7	4	1	6	1	12	4	10	6	5	10	12	10	10
	%	28.0	20.0	46.2	16.7	50.0	28.0	9.1	35.2	13.1	30.7	31.0	25.8	28.0	40.6	21.7	42.0	37.4
E-mail from utility	42	6	6	6	4	9	5	11	5	20	6	18	16	4	15	7	13	12
	%	53.4	53.3	38.5	55.6	30.0	56.0	57.5	59.8	54.8	52.3	41.8	47.2	70.9	41.7	51.4	61.3	48.4
Brochure/flyer from utility	14	3	1	2	3	4	3	2	1	7	3	7	4	3	7	2	3	6
	%	18.0	26.7	7.7	16.7	25.0	24.0	33.4	11.3	13.6	17.4	18.4	18.2	19.3	37.0	23.1	17.5	10.0
Utility/Center website	1	0	0	1	0	0	1	0	0	0	0	0	1	0	0	1	1	0
	%	0.8	0.0	5.6	0.0	0.0	7.5	0.0	0.0	0.0	0.0	1.6	0.0	1.6	0.0	2.1	5.3	0.0
Other website	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
	%	0.8	0.0	5.6	0.0	0.0	7.5	0.0	0.0	0.0	0.0	1.6	0.0	1.6	0.0	2.1	5.3	0.0
Instructor	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	%	0.8	0.0	5.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.6	0.0	1.6	0.0	2.1	5.3	0.0
Other	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	%	0.8	0.0	5.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.6	0.0	1.6	0.0	2.1	5.3	0.0

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===== AgTAC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY  ATTENDANCE  EXPECTATION  SATISFIED
-----
Codes              Other End-   Eng/   Con-   Sen-   Once/   Comp-   Not
Stand             -ing Use   Arch/  trac-  for   month  or   com-   Very
ards             -ing Use   Const  tor   >25   yr or  lete  -lete  satis
--B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
2  0  2  0  0  0  0  0  0  0  0  2  0  1  1  1  1  1
%  2.9  0.0  15.4  0.0  0.0  0.0  0.0  12.0  2.9  0.0  5.8  0.0  0.0  7.8  0.0  4.2  4.1  2.3  3.2  2.8
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--

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DK/DR

COURSE TYPE	AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
	YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Very/Very						
Codes	Other	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-				
Stand	Light	Speci	Arch/	trac-	sul-	End	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete				
Total	ards	HVAC	-ing	Use	fic	Const	tor	ant	User	<=5	>25	>25	<=5	>100	more	less	ly	-ly			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
Total	78	11	15	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Continue education	3	0	0	0	1	1	0	1	2	0	1	2	1	0	1	0	1	1	2	1	2
%	3.8	0.0	0.0	0.0	8.0	0.0	3.4	17.4	0.0	4.4	4.4	2.7	0.0	2.3	0.0	4.6	2.2	4.7	3.6	4.1	2.2
Increase/gain knowledge and information	34	4	9	4	4	9	3	7	1	21	5	15	14	4	15	4	14	13	20	19	15
%	43.4	33.3	61.5	38.9	30.0	56.0	40.8	41.6	13.0	55.5	37.9	37.9	60.8	44.1	50.7	37.8	51.9	47.4	40.5	51.9	36.2
Job related/required	6	1	1	1	2	1	0	1	2	3	1	4	1	0	2	0	0	2	4	3	2
%	7.7	6.7	7.7	11.1	15.0	4.0	0.0	7.1	25.6	6.9	4.8	9.7	5.6	0.0	8.3	0.0	0.0	6.5	7.9	9.1	6.1
Related to work/business	2	1	0	0	0	1	1	1	0	0	1	0	1	1	1	0	1	1	1	1	1
%	2.5	6.7	0.0	0.0	0.0	8.0	15.1	4.2	0.0	0.0	4.4	0.0	6.0	6.8	2.1	0.0	2.8	2.2	2.8	1.7	3.4
New technology updates	12	0	3	4	1	4	0	3	2	8	4	3	5	2	4	3	4	5	7	5	7
%	15.5	0.0	23.1	38.9	5.0	24.0	0.0	16.5	19.5	20.4	29.8	7.9	21.2	19.2	15.1	25.6	15.6	17.6	13.2	13.5	16.3
Energy efficiency	5	0	0	0	1	2	1	1	1	2	1	3	1	0	2	1	1	1	1	5	2
%	6.7	0.0	0.0	0.0	12.0	7.5	3.4	7.1	6.0	7.4	7.7	2.7	2.7	0.0	8.0	5.7	4.6	2.4	9.2	5.5	8.1
Title 24 information	1	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	1
%	1.0	6.7	0.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	5.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.8
Keep up with industry practices	7	1	1	2	0	2	0	2	0	4	1	3	4	1	3	1	2	4	3	6	1
%	9.3	6.7	7.7	16.7	0.0	16.0	0.0	13.1	0.0	10.0	4.4	7.7	15.8	12.5	9.9	9.7	6.9	13.0	6.1	16.8	1.5
	10	1	1	3	0	4	0	3	0	6	1	4	5	1	4	1	3	5	4	8	1

	===== AgTAC BANNER =====																						
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
	Codes	Stand	ards	HVAC	Sec- tor	Eng/ Arch/ Const	Con- struc- tor	Con- tant	New	Mid	Sen- ior	Sen- >25	Small	Large	Once/ month	More	Not	Satis					
Learn equipment/how to operate	7	0	1	0	3	2	0	1	0	6	2	3	2	4	1	2	1	4	1	6	2	5	
	8.9	0.0	7.7	0.0	25.0	16.0	0.0	7.1	0.0	14.7	12.5	8.5	8.4	7.4	6.7	5.7	15.9	4.8	11.3	5.6	12.2	7	
Ability to assist customers	1	0	0	1	0	0	1	0	0	0	0	1	0	0	0	1	1	1	0	0	1	1	0
	0.8	0.0	0.0	5.6	0.0	0.0	7.5	0.0	0.0	0.0	0.0	1.6	0.0	0.0	2.1	5.3	0.0	0.0	1.2	1.7	0.0	0	
Changing of codes/laws/standards	7	6	0	1	0	1	3	3	0	1	1	3	3	1	1	2	2	2	2	2	5	4	3
	9.3	53.3	0.0	5.6	0.0	4.0	36.6	16.7	0.0	3.2	5.4	9.0	13.2	16.6	4.7	19.4	8.4	8.1	10.0	10.5	8.6	5	
Interested in subject/topic	7	0	0	0	2	1	1	1	0	5	1	5	1	1	1	2	1	5	2	2	5	2	5
	9.3	0.0	0.0	0.0	15.0	8.0	7.5	3.7	0.0	13.8	4.8	13.6	5.6	6.8	6.7	11.1	17.4	7.1	10.6	5.5	13.0	3	
How to use software program/network	1	4	0	1	0	0	0	0	0	0	0	2	9	0	0	0	0	0	0	0	0	0	0
	1.4	0.0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	2.9	0.0	2.9	0.0	0.0	3.9	0.0	4.2	4.1	0.0	3.2	0.0	0	
How to better understand calculations	1	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1
	1.0	6.7	0.0	0.0	0.0	0.0	9.1	0.0	0.0	5.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.8	1	
How to improve/understand lighting design	2	0	0	2	0	0	0	1	1	0	2	1	0	0	0	1	0	0	1	1	2	1	
	3.2	0.0	0.0	22.2	0.0	0.0	0.0	6.8	13.0	0.0	13.2	1.6	0.0	0.0	0.0	5.3	0.0	4.4	2.5	5.2	1.5	1	
Learn how to design systems	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0	0	1	0	1	
	0.9	0.0	0.0	0.0	5.0	0.0	0.0	3.7	0.0	0.0	4.8	0.0	0.0	0.0	0.0	5.7	0.0	0.0	1.3	0.0	1.6	1	
Other	3	0	0	0	0	1	0	0	2	1	1	2	1	0	2	0	1	1	3	0	3	0	
	4.2	0.0	0.0	0.0	0.0	8.0	0.0	0.0	17.4	2.7	4.4	4.2	4.5	0.0	5.7	0.0	4.6	2.2	5.4	0.0	8.1	3	
	4	0	0	0	0	2	0	0	2	1	1	2	1	0	2	0	2	1	3	0	4	4	

ETS (#3782) 2006/11/29
 P4. Thinking about the class in particular, what was the most important reason you decided to attend?

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===== AgTAC BANNER =====
COURSE TYPE      YEARS OF INDUSTRY  EXPERIENCE  TYPE OF BUSINESS  SIZE OF BUSINESS  ATTENDANCE  EXPECTATION  SATISFIED
-----
Codes            Other End-    Eng/ Con-      Small Large      Once/ Comp-   Not
Stand            Use          Arch/ trac-  sul-            month yr or  lete  Very
ards            -ing Use    -fic Const  tor  tant  User  <=5  >25  -ly  lete  satis
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
%  4  1  2  1  1  0  0  2  1  0  2  1  0  2  1  2  0  0  1  1  1  1  1  1  3
%  5.5  6.7  15.4  5.6  5.0  0.0  0.0  0.0  10.5  0.0  0.0  1.7  0.0  4.8  2.7  19.8  0.0  0.0  9.7  2.5  4.1  6.4  1.7  6.3

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DK/DR

2006/11/29

ETS (#3782)
 P5. What specifically were you expecting to get out of attending this class?

===== AgTAC BANNER =====

	COURSE TYPE		TYPE OF BUSINESS								YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED															
	Stand	ards	Light	End-	Use	Other	Sec-	Eng/	Arch/	Con-	Con-	trac-	sul-	tant	User	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	lete	lete	lete	lete	lete	lete	lete	lete	lete	lete		
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41																	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
More knowledge/information/ideas	40	5	9	6	7	9	4	12	3	20	7	20	13	5	16	5	14	16	23	19	21																	
%	51.9	46.7	61.5	55.6	50.0	60.0	48.3	67.7	32.1	52.7	51.9	51.6	55.0	55.3	53.6	45.0	53.3	59.4	47.1	52.7	51.9																	
Improve job skills/job related	2	0	1	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1	1	1																	
%	2.8	0.0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	2.9	7.4	2.9	0.0	0.0	0.0	0.0	0.0	4.1	2.1	3.2	2.5																	
How to do calculations	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0																	
%	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.9	0.0	2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0																	
New technology/products	9	1	2	2	0	3	1	1	2	4	2	4	1	0	5	1	2	4	1	2	4																	
%	11.0	6.7	15.4	22.2	0.0	20.0	7.5	7.6	25.0	10.9	16.9	11.2	5.4	0.0	18.8	11.7	9.2	15.7	8.5	9.0	13.2																	
Design ideas	1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0																	
%	1.7	0.0	0.0	0.0	10.0	0.0	0.0	3.7	0.0	1.7	4.8	0.0	2.9	0.0	0.0	11.5	0.0	2.4	1.3	1.9	1.6																	
How to conserve energy/energy efficient	4	0	0	1	0	1	0	0	2	2	2	2	1	0	2	1	1	1	1	4	1																	
%	5.5	0.0	0.0	5.6	0.0	4.0	0.0	0.0	17.4	4.3	11.8	5.3	2.7	0.0	5.7	5.3	2.3	2.2	7.4	1.7	9.1																	
Details/overview about Title 24	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0																	
%	1.0	6.7	0.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	0.0	0.0	3.3	8.3	0.0	2.8	2.7	0.0	2.1	0.0	0.0																	
Keep up to date on Industry standards	4	1	0	1	1	1	0	1	0	3	0	2	2	1	1	0	2	1	1	3	1																	
%	5.0	6.7	0.0	5.6	10.0	8.0	0.0	7.6	0.0	6.7	0.0	4.9	8.9	15.1	2.1	0.0	7.6	2.2	6.7	3.6	6.5																	

ETS (#3782)
 P5. What specifically were you expecting to get out of attending this class?

COURSE TYPE	AgTAC BANNER										ATTENDANCE EXPECTATION			SATISFIED				
	YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY			Not				
Codes	Other	Sec	Eng/	Con-	Con-	Eng/	Con-	trac-	Con-	Sen-	Small	Large	Once/	Comp-	Comp-	Very	Not	
Stand	Light	Other	Speci	Arch/	trac-	tor	tor	tor	tor	ior	<=5	>5	month	lete	lete	satis	Very	
Total	-ing	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	>25	<=5	>100	yr or	ly	ly	-fied	-T-	
--A--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	
Equipment information/updates	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6.5 6.7 7.7 11.1 10.0 4.0 9.1 6.3 6.5 6.7 4.4 1.7 16.6 28.1 4.4 15.5 7.4 11.6 3.7 10.7 3.0																
Refresher class/review	1 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1.6 0.0 0.0 0.0 5.0 4.0 7.5 0.0 0.0 1.7 4.4 1.7 0.0 0.0 2.1 0.0 2.5 2.2 1.3 1.7 1.6																
Changes in codes/laws/regulations	11 5 1 1 1 0 0 2 2 0 6 1 7 3 1 2 1 6 2 9 4 7	14.1 46.7 7.7 5.6 0.0 0.0 27.4 12.5 0.0 16.9 5.4 17.7 14.8 16.6 8.6 6.5 20.4 6.8 18.4 11.6 16.9																
Learn about lighting	1 0 0 1 1 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1	1.6 0.0 0.0 11.1 0.0 0.0 0.0 3.4 13.0 0.0 4.4 1.6 0.0 0.0 2.1 5.3 0.0 2.2 1.2 3.4 0.0																
Other	4 0 0 0 0 3 1 0 0 1 1 1 3 0 0 3 1 1 1 3 2 2	5.0 0.0 0.0 0.0 20.0 8.0 0.0 7.1 13.6 0.0 4.8 8.3 0.0 0.0 9.2 5.7 4.8 2.4 6.5 5.5 4.8																
DK/DR	5 1 2 1 0 1 0 2 2 2 1 0 2 2 1 2 1 0 1 4 2 2	6.8 6.7 15.4 5.6 0.0 4.0 0.0 9.7 17.4 1.9 0.0 4.8 9.9 12.5 5.7 9.7 0.0 4.1 8.3 5.6 5.3																

COURSE TYPE		AgTAC BANNER										ATTENDANCE			EXPECTATION			SATISFIED			
		YEARS OF INDUSTRY EXPERIENCE										FREQUENCY			S			T			
		TYPE OF BUSINESS					SIZE OF BUSINESS					Once/ month yr or more			Comp-lete ly			Very satis-fied			
		Eng/ Arch/ Const for					Small <=5					less			-ly			-S			
		Con- trac- tant					N--O--P--Q--R--S--T--U--					-P--Q--R--S--T--U--			-R--S--T--U--			-S--T--U--			
		Other End-Use					New Mid-6-25					more			ly			-S			
		Speci-fic					>25					ly			-S			-T--U--			
		Sec- tor					Sen-ior					ly			-S			-T--U--			
		Light HVAC					New Mid-6-25					ly			-S			-T--U--			
		Stand-ards					New Mid-6-25					ly			-S			-T--U--			
		Codes					New Mid-6-25					ly			-S			-T--U--			
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
3	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	1
%	0.9	0.0	0.0	0.0	5.0	0.0	0.0	3.7	0.0	0.0	4.8	0.0	0.0	0.0	0.0	5.7	0.0	0.0	1.3	0.0	1.6
4	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	1
%	1.0	0.0	0.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.0	2.8	0.0	0.0	1.5	0.0	1.8
5	1	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	1	0	1
%	3.1	0.0	7.7	0.0	5.0	4.0	0.0	9.7	0.0	1.7	0.0	2.9	5.6	12.5	0.0	4.8	0.0	4.9	0.0	6.0	6.0
6	3	0	1	0	1	1	0	2	0	1	0	1	2	1	0	2	0	3	0	3	3
%	6.3	0.0	7.7	0.0	5.0	12.0	0.0	11.0	10.9	4.9	4.4	4.2	8.7	7.4	0.0	12.1	0.0	9.9	1.7	10.6	10.6
7	1	0	1	0	1	3	0	3	1	3	1	2	3	1	0	5	0	7	1	6	6
%	14.4	13.3	0.0	22.2	5.0	16.0	7.5	15.2	13.0	12.9	19.1	12.0	17.1	21.9	12.2	6.5	13.5	0.0	22.5	3.5	24.6
8	11	4	5	1	3	4	3	2	3	14	5	11	5	1	7	1	11	0	21	7	15
%	27.3	40.0	30.8	11.1	25.0	24.0	35.0	11.8	26.7	35.7	35.6	27.3	22.4	16.6	23.1	10.6	42.5	0.0	42.9	18.8	36.0
9	24	6	4	2	5	6	4	3	4	13	6	10	7	2	9	2	11	0	24	9	15
%	10.8	6.7	0.0	22.2	10.0	12.0	7.5	7.1	10.9	10.0	0.0	19.1	4.5	0.0	18.1	5.3	0.0	0.0	17.0	15.5	7.2
12	1	0	4	2	3	1	2	1	2	1	6	0	11	1	0	7	1	0	12	8	4
%	1.0	0.0	4.4	2.2	3.3	1.1	2.2	1.1	2.2	1.1	6.0	0.0	11.1	0.0	0.0	7.7	1.1	0.0	12.0	8.0	4.0

P6. How would you rate the class in terms of meeting your expectations?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION SATISFIED										
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																	
		TYPE OF BUSINESS		New Mid		Sen-		Small		Large		Once/		Comp-		Not								
		Eng/		End		ior		<=5		>100		month		lete		Very								
		Arch/		User		>25		-<=5		>100		yr or		lete		satis								
		Const		-J-		-M-		-N-		-O-		less		-R-		-T-								
		-G-		-H-		-I-		-K-		-L-		-P-		-Q-		-U-								
		-F-		-E-		-D-		-C-		-B-		-A-												
		Sec-		Other		Light		Stand		Codes														
		tor		End-		ing		ards		Stand														
		Speci		Use		-ing		-ing		-ing														
		fic		-E-		-D-		-C-		-B-		-A-												
		-F-		-E-		-D-		-C-		-B-		-A-												
10 - Completely met all of your expectations	%	28	3	9	4	6	4	4	3	7	4	13	5	13	9	4	13	8	7	28	0	22	5	
		35.5	26.7	61.5	38.9	45.0	28.0	40.9	41.4	38.6	33.1	36.1	32.6	39.0	41.7	46.6	71.9	24.3	100.0	0.0	60.6	12.2	7	
DK/DR	%	1	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
		0.8	0.0	0.0	0.0	4.0	0.0	0.0	0.0	0.0	1.6	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
MEAN:		8.4	8.1	9.0	8.7	8.5	8.2	8.5	8.0	8.5	8.5	8.2	8.5	8.3	8.1	9.0	9.1	7.9	10.0	7.5	9.3	7.5	7.5	

ETS (#3782)
 P7. In what way didn't the class completely meet all of your expectations?

COURSE TYPE		AgTAC BANNER										ATTENDANCE			EXPECTATION			SATISFIED		
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY			EXPECTATION			SATISFIED		
		TYPE OF BUSINESS					Sen-ior					Once/ month			Comp-lete			Not		
		Eng/ Arch/ trac- sul- Con-					New Mid 6-25 >25					Once/ month			Comp-lete			Very		
		Other End- Spec- Const tor tant User <=5 >5					New Mid 6-25 >25					Once/ month			Comp-lete			Very		
		Light End- ing Use --E-- --D-- --C-- --B-- --A--					New Mid 6-25 >25					Once/ month			Comp-lete			Very		
		Sec- tor Arch/ Const tor tant User <=5 >5					New Mid 6-25 >25					Once/ month			Comp-lete			Very		
		Eng/ Arch/ Const tor tant User <=5 >5					New Mid 6-25 >25					Once/ month			Comp-lete			Very		
		Eng/ Arch/ Const tor tant User <=5 >5					New Mid 6-25 >25					Once/ month			Comp-lete			Very		
		Eng/ Arch/ Const tor tant User <=5 >5					New Mid 6-25 >25					Once/ month			Comp-lete			Very		
Total	50	8	6	7	7	11	5	11	6	25	9	26	13	15	3	20	0	50	14	36
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0
Always room for improve-ment/not a ten	1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	1	0	1	0	1
%	2.3	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	4.5	12.7	0.0	0.0	0.0	0.0	5.5	0.0	2.3	0.0	3.2
Already knew information/too basic/simple	5	0	2	1	0	1	0	1	1	3	1	3	1	2	0	2	0	5	2	3
%	10.3	0.0	40.0	9.1	0.0	11.8	0.0	11.7	21.3	13.1	12.7	10.6	9.3	11.7	15.3	8.6	0.0	10.3	12.4	9.5
Could have had more detail/covered more	12	4	0	2	1	3	3	4	1	2	2	3	6	2	4	1	7	0	12	4
%	24.3	45.5	0.0	27.3	18.2	29.4	56.4	38.9	10.6	7.6	25.9	12.5	44.2	40.1	22.9	37.7	0.0	24.3	25.8	23.7
Should've been a longer class/too short/2 days	4	1	0	0	1	1	0	0	0	3	1	2	1	0	1	0	1	0	4	3
%	7.5	9.1	0.0	0.0	18.2	5.9	0.0	0.0	0.0	10.8	11.5	7.8	5.0	0.0	4.3	0.0	6.3	0.0	7.5	8.4
More hands on class	2	0	0	1	1	0	0	0	1	1	1	1	0	0	1	0	0	0	2	1
%	3.9	0.0	0.0	9.1	18.2	0.0	0.0	0.0	22.1	2.7	14.4	2.5	0.0	0.0	4.3	0.0	0.0	0.0	3.9	4.7
Lack of handouts and reference material	1	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0
%	1.2	0.0	0.0	9.1	0.0	0.0	0.0	0.0	0.0	2.4	0.0	2.3	0.0	0.0	0.0	0.0	0.0	0.0	1.2	4.4
Some questions didn't get answered	2	1	0	0	1	1	1	1	1	1	1	1	1	0	0	0	1	0	2	0
%	4.1	9.1	0.0	0.0	9.1	5.9	15.5	5.9	0.0	2.7	15.4	2.5	0.0	0.0	0.0	6.3	0.0	4.1	0.0	5.7
Instructor could have been better	2	0	0	0	0	0	0	0	0	2	0	1	1	0	1	0	0	0	2	0
%	4.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	35.3	0.0	3.9	7.7	0.0	6.6	0.0	0.0	4.1	0.0	5.8

P7. In what way didn't the class completely meet all of your expectations?

COURSE TYPE	AgTAC BANNER										ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS				Not			
	Sec	Other	Eng/	Con-	Con-	Eng/	Con-	Con-	Sen-	Sen-	Small	Large	Once/	Comp-	Comp-	Very	Not	
	tor	End-	Arch/	trac-	sul-	tor	tor	tor	ior	ior	<=5	>5	month	lete	lete	satis	satis	
	fic	Use	Const	tor	tant	User	<=5	>5	>25	>25	<=5	>5	more	ly	ly	-fied	-fied	
	-F-	-E-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	
Don't remember class	1	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	1
%	1.2	0.0	0.0	0.0	0.0	5.9	0.0	0.0	0.0	4.7	0.0	0.0	0.0	0.0	1.2	0.0	0.0	1.7
No complaints/nothing	3	0	1	1	0	1	0	2	0	2	1	0	2	1	0	0	3	1
%	6.0	0.0	20.0	9.1	0.0	11.8	12.7	0.0	0.0	7.1	8.5	0.0	15.3	18.8	0.0	6.0	4.4	6.6
Other	4	0	1	1	0	2	1	0	3	1	0	0	3	1	0	4	1	3
%	5.1	0.0	0.0	0.0	1	17.6	0.0	6.3	10.7	4.9	7.5	7.1	4.0	20.5	6.1	0.0	5.1	7.1
DK/DR	17	3	1	2	3	1	1	4	0	11	1	12	3	4	1	7	0	17
%	33.3	36.4	20.0	36.4	36.4	11.8	15.5	37.2	0.0	42.2	11.5	46.2	20.6	48.2	27.2	33.3	43.0	29.5
	18	4	1	4	4	2	1	5	0	10	1	12	4	6	1	5	0	18

COURSE TYPE		AgTAC BANNER										ATTENDANCE EXPECTATION			SATISFIED						
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY			Not						
		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		Once/Comp-			Not						
		Eng/Con-		Eng/Con-		Eng/Con-		Eng/Con-		Eng/Con-		month yr or			lete						
		Arch/trac-		Arch/trac-		Arch/trac-		Arch/trac-		Arch/trac-		less			ly						
		Const tor		Const tor		Const tor		Const tor		Const tor		more			-P--Q--						
		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-P--Q--R--S--T--U--			-P--Q--R--S--T--U--						
		Other End-		Other End-		Other End-		Other End-		Other End-		Once/Comp-			Not						
		Light End-		Light End-		Light End-		Light End-		Light End-		month yr or			lete						
		Use -ing		Use -ing		Use -ing		Use -ing		Use -ing		less			ly						
		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-P--Q--R--S--T--U--			-P--Q--R--S--T--U--						
		Stand -ards		Stand -ards		Stand -ards		Stand -ards		Stand -ards		more			-P--Q--R--S--T--U--						
		HVAC -ing		HVAC -ing		HVAC -ing		HVAC -ing		HVAC -ing		less			ly						
		-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-P--Q--R--S--T--U--			-P--Q--R--S--T--U--						
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	100	15	13	18	20	25	12	25	13	46	19	47	31	12	39	16	32	36	63	48	50
None	11	2	1	1	2	3	1	5	2	3	1	6	4	2	6	1	4	4	7	5	5
	13.8	6.7	15.4	5.6	15.0	20.0	7.5	30.4	17.4	7.9	4.8	16.5	16.2	26.1	19.7	11.1	15.6	12.8	14.5	15.2	13.2
	14	1	2	1	3	5	1	7	2	4	1	8	5	3	7	2	5	5	9	7	7
1-10%	9	1	1	1	3	3	1	1	1	5	1	3	4	1	3	1	4	5	4	5	4
	11.4	6.7	7.7	5.6	25.0	20.0	16.7	7.1	13.6	13.0	9.2	7.9	17.3	15.6	11.2	11.5	14.2	18.7	7.6	14.5	9.3
	13	1	1	1	5	5	2	2	2	7	2	4	6	2	5	2	6	7	6	7	6
11-20%	8	2	1	2	1	2	1	1	2	4	2	5	1	1	2	1	1	3	6	3	5
	10.8	20.0	7.7	16.7	10.0	12.0	16.7	7.6	20.1	11.4	12.9	13.5	6.0	13.6	6.6	11.7	2.8	9.4	11.7	9.5	12.4
	12	3	1	3	2	3	2	2	3	6	2	8	2	2	3	2	1	4	8	5	7
21-30%	13	2	2	1	3	3	1	1	1	7	3	8	1	1	5	0	6	2	11	4	9
	16.6	20.0	15.4	5.6	20.0	20.0	18.3	7.1	10.9	18.6	22.7	21.8	5.6	8.3	17.0	0.0	22.5	8.7	21.2	11.0	22.2
	17	3	2	1	4	5	2	2	1	9	4	11	2	1	7	0	8	3	14	5	12
31-40%	9	0	0	2	0	1	1	1	0	6	2	5	2	0	2	1	5	1	8	2	6
	11.2	0.0	0.0	22.2	0.0	8.0	7.5	3.4	0.0	15.2	11.8	13.5	8.1	0.0	6.4	5.3	17.2	2.2	16.3	6.9	15.4
	8	0	0	4	0	2	1	1	0	4	2	3	3	0	3	1	2	1	7	4	4
41-50%	14	1	7	1	2	1	1	2	2	7	2	4	6	3	7	3	3	8	5	8	5
	17.7	13.3	46.2	11.1	15.0	8.0	18.3	9.7	18.5	17.2	13.6	10.0	27.1	28.1	24.6	25.9	9.4	30.0	11.0	21.8	12.0
	16	2	6	2	3	2	2	2	2	8	3	4	7	3	8	3	4	9	7	9	6
51-60%	2	1	0	1	0	0	1	1	0	0	1	1	0	0	1	1	0	1	1	1	1
	2.5	6.7	0.0	11.1	0.0	0.0	7.5	7.6	0.0	0.0	4.4	3.5	0.0	0.0	2.1	11.7	0.0	2.2	2.7	3.4	1.8
	3	1	0	2	0	0	1	2	0	0	1	2	0	0	1	2	0	1	2	2	2

COURSE TYPE		AgTAC BANNER																				
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED					
		Type		Type			New		Sen-ior			Once		Comp-			Very		Not			
Codes	Stand	Light	Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Large	Month	yr	Or	lete	lete	satis	Very	Not			
ards	HVAC	-ing	Use	Speci	Arch/	trac-	sul-	End	User	<=5	>25	>25	>25	less	ly	-ly	-fied	-fied	-U-			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
2	1	0	1	0	1	0	1	1	0	1	0	1	0	1	0	1	1	1	1	1	1	1
%	2.5	6.7	0.0	5.6	0.0	4.0	0.0	7.6	6.5	1.6	0.0	1.6	6.0	1.6	0.0	4.3	0.0	2.8	2.2	2.8	3.5	1.8
3	1	0	1	0	1	0	2	1	1	0	1	2	0	2	0	1	1	1	1	2	2	1
4	1	1	1	0	0	0	1	1	1	2	1	2	1	2	1	0	1	1	1	1	2	2
%	4.5	6.7	7.7	5.6	0.0	0.0	4.2	6.5	5.6	4.4	4.6	5.0	5.0	3.5	5.3	4.2	4.1	4.8	4.9	4.9	4.4	4.4
4	1	1	1	0	0	0	1	1	2	1	2	1	0	1	1	1	1	3	2	2	2	2
1	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	1	0
%	0.9	0.0	0.0	5.0	0.0	0.0	0.0	0.0	1.7	0.0	1.7	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	1.3	1.9	0.0
1	0	0	0	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	1	1	0
3	1	0	1	1	0	1	2	0	1	1	1	1	1	1	1	1	1	1	2	1	2	1
%	3.6	13.3	0.0	5.6	0.0	7.5	11.8	0.0	1.7	4.4	3.6	3.3	8.3	2.3	11.7	5.3	7.3	1.5	5.7	1.8	1.8	1.8
4	2	0	1	1	0	1	3	0	1	1	2	1	1	1	2	2	3	1	3	1	3	1
4	0	0	1	1	1	0	1	0	1	2	2	1	1	0	1	1	2	1	2	1	2	1
%	4.5	0.0	0.0	5.6	5.0	8.0	3.4	6.5	6.0	11.8	1.7	5.4	0.0	2.3	5.7	6.1	2.4	4.5	1.9	5.6	5.6	5.6
5	0	0	1	1	2	0	1	1	3	2	1	2	0	0	1	1	2	1	3	1	3	1
MEAN:	33.7	43.3	35.4	42.2	28.2	21.7	33.7	36.2	29.2	34.2	35.6	32.4	34.2	29.1	32.0	43.8	32.0	36.1	32.3	36.0	31.1	31.1

BD

ETS (#3782) 2006/11/29
 P8B. What percentage of the time did the class include ... Hands-on activities where attendees have the chance to practice skills they are learning?

COURSE TYPE		AgTAC BANNER																				ATTENDANCE				EXPECTATION				SATISFIED													
		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS				FREQUENCY				Not													
Codes	Stand	Sec	Other	Eng/ Arch/	Con- trac-	Con-	Con-	Eng/ trac-	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-						
-A--	-B--	-C--	-D--	-E--	-F--	-G--	-H--	-I--	-J--	-K--	-L--	-M--	-N--	-O--	-P--	-Q--	-R--	-S--	-T--	-U--	-V--	-W--	-X--	-Y--	-Z--	1-4	5-10	11-15	16-20	21-25	26-30	31-35	36-40	41-45	46-50								
%		%		%		%		%		%		%		%		%		%		%		%		%		%		%		%		%		%		%		%					
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100				
None	32	5	3	7	6	9	5	10	4	12	8	15	9	5	13	6	11	14	18	17	15	41	2	4	7	4	12	10	11	10	8	12	14	16	16	20	26	25	21				
1-10%	9	1	1	1	1	2	1	1	2	4	2	5	3	0	3	1	1	2	7	3	6	11	7	12	11	12	10	11	10	8	12	14	16	16	20	26	25	21					
11-20%	14	1	3	2	2	1	0	2	1	11	1	9	3	1	6	0	6	4	9	7	7	17	13	16	15	20	21	16	12	13	15	16	16	16	17	17	16	16					
21-30%	12	2	5	0	1	2	1	1	1	8	1	6	4	1	4	2	4	4	8	4	6	15	4	20	20	21	16	12	13	15	16	16	16	16	17	17	16	16					
31-40%	2	0	0	1	1	1	0	1	1	0	0	1	1	1	1	1	1	1	1	1	1	2	4	4	5	6	7	7	8	9	10	11	12	13	14	15	16						
41-50%	6	1	2	0	1	1	1	3	0	2	1	1	3	2	2	2	2	2	2	2	2	4	7	7	8	9	10	11	12	13	14	15	16	17	18	19	20						
Don't know/Refused	4	0	0	1	1	1	0	1	1	2	2	1	1	1	1	1	1	1	1	1	1	2	4	4	5	6	7	8	9	10	11	12	13	14	15	16	17						
MEAN:	13.6	14.7	20.4	6.6	13.9	9.3	12.0	13.5	9.8	14.8	8.5	13.1	14.8	16.6	13.5	12.0	13.8	11.1	15.1	12.3	14.5	20.4	13.6	14.7	20.4	6.6	13.9	9.3	12.0	13.5	9.8	14.8	8.5	13.1	14.8	16.6	13.5	12.0	13.8	11.1	15.1	12.3	14.5

COURSE TYPE		AgTAC BANNER												ATTENDANCE		EXPECTATION		SATISFIED	
		YEARS OF BUSINESS						YEARS OF INDUSTRY						FREQUENCY		EXPECTATION		SATISFIED	
		TYPE OF BUSINESS			EXPERIENCE			SIZE OF BUSINESS			Once/Comp-			Not					
		Sec	Eng/	Con-	Sen-	Small	Large	yr or	lete	lete	lete	lete	lete	lete	lete	lete	lete	lete	
		tor	Arch/	trac-	ior	<=5	>5	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	
		Other	Const	tor	New	6-25	>25	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	
		End-	fic	Const	6-25	>25	>25	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	
		Use	tor	tor	6-25	>25	>25	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	
		---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	
		---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	
Total	78	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	100	15	13	18	20	25	13	46	19	47	31	12	39	16	32	36	63	48	50
None	5	2	1	1	0	1	2	0	2	1	1	3	1	3	2	2	4	1	4
	6.8	20.0	7.7	5.6	10.0	0.0	16.6	11.8	0.0	6.4	4.4	3.6	11.6	15.6	8.8	18.2	7.7	14.1	2.9
	7	3	1	1	2	0	3	0	3	1	2	3	2	3	3	3	5	2	5
1-10%	4	1	1	1	0	1	0	2	0	2	2	0	0	1	1	1	2	3	1
	5.7	13.3	7.7	11.1	0.0	4.0	0.0	11.8	6.5	4.5	0.0	5.4	10.4	0.0	4.3	6.5	4.2	6.3	5.5
	6	2	1	2	0	1	0	3	1	2	0	3	0	2	1	1	2	4	2
11-20%	2	0	0	1	0	0	0	1	2	1	2	0	0	0	1	1	0	0	2
	3.0	0.0	0.0	5.6	5.0	0.0	0.0	0.0	6.5	4.4	4.4	4.4	0.0	0.0	3.5	5.3	0.0	0.0	4.6
	3	0	0	1	1	0	1	2	1	2	1	2	0	0	1	1	0	0	3
21-30%	5	0	2	0	1	1	0	2	1	1	1	2	0	0	3	1	1	2	3
	6.7	0.0	15.4	0.0	5.0	8.0	0.0	3.4	0.0	6.3	9.2	2.6	7.7	0.0	9.8	9.7	4.6	8.7	5.6
	6	0	2	0	1	2	0	1	0	3	2	1	2	0	3	1	2	3	3
31-40%	11	1	1	2	1	1	1	0	9	1	9	1	0	3	1	6	2	10	4
	14.6	13.3	7.7	16.7	5.0	8.0	15.0	7.6	0.0	22.9	4.4	22.5	6.2	0.0	8.7	5.3	22.3	6.3	19.4
	11	2	1	3	1	2	2	2	0	7	1	7	2	0	4	1	4	2	9
41-50%	11	1	3	2	2	1	1	5	2	3	2	5	4	3	3	2	3	3	8
	14.1	13.3	23.1	22.2	15.0	4.0	9.1	27.6	18.5	6.5	16.6	12.4	16.9	33.2	10.5	20.8	9.8	10.4	16.3
	14	2	3	4	3	1	1	6	2	4	3	6	5	3	4	3	4	3	11
51-60%	7	1	3	1	1	1	1	1	1	4	1	4	1	1	3	0	2	4	3
	8.5	6.7	23.1	5.6	5.0	8.0	9.1	3.4	13.0	10.4	8.1	10.7	6.0	15.1	10.5	0.0	9.3	13.1	6.1
	8	1	3	1	1	1	1	1	2	4	1	5	2	2	4	0	3	4	4

COURSE TYPE		AgTAC BANNER												ATTENDANCE				EXPECTATION				SATISFIED			
		YEARS OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						FREQUENCY											
		Eng/ Arch/ trac-		Con-		Con-		Sen-		New Mid		Small Large		Once/		Comp-		Not		Very		Very			
		tor		tant		tant		ior		User		or		month yr or		lete		lete		satis		satis			
		-fic		-tor		-tor		>25		<=5		ly		less		ly		-ly		-fied		-fied			
		-F--		-G--		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--	
		-E--		-D--		-C--		-B--		-A--		-R--		-S--		-T--		-U--		-V--		-W--		-X--	
		Other		Light		HVAC		Stand		Total		%		%		%		%		%		%		%	
		Use		-ing		-ing		ards		ards		%		%		%		%		%		%		%	
61-70%	8	1	0	0	3	2	2	1	2	1	3	4	1	1	3	0	2	3	5	3	4	3	4	4	
	9	13.3	0.0	0.0	25.0	12.0	25.8	7.1	17.9	3.5	18.4	9.8	5.9	15.6	8.9	0.0	7.6	9.3	10.4	9.3	10.8	10.8	10.8	10.8	
	11	2	0	0	5	3	3	2	2	2	4	5	2	2	4	0	3	4	7	5	6	6	6	6	
71-80%	9	2	2	0	0	2	1	1	2	5	2	5	2	1	3	1	2	2	7	3	6	3	6	6	
	11.8	20.0	15.4	16.7	0.0	12.0	16.7	4.2	17.4	14.2	13.5	12.8	10.5	13.6	11.7	11.7	8.4	7.1	14.6	9.1	14.8	14.8	14.8	14.8	
	12	3	2	3	0	3	2	1	2	7	2	7	3	2	4	2	2	3	9	4	8	4	8	8	
81-90%	5	0	0	1	2	2	0	1	1	4	1	1	3	0	3	1	2	3	2	3	2	3	2	2	
	6.5	0.0	0.0	5.6	15.0	16.0	0.0	3.4	7.1	9.9	9.2	3.3	11.1	0.0	8.9	11.5	9.2	9.5	5.0	7.3	6.1	6.1	6.1	6.1	
	8	0	0	1	3	4	0	1	1	6	2	2	4	0	4	2	4	4	4	4	4	4	4	4	
91-99%	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	1	1	
	0.8	0.0	0.0	0.0	0.0	4.0	0.0	0.0	6.5	0.0	0.0	1.6	0.0	0.0	0.0	0.0	2.3	0.0	1.2	0.0	1.5	0.0	1.5	1.5	
	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	1	0	1	0	1	1	
100%	5	0	0	1	1	2	1	3	0	2	0	4	2	1	4	1	2	4	2	4	2	4	2	2	
	7.0	0.0	0.0	5.6	10.0	16.0	7.5	16.3	0.0	4.9	0.0	9.1	8.4	6.8	12.3	5.3	8.6	12.8	3.8	9.9	4.7	4.7	4.7	4.7	
	8	0	0	1	2	4	1	4	0	3	0	5	3	1	5	1	3	5	3	5	3	5	3	3	
Don't know/Refused	4	0	0	1	1	1	0	1	1	2	2	1	1	0	1	1	2	1	2	1	2	1	2	2	
	4.5	0.0	0.0	5.6	5.0	8.0	0.0	3.4	6.5	6.0	11.8	1.7	5.4	0.0	2.3	5.7	6.1	2.4	4.5	1.9	5.6	5.6	5.6		
	5	0	0	1	1	2	0	1	1	3	2	1	2	0	1	1	2	1	3	1	3	1	3	3	
MEAN:	52.6	42.0	44.2	49.3	57.9	69.9	54.3	50.3	60.9	51.4	55.8	54.8	50.1	54.3	54.9	44.2	54.7	52.8	52.4	51.1	54.7	54.7	54.7	54.7	
	F	F	F	F	F	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	BCD	

COURSE TYPE		AgTAC BANNER										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED																				
		TYPE OF BUSINESS					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED																	
		Sec	Eng/	Con-	Eng/	Con-	Other	End-	Speci	Arch/	trac-	Con-	Light	End-	Speci	Arch/	trac-	Con-	End	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Once/	Once/	Comp-	comp-	Very	Not	Very	Very	satis	satis	satis	Not		
Codes	Stand	-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	29	9	29	12	27	28	50	36	41	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0			
4	1	0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	2.9	0.0	2.9	0.0	2.9	0.0	0.0	3.9	0.0	4.2	4.1	0.0	3.2	0.0	4.1	0.0	3.2	0.0	4.1	0.0	3.2	0.0	4.1	0.0	3.2	0.0	4.1	0.0	3.2	0.0	4.1	0.0			
5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
7	12	1	1	1	2	1	1	1	1	2	0	0	0	0	2	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2		
8	15.5	13.3	7.7	11.1	15.0	8.0	0.0	15.2	12.0	21.5	4.8	19.5	17.1	17.1	0.0	14.0	5.3	29.5	6.5	20.8	3.5	26.9	2	10	2	10	2	10	2	10	2	10	2	10	2	10	2	10	2	10	2	10		
9	21	4	2	2	3	6	2	5	3	10	5	9	6	6	2	5	2	7	4	17	6	15	26.7	33.3	15.4	16.7	20.0	40.0	24.2	30.2	34.8	26.3	37.9	23.3	25.7	23.4	18.8	17.5	27.7	15.4	33.3	16.5	36.8	
10	28	5	2	3	4	10	3	8	4	13	7	12	8	8	3	8	3	11	6	22	8	20	U	T	U	T	U	T	U	T	U	T	U	T	U	T	U	T	U	T	U	T		
11	10	1	1	2	3	1	1	1	1	5	5	4	1	1	1	1	1	3	1	2	8	3	7	12.7	6.7	7.7	22.2	25.0	8.0	16.6	3.7	13.6	12.8	34.8	11.4	2.9	6.8	11.0	11.0	9.0	6.9	16.2	7.2	18.2
12	14	1	1	4	5	2	2	1	2	7	6	7	1	1	2	2	1	5	2	3	11	4	10	14	1	1	4	5	2	2	1	2	7	6	7	1	1	5	2	3	11	4	10	

ETS (#3782)
P9A. How would you rate the class on ... Level of technical information?

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===== AgTAC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY  ATTENDANCE  EXPECTATION  SATISFIED
-----
Codes               SIZE OF BUSINESS  FREQUENCY  -----
Stand               BUSINESS          -----
Total -ards HVAC   Small Large     Once/  Comp-  Not
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
% 36.2 33.3 53.8 50.0 35.0 28.0 33.4 41.2 39.7 31.6 22.5 39.4 37.9 43.2 49.7 50.0 22.0 60.4 23.2 64.4 10.1
28 4 8 6 5 4 3 7 4 10 6 15 5 20 11 5 19 8 7 22 15 31 5
37 5 7 9 7 7 4 10 6 15 5 20 11 5 19 8 7 22 15 31 5
% 1.6 0.0 0.0 0.0 0.0 8.0 0.0 0.0 0.0 3.2 0.0 1.6 2.7 0.0 0.0 0.0 0.0 0.0 0.0 1.2 0.0 1.5
2 0 0 0 0 2 0 0 0 2 0 1 1 1 0 0 0 0 0 0 0 0 1
MEAN: 8.44 8.13 8.38 9.11 8.65 8.39 8.04 8.42 8.81 8.33 8.75 8.46 8.24 8.20 8.65 8.57 7.73 8.76 8.26 8.98 7.91
U

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P9B. How would you rate the class on . . . Teaching skill of instructor.

===== AgTAC BANNER =====																				
COURSE TYPE					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE FREQUENCY										
TYPE OF BUSINESS					SIZE OF BUSINESS					EXPECTATION										
Satisfied					Very					Satisfied										
Not					Comp-					Not										
Satis					lete					Satis										
-ly					-ly					-ly										
-fied					-fied					-fied										
-U-					-S-					-T-										
-U-					-R-					-S-										
-T-					-Q-					-R-										
-S-					-P-					-Q-										
-R-					-O-					-N-										
-Q-					-M-					-L-										
-P-					-K-					-J-										
-O-					-I-					-H-										
-N-					-G-					-F-										
-M-					-E-					-D-										
-L-					-C-					-B-										
-K-					-A-					Total										
-J-					-I-					-H-										
-I-					-G-					-F-										
-H-					-E-					-D-										
-G-					-C-					-B-										
-F-					-A-					Total										
-E-					-D-					-C-										
-D-					-B-					-A-										
-C-					-A-					Total										
-B-					-A-					Total										
-A-					Total					Total										
78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
100	15	13	18	20	25	12	25	13	46	19	47	31	12	39	16	32	36	63	48	50
2	0	0	0	0	1	1	0	2	1	0	2	0	1	0	0	1	0	2	0	2
%	3.0	0.0	0.0	5.0	4.0	0.0	0.0	17.4	1.7	0.0	4.2	0.0	7.4	0.0	0.0	4.8	0.0	4.7	0.0	5.7
3	0	0	0	1	1	0	0	2	1	0	2	0	1	0	0	2	0	3	0	3
4	1	0	0	1	1	2	1	0	2	0	2	2	1	1	1	2	1	4	1	4
%	5.7	13.3	0.0	5.0	8.0	25.8	3.4	0.0	4.4	0.0	6.3	8.7	6.8	2.6	6.5	7.6	2.7	7.4	2.1	9.1
6	2	0	0	1	2	3	1	0	2	0	3	3	1	1	1	3	1	5	1	5
19	1	1	2	3	6	0	3	3	13	5	9	5	1	5	0	12	2	17	4	15
%	23.9	6.7	7.7	16.7	25.0	36.0	0.0	14.5	34.2	33.5	23.3	21.8	15.1	18.8	0.0	44.2	6.7	33.9	10.6	36.7
22	1	3	5	9	9	0	4	4	14	6	9	7	2	8	0	12	3	19	6	16
17	4	3	2	3	2	3	7	2	4	5	7	5	2	7	4	3	6	11	5	12
%	22.4	33.3	23.1	22.2	25.0	16.0	33.3	36.8	25.5	11.1	39.2	17.6	19.9	20.7	22.9	33.0	9.7	22.1	22.8	15.2
23	5	3	4	5	4	4	9	3	6	7	9	6	2	9	5	4	8	15	7	16
34	5	10	7	5	5	3	8	2	18	4	19	11	5	16	7	9	19	16	26	8
%	44.2	46.7	61.1	40.0	32.0	40.9	45.3	26.1	47.0	27.2	48.6	46.9	50.0	55.7	60.6	33.8	68.6	31.2	72.1	18.9
45	7	9	11	8	8	5	11	4	22	6	24	14	6	21	10	11	24	21	34	10
1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
%	0.8	0.0	0.0	0.0	4.0	0.0	0.0	0.0	1.6	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
MEAN:	8.97	9.13	9.62	9.44	8.85	8.63	8.89	9.24	8.26	8.97	8.94	8.96	9.08	8.92	9.32	9.48	8.55	9.56	8.64	9.57
EF	F	C	F	F	C	CD									Q	P	S	R	U	T

COURSE TYPE	AgTAC BANNER													ATTENDANCE			EXPECTATION			SATISFIED		
	YEARS OF BUSINESS													FREQUENCY			S			T		
	TYPE OF BUSINESS													BUSINESS			R			S		
	78	11	15	13	15	8	18	9	38	14	39	23	29	12	27	28	50	36	41			
Total	% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
4	1	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1			
%	0.8	0.0	0.0	5.6	0.0	0.0	0.0	0.0	1.6	0.0	0.0	2.7	0.0	0.0	2.3	0.0	1.2	1.7	0.0			
5	3	0	0	1	2	0	1	1	1	0	1	2	1	0	3	0	3	1	3			
%	4.1	0.0	0.0	10.0	12.0	0.0	6.9	13.1	3.5	0.0	1.6	8.4	7.4	2.1	9.5	0.0	6.4	1.7	6.3			
6	7	2	0	0	1	0	4	1	1	0	3	3	2	0	1	2	1	5	1			
%	7.7	13.3	15.4	0.0	0.0	8.0	24.3	10.9	1.6	0.0	7.5	13.7	24.9	0.0	9.7	7.4	4.1	9.8	3.2			
7	7	2	0	1	2	2	3	0	2	2	0	1	3	1	3	1	6	1	6			
%	9.5	20.0	0.0	5.6	12.0	24.2	12.1	0.0	3.2	11.8	6.5	11.6	15.1	7.8	11.7	10.2	4.6	12.4	4.6			
8	23	2	5	1	3	4	2	3	1	16	7	13	3	1	9	2	12	3	20			
%	29.2	20.0	30.8	11.1	25.0	28.0	25.8	14.8	6.5	41.8	52.2	32.8	12.0	6.8	29.7	17.5	43.8	11.4	39.4			
9	8	0	1	2	3	1	1	3	3	1	4	2	1	4	1	1	2	6	2			
%	10.1	0.0	7.7	16.7	20.0	8.0	7.5	36.4	8.3	9.2	11.1	10.1	6.8	14.2	5.3	2.5	6.3	12.4	5.2			
10 - Excellent	29	5	7	7	5	4	3	7	3	15	4	16	9	4	13	6	7	20	9			
%	37.8	46.7	46.2	61.1	40.0	28.0	42.5	38.3	33.1	38.5	26.9	40.6	38.7	39.0	46.1	55.7	24.3	73.5	18.3			
MEAN:	8.46	8.47	8.69	9.11	8.65	8.00	8.68	7.99	8.42	8.63	8.51	8.66	8.13	7.98	8.92	8.86	7.88	9.41	7.93			

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===== AgTAC BANNER =====
COURSE TYPE      YEARS OF INDUSTRY  ATTENDANCE  EXPECTATION  SATISFIED
-----
Codes            0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
Stand            0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
Total          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--A--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--B--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--C--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--D--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--E--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--F--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--G--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--H--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--I--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--J--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--K--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--L--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--M--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--N--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--O--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--P--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--Q--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--R--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--S--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--T--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0
--U--          0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0  0.0

```

DK/DR

MEAN: 8.46 8.47 8.69 9.11 8.65 8.00 8.68 7.99 8.42 8.63 8.51 8.66 8.13 7.98 8.92 8.86 7.88 9.41 7.93 9.14 7.81

F D

ETS (#3782)
 P9D. How would you rate the class on . . . Time for asking questions.

COURSE TYPE		AgTAC BANNER												ATTENDANCE		EXPECTATION		SATISFIED					
		YEARS OF BUSINESS EXPERIENCE						YEARS OF INDUSTRY						FREQUENCY		R--S--		T--U--					
		TYPE OF BUSINESS			TYPE OF INDUSTRY			SIZE OF BUSINESS			Once/Comp-			Not		Very		Satis					
		Eng/Con-			Sen-			Small Large			month yr or			lete		lete		-ly					
		Arch/trac-			ior			<=5 >25			more less			-ly		-S--		-T--					
		Const tor			>25			<=5 >25			-P--			-R--		-S--		-T--					
		-G--			-K--			-N--			-Q--			-R--		-S--		-T--					
		-F--			-J--			-L--			-M--			-O--		-P--		-Q--					
		-E--			-H--			-I--			-K--			-L--		-M--		-N--					
		-D--			-G--			-H--			-I--			-J--			-K--		-L--				
		-C--			-F--			-G--			-H--			-I--			-J--			-K--			
		-B--			-E--			-F--			-G--			-H--			-I--			-J--		-K--	
		-A--			-D--			-E--			-F--			-G--			-H--			-I--		-J--	
		-C--			-F--			-G--			-H--			-I--			-J--			-K--		-L--	
		-B--			-E--			-F--			-G--			-H--			-I--			-J--		-K--	
		-A--			-D--			-E--			-F--			-G--			-H--			-I--		-J--	
Total		78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41	
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
100	15	13	18	20	25	12	25	12	25	13	46	19	47	31	12	39	16	32	36	63	48	50	
1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	1	
% 0.8	0.0	0.0	0.0	0.0	4.0	0.0	0.0	0.0	0.0	0.0	0.0	4.4	0.0	0.0	0.0	2.1	0.0	2.3	2.2	0.0	0.0	1.5	
1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	1	1	0	0	1	
5	0	0	0	0	1	1	1	1	0	0	5	0	4	1	1	0	0	5	0	5	0	5	
% 6.8	0.0	0.0	0.0	5.0	4.0	7.5	0.0	0.0	12.1	0.0	10.3	2.7	14.2	0.0	0.0	17.4	0.0	10.6	0.0	13.0	0.0	13.0	
3	0	0	0	1	1	1	1	0	2	0	1	1	2	0	0	2	0	2	0	3	0	3	
4	1	0	0	0	0	1	1	1	1	2	1	1	3	1	1	0	0	1	0	4	1	3	
% 5.2	6.7	0.0	0.0	0.0	8.0	9.1	3.4	17.4	2.7	4.4	6.9	3.3	8.3	0.0	0.0	4.6	0.0	8.1	2.1	8.1	2.1	8.1	
5	1	0	0	0	2	1	1	2	1	1	3	1	1	1	0	2	0	2	0	5	1	4	
4	1	0	0	2	1	0	2	0	2	0	2	0	1	3	1	1	0	2	1	3	0	4	
% 5.1	6.7	0.0	0.0	15.0	8.0	0.0	11.3	0.0	5.1	0.0	1.6	14.8	8.3	4.4	0.0	7.6	2.4	6.7	0.0	9.8	0.0	9.8	
6	1	0	0	3	2	0	3	0	3	0	0	1	5	1	2	0	3	1	5	0	6	6	
10	2	0	1	1	2	1	2	1	5	3	4	0	4	0	3	1	4	1	9	2	8	8	
% 12.5	20.0	0.0	11.1	10.0	12.0	9.1	11.8	7.1	13.5	19.5	7.9	17.4	0.0	10.4	11.7	15.9	2.7	18.1	5.6	19.1	5.6	19.1	
13	3	0	2	2	3	1	3	1	7	3	4	6	0	4	2	6	1	12	3	10	12	10	
11	3	3	1	2	2	1	5	2	4	3	8	1	2	3	1	2	3	4	8	4	8	8	
% 14.7	26.7	23.1	11.1	15.0	12.0	18.3	25.5	18.5	9.5	19.4	20.6	3.3	19.3	10.6	12.2	7.9	12.8	16.0	10.4	19.1	10.4	19.1	
15	4	3	2	3	3	2	6	2	5	4	10	1	2	4	2	3	4	11	5	10	11	10	
42	4	11	9	7	7	5	9	5	21	7	20	13	5	21	9	12	22	19	29	11	29	11	
% 53.4	40.0	76.9	77.8	55.0	44.0	55.9	48.0	57.0	54.0	52.3	51.1	55.8	50.0	72.4	76.1	44.4	79.9	39.2	81.9	27.7	81.9	27.7	
55	6	10	14	11	11	7	12	8	26	10	27	16	6	28	12	15	29	26	39	15	39	15	
MEAN:	8.81	8.87	9.77	9.67	8.95	8.39	8.89	9.03	8.98	8.73	8.84	8.78	8.88	8.52	9.36	9.64	8.12	9.54	8.40	9.70	7.99	9.70	
CD	BEF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	BF	

P9D. How would you rate the class on . . . Time for asking questions.

COURSE TYPE		AgTAC BANNER															
		YEARS OF BUSINESS EXPERIENCE				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		SIZE OF BUSINESS		SIZE OF BUSINESS		SIZE OF BUSINESS			
		Other	Light	Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Small	Large	Once/	Comp-	Not	
		End-	Use	Speci	Arch/	trac-	sul-	Arch/	trac-	sul-	Small	Large	month	yr or	lete	lete	
		Use	fic	Const	tor	I-	I-	Const	tor	I-	I-	I-	more	less	ly	ly	
		---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---
1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0
%	1.6	0.0	0.0	0.0	8.0	0.0	0.0	0.0	3.2	0.0	1.6	2.7	0.0	0.0	0.0	1.2	0.0
2	0	0	0	0	2	0	0	0	2	0	1	1	0	0	0	1	0
MEAN:		8.81	8.87	9.77	8.39	8.89	9.03	8.98	8.73	8.84	8.78	8.88	8.52	9.36	8.12	9.54	8.40
		CD	BEF	BF	C	CD								Q	P	S	R
																	U
																	T

COURSE TYPE		YEARS OF BUSINESS EXPERIENCE										TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED																																	
		Sec- Other Eng/ Con- Con- Sen- Once/ Not										H-H- I- I- L- M- -O- -P- -Q- -R- -S-			Small Large yr or Comp- Not			100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0			1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41																																				
		-F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U--										--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--																																				
Total		78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0												
1 - Poor		1	1	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	%	1.0	6.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.3	8.3	0.0	0.0	0.0	0.0	0.0	1.5	2.1	0.0	0.0										
2		1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	%	0.9	0.0	0.0	0.0	5.0	0.0	0.0	3.7	0.0	0.0	4.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.7	0.0	0.0	0.0	1.3	0.0	1.6	0.0							
3		1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	%	0.8	0.0	0.0	0.0	4.0	0.0	0.0	3.4	0.0	0.0	4.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.3	0.0	0.0	0.0	1.2	0.0	1.5	0.0							
4		2	0	0	0	1	1	1	1	1	0	1	0	1	0	1	1	1	1	1	1	0	0	%	2.4	0.0	0.0	0.0	5.0	8.0	7.5	3.4	13.6	0.0	4.8	0.0	5.4	6.8	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.8	1.7	3.2	0.0					
5		5	1	0	1	2	2	0	2	0	3	0	2	3	0	3	1	1	0	3	1	0	3	%	6.7	6.7	0.0	5.6	15.0	12.0	0.0	11.3	0.0	6.7	0.0	4.9	11.6	7.4	4.4	0.0	9.9	2.4	9.2	3.6	9.7	6	1	5	1	4	4	6	6				
6		11	0	0	2	3	1	1	3	1	7	1	8	3	1	4	1	4	1	5	1	5	1	%	13.8	0.0	0.0	16.7	20.0	8.0	7.5	14.0	10.9	17.2	4.8	19.4	11.3	7.4	15.4	5.3	19.5	4.8	19.0	7.1	20.4	7	1	2	0	3	2	9	4	7	7		
7		7	1	1	0	2	1	1	1	0	5	2	4	1	1	1	0	0	4	1	1	0	4	%	8.8	13.3	7.7	0.0	15.0	8.0	9.1	4.2	0.0	14.0	12.5	9.6	6.2	16.6	0.0	0.0	16.5	2.2	12.6	5.7	12.0	8	2	1	0	3	2	5	2	8	3	6	6

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not				
		TYPE OF BUSINESS		Con-		Sen-		Small		Large		Once/		Comp-		Very			
		Other	Eng/	Con-	Con-	tor	ior	for	or	or	or	month	lete	lete	lete	lete	lete		
		End-	Arch/	trac-	sul-	End	New	Mid	for	or	or	or	lete	lete	lete	lete	lete		
		Use	Const	tor	tant	User	<=5	>5	>25	>25	>25	>100	more	less	ly	ly	ly		
		-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	
		Light	Speci	Eng/	Con-	Con-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	
		ing	fic	Const	tor	tant	User	<=5	>5	>25	>25	>100	more	less	ly	ly	ly	ly	
		-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-
8	13	2	1	4	1	2	2	6	3	6	4	2	7	2	4	9	5	9	
	16.9	20.0	15.4	11.1	5.0	24.0	16.7	10.0	16.7	15.9	16.4	19.3	23.0	21.5	15.3	15.5	17.9	13.1	21.0
	17	3	2	2	1	6	2	2	3	8	5	2	9	3	6	5	12	6	11
9	6	2	3	1	0	0	1	3	0	3	2	1	2	1	0	1	6	0	6
	8.0	20.0	23.1	5.6	0.0	0.0	9.1	14.6	0.0	7.5	13.5	8.3	3.9	6.5	0.0	2.2	11.3	0.0	15.4
	7	3	3	1	0	0	1	3	0	3	2	4	1	1	0	1	6	0	7
10 - Excellent	30	4	8	7	5	4	3	6	5	14	5	16	8	1	15	7	9	20	10
	39.1	33.3	53.8	61.1	35.0	28.0	40.9	31.9	50.5	37.4	41.9	35.4	51.1	61.0	34.3	72.8	20.8	66.8	13.6
	40	5	7	11	7	7	5	8	7	18	8	21	19	10	11	26	14	31	8
DK/DR	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	1	0	1	0
	1.6	0.0	0.0	0.0	0.0	8.0	0.0	3.4	0.0	1.6	0.0	5.4	0.0	0.0	2.3	0.0	1.2	0.0	1.5
	2	0	0	0	0	2	0	1	0	1	0	2	0	0	0	1	0	1	0
MEAN:	8.04	8.07	9.23	8.78	7.20	7.39	7.73	7.58	8.25	8.14	7.93	8.29	8.53	8.84	7.71	9.29	7.34	8.81	7.30
	EF	EF	EF	EF	CD	CD	CD	CD	CD	CD	CD	CD	CD	CD	S	S	R	R	U

ETS (#3782)
 P10A. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my clients.
 BASE: UMA

2006/11/29

COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED				
		Sec	Other	Eng/	Con-	Con-	trac-	Con-	Sen-	Small	Large	yr or	Once/	Comp-	Not	Very	Very			
Codes	Stand	End-	Speci	Arch/	tor	tor	tor	tor	ior	<=5	>25	or	more	less	ly	satis	satis			
ards	HVAC	ing	fic	Const	tor	tor	tor	tor	>5	>25	>25	or	>100	ly	-R-	-S-	-T-			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--		
40	10	5	6	9	9	8	18	9	0	9	16	13	7	14	10	11	15	25	19	19
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	26
1	1	0	0	1	1	1	1	1	0	0	1	1	0	0	0	1	0	1	0	1
%	3.5	7.7	0.0	0.0	7.1	9.1	3.4	0.0	0.0	0.0	4.7	4.7	0.0	0.0	0.0	12.4	0.0	5.6	0.0	7.1
2	2	0	0	0	1	1	1	1	1	1	1	1	0	0	0	0	2	2	0	2
%	4.2	0.0	0.0	0.0	7.1	0.0	0.0	17.4	0.0	0.0	3.8	7.9	0.0	7.4	0.0	5.6	0.0	6.7	0.0	8.5
3	1	0	0	0	0	0	0	2	0	0	1	1	0	1	0	1	0	2	0	2
%	2.9	0.0	0.0	0.0	0.0	0.0	0.0	6.3	0.0	0.0	7.0	0.0	15.9	0.0	0.0	0.0	0.0	4.6	0.0	5.8
4	1	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	1	0	1
%	1.6	0.0	0.0	0.0	7.1	0.0	0.0	6.5	0.0	0.0	3.8	0.0	8.7	0.0	0.0	0.0	0.0	2.5	0.0	3.2
5	1	0	0	1	1	1	1	1	0	1	0	1	1	0	0	0	0	1	0	1
%	3.3	0.0	0.0	12.5	7.1	7.5	0.0	7.1	0.0	7.7	0.0	4.7	8.7	0.0	0.0	0.0	0.0	5.2	0.0	6.6
6	3	1	1	0	0	0	0	1	1	0	1	1	0	2	0	2	2	1	1	2
%	7.9	7.7	25.0	0.0	0.0	0.0	7.6	12.0	0.0	7.1	7.0	10.5	0.0	17.1	0.0	18.1	11.7	5.6	3.2	12.9
7	5	1	1	1	0	1	3	1	0	0	2	3	2	2	2	0	2	3	4	1
%	12.5	15.4	25.0	10.0	12.5	0.0	9.1	17.6	6.5	0.0	14.9	19.6	26.4	11.8	19.4	0.0	16.1	10.3	18.5	7.3
6	2	1	1	1	1	1	4	1	0	0	3	3	2	2	2	0	3	3	4	2

ETS (#3782) 2006/11/29
 P10A. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my clients.
 BASE: UMA

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF EXPERIENCE					SIZE OF BUSINESS														
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100		Once/monthly		Once/yr or less		Comp-lete		Not	
		Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/monthly	Once/yr or less	Comp-lete	Not	Very satis- fied	Very	Not	Very	Not	
8	2	1	0	0	1	0	0	0	2	0	0	1	0	0	0	2	0	0	0	0	2
	%	6.2	7.7	0.0	0.0	12.5	0.0	0.0	15.2	0.0	0.0	4.8	0.0	0.0	0.0	9.9	0.0	0.0	12.6	0.0	12.6
	3	1	0	0	1	0	0	0	3	0	0	1	0	0	0	3	0	0	3	0	3
9	3	1	0	1	0	0	0	1	1	1	1	1	1	1	1	3	1	0	3	1	1
	%	6.9	15.4	0.0	10.0	0.0	0.0	8.6	7.7	5.8	10.5	4.4	6.4	6.8	0.0	11.1	6.5	0.0	7.8	6.5	7.8
	4	2	0	1	0	1	0	1	2	1	1	1	1	1	1	4	2	0	2	2	2
10 - Strongly Agree	20	4	1	5	3	4	0	7	6	6	2	8	7	6	11	9	14	5	5	14	5
	%	51.2	46.2	25.0	80.0	62.5	50.0	76.6	35.8	46.8	29.8	54.4	74.2	57.1	72.2	38.5	71.8	28.1	28.1	71.8	28.1
	29	6	1	8	5	7	0	10	8	9	3	11	10	9	15	14	20	8	8	20	8
MEAN:	8.02	8.23	6.50	9.60	8.75	7.36	8.36	8.19	6.97	9.25	7.44	7.64	7.03	8.23	9.35	7.64	9.05	7.39	9.25	6.69	6.69
				F		D		L	K						S	R	U				T

	COURSE TYPE	AgTAC BANNER																			
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
		Codes	Stand	ards	HVAC	Sec	Other	End	Use	Eng/ Arch/ Const	Con/ trac/ tor	New	Mid	Sen	Small	Large	Once	More	Not	comp	Very
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--
Total	40	10	5	6	5	9	8	18	9	9	16	13	7	14	10	11	15	25	19	19	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	54	13	4	10	8	14	12	25	13	0	13	21	18	9	19	13	16	20	34	27	
1 - Strongly Disagree	1	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	1	0	1	0	
%	1.6	0.0	0.0	0.0	0.0	7.1	0.0	3.4	0.0	0.0	0.0	4.7	0.0	0.0	0.0	0.0	5.6	0.0	2.5	0.0	
2	1	1	0	0	0	1	1	0	1	0	0	1	0	0	0	0	1	0	1	0	
%	3.5	7.7	0.0	0.0	0.0	7.1	9.1	0.0	6.5	0.0	8.5	0.0	0.0	0.0	0.0	12.4	0.0	5.6	0.0	7.1	
3	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	
%	1.6	0.0	0.0	0.0	0.0	7.1	0.0	0.0	6.5	0.0	3.8	0.0	8.7	0.0	0.0	0.0	0.0	2.5	0.0	3.2	
5	4	1	0	0	1	1	1	0	1	0	3	0	1	1	1	1	1	3	0	4	
%	9.3	7.7	0.0	0.0	12.5	14.3	16.7	0.0	7.1	0.0	35.1	0.0	4.7	8.7	4.5	0.0	5.6	4.1	12.5	0.0	
6	2	1	0	0	0	0	0	1	0	0	0	2	0	1	0	0	0	0	2	1	
%	4.5	7.7	0.0	0.0	0.0	0.0	9.1	0.0	10.9	0.0	11.0	0.0	10.5	0.0	0.0	0.0	0.0	7.2	3.9	5.3	
7	7	3	0	1	1	1	0	5	1	0	1	3	3	1	3	1	3	1	5	2	
%	16.7	30.8	0.0	10.0	25.0	7.1	0.0	27.2	6.5	0.0	7.7	19.5	21.4	10.5	21.1	7.8	25.3	8.6	21.6	11.8	
8	5	0	2	0	1	1	1	2	2	0	1	3	1	1	3	0	0	2	3	1	
%	11.6	0.0	50.0	0.0	12.5	7.1	7.5	10.0	22.8	0.0	7.1	18.2	7.9	15.9	24.9	0.0	0.0	11.7	11.5	3.2	

COURSE TYPE		AgTAC BANNER										ATTENDANCE EXPECTATION SATISFIED															
		YEARS OF BUSINESS EXPERIENCE					TYPE OF BUSINESS					SIZE OF BUSINESS					ATTENDANCE EXPECTATION SATISFIED										
		Sec		tor		Eng/ Arch/ Const		Con- trac- tor		Con- sul- tant		New End User		Mid 6-25		Sen- >25		Small <=5		Large >100		Once/ month less		Comp- lye- ly		Not satis- fied	
		Other	End- Use	Speci- fic	Eng/ Const	Arch/ Const	tor	Con- trac- tor	Con- sul- tant	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month less	Comp- lye- ly	Comp- lye- ly	Comp- lye- ly	More	Once/ month less	Not satis- fied	Very satis- fied	Very satis- fied	Very satis- fied	Very satis- fied
9	1	0	0	0	0	0	0	1	0	1	0	1	1	1	0	0	1	0	0	0	0	1	0	1	1	0	0
	%	3.1	0.0	20.0	0.0	0.0	7.5	0.0	6.5	0.0	0.0	7.1	3.8	0.0	0.0	4.4	12.7	0.0	0.0	0.0	0.0	5.0	6.4	0.0	0.0	0.0	0.0
	2	0	0	2	0	0	1	0	1	0	0	1	1	0	0	1	2	0	0	0	0	2	2	0	0	0	0
10 - Strongly Agree	18	4	2	4	3	4	4	4	10	3	0	4	5	8	3	6	8	6	11	7	14	4	14	4	4	4	4
	%	46.7	50.0	70.0	42.9	50.0	55.9	33.2	0.0	43.0	0.0	43.0	31.2	61.2	45.7	45.1	79.5	51.0	75.6	29.1	71.3	19.4	19.4	19.4	19.4	19.4	19.4
	26	6	2	7	4	6	6	14	5	0	6	7	7	11	4	9	10	8	15	11	19	6	6	6	6	6	6
NA	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
	%	1.6	0.0	0.0	0.0	7.1	0.0	3.4	0.0	0.0	0.0	0.0	3.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.2	3.2	0.0	0.0	0.0	0.0
	1	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0
MEAN:	8.03	7.77	9.00	9.50	8.38	7.00	7.84	8.63	7.51	7.80	7.52	8.54	7.90	8.60	9.64	7.46	9.30	7.24	9.34	6.68	9.34	6.68	6.68	6.68	6.68	6.68	6.68

=====
AgTAC BANNER
=====
COURSE TYPE TYPE OF BUSINESS YEARS OF INDUSTRY ATTENDANCE EXPECTATION SATISFIED

Sec- Eng/ Con- sul- trac- New Mid for Sen- One/ Once/ Not
Stand Light End- Spec- Arch/ Const User <=5 >25 100 Large month yr or Com- comp- Very Not
-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-

Codes Other Eng/ Con- sul- trac- New Mid for Sen- One/ Once/ Not
Stand Light End- Spec- Arch/ Const User <=5 >25 100 Large month yr or Com- comp- Very Not
-A- -B- -C- -D- -E- -F- -G- -H- -I- -J- -K- -L- -M- -N- -O- -P- -Q- -R- -S- -T- -U-

40 10 5 6 5 9 8 18 9 0 9 16 13 7 14 10 11 15 25 19 19
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
54 13 4 10 8 14 12 25 13 0 13 21 18 9 19 13 16 20 34 27 26

1 1 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 1 0 1 0 1
% 1.9 7.7 0.0 0.0 0.0 0.0 9.1 0.0 0.0 0.0 4.7 0.0 0.0 0.0 0.0 0.0 6.8 0.0 3.1 0.0 3.9
1 1 0 0 0 0 1 0 0 0 1 0 0 0 0 0 1 0 1 0 1

1 0 0 0 0 0 1 0 0 1 0 0 1 0 0 0 1 0 1 0 1
% 3.1 0.0 0.0 0.0 0.0 14.3 0.0 0.0 0.0 0.0 7.7 0.0 0.0 8.7 0.0 0.0 5.6 0.0 5.0 0.0 6.4
2 0 0 0 0 2 0 0 2 0 2 0 1 0 0 1 0 2 0 2 0

1 0 0 0 0 1 0 1 0 0 0 1 0 0 0 0 1 0 1 0 1
% 1.6 0.0 0.0 0.0 0.0 7.1 0.0 3.4 0.0 0.0 0.0 0.0 4.7 0.0 0.0 5.6 0.0 2.5 0.0 3.2
1 0 0 0 0 1 0 1 0 0 0 1 0 0 0 1 0 1 0 1 1

2 0 1 1 0 0 0 0 0 1 1 1 1 1 0 0 0 0 2 0 2
% 4.4 0.0 25.0 10.0 0.0 0.0 0.0 6.3 6.5 0.0 7.1 7.0 4.7 10.5 19.2 4.5 0.0 12.4 4.1 11.3 0.0
2 0 1 1 0 0 1 1 2 1 2 1 2 2 1 0 0 0 0 2 0

3 1 0 0 0 1 1 1 1 1 1 1 1 1 1 0 1 1 3 0 3
% 8.6 15.4 0.0 0.0 12.5 14.3 7.5 8.3 7.1 0.0 14.8 4.7 10.5 19.2 4.5 0.0 12.4 4.1 11.3 0.0 17.6
5 2 0 0 1 2 1 2 1 2 1 2 2 2 1 0 2 1 4 0 5

5 1 0 1 0 1 1 1 1 1 0 2 1 1 0 2 1 1 0 5 2 3
% 12.1 15.4 0.0 10.0 0.0 7.1 9.1 7.6 6.5 0.0 27.4 6.4 10.5 0.0 11.9 6.4 12.4 0.0 19.5 11.8 13.1
6 2 0 1 0 1 1 2 1 2 1 3 1 2 0 2 1 2 0 6 3 3

5 1 0 0 1 2 1 3 1 0 1 3 1 0 1 1 1 1 4 1 4
% 12.6 7.7 0.0 0.0 25.0 21.4 7.5 18.5 10.9 0.0 14.2 19.0 5.1 0.0 9.3 7.8 5.6 8.6 15.0 6.5 19.3
7 1 0 0 2 3 1 5 1 0 2 4 1 0 2 1 1 2 5 2 5 5

```

===== AgTAC BANNER =====
COURSE TYPE          TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION SATISFIED
-----
Sec-                Eng/ Con-                EXPERIENCE                FREQUENCY                -----
Codes              Arch/ trac-              Sen-                      -----
Stand             -fic Const tor          New Mid Ior              Once/ Once/ Comp-  Not
ards             Use -ing Use            <=5 6-25 >25          <=5 >5 >100   month yr or lete  comp-  Very  Not
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
  3  0  1  0  1  0  0  0  0  2  0  1  1  1  1  0  3  0  0  1  1  2  0  0  3
%  7.1  0.0  25.0  0.0  12.5  0.0  0.0  0.0  22.8  0.0  7.7  7.0  7.9  7.0  7.9  0.0  20.4  0.0  6.1  7.6  6.9  0.0  14.6
  3  0  1  0  1  0  0  0  0  2  0  1  1  1  1  0  3  0  0  1  1  2  0  0  3

  19  5  2  5  3  3  5  10  3  3  0  3  7  8  7  4  7  8  8  5  12  7  16  3  3
%  48.6  53.8  50.0  80.0  50.0  35.7  66.6  55.9  33.2  0.0  28.9  43.5  61.2  56.2  54.0  85.9  45.4  79.7  29.6  81.7  13.0
  27  7  2  8  4  5  8  14  5  5  0  4  10  11  5  11  11  11  7  16  11  22  4  4

MEAN:  8.29  8.15  8.50  9.20  8.88  7.36  8.54  8.55  7.84  *  7.87  7.91  8.80  7.83  9.08  9.65  7.68  9.59  7.49  9.51  6.97
      Q  P  S  R  U  T
  
```

===== AgTAC BANNER =====																				
COURSE TYPE																				
TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY											
Codes	Other Eng/ Con-	Sec- tor Arch/ trac- sul-	Eng/ Con-	Con- stant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Comp- or less	Not comp- ly	Expecta- tion	Satis- fied					
Stand- ards	HWAC	Use	Const	tor	Use	User	6-25	>25	<=5	>100	more	ly	ly	--R--	--S--					
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
38	1	10	5	8	7	0	0	0	38	5	23	10	2	15	2	16	13	25	17	21
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
46	2	9	8	12	11	0	0	0	46	6	26	13	3	20	3	16	16	29	21	24
1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0
%	1.6	0.0	0.0	0.0	9.1	0.0	0.0	0.0	1.6	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.5	0.0
1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0
%	1.7	0.0	0.0	0.0	8.3	0.0	0.0	0.0	1.7	0.0	0.0	6.8	0.0	0.0	0.0	4.2	0.0	2.7	0.0	3.1
1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	0	1	0	1	0	1
%	1.7	0.0	0.0	0.0	8.3	0.0	0.0	0.0	1.7	0.0	0.0	6.8	0.0	0.0	0.0	4.2	0.0	2.7	0.0	3.1
1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0
%	1.7	0.0	0.0	0.0	8.3	0.0	0.0	0.0	1.7	0.0	0.0	6.8	0.0	0.0	0.0	4.2	0.0	2.7	0.0	3.1
1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0
%	1.7	0.0	0.0	0.0	8.3	0.0	0.0	0.0	1.7	0.0	0.0	6.8	0.0	0.0	0.0	4.2	0.0	2.7	0.0	3.1
1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0
%	1.7	0.0	0.0	0.0	8.3	0.0	0.0	0.0	1.7	0.0	0.0	6.8	0.0	0.0	0.0	4.2	0.0	2.7	0.0	3.1
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	13.9	0.0	0.0	0.0	16.7	0.0	0.0	0.0	13.9	0.0	20.5	0.0	34.2	4.4	0.0	33.5	5.2	18.6	4.0	22.0
3	0	0	0	2	0	0	0	0	3	0	2	0	1	1	0	3	1	2	1	2
%	14.7	0.0	0.0	0.0	9.1	0.0	0.0	0.0	14.7	41.1	9.9	12.6	0.0	12.2	31.5	10.3	0.0	22.5	3.7	23.7
6	0	1	2	0	1	0	0	0	6	2	2	1	0	2	1	2	0	0	6	1
%	11.9	100.0	11.1	37.5	0.0	9.1	0.0	0.0	14.7	41.1	9.9	12.6	0.0	12.2	31.5	10.3	0.0	22.5	3.7	23.7
6	0	1	3	0	1	0	0	0	7	2	3	2	0	3	1	2	0	0	7	1
%	11.9	100.0	11.1	0.0	16.7	0.0	0.0	0.0	11.9	21.6	9.3	13.7	34.2	8.5	0.0	11.0	5.2	15.6	13.0	11.4
6	2	1	0	2	1	0	0	0	6	1	3	2	1	2	0	2	1	5	3	3
%	7.7	0.0	11.1	25.0	0.0	9.1	0.0	0.0	7.7	0.0	13.1	0.0	31.5	0.0	0.0	3.9	13.7	4.9	10.5	5.8
4	0	1	2	0	1	0	0	0	4	0	4	0	1	0	0	1	2	2	2	2
%	4.0	0.0	4.4	10.0	0.0	4.4	0.0	0.0	4.0	0.0	4.4	0.0	1.1	0.0	0.0	1.1	2.2	2.2	2.2	2.2

ETS (#3782) 2006/11/29
 P10D. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my facility
 BASE: End User

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===== AgTAC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY EXPERIENCE          ATTENDANCE FREQUENCY          EXPECTATION SATISFIED
-----
Codes              Other Eng/ Con-          Sec-          Size of          Once/ Comp-          Not
Stand             End- Speci Arch/ trac- sul-          Business          month yr or lete         Very
ards             Use   fic Const tor          tant          <=5 >25 >100 more less ly   sate
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
16 0 0 6 2 4 4 0 0 0 0 16 1 10 5 0 9 1 5 8 8 10 5
% 42.2 0.0 55.6 37.5 50.0 54.5 0.0 0.0 0.0 0.0 42.2 24.5 44.6 49.0 0.0 62.9 68.5 33.2 61.7 30.9 62.0 25.0
21 0 5 3 6 6 6 0 0 0 0 21 2 13 6 0 12 2 6 10 10 13 7
NA
2 0 0 1 0 0 1 0 0 0 0 2 0 0 0 2 0 1 0 1 1 1 1
% 4.5 0.0 11.1 0.0 0.0 9.1 0.0 0.0 0.0 0.0 4.5 0.0 0.0 17.9 0.0 7.5 0.0 3.9 8.9 2.5 6.8 2.9
2 0 0 1 0 0 1 0 0 0 0 2 0 0 0 2 0 1 0 1 1 1 1
MEAN: 8.26 8.00 9.25 8.63 8.00 8.50 * * * 8.26 7.70 8.32 8.62 7.63 8.99 9.05 7.71 9.22 7.76 9.32 7.41
C B

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				AgTAC BANNER																		
COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
				Sec	Other Eng/ Arch/ trac/ Con- tor Spec- tor sul- fic Const tor tant	Use	End User	New <=5 >25	Mid 6-25 >25	Sen- >25	Small <=5 >100	Large 100.0 >100.0	Once/ month more less	Comp- -ly	Not	Very	Not	Very				
Codes	Stand	ards	HWAC	--E--	--D--	--C--	--B--	--A--	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
	38	1	10	5	8	7	0	0	0	0	38	5	23	10	2	15	2	16	13	25	17	21
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	46	2	9	8	12	11	0	0	0	0	46	6	26	13	3	20	3	16	16	29	21	24
1 - Strongly Disagree	%	3.2	0.0	0.0	12.5	0.0	9.1	0.0	3.2	0.0	5.4	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	4.9	3.7	2.9
	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1
5	%	6.3	0.0	11.1	0.0	8.3	9.1	0.0	6.3	0.0	5.6	11.6	0.0	11.9	0.0	4.2	14.1	2.5	10.8	2.9	10.8	2.9
	3	0	1	0	1	1	0	0	3	0	2	1	0	2	0	1	2	1	2	1	2	1
6	%	1.7	0.0	0.0	8.3	0.0	0.0	0.0	1.7	0.0	0.0	0.0	34.2	0.0	0.0	4.2	0.0	2.7	0.0	3.1	0.0	3.1
	1	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	1
7	%	6.0	0.0	0.0	12.5	8.3	0.0	0.0	6.0	12.7	4.5	6.3	0.0	4.4	0.0	3.9	5.2	6.5	3.7	8.0	3.7	8.0
	3	0	0	1	1	0	0	0	3	1	1	1	0	0	1	0	1	1	2	1	2	1
8	%	29.3	50.0	22.2	0.0	25.0	18.2	0.0	29.3	52.9	23.8	31.6	0.0	16.0	0.0	43.9	9.7	40.0	8.2	46.7	8.2	46.7
	10	1	2	0	3	2	0	0	10	3	3	4	0	3	0	3	0	5	2	8	2	8
9	%	13.9	0.0	22.2	12.5	0.0	36.4	0.0	13.9	21.6	18.5	0.0	0.0	12.3	0.0	14.9	13.7	14.3	10.5	17.0	10.5	17.0
	7	0	2	1	0	4	0	0	7	1	6	0	0	3	0	3	2	2	5	2	4	5
10 - Strongly Agree	%	34.6	50.0	44.4	50.0	41.7	18.2	0.0	34.6	12.7	39.5	37.4	31.5	51.3	100.0	25.2	52.0	24.2	59.1	13.5	59.1	13.5
	17	1	4	4	5	2	0	0	17	1	11	5	1	10	3	4	8	8	12	4	8	12
MEAN:	8.3	9.0	8.8	8.1	8.4	7.8	*	*	8.3	8.3	8.4	8.4	7.9	8.8	10.0	8.4	8.7	8.1	8.7	8.0	8.7	8.0

ETS (#3782)
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

2006/11/29

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===== AgTAC BANNER =====
COURSE TYPE      YEARS OF INDUSTRY  EXPERIENCE  SIZE OF BUSINESS  ATTENDANCE FREQUENCY  EXPECTATION  SATISFIED
-----
Codes            Other Eng/ Con-   Sec-   Type of Business  Size of Business  Attendance Frequency  Expectation  Satisfied
Stand            End- Speci Arch/ trac- sul-   Sen-   Small Large month yr or lete  comp-  Very  Not
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
Total --A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
%
MEAN:
  
```

COURSE TYPE		AGTAC BANNER												ATTENDANCE EXPECTATION SATISFIED										
		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
		Sec-			Eng/Con-			New		Mid		Sen-												
		Other		Arch/trac-		Con-		End		6-25		>25												
		Use		Const		tor		User		--K--		--M--												
		--D--		--E--		--F--		--G--		--H--		--I--												
Total		38	1	10	5	8	7	0	0	38	5	23	10	2	15	2	16	13	25	17	21			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
		46	2	9	8	12	11	0	0	46	6	26	13	3	20	3	16	16	29	21	24			
1 - Strongly Disagree		1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0			
%	1.6	0.0	0.0	0.0	0.0	0.0	9.1	0.0	0.0	1.6	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.5	0.0			
		1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0			
5		2	0	1	0	0	1	0	0	2	0	1	1	0	1	0	1	1	1	1	1			
%	4.5	0.0	11.1	0.0	0.0	9.1	0.0	0.0	4.5	0.0	2.7	11.6	0.0	7.5	0.0	3.9	8.9	2.5	6.8	2.9				
		2	0	1	0	0	1	0	2	0	1	1	0	1	0	1	1	1	1	1	1			
6		5	0	0	0	1	0	0	0	5	1	4	0	1	1	0	5	1	5	0				
%	13.9	0.0	0.0	0.0	16.7	0.0	0.0	0.0	13.9	12.7	17.6	0.0	34.2	4.4	0.0	29.3	5.2	18.6	0.0	25.2				
		3	0	0	0	2	0	0	3	1	1	1	0	1	0	2	1	2	0	3				
7		4	0	1	1	1	1	0	0	4	0	2	2	0	2	0	2	1	4	1				
%	11.2	0.0	11.1	12.5	16.7	18.2	0.0	0.0	11.2	0.0	8.3	24.7	0.0	16.0	0.0	12.2	5.2	14.5	7.7	14.3				
		6	0	1	1	2	2	0	0	6	0	3	3	0	3	0	3	1	5	2				
8		8	1	2	1	2	1	0	0	8	2	3	3	1	2	1	3	1	7	1				
%	20.5	50.0	22.2	12.5	25.0	18.2	0.0	0.0	20.5	43.1	13.4	26.3	34.2	12.6	31.5	19.0	5.2	28.7	8.5	30.5				
		10	1	2	1	3	2	0	0	10	2	4	4	1	3	1	4	1	9	2				
9		1	0	0	1	1	0	0	0	1	0	1	1	0	1	1	0	1	0	1				
%	3.3	0.0	0.0	12.5	8.3	0.0	0.0	0.0	3.3	0.0	2.7	6.8	0.0	4.1	34.2	0.0	10.1	0.0	7.7	0.0				
		2	0	0	1	1	0	0	2	0	1	1	0	1	1	0	2	0	2	0				
10 - Strongly Agree		16	1	6	2	3	3	0	0	16	1	11	3	1	8	1	5	8	7	12				
%	40.7	50.0	55.6	50.0	33.3	45.5	0.0	0.0	40.7	24.5	49.9	30.6	31.5	51.4	34.2	29.0	65.3	26.7	69.3	16.5				
		20	1	5	4	4	5	0	0	20	2	14	4	1	10	1	5	10	9	14				

ETS (#3782)
 P10F. As a result of the class, I am better able to implement energy efficient technologies or solutions
 BASE: End User

2006/11/29

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===== AgTAC BANNER =====
COURSE TYPE      TYPE OF BUSINESS      YEARS OF INDUSTRY      ATTENDANCE EXPECTATION SATISFIED
-----
Sec-            Eng/ Con-            Exp-            Freq-            Exp-            Not
Codes           Arch/ trac-          New Mid        Once/ Comp-      Very Not
Stand          fic Const tor       <=5 6-25 >25  month yr or lete  sate very
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
1 0 0 0 0 0 0 0 0 0 1 0 0 1 0 0 0 0 0 1 0 0 1 0 0 1
% 1.6 0.0 0.0 12.5 0.0 0.0 0.0 0.0 0.0 1.6 0.0 2.7 0.0 0.0 4.1 0.0 0.0 0.0 2.4 0.0 0.0 2.9
1 0 0 0 1 0 0 0 0 0 1 0 0 1 0 0 0 0 1 0 0 0 1 0 0 1
DK/DR          1 0 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 1 0 0 1 0 0 1
% 2.7 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 2.7 19.6 0.0 0.0 0.0 0.0 0.0 0.0 6.4 0.0 4.1 0.0 0.0 4.8
1 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 1 0 0 1 0 0 1
MEAN: 8.22 9.00 8.67 9.14 8.25 7.82 * * 8.22 8.29 8.33 8.09 7.95 8.62 9.03 7.74 8.98 7.75 9.18 7.34
  
```

ETS (#3782) 2006/11/29
PI0G. As a result of the class, I have more confidence in the performance of energy efficient technologies
BASE: End User

COURSE TYPE	AGTAC BANNER											ATTENDANCE EXPECTATION				SATSIFIED							
	TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			FREQUENCY				Not									
Codes	Other	Eng/	Con-	Con-	Sen-	New	Mid	for	Small	Once/	Comp-	Not	Very	Not	Very	Very	Very	Very	Very	Very	Very	Very	Very
Stand	Light	Speci	Arch/	trac-	End	End	6-25	>25	<=5	100	100	100	100	100	100	100	100	100	100	100	100	100	100
ards	ing	fic	Const	tor	User	User	6-25	>25	<=5	100	100	100	100	100	100	100	100	100	100	100	100	100	100
--A--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--
Total	38	1	10	5	8	7	0	0	0	38	5	23	10	2	15	2	16	13	25	17	21		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
46	2	9	8	12	11	0	0	0	0	46	6	26	13	3	20	3	16	16	29	21	24		
5	2	0	1	0	1	0	0	0	0	2	0	0	2	0	1	0	1	1	1	1	1	1	
%	4.7	0.0	11.1	0.0	8.3	0.0	0.0	4.7	0.0	0.0	0.0	18.4	0.0	7.5	0.0	4.2	8.9	2.7	6.8	3.1	3.1	1	
6	2	0	0	1	1	0	0	0	0	2	1	1	0	1	1	0	1	1	1	1	1	1	
%	5.1	0.0	0.0	12.5	16.7	0.0	0.0	5.1	12.7	2.7	0.0	34.2	8.5	0.0	4.2	5.2	5.1	0.0	9.2	3	3	2	
7	5	0	0	1	0	1	0	0	0	5	0	5	1	0	0	0	5	0	5	1	5	5	
%	13.6	0.0	0.0	12.5	0.0	9.1	0.0	13.6	0.0	20.3	6.3	0.0	0.0	0.0	32.9	0.0	20.9	3.7	21.8	2	2	2	
8	7	1	1	1	2	1	0	0	0	7	1	5	1	0	3	1	3	1	6	2	5	5	
%	17.6	50.0	11.1	12.5	25.0	18.2	0.0	17.6	21.6	22.0	6.3	0.0	21.1	31.5	19.4	5.2	24.2	12.5	22.0	3	6	6	
9	8	0	3	1	2	0	0	0	0	8	2	2	3	1	2	1	3	5	3	5	5	5	
%	19.9	0.0	33.3	25.0	25.0	0.0	0.0	19.9	41.1	10.3	32.1	65.8	16.0	34.2	6.4	24.2	18.2	18.5	21.5	4	5	5	
10 - Strongly Agree	14	1	5	2	2	4	0	0	0	14	1	10	3	0	7	1	5	7	6	10	3	3	
%	36.0	50.0	44.4	37.5	25.0	54.5	0.0	36.0	24.5	42.0	30.6	0.0	46.9	34.2	29.0	56.5	24.0	58.5	16.5	12	5	5	
NA	1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0	1	0	1	
%	1.6	0.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	1.6	0.0	6.3	0.0	0.0	3.9	0.0	2.5	0.0	2.9	1	1	1	
MEAN:	8.56	9.00	8.89	8.63	8.17	9.22	*	8.56	8.65	8.71	8.34	7.97	8.70	9.03	8.11	9.00	8.29	9.11	8.05	U	T	T	

ETS (#3782)
 P10G. As a result of the class, I have more confidence in the performance of energy efficient technologies
 BASE: End User

2006/11/29

===== AgTAC BANNER =====																					
COURSE TYPE			TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
Codes	Other	Sec	Eng/	Con-	Con-	Sen-	Small	Once/	Once/	Comp-	Comp-	Not									
Stand	Light	End-	Arch/	trac-	sul-	ior	<=5	month	yr	or	lete	Very									
Total	End-	Use	Const	tor	tant	>25	<=5	more	less	ly	-ly	ly	ly	-ly	-ly	-ly					
--A--	--D--	--E--	--P--	--G--	--H--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--				
1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	1	0				
%	1.6	0.0	0.0	9.1	0.0	0.0	1.6	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	2.5	0.0				
	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	1	0				
MEAN:	8.56	9.00	8.89	8.63	8.17	9.22	*	*	8.56	8.65	8.71	8.34	7.97	8.70	9.03	8.11	9.00	8.29	9.11	8.05	
																					T
																					U

P11. How would you rate your overall knowledge of energy efficiency technologies and solutions compared to your peers in your industry? Would you say you are....?

COURSE TYPE		AgTAC BANNER																						
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY					EXPECTATION SATISFIED				
		TYPE OF BUSINESS					EXPERIENCE					BUSINESS			FREQUENCY					SATISFIED				
		Eng/ Arch/ trac- sul- Con-					New Mid for Sen-					Small Large month yr or lete			Once/ Comp- Not					Very very				
		tor Con-					ior >25					<=5 >100 more less			-ly -ly -S-					-T- -U-				
		-G--H--I--J--K--L--M--N--O--P--Q--R--S--					-K--L--M--N--O--P--Q--R--S--					-N--O--P--Q--R--S--			-Q--R--S--T--U--					-T--U--				
		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--					-K--L--M--N--O--P--Q--R--S--					-N--O--P--Q--R--S--			-Q--R--S--T--U--					-T--U--				
		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--					-K--L--M--N--O--P--Q--R--S--					-N--O--P--Q--R--S--			-Q--R--S--T--U--					-T--U--				
		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--					-K--L--M--N--O--P--Q--R--S--					-N--O--P--Q--R--S--			-Q--R--S--T--U--					-T--U--				
		-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--					-K--L--M--N--O--P--Q--R--S--					-N--O--P--Q--R--S--			-Q--R--S--T--U--					-T--U--				
		-B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--					-K--L--M--N--O--P--Q--R--S--					-N--O--P--Q--R--S--			-Q--R--S--T--U--					-T--U--				
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--					-K--L--M--N--O--P--Q--R--S--					-N--O--P--Q--R--S--			-Q--R--S--T--U--					-T--U--				
		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--					-K--L--M--N--O--P--Q--R--S--					-N--O--P--Q--R--S--			-Q--R--S--T--U--					-T--U--				
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41			
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
More knowledgeable than most	43	6	8	6	8	8	5	11	6	21	3	24	15	6	14	6	12	17	25	23	20			
%	55.4	53.3	53.8	55.6	60.0	52.0	65.0	59.2	59.8	55.9	22.8	62.2	66.6	69.8	49.9	55.3	43.2	61.8	51.2	63.6	48.9			
About as knowledgeable as average	31	5	6	4	5	6	2	5	4	15	9	13	7	3	11	5	12	9	21	11	18			
%	39.2	46.7	38.5	38.9	35.0	36.0	27.4	30.2	40.2	39.6	67.9	33.3	30.7	30.2	39.8	39.0	45.8	34.2	42.5	31.5	44.9			
Not very well informed about energy efficiency	4	0	1	1	1	1	1	1	1	0	2	1	2	1	0	3	1	2	1	3	2			
%	4.7	0.0	7.7	5.6	5.0	8.0	7.5	7.1	0.0	4.5	4.8	4.5	2.7	0.0	10.3	5.7	8.8	4.1	5.1	4.9	4.7			
DK/DR	5	0	1	1	1	2	1	2	0	2	1	2	1	0	4	1	3	1	4	2	3			
%	6.4	0.0	1.3	1.3	1.3	2.0	1.0	2.0	0.0	2.6	1.4	1.5	1.0	0.0	5.1	1.3	3.0	1.0	5.1	4.9	3.8			
	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	1	0			
%	1.3	0.0	0.0	0.0	0.0	0.0	0.0	3.4	0.0	0.0	4.4	0.0	0.0	0.0	0.0	0.0	2.3	0.0	1.2	0.0	1.5			
	1	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	1	0	0			
%	1.3	0.0	0.0	0.0	0.0	1.3	0.0	1.3	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	1.3	0.0	1.2	0.0	1.5			

ETS (#3782)
 P12. Prior to attending the class, would you say that you were....?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS			Not					
		TYPE OF BUSINESS										Once/Comp-			ly-R--S-					
		Eng/Con-										month yr or			lete					
		Speci Arch/ trac-										less			-ly					
		-fic Const tor										-P--Q--			-T--U-					
		-E--F--G--H--I--J--K--L--M--N--O--										-R--			-S-					
		Other End-										Small Large			Very					
		Light End-										<=5			satis					
		-ing Use										>25			-fied					
		Stand ards HVAC										>100			-fied					
		--A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--										-R--			-T--U-					
Total	78	11	15	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
More knowledgeable	36	4	7	5	5	7	3	9	5	19	2	20	13	6	12	5	12	15	21	17
%	46.2	40.0	46.2	44.4	40.0	48.0	40.9	51.6	55.5	48.8	13.6	51.9	55.6	61.5	42.7	39.0	45.3	52.5	42.0	47.3
About as knowledgeable	44	6	6	8	8	12	5	12	7	21	3	22	17	7	16	6	13	18	25	22
%	56.8	50.0	53.8	55.6	56.0	52.0	59.1	53.4	44.5	51.2	26.4	48.1	44.4	38.5	57.3	61.0	54.7	47.5	58.0	52.7
Not very well informed	31	4	6	4	5	7	3	6	4	14	9	15	6	3	12	4	10	9	22	13
about energy efficiency%	39.9	40.0	38.5	33.3	40.0	44.0	40.9	33.6	38.0	36.9	67.3	38.2	25.1	30.2	40.1	32.5	36.5	31.8	44.8	35.4
DK/DR	41	6	5	6	8	11	5	9	5	18	12	20	8	4	16	5	13	13	28	18
%	52.8	50.0	45.8	46.7	56.0	52.0	59.1	53.4	44.5	51.2	26.4	48.1	44.4	38.5	57.3	61.0	54.7	47.5	58.0	52.7
Not very well informed	10	2	2	2	3	1	1	2	1	5	2	4	4	1	5	3	4	4	6	4
about energy efficiency%	13.1	20.0	15.4	22.2	20.0	4.0	18.3	11.3	6.5	14.3	14.6	9.9	19.3	8.3	17.2	28.5	16.0	15.7	11.9	17.3
DK/DR	14	3	2	4	4	1	2	3	1	7	3	5	6	1	7	5	5	5	9	8
%	18.1	33.3	26.7	44.4	40.0	12.0	22.7	17.3	11.5	19.0	14.6	22.2	25.1	10.4	22.7	28.5	16.0	15.7	11.9	17.3
Not very well informed	1	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	1	0	1
about energy efficiency%	1.3	0.0	0.0	0.0	0.0	4.0	0.0	3.4	0.0	0.0	4.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2
DK/DR	1	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	1	0	0
%	1.3	0.0	0.0	0.0	0.0	4.0	0.0	3.4	0.0	0.0	4.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2

P13. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

CODES	COURSE TYPE	TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
		Stand	Light	Other	Sec	Eng/	Con-	Con-	trac-	sul-	tant	End	User	New	Mid	Sen-	Small	Large	Once/	Comp/	Not	Very	Very	Very	Very	Very	Very
		ing	Use	Use	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41							
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
100	15	13	18	20	25	12	25	13	46	19	47	31	12	39	16	32	36	63	48	50							
28	3	9	2	5	6	4	4	3	16	5	13	9	5	12	2	9	10	19	15	14							
%	36.4	26.7	61.5	22.2	35.0	40.0	48.4	24.2	37.0	42.0	33.9	34.2	40.0	50.0	39.9	17.5	33.8	35.0	37.7	41.8	33.3						
36	4	8	4	7	10	6	6	5	19	6	17	11	6	14	3	12	24	19	17								
28	5	6	5	5	3	3	10	4	8	3	16	8	3	13	4	5	11	17	14	12							
%	35.5	46.7	38.5	44.4	35.0	33.3	56.6	38.6	22.1	21.3	40.2	34.8	34.3	45.3	32.1	19.5	39.2	33.9	39.9	30.3							
36	7	5	8	7	5	4	14	5	11	4	20	11	4	17	5	7	14	22	20	15							
16	1	3	4	3	2	1	6	3	5	2	8	5	2	6	4	6	4	12	6	9							
%	20.3	13.3	23.1	11.1	15.0	20.0	24.2	13.9	23.9	26.3	17.3	22.9	21.6	42.7	12.6	26.0	20.0	19.6	21.7	15.6	26.3						
21	2	3	6	5	3	2	8	4	6	3	10	7	3	8	5	8	5	16	8	12							
16	1	3	1	2	3	2	2	2	10	2	9	5	4	4	4	3	5	5	11	6	11						
%	20.8	13.3	23.1	11.1	15.0	20.0	24.2	13.9	23.9	26.3	17.3	22.9	21.6	42.7	12.6	26.0	20.0	19.6	21.7	15.6	26.3						
17	2	3	2	3	5	3	3	3	9	3	8	6	5	5	4	3	7	10	7	10							
5	1	0	2	1	1	1	1	1	0	3	1	2	1	0	1	2	1	4	3	2							
%	5.8	6.7	0.0	16.7	10.0	4.0	15.0	7.1	0.0	6.9	9.2	5.1	5.6	0.0	2.1	16.3	4.8	2.2	7.9	7.3	4.8						
7	1	0	3	2	1	2	2	0	4	2	3	2	0	0	1	3	2	1	6	4							
5	0	2	2	0	1	1	1	2	1	2	1	3	1	2	1	1	1	2	2	2							
%	6.1	0.0	15.4	16.7	0.0	4.0	7.5	9.7	6.5	6.1	4.4	7.7	5.0	26.1	2.1	5.3	4.2	8.5	4.8	4.9	7.3						
6	0	2	3	0	1	1	2	1	1	3	1	4	1	3	1	1	1	3	3	2	4						
4	0	1	1	0	1	1	2	1	2	1	2	2	1	2	1	1	1	1	1	3							
%	5.1	0.0	7.7	11.1	0.0	4.0	7.5	9.7	6.5	4.3	11.8	4.5	2.7	19.3	2.1	10.6	3.8	2.2	6.8	1.7	8.4						
5	0	1	2	0	1	1	2	1	2	1	2	2	1	2	1	2	1	1	4	1	4						
4	1	1	1	1	1	1	2	1	2	1	2	2	1	2	1	1	1	1	1	3							
%	5.6	6.7	7.7	11.1	5.0	4.0	16.6	9.7	6.5	3.3	8.8	4.5	6.2	28.1	2.1	5.3	2.8	7.3	4.8	5.7	5.8						
6	1	1	2	1	1	2	2	2	1	2	2	2	2	3	1	1	1	1	3	3							

P13. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Very/Very	
		Other	Light	End-Use	Eng/Arch/Spec	Con-tractor	Con-sultant	New	Mid	Sen-ior	Small	Large	Once/month	Comp-lete	Not	Very	Very
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Internet	%	14.4	6.7	0.0	11.1	10.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Other	%	6.0	6.7	0.0	0.0	20.0	8.0	1.0	3.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
DK/DR	%	4.1	6.7	0.0	5.6	0.0	12.0	0.0	4.2	0.0	4.2	0.0	1.0	0.0	1.0	1.0	1.0

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

COURSE TYPE			AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
			YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS							
			TYPE OF BUSINESS					Sen-ior					Once/ month yr or more			Not comp-lete				
			Eng/ Arch/ Const/H-sec					ior					Less			ly				
			Other End-Use					ior					More			ly				
			Light End-Use					ior					Less			ly				
			Stand-ards					ior					More			ly				
			Total					ior					More			ly				
78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
100	15	13	18	20	25	12	25	13	46	19	47	31	12	39	16	32	36	63	48	50
1	0	0	0	1	1	0	0	1	1	1	0	1	0	0	0	0	0	0	1	0
%	1.6	0.0	0.0	5.0	4.0	0.0	0.0	7.1	1.6	4.8	0.0	2.7	0.0	0.0	0.0	0.0	0.0	1.3	0.0	1.6
2	0	0	0	1	1	0	0	1	1	1	0	1	0	0	0	0	0	1	0	1
Total	1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	1	0
%	1.0	6.7	0.0	0.0	0.0	9.1	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.0	0.0	2.8	0.0	1.5	0.0	1.8
1	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	1	0	1
%	1.6	0.0	0.0	5.0	4.0	0.0	3.7	0.0	1.6	4.8	1.6	0.0	0.0	0.0	5.7	0.0	0.0	2.6	0.0	3.2
2	0	0	0	1	1	0	1	0	1	1	0	1	0	0	1	0	0	2	0	2
Total	1	0	0	1	1	0	1	0	1	1	1	0	0	0	1	0	0	1	0	1
%	1.6	0.0	0.0	5.0	4.0	0.0	3.7	0.0	1.6	4.8	1.6	0.0	0.0	0.0	5.7	0.0	0.0	2.6	0.0	3.2
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	1.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	1.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
5	0	2	1	1	3	0	0	1	2	4	2	4	2	0	5	0	1	4	4	4
Total	10.1	0.0	15.4	11.1	10.0	20.0	0.0	7.1	25.0	9.5	13.6	9.4	10.4	0.0	16.7	0.0	4.6	15.0	7.5	10.2
%	10.1	0.0	15.4	11.1	10.0	20.0	0.0	7.1	25.0	9.5	13.6	9.4	10.4	0.0	16.7	0.0	4.6	15.0	7.5	10.2
6	1	2	1	2	1	0	2	1	5	5	3	5	3	0	6	0	2	5	6	6
Total	8	1	2	1	2	1	0	2	1	5	1	5	2	2	4	1	4	3	5	2
%	10.1	6.7	15.4	5.6	15.0	8.0	0.0	10.5	7.1	12.3	4.4	11.7	8.9	27.2	14.0	5.7	14.1	11.1	9.7	6.9
7	2	1	1	3	2	0	2	1	6	1	5	3	3	3	5	1	5	4	6	3
Total	11	2	1	2	1	1	1	3	2	3	3	4	5	1	5	1	2	1	11	2
%	14.5	20.0	7.7	5.6	15.0	8.0	16.6	15.5	17.4	7.3	19.5	9.7	21.3	15.1	17.7	11.7	8.6	2.4	21.5	6.7
8	3	1	1	3	2	2	4	2	4	2	3	5	6	2	6	2	3	1	13	3
Total	14	3	1	1	3	2	4	2	4	2	3	5	6	2	6	2	3	1	13	3
%	14.5	20.0	7.7	5.6	15.0	8.0	16.6	15.5	17.4	7.3	19.5	9.7	21.3	15.1	17.7	11.7	8.6	2.4	21.5	6.7

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

COURSE TYPE		AgTAC BANNER												ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED					
		YEARS OF BUSINESS EXPERIENCE						YEARS OF INDUSTRY EXPERIENCE									SIZE OF BUSINESS				
		Sec- Other tor	Eng/ Speci Arch/ trac-	Con- struc-	Con- sul-	Con- tant	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >5	Once/ month	More >100	Comp- ly	Comp- lete	Very satis	Not very				
Codes	Stand ards	11 100.0	12 100.0	13 100.0	14 100.0	15 100.0	16 100.0	17 100.0	18 100.0	19 100.0	20 100.0	21 100.0	22 100.0	23 100.0	24 100.0	25 100.0	26 100.0				
Total		78	11	15	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1 - Strongly Disagree		14	1	3	4	4	1	4	2	5	2	4	6	2	5	3	5	4	9	5	8
%	17.3	23.1	5.6	20.0	28.0	18.3	23.7	20.7	13.8	16.6	9.9	27.5	9.9	20.7	17.5	21.9	20.0	15.5	18.6	12.7	19.4
2		18	2	3	1	4	7	6	3	7	3	5	9	2	7	3	8	5	13	6	11
%	9.4	13.3	0.0	0.0	0.0	12.0	25.8	0.0	6.5	12.0	5.4	15.4	2.7	6.8	0.0	0.0	22.3	0.0	14.8	0.0	18.1
4		2	0	0	0	0	2	0	1	1	1	1	0	0	0	1	1	0	2	1	1
%	2.4	0.0	0.0	0.0	0.0	0.0	0.0	3.4	6.5	1.6	8.8	1.6	0.0	2.1	5.3	2.3	0.0	3.7	1.7	3.0	2
5		8	1	1	2	1	2	3	2	3	2	3	4	1	4	1	4	3	5	2	6
%	10.6	13.3	7.7	22.2	10.0	12.0	0.0	15.5	19.6	6.1	18.0	5.1	16.6	8.3	12.6	5.3	9.9	11.3	10.4	6.9	14.3
6		7	1	2	3	1	1	2	1	3	4	3	5	1	5	1	4	5	7	4	8
%	9.6	6.7	15.4	16.7	15.0	4.0	9.1	6.9	6.5	14.3	21.0	4.8	8.9	22.4	6.6	11.0	6.7	9.3	9.9	7.4	11.9
7		6	1	1	0	1	1	0	2	2	2	4	0	1	2	0	1	2	4	1	4
%	7.5	6.7	7.7	0.0	5.0	8.0	7.5	0.0	18.5	6.3	11.8	10.8	0.0	6.8	6.0	0.0	2.5	6.3	8.2	3.8	11.0
8		10	2	0	2	3	1	3	0	4	2	5	3	2	5	3	7	3	7	5	7
%	12.9	20.0	0.0	16.7	20.0	8.0	31.7	15.5	0.0	9.5	13.6	12.1	15.2	22.5	18.1	28.1	7.9	11.8	13.6	13.9	12.6

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/ month yr or more		Comp-lete ly		Very satis-fied			
		Eng/ Arch/ Const		Con- sul- tant		New Mid 6-25		Sen-ior >25		Small <=5		Large >100		less ly		-R--S-		-T--U-			
		-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-K--L--M--N--O--P--Q--R--S--T--U--		-L--M--N--O--P--Q--R--S--T--U--		-N--O--P--Q--R--S--T--U--		-O--P--Q--R--S--T--U--		-P--Q--R--S--T--U--		-R--S--T--U--		-T--U--			
9	5	1	1	1	1	0	3	2	1	2	1	2	1	2	3	2	4	2			
	7	1	1	1	1	2	4	3	1	3	1	3	1	3	4	3	5	2			
	17	2	6	3	3	2	1	12	4	0	8	2	5	9	8	14	2				
	22	20.0	38.5	27.8	25.0	12.0	7.5	12.1	10.9	33.0	4.8	30.3	18.2	0.0	27.0	17.2	31.2	16.0	40.1	5.6	
	22	3	5	5	5	3	1	3	1	16	1	15	5	0	10	3	5	10	11	18	3
DK/DR	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	1	0	0	1	0
	1	0	0	0	0	0	0	0	0	0	0	2.6	0.0	0.0	3.5	0.0	3.8	3.7	0.0	2.9	0.0
	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	1	0	1	0
MEAN:	6.02	6.13	6.62	7.00	6.50	4.80	5.06	5.90	5.32	6.41	5.18	6.61	5.71	5.50	6.68	6.35	5.02	7.02	5.44	7.54	4.81
				F		D											S	R		U	T

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS			Once/Comp- Not				
		TYPE OF BUSINESS										Once/Comp- Not			Very Very				
		Eng/Con- Con-										Large month yr or lete			lete satis				
		Speci Arch/ trac- sul-										Small Large more less ly			-ly -S				
		fic Const tor tant User <=5 >25 >25										<=5 >100 more less ly			-R--S				
		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S										-T--U--			-T--U--				
		Other End- Spec- Con-										Once/Comp- Not			Very Very				
		Light End- Spec- Con-										Large month yr or lete			lete satis				
		-ing Use -fic Const tor tant User <=5 >25 >25										<=5 >100 more less ly			-ly -S				
		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S										-T--U--			-T--U--				
Total	78	11	15	13	15	8	18	9	38	14	39	23	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
3	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0	0
%	0.9	0.0	0.0	5.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	2.9	0.0	0.0	5.7	0.0	2.4	0.0	1.9
4	2	0	1	0	0	1	0	1	0	0	2	0	1	0	0	1	0	2	0
%	2.2	0.0	7.7	0.0	0.0	6.3	6.5	0.0	0.0	4.5	0.0	4.5	0.0	0.0	2.3	0.0	3.5	0.0	4.3
5	4	1	0	2	1	1	2	1	0	1	1	2	1	1	0	0	1	3	1
%	5.0	6.7	0.0	16.7	5.0	4.0	16.7	10.5	6.5	0.0	4.4	3.3	8.7	15.1	4.4	0.0	4.4	5.3	7.3
6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
%	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0
7	6	1	1	0	1	1	0	2	1	3	1	2	3	0	2	1	3	0	6
%	8.0	13.3	7.7	0.0	10.0	8.0	0.0	11.8	10.9	8.0	8.1	5.4	13.1	0.0	5.8	6.5	11.3	0.0	15.4
8	15	1	1	2	3	2	1	3	1	9	3	9	3	0	8	2	4	2	12
%	18.8	6.7	7.7	16.7	25.0	16.0	7.5	15.0	10.9	22.5	21.4	21.9	13.9	0.0	28.4	16.3	13.7	7.1	28.9
9	10	1	0	1	1	1	1	1	1	5	2	7	1	1	2	1	7	2	8
%	12.5	13.3	0.0	5.6	10.0	8.0	6.9	7.1	13.7	17.2	17.2	2.7	6.8	6.7	5.7	24.7	7.0	15.6	5.5
MEAN:	8.78	9.00	9.15	8.78	8.30	8.83	8.37	8.67	8.98	8.94	8.79	8.66	8.14	8.97	9.02	8.90	9.40	8.42	9.29

P14C. What is your honest opinion about the following statement . . . It's valuable to me to interact with the instructor and other students.

```

===== AgTAC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY  ATTENDANCE  EXPECTATION  SATISFIED
-----
Codes              7 11 7 5 9 5 9 5 9 5 20 7 18 13 5 16 8 12 22 18 28 11
Standards          60.0 76.9 61.1 40.0 60.0 60.0 57.5 49.5 58.2 52.2 49.0 47.6 58.7 58.3 54.6 65.7 45.6 79.1 36.1 77.2 27.5
HVAC Use          10 11 8 8 15 7 12 8 8 26 10 24 18 7 21 10 16 27 26 36 16
--A-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
Total              40 51.8 60.0 76.9 61.1 40.0 60.0 57.5 49.5 58.2 52.2 49.0 47.6 58.7 58.3 54.6 65.7 45.6 79.1 36.1 77.2 27.5
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
MEAN: 8.78 9.00 9.15 8.78 8.30 8.92 8.83 8.37 8.67 8.98 8.94 8.79 8.66 8.14 8.97 9.02 8.90 9.40 8.42 9.29 8.29
    
```

P14D. What is your honest opinion about the following statement . . . Classes like this provides unbiased or objective information

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS			Once/Comp- Not							
		TYPE OF BUSINESS										Large month yr or			lete satis							
		Eng/Con- Con-										Small			lete							
		Sec- Other tor Eng/ Con- Con-										<=5			-ly							
		Light End- Speci Arch/ trac- sul- End New Mid for Sen-										>5			-R--							
		-ing Use -fic Const tor tant User <=5 6-25 >25 --M--										-O--			-S--							
		-D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -P-- -Q-- -R--										-U--			-T--							
		Stand ards HVAC -ing Use -fic Const tor tant User <=5 6-25 >25 --M--										-O--			-S--							
		-D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -P-- -Q-- -R--										-U--			-T--							
Total		78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1 - Strongly Disagree		1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	1	0
%	0.8	0.0	0.0	0.0	0.0	4.0	0.0	0.0	6.5	0.0	0.0	1.6	0.0	0.0	0.0	0.0	0.0	2.3	0.0	1.2	0.0	1.5
4		1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	1	0	1
%	0.9	0.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	4.8	0.0	0.0	0.0	0.0	2.3	0.0	2.5	0.0	1.3	0.0	1.6
5		1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1	0
%	10.7	6.7	7.7	5.6	0.0	12.0	9.1	9.7	0.0	13.6	0.0	19.9	2.7	20.7	0.0	0.0	14.9	0.0	16.8	5.6	15.7	6
6		1	1	1	1	0	2	1	2	0	3	0	6	1	2	0	0	1	0	7	3	4
%	3.3	0.0	0.0	0.0	10.0	8.0	7.5	0.0	6.5	3.5	4.8	1.6	2.7	21.0	2.3	0.0	2.5	2.4	3.8	0.0	6.3	4
7		1	0	1	1	1	1	1	1	0	2	1	1	1	3	1	0	1	1	3	0	4
%	7.7	6.7	0.0	5.6	10.0	8.0	7.5	7.6	0.0	10.4	7.4	9.5	5.6	7.4	6.4	11.7	10.9	2.4	10.7	5.3	10.1	4
8		1	0	1	1	2	2	1	2	0	5	1	5	2	1	3	2	4	1	7	3	5
%	11.7	6.7	15.4	5.6	15.0	16.0	9.1	7.1	0.0	16.8	22.7	7.5	13.3	0.0	18.5	5.7	11.1	2.2	17.1	1.9	20.8	8
9		1	2	1	3	4	1	2	0	8	4	4	4	0	7	1	4	1	11	1	11	1
%	13.7	26.7	7.7	11.1	15.0	8.0	7.5	24.1	17.4	7.9	19.9	9.5	18.5	21.9	2.3	16.4	10.7	9.3	16.3	7.4	19.7	10
10		1	2	3	2	1	6	2	2	4	3	5	6	3	1	3	4	4	10	4	10	4

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED						
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not						
		Eng/Con-		Con-		New		Mid		Sen-		Small			Once/Comp- Not						
		Arch/trac-		sul-		End		ior		ior		Large			month yr or						
		Const tor		tant		User		<=5		>25		<=5			ly						
		-F--		-I--		-J--		-K--		-L--		-N--			-O--						
		-D--		-E--		-F--		-G--		-H--		-I--			-J--						
		-C--		-D--		-E--		-F--		-G--		-H--			-I--						
		-A--		-B--		-C--		-D--		-E--		-F--			-G--						
		-B--		-C--		-D--		-E--		-F--		-G--			-H--						
		-C--		-D--		-E--		-F--		-G--		-H--			-I--						
		-D--		-E--		-F--		-G--		-H--		-I--			-J--						
		-E--		-F--		-G--		-H--		-I--		-J--			-K--						
		-F--		-G--		-H--		-I--		-J--		-K--			-L--						
		-G--		-H--		-I--		-J--		-K--		-L--			-M--						
		-H--		-I--		-J--		-K--		-L--		-M--			-N--						
		-I--		-J--		-K--		-L--		-M--		-N--			-O--						
		-J--		-K--		-L--		-M--		-N--		-O--			-P--						
		-K--		-L--		-M--		-N--		-O--		-P--			-Q--						
		-L--		-M--		-N--		-O--		-P--		-Q--			-R--						
		-M--		-N--		-O--		-P--		-Q--		-R--			-S--						
		-N--		-O--		-P--		-Q--		-R--		-S--			-T--						
		-O--		-P--		-Q--		-R--		-S--		-T--			-U--						
		-P--		-Q--		-R--		-S--		-T--		-U--			-V--						
		-Q--		-R--		-S--		-T--		-U--		-V--			-W--						
		-R--		-S--		-T--		-U--		-V--		-W--			-X--						
		-S--		-T--		-U--		-V--		-W--		-X--			-Y--						
		-T--		-U--		-V--		-W--		-X--		-Y--			-Z--						
10 - Strongly Agree	%	48.7	53.3	69.2	72.2	45.0	44.0	59.1	45.7	69.6	47.8	40.5	45.2	57.2	61.1	66.2	41.5	80.0	30.6	74.1	24.1
		51	8	9	13	9	11	7	12	9	24	9	23	17	3	10	15	28	22	35	14
		38	6	10	8	6	18	7	18	6	18	13	18	13	3	18	8	11	22	15	26
		1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	1
		1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	3.5	0.0	0.0	0.0	2.1	2.9
		1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	1
DK/DR	%	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0
		1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0
		1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	3.5	0.0	3.8	3.7	0.0	2.9
		1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0
MEAN:		8.57	9.07	9.23	9.33	8.55	8.08	8.76	8.84	8.98	8.45	8.65	8.17	9.14	7.68	9.12	9.37	8.07	9.68	7.95	9.42
		F	D									M	N	O	P	Q	R	S	T	U	V

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED			
		Sec		Other Eng/ Con-		Arch/ trac-		tor sul-		New End		Sen-		Small Large			Once/ Comp-			Not					
		tor		tor		tor		tor		User		ior		month yr or			lete			Very					
		fic		Const		tor		tant		<=5		>25		<=5			>100			ly					
		-F-		-G-		-H-		-I-		-J-		-K-		-L-			-M-			-N-			-O-		
		-D-		-E-		-F-		-G-		-H-		-I-		-J-			-K-			-L-			-M-		
		-C-		-D-		-E-		-F-		-G-		-H-		-I-			-J-			-K-			-L-		
		-B-		-C-		-D-		-E-		-F-		-G-		-H-			-I-			-J-			-K-		
		-A-		-B-		-C-		-D-		-E-		-F-		-G-			-H-			-I-			-J-		
		Stand		Light		End-		Use		-ing		-ing		-ing		-ing		-ing		-ing		-ing			
		Codes		Stand		Stand		Stand		Stand		Stand		Stand		Stand		Stand		Stand		Stand			
73	11	12	11	13	14	8	16	9	35	13	36	22	9	25	12	22	25	47	31	40					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
94	15	11	18	20	22	12	23	13	42	18	44	29	12	35	16	26	33	60	43	49					
7	1	0	0	1	3	1	1	0	4	2	3	2	0	3	0	5	1	6	1	6					
%	9.5	13.3	0.0	10.0	22.7	9.1	8.4	0.0	10.1	15.3	8.1	9.5	0.0	10.1	0.0	20.9	2.5	13.4	2.4	15.5					
10	2	0	0	2	5	1	2	0	5	3	4	3	0	4	0	7	1	9	1	9					
8	3	1	0	1	2	1	3	1	2	1	5	2	2	2	1	3	0	8	2	5					
%	10.5	26.7	9.1	0.0	5.0	13.6	18.3	16.7	6.5	5.1	4.6	12.7	8.7	23.9	6.5	15.6	0.0	16.2	7.7	13.2					
10	4	1	0	1	3	2	4	1	2	1	6	2	3	2	1	5	0	10	3	7					
10	1	1	1	1	2	1	1	0	8	0	5	4	1	2	1	6	2	8	3	6					
%	13.2	6.7	9.1	11.1	5.0	13.6	7.5	8.4	0.0	21.9	0.0	14.9	20.2	6.8	9.4	6.5	26.9	7.5	16.4	10.1	16.2				
9	1	1	2	1	3	1	2	0	6	0	3	6	1	3	1	4	2	7	4	5					
12	1	3	1	1	3	1	2	2	6	2	5	4	1	4	1	2	5	6	6	5					
%	15.9	13.3	27.3	11.1	10.0	22.7	16.7	12.4	17.4	16.7	13.1	15.0	20.8	6.8	15.7	6.5	11.4	19.7	12.8	17.9	13.5				
15	2	3	2	2	5	2	3	2	7	2	7	6	1	6	1	3	6	8	7	7					
7	1	1	0	3	0	1	1	0	5	3	3	1	1	2	1	3	1	6	3	5					
%	10.1	13.3	9.1	0.0	20.0	0.0	9.1	8.2	0.0	15.1	21.2	8.7	6.6	15.6	9.4	5.7	13.3	5.7	12.5	9.1	11.3				
9	2	1	0	4	0	1	2	0	6	3	4	2	2	2	3	1	3	2	7	4					
4	0	0	0	3	1	0	1	1	2	2	1	1	0	2	0	1	3	1	1	3					
%	5.4	0.0	0.0	25.0	4.5	0.0	4.1	13.6	5.7	14.7	1.9	6.2	0.0	8.0	0.0	5.9	10.5	2.8	4.1	6.7					
6	0	0	0	5	1	0	1	2	3	3	1	2	0	3	0	2	4	2	2	4					
6	1	1	2	1	0	0	1	1	3	1	4	1	0	3	1	0	3	3	5	1					
%	8.3	6.7	9.1	22.2	5.0	0.0	3.8	13.0	9.0	7.7	12.3	2.9	0.0	10.0	11.0	0.0	12.1	6.3	16.1	2.6					
8	1	1	4	1	0	0	1	2	4	1	6	1	0	4	2	0	4	4	7	1					
8	1	1	4	1	0	0	1	2	4	1	6	1	0	4	2	0	4	4	7	1					

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp-ly		Not								
		TYPE OF BUSINESS		Sen-ior		New Mid 6-25		Small Large		Once/Comp-ly		Not										
		Other	Eng/Arch/Const	Con-tractor	Specialty	End User	New	Mid 6-25	Small	Large	Once/Comp-ly	Not										
		Use	Const	tor	tor	User	6-25	6-25	<=5	>100	less	ly										
		---D---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---					
7-9	%	8.8	13.3	9.1	16.7	5.0	9.1	9.1	8.4	25.0	7.2	4.6	10.6	9.2	8.3	14.4	17.0	3.1	12.5	6.9	10.7	7.6
10	%	5.2	6.7	0.0	27.8	0.0	0.0	0.0	15.0	15.9	6.5	0.0	13.8	5.6	0.0	2.5	10.6	0.0	7.4	4.2	7.9	3.4
More than 10	%	8.9	0.0	18.2	5.6	15.0	4.5	7.5	13.8	17.9	5.6	5.0	6.8	16.0	38.5	9.4	26.5	0.0	17.5	4.6	12.0	6.9
DK/RF	%	4.1	0.0	9.1	5.6	0.0	9.1	7.5	0.0	0.0	0.0	3.5	0.0	3.5	0.0	2.5	9.7	2.8	4.5	3.9	2.0	3.1
MEAN:		4.84	3.53	5.80	7.12	5.50	3.50	5.75	5.70	7.39	3.96	5.24	4.49	5.27	7.88	5.22	9.14	2.14	7.22	3.62	6.22	3.77

COURSE TYPE		AgTAC BANNER										ATTENDANCE EXPECTATION			SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY			Not							
		TYPE OF BUSINESS		Sen-ior		New Mid 6-25		Small <=5		Large 6-25		Once/ month		Comp-lete		Very satis						
		Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	Sen-ior >25	New Mid 6-25	Small <=5	Large 6-25	Once/ month	Comp-lete	Once/ month	Comp-lete	Very satis	Very satis	Not	Not					
		Sec- tor	Other End- Use	Eng/ Arch/ Const	Con- trac- tor	Sen-ior >25	New Mid 6-25	Small <=5	Large 6-25	Once/ month	Comp-lete	Once/ month	Comp-lete	Very satis	Very satis	Not	Not					
		Codes	Light- ing	Eng/ Arch/ Const	Con- trac- tor	Sen-ior >25	New Mid 6-25	Small <=5	Large 6-25	Once/ month	Comp-lete	Once/ month	Comp-lete	Very satis	Very satis	Not	Not					
		Stand- ards	HVAC	Eng/ Arch/ Const	Con- trac- tor	Sen-ior >25	New Mid 6-25	Small <=5	Large 6-25	Once/ month	Comp-lete	Once/ month	Comp-lete	Very satis	Very satis	Not	Not					
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---
Air quality	%	1	0	0	0	1	1	0	0	1	0	1	0	0	1	0	0	0	1	0	1	1
		2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1
Swimming pool pumps	%	1	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	1
		1	0	0	0	5.6	0.0	0.0	0.0	2.2	0.0	0.0	3.4	0.0	3.0	0.0	0.0	0.0	1.7	0.0	0.0	2.1
Water or wastewater	%	6	0	1	0	3	2	1	1	4	2	1	4	2	2	2	1	4	2	4	2	3
		10	0	10	0	27.8	20.0	18.1	4.1	7.1	12.6	17.3	2.1	19.0	11.3	18.6	3.7	19.1	4.9	12.6	7.9	4
Other	%	3	0	0	1	0	1	0	1	1	1	1	1	1	0	1	0	1	0	3	1	2
		4	0	0	2	0	1	0	1	0	2	1	2	1	0	1	0	1	0	4	2	2
DK/RF	%	10	2	2	1	2	2	0	4	1	5	2	4	4	2	1	2	3	4	5	4	5
		13	3	2	1	3	3	0	5	1	7	3	5	5	2	2	2	4	5	7	5	7

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not				
		Sec	Eng/	Con-	Con-	Eng/	Con-	Con-	Sen-	Sen-	Small	Large	Once/	Comp-	Not	Very	Very		
		Other	Arch/	trac-	sul-	Arch/	trac-	sul-	ior	ior	<=5	>5	month	ly	ly	ly	ly		
		End-	Const	tor	tant	Const	tor	tant	>25	>25	<=5	>5	yr or	lete	lete	satis	satis		
		Use	fic	tor	tant	fic	tor	tant	6-25	6-25	<=5	>5	less	ly	ly	ly	ly		
		---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	
Total	78	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	100	15	13	18	20	25	13	46	19	47	31	12	39	16	32	36	63	48	50
Yes	40	8	9	7	5	6	8	10	7	17	13	7	17	9	11	17	23	20	19
%	50.8	73.3	61.5	66.7	35.0	40.0	100.0	53.5	54.8	38.4	52.1	43.6	57.1	76.3	41.9	60.7	45.9	55.5	46.0
	52	11	8	12	7	10	12	13	7	18	10	23	16	12	15	22	30	27	24
No	34	3	3	4	7	9	0	8	3	21	5	20	9	2	10	10	23	13	20
%	43.8	26.7	23.1	33.3	55.0	56.0	0.0	43.1	31.6	54.0	35.0	51.8	40.2	21.0	34.6	17.9	49.7	36.9	47.0
	43	4	3	6	11	14	0	11	4	25	7	22	14	3	13	15	13	29	18
DK/RF	4	0	2	0	1	1	0	1	1	3	2	2	1	0	2	1	2	1	4
%	5.4	0.0	15.4	0.0	10.0	4.0	0.0	3.4	13.6	7.6	12.9	4.6	2.7	0.0	8.3	5.7	8.4	2.4	7.1
	5	0	2	0	2	1	0	1	2	3	2	2	1	0	3	1	2	1	4

ETS (#3782) 2006/11/29
 U2. Has your business participated in any of these programs since attending the class?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
Codes	Standards	Other Eng/Con-	End- Arch/trac-	Con-	Eng/Const	tor	Sec- fic Const	tor	Con-	tant	User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ more	Once/ less	Comp- ly	Not- ly	Very satis- fied	Very -T-	
40	8	7	5	6	8	10	5	15	7	17	13	7	17	9	11	17	23	20	19				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
52	11	8	12	7	10	12	13	18	10	23	16	9	23	12	15	22	30	27	24				
19	3	6	4	3	2	3	5	1	10	2	11	6	4	9	4	5	10	9	12	7			
%	48.4	36.4	50.0	71.4	40.0	40.9	51.0	24.8	64.9	25.4	63.0	46.1	60.0	56.5	49.6	42.7	57.6	41.6	59.8	39.2			
25	4	5	6	5	4	5	6	2	12	3	14	7	5	13	6	12	13	15	10				
19	5	3	4	1	3	4	5	3	5	5	5	7	3	7	4	6	7	12	8	10			
%	47.5	63.6	37.5	50.0	28.6	50.0	51.6	49.0	35.1	74.6	31.0	53.9	40.0	39.8	50.4	51.8	42.4	51.2	40.2	52.0			
25	7	3	6	2	5	6	7	4	6	7	8	9	4	9	6	8	10	15	12				
2	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	1	0	2	0	2			
%	4.1	0.0	0.0	0.0	10.0	7.5	0.0	19.8	0.0	0.0	6.1	0.0	0.0	3.7	0.0	5.5	0.0	7.2	0.0	8.8			
2	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	1	0	2	0	2			

U3. Which programs are you aware of?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		AgTAC BANNER															ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED						
TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/ month yr or more less			Comp/ete ly			Very satis fied						
Other Use	Light End- ing	Sec- tor	Eng/ Arch- Const	Con- trac- tor	Sul- tan- t	End User	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large 6-25	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
40	8	9	7	5	6	8	10	5	15	7	17	13	7	17	9	11	17	23	20	19									
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
52	11	8	12	7	10	12	13	7	18	10	23	16	9	23	12	15	22	30	27	24									
16	3	3	5	2	2	3	3	2	7	1	7	6	4	9	3	6	6	10	9	6									
%	39.8	36.4	66.7	42.9	40.0	40.9	34.8	47.5	44.5	16.9	40.8	48.9	49.4	54.7	34.7	51.5	32.9	45.0	47.4	34.2									
22	4	3	8	3	4	5	5	4	8	2	10	8	5	12	5	8	7	15	13	9									
%	8.1	9.1	0.0	8.3	0.0	30.0	24.2	0.0	11.9	0.0	35.8	0.0	4.8	8.6	7.5	11.0	6.0	6.2	10.6										
5	1	0	1	0	3	3	0	1	1	0	4	0	1	1	1	1	3	2	2	3									
%	13.3	27.3	12.5	8.3	14.3	10.0	25.8	14.7	11.9	0.0	8.5	12.8	10.5	19.1	8.6	36.6	0.0	23.3	6.0	17.8									
5	2	1	1	1	1	1	2	1	1	0	1	2	1	1	1	3	0	4	1	4									
%	9.1	0.0	8.3	0.0	30.0	15.1	18.2	11.9	0.0	8.5	6.7	14.3	33.0	0.0	7.0	5.5	11.0	6.0	17.8	3.3									
4	0	1	1	0	2	1	2	1	1	0	1	1	2	2	0	1	1	1	3	1									
%	9.1	0.0	8.3	0.0	30.0	15.1	18.2	11.9	0.0	8.5	6.7	14.3	33.0	0.0	7.0	5.5	11.0	6.0	17.8	3.3									
1	0	0	1	0	1	1	0	1	1	0	1	0	1	1	1	1	1	1	4	1									
%	3.1	0.0	8.3	0.0	10.0	7.5	0.0	11.9	0.0	8.5	0.0	4.8	8.6	0.0	7.0	0.0	3.7	2.7	3.1	3.3									
2	0	0	1	0	1	1	0	1	1	0	1	0	1	1	1	1	1	1	1	1									
%	3.1	0.0	8.3	0.0	10.0	7.5	0.0	11.9	0.0	8.5	0.0	4.8	8.6	0.0	7.0	0.0	3.7	2.7	3.1	3.3									

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		AgTAC BANNER												ATTENDANCE EXPECTATION			SATISFIED						
		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS			FREQUENCY			Not			
Codes	Standards	Other Use	Sec End-Use	Eng/Const	Arch/tor	Con-tract	Sul-tor	New User	Mid 6-25	Senior >25	Small <=5	Large >5	Once/less	Month more	yr or less	or more	Comp-ly	Not	Very	Satis	fy	Not	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--
1	0	0	1	0	0	1	1	1	0	1	0	0	1	0	1	0	1	1	1	1	1	1	1
3.2	0.0	0.0	8.3	14.3	0.0	0.0	6.4	11.9	4.5	0.0	7.6	0.0	3.7	0.0	5.9	3.7	2.9	3.1	3.6				
2	0	0	1	1	0	1	1	1	0	2	0	0	1	0	1	1	1	1	1	1	1	1	1
2	1	0	0	0	0	1	0	0	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1
5.3	9.1	0.0	0.0	28.6	0.0	0.0	7.8	0.0	4.5	9.2	3.9	5.8	0.0	4.0	8.5	11.8	4.5	5.9	3.8	7.2			
3	1	0	0	2	0	0	1	0	1	1	1	1	0	1	1	2	1	2	1	2			
1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0
2.9	0.0	12.5	0.0	0.0	0.0	0.0	0.0	0.0	7.7	15.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.0	0.0	6.1			
1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0	1
1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0
1.6	0.0	0.0	8.3	0.0	0.0	6.4	0.0	0.0	0.0	8.5	0.0	0.0	0.0	0.0	0.0	3.7	0.0	3.1	0.0				
1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0
1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1
2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	19.8	0.0	0.0	0.0	7.9	0.0	6.2	0.0	0.0	0.0	4.5	0.0	5.5			
1	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0	0	1
2	0	0	1	1	1	0	0	0	1	0	1	1	0	2	1	0	2	0	0	1	1	1	1
4.8	0.0	0.0	8.3	14.3	10.0	0.0	0.0	12.9	8.3	0.0	7.6	4.8	0.0	11.5	7.5	0.0	11.3	0.0	6.5	3.3			
3	0	0	1	1	1	0	0	1	2	0	2	1	0	3	1	0	3	0	2	0	2	1	1
2	0	1	1	0	0	0	0	0	1	0	1	1	0	0	0	0	1	1	1	1	1	1	1
5.4	0.0	12.5	0.0	0.0	0.0	0.0	0.0	19.8	7.7	0.0	6.1	8.7	0.0	0.0	10.0	6.7	4.5	5.7	5.5				
2	0	1	0	0	0	0	0	1	1	0	1	1	0	0	0	1	1	1	1	1	1	1	1
7	1	1	1	0	1	1	2	0	4	2	4	1	1	2	2	2	2	4	3	3			
16.5	18.2	12.5	16.7	0.0	10.0	16.6	18.1	0.0	27.3	22.6	22.2	8.7	15.8	7.5	19.7	15.7	14.0	18.3	15.7	18.3			
8	2	1	2	0	1	2	2	0	5	2	5	1	1	2	2	2	2	3	5	4			

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED						
Codes	Stand	Light	Other	Sec	Eng/	Con-	Con-	Arch/	trac-	sul-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Not	Very	Very	Very	Very	Very	Very	Very		
---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	---Z---	---AA---	---AB---	---AC---	
19	3	6	4	3	2	3	5	1	10	2	11	6	4	4	5	10	9	12	7										
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
25	4	5	6	5	4	5	6	2	12	3	14	7	5	13	6	12	13	15	10										
9	1	3	1	1	1	1	2	0	6	0	4	4	2	4	2	4	4	5	4										
%	46.8	25.0	33.3	40.0	50.0	18.4	50.8	0.0	61.1	0.0	39.3	68.6	56.2	44.0	53.8	76.6	41.4	52.3	33.8	67.7									
11	1	3	2	2	2	1	3	0	7	0	5	5	3	5	3	5	4	7	4										
Custom incentive program for more complex energy efficient projects at existing facilities																													
2	1	0	0	1	1	1	1	0	1	1	1	0	0	1	0	1	1	1	1										
%	10.6	25.0	0.0	20.0	25.0	18.4	0.0	0.0	14.8	33.5	13.3	0.0	0.0	6.6	0.0	13.8	6.4	14.9	11.5	9.1									
3	1	0	0	1	1	1	0	0	2	1	2	0	0	1	0	1	1	2	2										
Incentive and technical assistance program for new construction																													
3	1	0	0	1	1	1	1	0	1	0	2	1	0	1	1	1	1	1	1										
%	14.8	50.0	0.0	40.0	0.0	44.8	13.6	0.0	7.0	0.0	19.5	12.5	17.5	15.2	17.1	13.8	14.6	14.9	18.3	9.1									
Agricultural incentives and pumping services																													
1	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0										
%	5.9	0.0	20.0	0.0	0.0	0.0	23.0	0.0	0.0	0.0	10.6	0.0	26.3	0.0	0.0	0.0	0.0	0.0	11.9	0.0	15.4								
Incentive program for multi-family properties																													
1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0										
%	3.5	0.0	0.0	20.0	0.0	0.0	0.0	0.0	7.0	0.0	6.3	0.0	0.0	0.0	0.0	13.8	0.0	7.0	0.0	9.1									

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

	AGTAC BANNER												ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			Once/Comp/Very			Not						
	Codes	Stand	Stand	Other	Sec	Eng/	Con-	Con-	trac-	End	New	Mid	Sen-	Small	Once/	Comp/	Very	Not	Very	Very	Very	
	ards	ing	ing	Use	fic	Const	tor	tor	User	<=5	6-25	>25	>25	<=5	more	ly	ly	ly	ly	ly	ly	
	--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
Incentive program for distributors or other vendors of energy efficient equipment	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1
%	3.2	0.0	0.0	16.7	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.5	0.0	0.0	8.4
Other rebate/financial incentive program	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
%	3.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	0.0	0.0	0.0	0.0	0.0	0.0	13.8	0.0	0.0	9.1
Other renewable/self-generation program	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
%	3.2	0.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	6.5	0.0	5.8	0.0	0.0	6.6	0.0	0.0	0.0	6.4	0.0	0.0	8.4
Other	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
%	6.7	0.0	0.0	16.7	20.0	0.0	0.0	0.0	0.0	6.4	0.0	12.0	0.0	0.0	13.8	15.2	0.0	13.2	0.0	10.8	0.0	0.0
None	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	9.4	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	0.0	6.3	18.9	0.0	7.2	0.0	23.4	11.7	7.0	15.2	0.0	0.0
Don't know	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	12.3	0.0	20.0	33.3	0.0	0.0	18.3	35.6	0.0	6.4	33.3	5.8	18.9	26.3	6.6	39.7	0.0	18.0	6.5	19.9	0.0	0.0

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
Codes	Stand	Light	Other	Sec	Eng/	Con-	Con-	Arch/	trac-	sul-	End	New	Mid	Sen-	Small	Large	Once/	Once/	Comp-	Not	Very	Not	Very			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	
40	8	9	7	5	6	8	10	5	15	7	17	13	7	17	9	11	17	23	20	19						
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
52	11	8	12	7	10	12	13	7	18	10	23	16	9	23	12	15	22	30	27	24						
10	1	3	2	1	2	1	2	1	4	1	4	3	1	6	3	4	4	6	5	4						
%	25.0	37.5	25.0	28.6	30.0	16.7	20.6	11.9	28.2	8.5	26.3	23.9	10.5	36.7	35.1	32.3	21.9	27.4	26.2	19.3						
13	2	3	3	2	3	2	3	1	5	1	6	4	1	8	4	5	4	9	7	5						
3	1	1	0	0	1	1	2	0	0	1	1	2	1	1	3	0	3	0	3	0						
%	8.2	18.2	0.0	0.0	10.0	16.7	19.5	0.0	0.0	8.5	4.4	14.5	15.8	8.3	29.7	0.0	19.3	0.0	16.4	0.0						
4	2	1	0	0	1	2	2	0	0	1	1	2	1	2	3	0	4	0	4	0						
Prescriptive rebate program for standard energy efficiency measures at existing facilities																										
Custom incentive program for more complex energy efficiency projects at existing facilities																										
Incentive and technical assistance program for new construction																										
1	1	0	0	1	0	1	1	0	0	0	1	0	1	1	0	0	1	1	1	1						
%	3.6	9.1	0.0	14.3	0.0	9.1	6.9	0.0	0.0	0.0	8.4	0.0	10.5	4.0	0.0	0.0	4.0	3.3	7.2	0.0						
2	1	0	0	1	0	1	1	0	0	0	2	0	1	1	0	0	1	1	2	0						
Agricultural incentives and pumping services																										
1	0	0	0	0	1	1	0	0	0	1	0	1	1	1	0	1	1	1	1	0						
%	3.1	0.0	0.0	0.0	20.0	7.5	0.0	0.0	0.0	8.5	0.0	4.8	8.6	3.7	0.0	5.5	3.7	2.7	0.0	6.6						
2	0	0	0	0	2	1	0	0	0	1	0	1	1	0	1	1	1	1	1	0						
Incentive program for multi-family properties																										
1	0	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	1	0	1	0						
%	1.6	0.0	8.3	0.0	0.0	0.0	6.4	11.9	0.0	0.0	3.6	0.0	0.0	3.7	0.0	0.0	3.7	0.0	3.1	0.0						
1	0	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	1	0	1	0						

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																		
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New <=5		Small <=5		Once/month		Once/yr		More/less		Com-lete		Not					
		Sec-tor	Eng/Arch/Const	Con-tractor	trac-tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	
		Light Use	End-Use	Speci-fic	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
Incentive program for distributors or other vendors of energy efficient equipment	%	6.1	0.0	12.5	8.3	14.3	0.0	0.0	0.0	0.0	12.9	11.8	0.0	7.6	8.7	0.0	14.6	7.5	0.0	14.3	0.0	14.3	0.0	12.2	0.0
Other rebate/financial incentive program	%	4.4	0.0	12.5	8.3	0.0	0.0	0.0	0.0	4.2	10.3	0.0	10.3	0.0	15.8	3.7	0.0	0.0	0.0	3.7	5.0	3.1	6.1	1	1
Other renewable/self-generation program	%	1.7	0.0	0.0	0.0	14.3	0.0	0.0	0.0	4.5	0.0	4.5	0.0	0.0	9.3	0.0	0.0	0.0	5.9	0.0	2.9	0.0	2.9	0.0	3.6
Rebate programs (not specified)	%	3.2	0.0	0.0	8.3	14.3	0.0	0.0	0.0	8.7	0.0	7.6	0.0	7.6	0.0	0.0	3.7	0.0	5.9	3.7	2.9	3.1	3.6	1	1
None	%	9.1	0.0	12.5	25.0	0.0	10.0	7.5	0.0	23.7	11.8	8.5	7.3	13.4	0.0	11.2	13.9	10.0	14.0	5.4	11.9	6.6	2	2	
Don't know	%	39.0	63.6	12.5	33.3	14.3	30.0	42.5	42.6	39.6	39.1	66.1	36.3	34.7	29.6	17.7	22.4	40.4	23.6	50.4	26.9	54.3	10	12	

U6. Did the class provide you with information about any of these programs?
 BASE: Respondents who aware of the programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp- month yr or		Not comp- lete		Very satis- fied					
		TYPE OF BUSINESS		Sen-ior		New Mid		Small <=5		Large >100		more less		ly		-T-					
		Other	Eng/	Con-	Con-	End	Sen-ior	Con-	Con-	Sen-ior	Con-	Con-	Sen-ior	Con-	Con-	Sen-ior	Con-				
		Use	Const	tor	trac-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor				
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---				
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---				
Total	40	8	9	7	5	6	8	10	5	15	7	17	13	7	17	9	11	17	23	20	19
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	26	4	7	5	5	3	3	5	5	13	4	12	9	4	13	6	8	12	15	15	11
	%	66.3	45.5	75.0	66.7	100.0	40.9	53.5	88.1	88.9	55.8	70.4	69.5	54.7	81.3	64.9	70.3	69.7	63.9	76.2	59.9
No	12	3	2	2	0	3	3	4	1	2	3	4	3	2	3	3	2	4	7	4	7
	%	29.9	36.4	25.0	33.3	0.0	50.0	46.5	11.9	11.1	44.2	25.2	24.8	34.9	18.7	35.1	16.4	25.9	32.8	20.0	36.1
Dk/RF	1	1	0	0	0	0	1	0	0	0	0	1	1	1	0	0	1	1	1	1	1
	%	3.8	18.2	0.0	0.0	0.0	18.3	0.0	0.0	0.0	0.0	4.4	5.8	10.5	0.0	0.0	13.3	4.5	3.3	3.8	4.0

U7. Which programs?
 BASE: Respondents who said the class provided information about program

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED								
Codes	Standards	Light Use	Other End-Use	Sec	Eng/Const	Arch/Const	Tractor	Contractor	Consultant	Supplier	End User	New	Mid	Senior	Small	Medium	Large	Once	More	Less	Once	More	Less	Comp	lete	Not	Very	Very				
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	--AC--				
26	4	7	5	5	3	3	5	5	5	13	4	12	9	4	13	6	8	12	15	11	11	15	15	15	15	11	11	11				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
34	5	6	8	7	5	5	7	6	6	16	5	17	10	5	18	8	10	15	19	20	14	14	19	20	14	14	14	14				
15	2	5	3	3	2	2	3	3	3	7	1	7	6	3	8	4	4	7	9	10	5	5	9	10	5	5	5	5				
%	58.6	60.0	66.7	62.5	57.1	60.0	59.3	60.5	62.9	56.2	15.2	59.5	70.9	80.8	61.1	64.7	47.2	56.8	60.0	66.5	47.8	47.8	66.5	60.0	66.5	47.8	47.8	47.8				
20	3	4	5	4	3	3	4	4	4	9	1	10	7	4	10	5	8	12	13	7	7	13	12	13	7	7	7	7				
5	1	1	1	0	1	1	2	2	2	0	1	1	4	2	2	2	0	3	2	3	2	3	2	3	2	2	2	2				
%	18.1	20.0	16.7	25.0	0.0	20.0	40.8	33.9	49.4	0.0	15.2	5.2	39.0	44.6	17.8	43.4	0.0	26.6	11.3	20.6	14.7	14.7	20.6	11.3	20.6	14.7	14.7	14.7				
6	1	1	2	0	1	1	2	2	3	0	1	1	4	2	3	3	0	4	2	4	2	4	2	4	2	2	2	2	2			
2	0	0	0	1	1	1	1	1	1	0	0	2	1	1	1	1	0	1	0	1	1	1	1	1	1	1	1	1	1			
%	8.8	0.0	0.0	14.3	20.0	18.4	13.0	22.5	0.0	0.0	0.0	14.2	6.8	15.8	5.0	10.7	0.0	11.0	7.0	8.5	9.2	9.2	7.0	8.5	9.2	9.2	9.2	9.2	9.2			
3	0	0	0	1	1	1	1	1	1	0	0	2	1	1	1	1	0	2	1	2	1	2	1	2	1	2	1	2	1	1		
2	0	1	0	1	0	0	0	0	0	1	2	0	0	0	0	0	1	0	1	0	2	0	2	0	2	0	2	0	2	0	2	
%	6.8	0.0	16.7	0.0	14.3	0.0	0.0	0.0	0.0	8.6	44.4	0.0	0.0	0.0	5.0	0.0	8.4	0.0	12.3	0.0	16.1	16.1	12.3	0.0	16.1	16.1	16.1	16.1	16.1	16.1	16.1	
2	0	1	0	1	0	0	0	0	0	1	2	0	0	0	0	0	1	0	2	0	2	0	2	0	2	0	2	0	2	0	2	
1	0	0	1	0	0	1	1	1	0	0	1	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	
%	2.3	0.0	0.0	12.5	0.0	0.0	18.3	11.9	0.0	0.0	15.2	0.0	0.0	0.0	0.0	10.7	0.0	5.2	0.0	4.1	0.0	4.1	0.0	4.1	0.0	4.1	0.0	4.1	0.0	4.1	0.0	4.1
1	0	0	1	0	0	1	1	1	0	0	1	0	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1

U7. Which programs?
 BASE: Respondents who said the class provided information about program

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
Codes	Standards	Eng/Const	Arch/Const	trac/tor	Con-stant	Sec-tor	Other Use	Light-ing	HVAC	Eng/Const	New User	Mid-6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Not-ly	Very satis-	Not-ly	Very satis-
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0
2.3	0.0	0.0	12.5	0.0	18.3	11.9	0.0	0.0	0.0	15.2	0.0	0.0	0.0	0.0	0.0	10.7	0.0	5.2	0.0	4.1	0.0	0.0
1	0	0	1	0	1	1	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0	0
1	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0
4.9	0.0	0.0	12.5	14.3	0.0	18.3	11.9	0.0	5.1	15.2	5.6	0.0	0.0	0.0	0.0	10.7	8.4	5.2	4.6	4.1	6.0	1
2	0	0	1	1	0	1	1	0	1	1	1	0	0	0	0	1	0	1	0	1	1	1
1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
3.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	0.0	8.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.0	0.0	9.2	1
1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
2	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	2	1	1	1	1	1	1
7.2	0.0	0.0	12.5	14.3	20.0	0.0	0.0	9.4	0.0	15.9	0.0	15.9	0.0	0.0	14.1	11.6	7.8	10.9	4.2	8.5	5.5	1
3	0	0	1	1	1	0	0	0	2	0	3	0	0	0	3	1	1	2	1	2	1	1
4	1	1	1	0	1	0	0	0	3	1	2	1	2	1	1	0	3	2	2	2	2	2
15.7	20.0	16.7	12.5	0.0	20.0	0.0	14.6	0.0	25.8	25.3	10.3	20.8	19.2	9.2	0.0	36.6	14.9	16.4	11.5	21.4	11.5	21.4
5	1	1	1	0	1	0	0	0	4	1	2	2	2	1	2	0	3	2	3	2	3	3

ETS (#3782)
 2006/11/29
 Cl. Has your business purchased any major energy-using equipment, such as lighting, refrigeration, HVAC, or food service equipment since attending the class?
 BASE: End Users

COURSE TYPE		AGTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not				
Codes	Standards	Other	Eng/Arch/Const	Con/Trac/Const	Con/sul-tant	End User	New	Mid	Sen	Small	Large	Once	Comp	Very	Not	Very	Not			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
13	1	6	2	2	1	0	0	0	13	2	6	4	1	7	1	6	5	8	7	6
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
16	1	5	4	3	2	0	0	0	16	2	9	4	1	9	1	7	6	10	8	8
8	1	2	2	1	1	0	0	0	8	1	4	3	1	4	1	4	3	6	4	4
%	64.4	100.0	66.7	100.0	0.0	0.0	0.0	0.0	64.4	47.6	61.7	71.8	100.0	50.4	100.0	69.6	54.4	71.2	63.7	65.1
11	1	2	3	2	2	0	0	0	11	1	6	3	1	5	1	5	3	8	5	6
4	0	2	1	1	0	0	0	0	4	1	1	1	0	2	0	1	1	2	1	2
%	27.0	0.0	25.0	33.3	0.0	0.0	0.0	0.0	27.0	52.4	20.4	28.2	0.0	33.8	0.0	11.3	24.2	28.8	19.3	34.9
4	0	2	1	1	0	0	0	0	4	1	2	1	0	3	0	1	2	2	2	2
1	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	1	1	0	1	0
%	8.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	0.0	17.9	0.0	0.0	15.8	0.0	19.1	21.4	0.0	17.0	0.0
1	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	1	1	0	1	0

COURSE TYPE		AGTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION SATISFIED										
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS												
		Other	Eng/	Con-	Con-	Sec-	Light	End-	Speci	Arch/	trac-	Eng/	Sen-	Small	Large	yr or	lete	com-	Very	Not				
		Use	Const	tor	tor	tor	ing	ing	fic	Const	tor	tor	ior	<=5	>25	more	less	ly	ly	ly				
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--					
Total		13	1	6	2	2	1	0	0	0	0	0	13	2	6	4	1	7	1	6	5	8	7	6
	%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		16	1	5	4	3	2	0	0	0	0	16	2	9	4	1	9	1	7	6	10	8	8	
Yes		7	1	3	1	1	1	0	0	0	0	7	0	3	3	1	3	0	2	3	4	4	3	3
	%	55.8	100.0	60.0	50.0	66.7	50.0	0.0	0.0	0.0	0.0	55.8	0.0	51.9	84.6	100.0	48.9	0.0	41.7	54.4	56.7	63.7	47.6	47.6
		9	1	3	2	2	1	0	0	0	0	9	0	5	3	1	4	0	3	3	6	5	4	4
No		4	0	1	1	1	1	0	0	0	0	4	2	1	1	0	2	1	2	1	3	1	3	3
	%	30.9	0.0	20.0	25.0	33.3	50.0	0.0	0.0	0.0	0.0	30.9	100.0	20.4	15.4	0.0	26.6	100.0	39.1	12.6	43.3	10.0	52.4	52.4
		5	0	1	1	1	1	0	0	0	0	5	2	2	1	0	3	1	3	1	4	1	4	4
Dk/RF		2	0	1	1	0	0	0	0	0	0	2	0	2	0	0	2	0	1	2	0	0	2	0
	%	13.3	0.0	20.0	25.0	0.0	0.0	0.0	0.0	0.0	0.0	13.3	0.0	27.7	0.0	0.0	24.4	0.0	19.1	33.0	0.0	26.2	0.0	0.0
		2	0	1	1	0	0	0	0	0	0	2	0	2	0	0	2	0	1	2	0	0	2	0

ETS (#3782) 2006/11/29
 CIB. Since attending the class, have you made any major changes to the building's shell - such as, insulating walls, replacing a roof or windows, etc.?
 BASE: End User

COURSE TYPE		AGTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very						
		Other	Light	Sec	Eng/	Con-	Con-	Con-	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-				
		Use	Use	tor	Const	tor	tor	tor	tor	ior	ior	ior	ior	ior	ior	ior	ior	ior				
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---			
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---
Total	13	1	6	2	2	1	0	0	0	13	2	6	4	1	7	1	6	5	8	7	6	6
	%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	16	1	5	4	3	2	0	0	0	16	2	9	4	1	9	1	7	6	10	8	8	8
Yes	6	0	2	1	1	1	0	0	0	6	1	2	3	1	4	1	2	2	5	2	5	5
	%	49.3	0.0	50.0	66.7	50.0	0.0	0.0	0.0	49.3	47.6	30.2	71.8	100.0	57.5	100.0	40.0	33.0	60.3	26.2	73.0	73.0
	8	0	2	2	2	1	0	0	0	8	1	3	3	1	5	1	3	2	6	2	6	6
No	6	1	2	1	1	1	0	0	0	6	1	3	1	0	2	0	2	2	3	4	2	2
	%	42.1	100.0	50.0	33.3	50.0	0.0	0.0	0.0	42.1	52.4	51.9	28.2	0.0	26.6	0.0	40.9	45.6	39.7	56.8	27.0	27.0
	7	1	2	2	1	1	0	0	0	7	1	5	1	0	3	0	3	3	4	5	2	2
Dk/RF	1	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	1	1	0	1	0	0
	%	8.6	0.0	20.0	0.0	0.0	0.0	0.0	0.0	8.6	0.0	17.9	0.0	0.0	15.8	0.0	19.1	21.4	0.0	17.0	0.0	0.0
	1	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	1	1	0	1	0	1

ETS (#3782) 2006/11/29
 CIC. Since attending the class, have you made any major changes to the design of your facility, such as adding more space or remodeling existing space?
 BASE: End User

COURSE TYPE		AGTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS									
		TYPE OF BUSINESS		New User		Mid 6-25		Senior >25		Small <=5		Large >100		Once/month		Once/yr		Comp/lete		Not very	
Codes	Standards	Other	Eng/Const	Con/Const	trac/tor	End User	6-25	Senior	Small	Large	Once	Once	Comp	Comp	Very	Very	Very	Very	Very	Very	Very
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--
13	1	6	2	2	1	0	0	0	13	2	6	4	1	7	1	6	5	8	7	6	6
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
16	1	5	4	3	2	0	0	0	16	2	9	4	1	9	1	7	6	10	8	8	8
7	1	2	1	1	1	0	0	0	7	1	3	3	1	4	1	2	2	5	2	5	5
%	55.0	100.0	40.0	50.0	66.7	50.0	0.0	0.0	55.0	47.6	42.1	71.8	100.0	57.5	100.0	40.0	33.0	69.8	37.5	73.0	73.0
9	1	2	2	2	1	0	0	0	9	1	4	3	1	5	1	3	2	7	3	6	6
5	0	2	1	1	1	0	0	0	5	1	3	1	0	2	0	2	2	2	3	2	2
%	36.4	0.0	40.0	50.0	33.3	50.0	0.0	0.0	36.4	52.4	39.9	28.2	0.0	26.6	0.0	40.9	45.6	30.2	45.5	27.0	27.0
6	0	2	2	1	1	0	0	0	6	1	4	1	0	3	0	3	3	3	4	2	2
1	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	1	1	0	1	0	0
%	8.6	0.0	20.0	0.0	0.0	0.0	0.0	0.0	8.6	0.0	17.9	0.0	0.0	15.8	0.0	19.1	21.4	0.0	17.0	0.0	0.0
1	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	1	1	0	1	0	0

COURSE TYPE		AGTAC BANNER																	
		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED					
Codes	Standards	Other Use	Light End-Use	Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	New User	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- lete- ly	Not comp- lete- ly	Very satis- fied	Not very satis- fied	
13	1	6	2	2	1	0	0	13	2	6	4	1	7	1	6	5	8	7	6
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
16	1	5	4	3	2	0	0	16	2	9	4	1	9	1	7	6	10	8	8
5	1	3	1	0	0	0	0	5	0	1	3	0	3	0	1	2	2	4	1
%	36.2	100.0	0.0	0.0	0.0	0.0	0.0	36.2	0.0	21.7	84.6	0.0	40.3	0.0	19.1	42.7	31.9	54.5	17.5
5	1	3	1	0	0	0	0	5	0	2	3	0	3	0	1	2	3	4	1
6	0	1	2	2	1	0	0	6	1	3	1	1	3	1	3	1	4	2	4
%	42.6	0.0	75.0	100.0	50.0	0.0	0.0	42.6	52.4	50.6	15.4	100.0	35.2	100.0	44.4	24.2	55.1	28.5	57.1
8	0	1	3	3	1	0	0	8	1	5	1	1	4	1	4	2	6	3	5
3	0	1	0	0	1	0	0	3	1	2	0	0	2	0	2	2	1	1	2
%	21.1	0.0	0.0	0.0	0.0	0.0	0.0	21.1	47.6	27.8	0.0	0.0	24.5	0.0	36.5	33.0	13.1	17.0	25.4
3	0	1	0	0	1	0	0	3	1	2	0	0	2	0	2	2	1	1	2

ETS (#3782) 2006/11/29
C2. Did the class in any way influence the decision you made about ...the new equipment you purchased
BASE: End User who purchased major energy-using equipment

===== AgTAC BANNER =====																				
COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED					
Codes	Other	Sec	Eng/	Con-	Con-	New	Mid	Sen-	Small	Once/	Once/	Comp-	Comp-	Very	Not					
Stand	Light	Other	Arch/	trac-	sul-	End	6-25	ior	<=5	more	less	ly	lete	satis	Very					
-A-	-D-	-E-	-G-	-H-	-I-	User	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--					
----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----					
8	1	2	2	1	1	0	0	0	0	0	4	1	4	1	4	3	6	4	4	
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
11	1	2	3	2	2	0	0	0	11	1	6	3	1	5	1	5	3	8	5	6
4	1	1	1	1	1	0	0	0	4	0	3	1	0	1	0	2	2	2	2	1
%	44.7	100.0	50.0	50.0	50.0	0.0	0.0	0.0	44.7	0.0	68.3	39.3	0.0	34.3	0.0	43.8	60.7	36.5	58.8	30.5
5	1	1	1	1	1	0	0	0	5	0	4	1	0	2	0	2	2	3	3	2
5	0	1	1	1	1	0	0	0	5	1	1	2	1	2	1	2	1	4	2	3
%	55.3	0.0	50.0	50.0	50.0	0.0	0.0	0.0	55.3	100.0	31.7	60.7	100.0	65.7	100.0	56.2	39.3	63.5	41.2	69.5
6	0	1	2	1	1	0	0	0	6	1	2	2	1	3	1	3	1	5	2	4

ETS (#3782) 2006/11/29
 C2A. Did the class in any way influence the decision you made about ... the changes you made to your equipment operation or maintenance?
 BASE: End User who made major changes to operation or maintenance of equipment

```

===== AgTAC BANNER =====
COURSE TYPE      TYPE OF BUSINESS      YEARS OF INDUSTRY      ATTENDANCE FREQUENCY      EXPECTATION      SATISFIED
-----
Codes            Other Eng/ Con-      New Mid Sen-      Once/ Once/ Comp-      Not
Stand            -ing Use -fic Spec-   -fic Const tor   -tor   -tor   -tor   -tor   -tor   -tor   -tor
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
7 1 3 1 1 1 1 1 0 0 0 0 3 3 3 1 1 3 0 2 3 4 4 4 3
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
9 1 3 2 2 2 2 2 1 0 0 0 9 0 0 5 3 1 4 0 3 3 6 6 5 4

Yes
% 67.8 100.0 66.7 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
5 1 2 0 0 1 1 1 0 0 0 5 0 2 2 2 1 2 0 2 2 2 3 2 2 3
6 1 2 0 0 2 1 1 0 0 0 6 0 0 3 2 1 2 0 3 2 2 4 4 2 4

No
% 32.2 0.0 33.3 100.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0
2 0 1 1 1 0 0 0 0 0 0 2 0 1 1 1 0 2 0 0 0 1 1 1 2 0
3 0 1 2 0 0 0 0 0 0 0 3 0 0 2 1 0 2 0 0 0 0 0 0 0 0 0

```


ETS (#3782) 2006/11/29
 C2B. Did the class in any way influence the decision you made about . . . the changes you made to the building shell
 BASE: End User who made change to the building shell

```

===== AgTAC BANNER ===== ATTENDANCE EXPECTATION SATISFIED
COURSE TYPE YEARS OF INDUSTRY EXPERIENCE SIZE OF BUSINESS ATTENDANCE FREQUENCY EXPECTATION SATISFIED
-----
Codes Other Eng/ Con- Con- Not
Stand End- Speci Arch/ trac- sul- Sen-
ards HVAC -ing Use -fic Const tor tant User <=5 6-25 >25 <=5 >100 more less -ly -ly -ly -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
6 0 2 1 1 1 0 0 0 0 6 1 2 3 1 4 1 2 2 5 2 5 2
% 100.0 0.0 100.0 100.0 100.0 100.0 0.0 0.0 0.0 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
8 0 2 2 2 1 0 0 0 0 8 1 3 3 1 5 1 3 2 6 6 6 6
Total 2 0 0 0 1 1 0 0 0 0 2 0 0 1 0 1 1 2 2 5 2 0 2
% 30.2 0.0 0.0 0.0 100.0 100.0 0.0 0.0 0.0 0.0 30.2 0.0 67.7 0.0 100.0 15.0 0.0 0.0 56.6 35.4 28.3 0.0 41.4
3 0 0 0 2 1 0 0 0 0 3 0 2 0 1 1 0 2 1 1 2 0 3
Total 5 0 2 1 0 0 0 0 0 0 5 1 1 3 0 3 1 1 1 3 2 3 3
% 69.8 0.0 100.0 100.0 0.0 0.0 0.0 0.0 0.0 0.0 69.8 100.0 32.3 100.0 0.0 85.0 100.0 43.4 64.6 71.7 100.0 58.6
5 0 2 2 0 0 0 0 0 0 5 1 1 3 0 4 1 1 1 4 4 2 3

```

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS						
		Sec-	Other	Eng/	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-
		tor	End-	Arch/	trac-	sul-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
		Stand	Use	Const	tor	tant	User	End	New	Mid	lor	Small	Large	month	yr	or	lete	satis
		ards	ing	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
		HWAC	Use	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
		--B--	--E--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
		Codes	Light	Eng/	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-
		Stand	Use	Const	tor	tant	User	End	New	Mid	lor	Small	Large	month	yr	or	lete	satis
		ards	ing	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
		HWAC	Use	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
		--A--	--D--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--
Total	7	1	1	1	0	0	0	7	1	3	3	1	4	1	2	2	5	2
	%	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	3	1	1	1	0	0	0	3	0	3	0	1	1	0	1	1	3	1
	%	46.0	100.0	100.0	0.0	0.0	0.0	46.0	0.0	100.0	0.0	100.0	30.0	0.0	56.6	35.4	49.4	54.7
No	4	0	0	0	0	0	0	4	0	4	0	1	2	0	2	1	4	2
	%	54.0	0.0	0.0	0.0	0.0	0.0	54.0	100.0	0.0	100.0	0.0	70.0	100.0	43.4	64.6	50.6	45.3

ETS (#3782) 2006/11/29
 C2D. Did the class in any way influence the decision you made about . . . the other changes you made?
 BASE: End User who made other changes

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					
		Sec	Eng/ Arch/ Const	Con/ trac/ tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- lete	Comp- lete	Very satis- fied	Not very
5	1	0	0	0	0	0	0	1	3	0	3	0	1	2	2	4	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0
5	1	0	0	0	0	0	0	2	3	0	3	0	1	2	3	4	1
2	0	1	0	0	0	2	0	1	1	0	2	0	0	0	2	1	1
%	36.7	0.0	0.0	0.0	0.0	36.7	0.0	45.0	33.3	0.0	60.7	0.0	0.0	0.0	69.9	17.0	100.0
2	0	1	0	0	0	2	0	1	1	0	2	0	0	0	2	1	1
3	1	2	0	0	0	3	0	1	2	0	1	0	1	2	1	3	0
%	63.3	100.0	0.0	0.0	0.0	63.3	0.0	55.0	66.7	0.0	39.3	0.0	100.0	100.0	30.1	83.0	0.0
3	1	2	0	0	0	3	0	1	2	0	1	0	1	2	1	3	0

ETS (#3782)
 C3. What influence did it have on the new equipment you purchased?
 BASE: End User who said class influenced decision

COURSE TYPE		AgTAC BANNER												ATTENDANCE EXPECTATION			SATISFIED		
		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			FREQUENCY			Not					
		Other	Eng/	Con-	Sec-	End	New	Mid	Sen-	Small	Once/	Once/	Once/	Not	Very	Very	Very		
		Use	Const	tor	tor	Use	User	6-25	ior	<=5	more	less	more	ly	ly	ly	ly		
		ing	tor	trac-	tor	End	End	6-25	ior	<=5	more	less	more	ly	ly	ly	ly		
		ing	tor	trac-	tor	Use	End	6-25	ior	<=5	more	less	more	ly	ly	ly	ly		
		ing	tor	trac-	tor	Use	End	6-25	ior	<=5	more	less	more	ly	ly	ly	ly		
		ing	tor	trac-	tor	Use	End	6-25	ior	<=5	more	less	more	ly	ly	ly	ly		
		ing	tor	trac-	tor	Use	End	6-25	ior	<=5	more	less	more	ly	ly	ly	ly		
		ing	tor	trac-	tor	Use	End	6-25	ior	<=5	more	less	more	ly	ly	ly	ly		
Total	4	1	1	1	1	1	0	0	3	1	0	2	1	0	2	2	2	2	
	%	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	
More energy efficient	1	1	0	0	0	1	0	1	0	0	0	0	1	0	0	1	1	1	
	%	36.2	100.0	0.0	0.0	36.2	0.0	51.6	0.0	50.1	0.0	0.0	35.4	0.0	36.9	30.1	48.1	48.1	
Cost savings/purchase energy efficient equip	2	0	1	0	1	0	2	0	1	1	0	2	1	0	2	1	1	1	
	%	47.5	0.0	100.0	0.0	47.5	0.0	25.2	100.0	0.0	0.0	100.0	64.6	0.0	32.8	45.3	51.9	51.9	
More aware of energy efficient equip	2	0	1	0	1	1	0	2	0	1	0	2	1	0	2	1	1	1	
	%	63.9	0.0	100.0	0.0	63.9	0.0	48.5	100.0	0.0	50.1	100.0	100.0	0.0	32.8	45.3	100.0	100.0	
Other	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	1	1	0	
	%	16.3	0.0	100.0	0.0	16.3	0.0	23.2	0.0	49.9	0.0	0.0	0.0	0.0	30.2	24.6	0.0	0.0	

ETS (#3782) 2006/11/29
 C3A. What influence did it have on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class influenced decision

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp/Not			More/less/ly			-P--Q--R--S--T--U--			
		Sec-	Other	Eng/	Con-	Con-	Sen-	New	Mid	Sen-	Small	Large	Once/	Comp/	Not	More/	less/	ly	-P--	-Q--	-R--	-S--	-T--	-U--
		tor	End-	Arch/	trac-	sul-	ior	<=5	6-25	>25	<=5	>100	month	yr or	lete	ly	-ly	-R--	-S--	-T--	-U--			
		Use	ing	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	-ly	-R--	-S--	-T--	-U--					
		---D--	---E--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--						
		---C--	---D--	---E--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--					
Total	5	1	2	0	1	1	0	0	0	2	2	1	2	0	2	2	3	2	3	2	2	3	2	3
	%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Maintenance on better schedule/more aware	2	1	1	0	0	0	0	2	0	1	1	0	2	0	0	0	1	2	1	2	1	2	1	2
	%	50.3	100.0	50.0	0.0	0.0	50.3	0.0	67.2	50.0	0.0	100.0	0.0	0.0	0.0	0.0	35.4	58.5	39.9	56.7	39.9	56.7	56.7	
Other	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	1	1	1	0	1	0	1	0	
	%	22.8	0.0	50.0	0.0	0.0	0.0	22.8	0.0	0.0	50.0	0.0	0.0	0.0	45.8	64.6	0.0	60.1	0.0	60.1	0.0	60.1	0.0	
DK/RF	1	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0	1	0	1	0	1	
	%	26.9	0.0	0.0	100.0	0.0	0.0	26.9	0.0	32.8	0.0	100.0	0.0	0.0	54.2	0.0	41.5	0.0	43.3	0.0	43.3	0.0	43.3	

ETS (#3782)
 C3B. What influence did it have on the changes you made the building shell?
 BASE: End User who said class influenced decision

COURSE TYPE	AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp/Not			More/Less/Not			
Codes	Other	Eng/	Con-	Con-	Sec-	Eng/	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	
Standards	Light	Arch/	trac-	trac-	tor	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	
HWAC	ing	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
Total	2	0	0	0	1	1	0	0	0	2	0	1	0	1	0	1	1	1	0	2
%	100.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	0.0	100.0
Knowledge/information	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1
%	31.6	0.0	0.0	0.0	100.0	31.6	0.0	31.6	0.0	48.1	0.0	48.1	0.0	0.0	100.0	0.0	0.0	100.0	0.0	31.6
Other	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1
%	34.2	0.0	0.0	0.0	50.0	0.0	0.0	34.2	0.0	51.9	0.0	51.9	0.0	0.0	0.0	50.0	0.0	50.0	0.0	34.2
DK/RF	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
%	34.2	0.0	0.0	0.0	50.0	0.0	0.0	34.2	0.0	0.0	0.0	0.0	100.0	0.0	0.0	50.0	0.0	50.0	0.0	34.2

ETS (#3782)
 C3C. What influence did it have on the changes you made to your facility design?
 BASE: End User who said class influenced decision

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED																				
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																													
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New User		Small <=5		Large >100		Once/month		Comp-lete		Not																		
		Eng/Const	Con-tor	Con-sul-tant	Con-trac-tor	Eng-Arch	Speci-fic	Other	Sec-tor	Light Use	End-Use	End-User	New <=5	Mid 6-25	Sen-ior >25	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0			
Total	3	1	0	1	1	1	0	0	0	0	0	3	0	0	1	1	0	0	1	1	1	3	1	1	2											
	%	100.0	0.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Other	1	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	1	1											
	%	41.2	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	41.2	0.0	51.6	0.0	50.1	0.0	0.0	0.0	0.0	0.0	100.0	27.8	55.0	31.6											
DK/RF	2	0	0	1	1	0	0	0	0	0	0	2	0	0	1	1	0	0	1	1	0	2	1	0	2											
	%	58.8	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	58.8	0.0	48.4	0.0	49.9	0.0	100.0	0.0	100.0	0.0	72.2	45.0	68.4												

ETS (#3782)
 C3D. What influence did it have on the other changes you made?
 BASE: End User who said class influenced decision

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS						
Codes	Standards	Other End-Use	Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once more	Once less	Comp- ly	Comp- ly	Very satis- fied	Not very	
2	0	1	0	0	0	0	0	1	1	0	0	2	0	0	0	2	1	1
%	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	
2	0	1	0	0	0	0	0	1	1	0	0	2	0	0	0	2	1	1
%	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	
2	0	1	0	0	0	0	0	1	1	0	0	2	0	0	0	2	1	1
%	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	

2006/11/29

COURSE TYPE		AGTAC BANNER										ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED				
Codes	Light End-Use	Other End-Use	Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- ior >25	YEARS OF INDUSTRY EXPERIENCE	SIZE OF BUSINESS	Once/ month	Comp- lete	Not			
	ing Use	Use	-fic	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--		<=5	more	ly	ly			
Total	5	0	1	1	1	0	0	0	0	0	1	2	1	2	1	4	2	3
%	100.0	0.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	6	0	1	2	1	1	0	0	0	0	6	1	2	3	1	5	2	4
%	72.5	0.0	100.0	50.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	74.0	0.0	71.1	100.0	63.8	100.0
	4	0	1	1	0	1	0	0	0	1	2	1	0	2	1	3	2	2
	1	0	0	1	0	0	0	0	0	0	1	1	1	1	1	0	1	0
%	27.5	0.0	0.0	50.0	100.0	0.0	0.0	0.0	0.0	35.2	100.0	26.0	100.0	28.9	0.0	36.2	0.0	43.8
	2	0	0	1	1	0	0	0	0	0	0	1	1	1	1	0	2	2

ETS (#3782) 2006/11/29
 C4A. Why do you say it had no influence on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class had no influence

===== AgTAC BANNER =====																					
COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
Codes	Other	Light	Sec	Eng/	Con	Con	Sen	Sen	Small	Large	Once	Once	Not	Very	Very	Not					
Stand	End-	ing	-tor	Arch/	trac-	sul-	ior	Mid	<=5	>25	more	less	com-	lete	satis	U-					
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
2	0	1	1	0	0	0	0	0	2	0	1	1	0	0	2	0	0	1	1	2	0
% 100.0	0.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	0.0
3	0	1	2	0	0	0	0	0	3	0	2	1	0	2	0	0	1	2	3	0	0
1	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	1	0
% 26.1	0.0	0.0	50.0	0.0	0.0	0.0	26.1	0.0	26.1	0.0	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.1	26.1	0.0
1	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	1	0
2	0	1	1	0	0	0	0	0	2	0	1	1	0	2	0	0	0	1	1	2	0
% 73.9	0.0	100.0	50.0	0.0	0.0	0.0	73.9	0.0	73.9	0.0	50.0	100.0	0.0	100.0	0.0	0.0	100.0	50.0	73.9	73.9	0.0
2	0	1	1	0	0	0	0	0	2	0	1	1	0	2	0	0	1	1	2	2	0

ETS (#3782) 2006/11/29
 C4B. Why do you say it had not influence on the changes you made the building shell?
 BASE: End User who said class had no influence

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS							
		Sec	Other	Eng/	Con-	Con-	End	New	Mid	Sen	Small	Large	Once/	Once/	Comp-	Not	Very	Not	
		tor	End-	Arch/	trac-	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	satis	ly	
		Use	-fic	Const	tor	tor	tor	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
5	0	2	1	0	0	0	0	5	1	1	3	0	3	1	1	1	3	2	3
%	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5	0	2	2	0	0	0	0	5	1	1	3	0	4	1	1	1	4	2	3
5	0	2	1	0	0	0	0	5	1	1	3	0	3	1	1	1	3	2	3
%	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5	0	2	2	0	0	0	0	5	1	1	3	0	4	1	1	1	4	2	3

ETS (#3782) 2006/11/29
 C4C. Why do you say it had no influence on the changes you made to your facility design?
 BASE: End User who said class had no influence

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===== AgTAC BANNER =====
COURSE TYPE      TYPE OF BUSINESS      YEARS OF INDUSTRY      ATTENDANCE EXPECTATION SATISFIED
-----
Sec-              Eng/ Con-              EXPERIENCE              FREQUENCY              Not
Codes            Other tor              New Mid               Sen-                   One/ Once/             Not
Stand            End- Speci Arch/ trac- sul- End New Mid for or Comp- comp-   Very
-args            Use -fic Const tor tant User <=5 6-25 >25 less ly -ly   satis
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
% 100.0 0.0 100.0 100.0 0.0 0.0 0.0 0.0 0.0 0.0 100.0 100.0 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
4 0 0 2 1 0 0 0 0 0 0 4 1 0 0 3 0 0 3 1 1 1 3 1 3 1 3
DK/RF
% 100.0 0.0 100.0 100.0 0.0 0.0 0.0 0.0 0.0 0.0 100.0 100.0 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
4 0 0 2 1 0 0 0 0 0 0 4 1 0 0 3 0 0 3 1 1 1 3 1 3 1 3

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C4D. Why do you say it had no influence on the other changes you made?

BASE: End User who said class had no influence

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS														
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New User		Small <=5		Large >100		Once/month		More/less		Comp-lete		Not very	
		Other	Eng/Arch/Const	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor
Codes		Stand	Light	End-Use	Sec-tor	Other	Eng/Arch/Const	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor	Con-tractor
Total	3	1	2	0	0	0	0	0	3	0	1	2	0	0	1	0	1	2	1	2	3
%	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
	3	1	2	0	0	0	0	0	3	0	1	2	0	0	1	0	1	2	1	2	3
DK/RF	3	1	2	0	0	0	0	0	3	0	1	2	0	0	1	0	1	2	1	2	3
%	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0

ETS (#3782)
 Fl. Overall, how satisfied were you with the class?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS			Not					
		TYPE OF BUSINESS										Once/Comp-			Very					
		Eng/Con-										month yr or			lete					
		Other End- Spec Arch/ trac- sul- Con-										less			-ly					
		Light End- Spec Const tor tant User <=5 >25 >25										-P--			-R--					
		-F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O--										-Q--			-S--					
		-D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O--										-P--			-Q--					
		-R-- -S-- -T-- -U--										-V--			-W--					
Total	78	11	15	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0
%	0.9	0.0	0.0	5.0	0.0	0.0	3.7	0.0	0.0	4.8	0.0	0.0	0.0	0.0	5.7	0.0	0.0	1.3	0.0	1.6
3	1	0	0	0	1	0	1	0	0	1	0	0	0	0	1	0	0	1	0	1
%	1.0	0.0	0.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.0	2.8	0.0	1.5	0.0	1.8
5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
%	1.6	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0	1.6	2.9	0.0	0.0	0.0	4.8	0.0	2.6	0.0	3.2
6	2	0	0	0	1	1	0	1	1	0	1	1	1	0	0	2	0	2	0	2
%	3.0	0.0	0.0	0.0	4.0	7.5	0.0	10.9	1.7	0.0	2.6	2.7	14.2	0.0	0.0	2.5	0.0	4.7	0.0	5.7
7	8	1	1	1	2	0	4	0	2	2	4	2	1	3	1	4	1	8	0	8
%	10.9	13.3	7.7	5.6	10.0	12.0	0.0	21.5	6.0	16.6	10.8	8.7	12.5	10.1	6.5	14.6	2.2	15.8	0.0	20.9
8	19	2	2	1	2	6	1	3	1	13	4	9	6	7	1	11	1	18	0	19
%	24.3	20.0	15.4	11.1	15.0	40.0	16.7	18.9	13.6	33.5	30.0	21.9	24.7	15.1	23.4	41.7	2.2	36.9	0.0	46.7
9	22	3	2	2	3	10	2	5	2	13	5	8	2	10	1	11	1	21	0	22
%	10.4	0.0	15.4	11.1	10.0	8.0	3.7	29.3	12.1	17.3	10.3	7.4	6.8	11.9	0.0	0.0	13.3	8.9	0.0	20.0

ETS (#3782)
 Fl. Overall, how satisfied were you with the class?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED						
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not						
		Other		Eng/		Con-		Con-		Sen-		Once/			Not						
		End-		Arch/		trac-		sul-		ior		month			Very						
		Use		Const		tor		tant		>25		yr or			lete						
		-E-		-G-		-H-		-I-		-K-		-P-			-S-						
		-D-		-F-		-J-		-L-		-M-		-Q-			-T-						
		-C-		-E-		-G-		-H-		-K-		-P-			-T-						
		-D-		-F-		-J-		-L-		-M-		-Q-			-T-						
		-C-		-E-		-G-		-H-		-K-		-P-			-T-						
10-Very satisfied	36	7	8	8	7	4	5	9	4	17	4	20	12	5	16	8	9	22	14	36	0
%	45.8	60.0	53.8	72.2	50.0	28.0	66.6	52.2	39.7	43.3	31.3	50.9	50.8	51.5	54.6	72.8	33.6	78.1	28.3	100.0	0.0
	48	9	7	13	10	7	8	13	6	21	7	26	15	6	21	12	11	28	20	48	0
NA	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
%	1.4	0.0	7.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.7	0.0	4.1	0.0	0.0	0.0
	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
DK/DR	1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
%	0.8	0.0	0.0	0.0	0.0	4.0	0.0	0.0	0.0	1.6	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
MEAN:	8.7	8.7	9.3	9.5	8.5	8.3	8.7	8.6	8.7	8.9	8.3	8.8	8.9	8.7	9.1	9.2	8.2	9.7	8.2	10.0	7.6
			F	F		CD												S	R	U	T

ETS (#3782)
 F2. In what way were not entirely satisfied with the class?
 BASE: Respondents who rated class overall less than 9

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
Codes	Standards	Light Use	Other End-Use	Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	New User	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- lete- ly	Not comp- ly	Very satis- fied	Not very satis- fied	Very satis- fied	Not very satis- fied	Very satis- fied	Not very satis- fied				
32	4	3	2	5	9	3	8	3	17	7	15	9	4	10	2	18	1	31	0	32	0	100.0				
40	6	3	3	8	15	4	11	4	18	9	16	13	5	14	3	21	2	38	0	40	0	100.0				
1	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1				
2.3	16.7	0.0	0.0	0.0	0.0	0.0	9.5	0.0	0.0	5.0	0.0	0.0	0.0	0.0	36.9	0.0	2.4	0.0	2.3	0.0	0.0	1				
1	1	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	1	0	1				
1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	1	0	1	0	1				
3.5	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	6.8	15.8	0.0	0.0	0.0	0.0	0.0	6.3	0.0	3.6	0.0	3.5	0.0	1				
1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	1	0	1	0	1				
2	1	1	0	0	0	0	2	0	0	2	0	0	1	0	0	0	0	2	0	2	0	2				
5.8	16.7	33.3	0.0	0.0	0.0	0.0	23.7	0.0	0.0	12.5	0.0	29.9	0.0	0.0	0.0	0.0	6.0	6.0	0.0	5.8	0.0	2				
2	1	1	0	0	0	0	2	0	0	0	2	0	1	0	0	0	0	2	0	2	0	2				
13	1	0	1	1	3	2	2	0	7	2	6	4	1	3	1	9	1	12	0	13	0	13				
38.8	33.3	0.0	33.3	25.0	33.3	72.6	25.0	0.0	42.2	22.9	42.7	43.7	16.3	29.6	30.2	52.1	50.0	38.4	0.0	38.8	0.0	13				
13	2	0	1	2	5	3	3	0	5	2	4	6	1	4	1	9	1	12	0	13	0	13				
2	0	0	0	1	1	1	1	1	0	1	1	0	1	1	1	1	0	3	0	2	0	2				
5.9	0.0	0.0	0.0	12.5	13.3	22.6	8.4	21.1	0.0	9.3	4.1	0.0	16.3	6.4	32.8	3.5	0.0	6.1	0.0	5.9	0.0	3				
3	0	0	0	1	2	1	1	1	0	1	1	0	1	1	1	1	0	3	0	3	0	3				
4	1	0	1	1	1	0	1	0	2	0	2	1	0	2	1	1	0	4	0	4	0	4				
11.3	16.7	0.0	33.3	12.5	6.7	0.0	17.2	0.0	14.0	0.0	15.9	14.4	0.0	23.8	36.9	6.9	0.0	11.8	0.0	11.3	0.0	5				
5	1	0	1	1	1	0	2	0	3	0	3	2	0	3	1	2	0	5	0	5	0	5				
1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	1	0	1	0	1	1				
4.1	0.0	0.0	0.0	25.0	0.0	0.0	0.0	22.8	0.0	18.6	0.0	0.0	0.0	6.9	0.0	3.7	0.0	4.3	0.0	4.1	0.0	2				
2	0	0	0	2	0	0	0	1	0	2	0	0	0	1	0	1	0	2	0	2	0	2				
1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	1				
3.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	0.0	0.0	0.0	0.0	0.0	0.0	3.3	0.0	3.2	0.0	3.2	0.0				
1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	1				

ETS (#3782)
 F2. In what way were not entirely satisfied with the class?
 BASE: Respondents who rated class overall less than 9

		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Very		
		Sec	Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	New User	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ more	Once/ less	Comp- ly	Comp- ly	Comp- ly	Very satis- fied	Not	Very
Total		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Instructor could have been better	%	3.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Don't remember class	%	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
No complaints/nothing	%	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Too Crowded	%	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	%	3.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DK/RF	%	23.0	33.3	33.3	33.3	25.0	20.0	27.4	25.7	0.0	28.3	33.4	8.5	35.0	37.5	37.6	0.0	20.6	50.0	21.9

F3. Would you recommend this class to a colleague?

COURSE TYPE		AgTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED						
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not						
		Sec-	Eng/	Con-	Con-	Sen-	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Very	Not		
		tor	Arch/	trac-	sul-	ior	End	6-25	>25	<=5	>100	more	less	ly	ly	-ly	-ly	Very	Not		
		Other	Speci	Const	tant	tor	User	<=5	>25	<=5	>100	more	less	ly	ly	-ly	-ly	Very	Not		
		End-	-fic	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	Very	Not		
		Use	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	satis	satis		
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	fy	fy		
		--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	fy	fy		
		--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	fy	fy		
		Stand	Light	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing		
		ards	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing		
		HVAC	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing		
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--		
Total	78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	100	15	13	18	20	25	12	25	13	46	19	47	31	12	39	16	32	36	63	48	50
Yes	74	10	15	11	11	14	7	17	9	37	13	37	22	8	29	11	24	28	46	36	37
%	94.9	93.3	100.0	100.0	85.0	92.0	90.9	96.3	93.5	94.9	95.2	94.9	97.1	92.6	100.0	94.3	90.0	100.0	92.0	100.0	90.2
	94	14	13	18	17	23	11	24	12	43	18	44	30	11	39	15	28	36	57	48	44
No	2	0	0	0	1	1	0	1	1	1	1	1	0	1	0	1	1	0	2	0	2
%	2.5	0.0	0.0	0.0	10.0	4.0	0.0	3.7	6.5	1.7	4.8	1.6	0.0	7.4	0.0	5.7	4.8	0.0	3.9	0.0	4.8
	3	0	0	0	2	1	0	1	1	1	1	1	0	1	0	1	2	0	3	0	3
Dk/RF	2	1	0	0	1	1	1	0	0	1	0	1	1	0	0	0	1	0	2	0	2
%	2.6	6.7	0.0	0.0	5.0	4.0	9.1	0.0	0.0	3.3	0.0	3.5	2.9	0.0	0.0	0.0	5.3	0.0	4.1	0.0	5.0
	3	1	0	0	1	1	1	0	0	2	0	2	1	0	0	0	2	0	3	0	3

COURSE TYPE		AgTAC BANNER										ATTENDANCE EXPECTATION										SATSIFIED									
		YEARS OF BUSINESS					YEARS OF INDUSTRY					SIZE OF BUSINESS					FREQUENCY					EXPECTATION					SATSIFIED				
		TYPE OF BUSINESS		EXPERIENCE		YEARS OF BUSINESS		YEARS OF INDUSTRY		SIZE OF BUSINESS		FREQUENCY		EXPECTATION		SATSIFIED															
		Other	Eng/	Con-	Con-	Sen-	Small	Large	Once/	Comp-	Not	Very	Very	Very	Very	Very	Very														
		End-	Speci	Arch/	trac-	sul-	End	New	Mid	ior	or	lete	lete	lete	lete	lete	lete														
		Use	-fic	Const	tor	tant	User	<=5	>5	>25	<=5	>100	more	less	ly	-ly	-ly														
		-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-													
Total		78	11	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41												
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0												
1 - Not at all likely		1	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	1	0												
%	0.8	0.0	0.0	0.0	0.0	3.4	0.0	0.0	0.0	0.0	2.7	0.0	2.1	0.0	2.3	0.0	1.2	0.0	1.5												
4		1	0	0	0	1	0	0	0	0	1	0	0	1	0	1	0	1	0												
%	1.6	0.0	0.0	0.0	0.0	3.4	0.0	1.6	0.0	3.2	0.0	0.0	2.1	0.0	0.0	0.0	2.5	1.7	1.5												
5		2	0	0	0	1	0	1	0	2	0	0	0	1	0	0	0	2	1												
%	6.4	0.0	0.0	0.0	0.0	7.6	6.5	6.1	0.0	3.2	16.4	15.1	2.1	0.0	13.9	6.3	6.5	3.2	9.5												
6		7	1	0	0	2	1	3	0	2	5	2	1	0	5	2	5	1	6												
%	3.1	0.0	7.7	0.0	5.0	4.0	0.0	4.7	4.4	2.9	0.0	7.4	6.0	0.0	9.0	2.2	3.6	3.2	3.2												
7		3	1	0	0	1	0	2	1	1	0	1	2	0	3	1	2	1	2												
%	4.3	6.7	0.0	0.0	15.0	4.0	0.0	7.0	4.8	5.2	2.9	0.0	6.7	0.0	9.7	2.4	5.4	4.0	4.8												
8		13	1	1	2	1	1	3	0	7	3	10	0	1	4	1	8	1	12												
%	16.6	13.3	7.7	5.6	15.0	4.0	9.1	17.0	0.0	19.3	19.9	26.2	0.0	8.3	13.8	6.5	31.5	3.7	24.0												
9		12	2	1	1	3	1	4	0	5	3	9	0	1	5	1	6	1	11												
%	3.6	6.7	0.0	0.0	0.0	9.1	0.0	10.9	2.7	5.4	2.6	4.5	0.0	7.1	0.0	0.0	0.0	5.6	0.0												

F4. How likely are you to attend another class in the next year or two?

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===== AgTAC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY  EXPERIENCE  SIZE OF BUSINESS  ATTENDANCE  EXPECTATION  SATISFIED
-----
Codes              Other Eng/ Con-   Sen-   Small Large month yr or lete  comp-  Very  Not
Stand             -ing Use  -fic Const tor  tant  <=5  >100 more less  -ly  -ly  -ly  -ly  -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
49  7  11  10  9  9  5  12  8  23  9  21  17  6  17  11  8  24  25  28  19
% 62.7 60.0 76.9 88.9 65.0 60.0 65.0 68.5 82.6 58.5 65.5 54.8 73.5 59.9 93.5 30.9 85.3 49.6 78.3 47.4
66  9  10  16  13  15  8  17  11  30  13  28  23  8  24  15  12  31  34  39  25

1  1  0  0  0  0  0  1  0  0  0  0  1  0  0  0  1  0  1  0  1
% 1.0 6.7 0.0 0.0 0.0 0.0 9.1 0.0 0.0 0.0 1.9 0.0 0.0 0.0 0.0 2.8 0.0 1.5 0.0 1.8
1  1  0  0  0  0  1  0  0  0  0  1  0  0  0  1  0  1  1  0  1

MEAN:  8.88  9.07  9.15  9.39  9.05  8.16  9.28  8.77  9.56  8.79  9.23  8.80  8.80  8.79  8.78  9.87  7.76  9.45  8.55  9.30  8.46

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F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

COURSE TYPE		AgTAC BANNER													ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE													SIZE OF BUSINESS											
		TYPE OF BUSINESS													BUSINESS											
		Con- sul- tant													Small			Large			or			lete		
		Eng/ Arch/ Const													or			more			ly			-R--		
		Other End- Use													or			less			-Q--			-S--		
		Light HVAC													or			more			-P--			-T--		
		Stand ards													or			less			-Q--			-S--		
		Sec- tor													or			more			-P--			-T--		
		Codes													or			more			-P--			-T--		
		Stand ards													or			more			-P--			-T--		
		Total													or			more			-P--			-T--		
		--A--													or			more			-P--			-T--		
Total		78	11	15	11	13	15	8	18	9	38	14	39	23	9	29	12	27	28	50	36	41				
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
More hands on/demonstrations/activities	%	6.3	0.0	0.0	5.6	20.0	4.0	0.0	0.0	17.4	6.8	4.4	7.7	5.9	0.0	4.6	5.7	4.8	4.6	7.3	9.1	4.2				
Longer classes	%	5.6	6.7	0.0	11.1	10.0	0.0	9.1	0.0	6.5	5.1	11.8	5.2	2.9	0.0	2.3	0.0	5.3	0.0	8.7	1.7	9.2				
Location	%	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	2.6	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	2.5				
Additional classes/more often/classes fill fast	%	4.0	0.0	0.0	16.7	5.0	4.0	0.0	7.1	0.0	4.8	0.0	3.2	8.3	6.8	6.4	0.0	4.6	4.6	3.7	1.7	6.2				
Question and answer time during class	%	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	2.5				
Have classes specific to trade/field	%	3.8	0.0	0.0	0.0	0.0	8.0	7.5	0.0	10.9	3.3	0.0	1.7	9.9	6.8	5.7	0.0	2.3	0.0	5.9	1.9	5.6				
Offer more advanced classes	%	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	2.9	7.4	0.0	0.0	0.0	2.4	0.0	1.9	0.0				
Offer more beginners classes	%	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	2.9	7.4	0.0	0.0	0.0	2.4	0.0	1.9	0.0				

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

COURSE TYPE	AgTAC BANNER										ATTENDANCE EXPECTATION			SATISFIED											
	YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			FREQUENCY			Not								
Codes	Other	Sec	Eng/	Con-	Con-	Eng/	Con-	Con-	Sen-	Sen-	Small	Large	Once/	Once/	Comp-	Comp-	Very	Not							
Stand	Light	Other	Arch/	trac-	sul-	Arch/	trac-	sul-	ior	ior	<=5	>5	month	month	lete	lete	satis	Very							
Total	-ing	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-U-							
-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-					
More information/detail	3	0	1	0	0	1	0	0	1	2	1	1	0	0	0	1	0	3	0	3					
%	4.5	0.0	7.7	0.0	10.0	0.0	0.0	0.0	6.3	0.0	3.5	7.4	4.6	2.9	12.5	0.0	5.0	0.0	7.0	0.0	8.6				
4	0	1	0	2	0	0	1	0	2	1	0	0	0	0	2	0	0	4	0	4	0	4			
Smaller classes/more one on one	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1		
%	0.8	0.0	0.0	0.0	4.0	0.0	0.0	0.0	0.0	1.6	0.0	1.6	0.0	1.6	0.0	0.0	0.0	0.0	0.0	1.2	0.0	1.5	0.0		
1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0		
Advertise about classes /send out information	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1	0	0	
%	1.4	0.0	7.7	0.0	0.0	0.0	0.0	0.0	2.9	0.0	2.9	0.0	2.9	0.0	0.0	3.9	0.0	4.2	4.1	0.0	3.2	0.0	0.0	0.0	
1	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	1	1	0	0	1	0	0	
Focus more on residential	2	0	1	0	0	1	1	1	0	0	2	2	0	0	2	0	0	2	0	2	0	2	0	0	0
%	2.2	0.0	7.7	0.0	0.0	4.0	7.5	6.3	0.0	0.0	0.0	7.7	19.3	0.0	15.0	0.0	6.3	0.0	6.3	0.0	4.9	0.0	0.0	0.0	
2	0	1	0	0	1	1	1	1	0	0	2	2	0	0	2	0	2	0	2	0	2	0	0	0	
Field Trip	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
%	0.8	0.0	0.0	0.0	0.0	4.0	0.0	0.0	0.0	1.6	0.0	1.6	0.0	1.6	0.0	0.0	0.0	0.0	0.0	1.2	0.0	1.5	0.0	1.5	
1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	
Better Description of the class	2	0	0	0	0	2	0	1	0	1	0	1	0	1	0	1	0	0	1	0	2	1	1	1	
%	2.4	0.0	0.0	0.0	0.0	12.0	0.0	6.9	0.0	1.6	0.0	1.6	5.4	0.0	2.1	0.0	4.6	0.0	3.7	1.7	3.0	3.0	3.0		
3	0	0	0	0	3	0	2	0	1	0	1	2	0	1	0	1	0	2	0	3	1	2	2		
Instructors/more knowledgeable	1	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	1		
%	1.8	6.7	0.0	0.0	5.0	0.0	0.0	4.2	0.0	1.7	0.0	3.6	0.0	0.0	0.0	0.0	2.5	0.0	2.9	0.0	3.5	0.0	3.5		
2	1	0	0	1	0	0	1	0	2	0	1	0	2	0	0	0	1	0	2	0	2	0	2		
No/Nothing	42	10	7	7	9	5	12	4	21	9	13	19	13	4	21	7	14	16	25	24	18	18	18		
%	54.2	86.7	46.2	61.1	50.0	60.0	60.8	65.9	39.7	53.7	67.3	49.7	56.9	47.3	71.1	64.2	53.3	59.4	50.8	65.9	44.8	44.8			
58	13	6	11	10	15	7	17	6	27	13	27	17	17	6	28	11	19	23	34	32	25	25			
Other	7	0	3	1	2	1	1	1	2	2	1	4	1	0	2	2	1	5	2	3	2	2			
%	8.5	0.0	23.1	5.6	15.0	4.0	7.5	3.4	25.6	4.7	9.2	9.1	2.9	0.0	6.2	20.8	2.3	16.9	3.9	8.6	6.0	6.0			
8	0	3	1	3	1	1	1	1	3	2	2	4	1	0	2	3	1	5	3	4	3	3			

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

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===== AgTAC BANNER =====
COURSE TYPE      YEARS OF INDUSTRY  EXPERIENCE  TYPE OF BUSINESS  SIZE OF BUSINESS  ATTENDANCE  EXPECTATION  SATISFIED
-----
Codes           Other End-   Sec-   Eng/   Con-   Con-   Sen-   Small   Large   Once/   Comp-   Not
Stand           Light End-   tor   Arch/   trac-   sul-   for   <=5    >5     month  yr or   Very
ards           -ing Use   -fic  Const  tor   tant  >25  <=5    >5     less  ly    lete   comp-   Not
--B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
%  7  0  1  1  0  0  1  1  0  0  6  1  5  1  0  0  1  0  6  1  6  2  6
%  9.5  0.0  7.7  5.6  0.0  4.0  7.5  0.0  0.0  0.0  16.0  7.4  13.2  2.7  0.0  2.1  0.0  21.0  4.1  12.6  4.9  13.9
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--

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DK/RF

5.3 SCE Customer Technology Application Center (CTAC)

COURSE TYPE		CTAC BANNER										ATTENDANCE			EXPECTATION			SATISFIED			
		YEARS OF INDUSTRY EXPERIENCE										FREQUENCY			Not			Very			
		TYPE OF BUSINESS										SIZE OF BUSINESS			Once/			Comp-			
		Eng/ Con- Con-										Small Large			month yr or			lete			
		Other End- Spec- Arch/ trac sul- End New Mid or Sen-										<=5 >25			ly			ly			
		Light End- Spec- Arch/ trac sul- End New Mid or Sen-										<=5 >25			ly			ly			
		HVAC -ing Use ific Const -tor tant User <=5 >25										<=5 >25			ly			ly			
		Sec- tor Eng/ Con- Con-										Small Large			month yr or			lete			
		Other End- Spec- Arch/ trac sul- End New Mid or Sen-										<=5 >25			ly			ly			
		Light End- Spec- Arch/ trac sul- End New Mid or Sen-										<=5 >25			ly			ly			
		HVAC -ing Use ific Const -tor tant User <=5 >25										<=5 >25			ly			ly			
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	94	34	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	49	138	63	101	36	61	103	147	130	122	
Energy Codes/Standards	14	14	0	0	0	0	0	8	3	1	2	0	8	6	6	2	3	4	10	5	9
%	6.0	100.0	0.0	0.0	0.0	0.0	14.3	4.6	5.0	2.2	0.0	6.1	10.9	14.7	5.9	6.2	4.4	7.3	4.1	8.0	
20	20	0	0	0	0	0	12	4	1	3	0	11	9	8	3	5	6	14	7	13	
General	27	0	27	0	0	0	5	1	4	14	5	12	8	1	19	5	4	11	14	12	14
%	11.8	0.0	100.0	0.0	0.0	0.0	9.4	2.3	29.7	14.6	12.1	9.9	14.4	3.6	20.4	16.3	7.6	11.7	10.3	10.5	12.2
20	0	20	0	0	0	0	4	1	3	10	4	9	6	1	14	4	3	8	10	9	10
HVAC	37	0	37	0	0	0	6	9	0	21	12	20	5	4	13	3	9	13	23	17	19
%	15.8	0.0	100.0	0.0	0.0	0.0	11.0	15.3	0.0	22.4	26.2	16.1	8.0	9.7	13.6	8.1	17.0	13.7	17.1	14.8	17.1
40	0	0	40	0	0	0	7	10	0	23	13	22	5	4	14	3	10	14	25	19	21
Lighting	62	0	0	62	0	0	21	22	3	17	21	28	13	16	22	10	17	32	30	37	24
%	26.9	0.0	0.0	100.0	0.0	0.0	35.7	36.1	24.0	17.7	45.8	22.7	23.3	41.8	23.0	29.6	30.9	34.6	22.4	32.0	21.5
75	0	0	0	75	0	0	25	26	4	20	25	34	16	19	26	12	20	39	36	45	29
Other	9	0	0	0	0	0	5	2	0	2	1	5	4	1	2	1	0	4	6	4	6
%	4.0	0.0	0.0	0.0	0.0	0.0	8.0	3.9	0.0	2.5	2.6	3.8	6.2	3.1	2.5	3.5	0.0	3.7	4.4	3.0	5.2
8	0	0	0	0	0	0	4	2	0	2	1	4	3	1	2	1	0	3	5	3	5
Other End-Use	58	0	0	0	58	0	9	16	3	29	2	38	17	3	26	7	15	21	36	33	25
%	24.9	0.0	0.0	0.0	100.0	0.0	15.8	26.5	18.1	31.1	3.7	30.8	29.3	6.6	27.5	19.8	27.9	22.3	26.9	27.9	22.3
69	0	0	0	0	69	0	11	19	3	35	2	46	20	3	31	8	18	25	43	39	30
Sector Specific	18	0	0	0	0	18	2	6	1	8	3	9	3	6	6	5	3	7	11	8	10
%	7.8	0.0	0.0	0.0	0.0	100.0	3.9	9.5	8.2	8.4	7.5	7.3	6.0	15.0	6.0	13.5	6.3	7.3	8.5	6.8	9.1
16	0	0	0	0	0	16	2	5	1	7	3	8	3	5	4	3	6	10	7	9	9
Software/Analysis	6	0	0	0	0	0	1	1	2	1	1	4	1	2	1	1	1	2	4	1	5
%	2.7	0.0	0.0	0.0	0.0	0.0	1.8	1.7	14.9	1.1	2.3	3.3	1.8	5.5	1.1	3.1	3.8	2.2	3.1	0.9	4.6
6	0	0	0	0	0	0	1	1	2	1	1	4	1	2	1	1	2	2	4	1	5

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS						
		Type of Business					Experience					Business						
		Sec-	Eng/	Con-	Con-	Other	Eng/	Con-	Con-	Con-	Sen-	Small	Large	Once/	Comp-	Not	Very	Not
		tor	Arch/	trac	sul-	End	Const	-tor	tant	ior	<=5	>5	>100	more	lete	ly	satis	ly
		Use	Use	tant	tant	User	User	User	User	<=5	>5	>100	>100	less	lete	-ly	-fied	-fied
		18	16	68	68	14	66	68	14	94	101	43	101	36	61	103	147	130
		58	66	60	60	14	58	60	14	124	138	38	94	34	54	93	133	117
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total		27	40	37	62	58	18	18	58	60	14	94	94	34	54	93	133	117
		14	20	14	75	69	16	16	66	68	14	101	101	36	61	103	147	130
		231	254	231	254	231	254	231	254	231	254	231	254	231	254	231	254	231
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

S2. Which of the following three statements best describes your company?

		CTAC BANNER																							
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
		Light		Other		Eng/Arch		Con-tract		New		Mid		Small		Once		Comp-		Not		Very			
		HVAC		End-Use		Spec-ific		sultant		<=5		6-25		<=5		month		lete		-ly		-fied			
		E		DF		E		K		K		HI		P		4		6		10		12			
		E		DF		E		K		K		HI		P		4		6		10		12			
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	94	34	54	93	133	117	112				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Provides energy related services/equipment	137	12	14	16	46	28	10	58	60	14	0	31	70	35	46	19	29	59	76	72	65				
%	59.4	85.0	50.0	42.5	73.3	49.3	56.2	100.0	100.0	100.0	0.0	68.1	55.9	60.9	77.6	48.8	57.9	63.3	57.3	61.4	57.8				
Handles property that we own/manage	153	17	10	17	55	34	9	66	68	14	0	34	77	40	34	49	21	34	66	85	81	71			
%	66.7	35.0	33.3	45.0	66.7	44.4	50.0	111.1	111.1	100.0	0.0	77.8	77.8	66.7	77.8	55.6	55.6	66.7	66.7	81.5	79.3	62.2			
Occupies space we make equip/space decisions	29	1	5	5	6	8	3	0	0	0	29	4	17	7	3	15	4	6	9	19	15	13			
%	12.7	5.0	20.0	12.5	9.3	14.5	18.7	0.0	0.0	0.0	31.4	8.7	14.0	11.9	7.4	16.0	12.4	11.1	10.2	13.9	12.6	11.9			
Total	31	1	4	5	7	10	3	0	0	0	31	4	19	7	3	16	4	7	10	20	16	14			
%	13.4	5.6	17.7	22.6	32.3	41.3	38.1	0.0	0.0	0.0	35.5	11.9	24.4	20.0	37.0	23.1	37.0	33.3	33.3	33.3	33.3	33.3			

	CTAC BANNER																					
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION				
	Standards	General	HVAC	Lighting	Other Use	End Use	Con-tant	Con-sult	Eng/Arch	Trac	New User	Mid 6-25	Senior >25	Small <=5	Large >5	Once/month	Once/yr	Comp-lete	Very satis-fied			
Total	137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	72	65
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
153	17	10	17	55	34	9	66	68	14	14	0	34	77	40	34	49	21	34	66	85	81	71
Construction	19	3	3	6	6	4	0	19	3	0	0	5	8	6	4	5	2	6	9	10	12	8
%	14.1	23.5	20.0	17.6	12.7	14.7	0.0	33.4	5.8	0.0	0.0	16.4	12.1	17.2	13.5	11.5	7.8	21.6	14.5	13.1	16.2	12.0
22	4	2	3	7	5	0	22	4	0	0	6	9	7	5	6	2	7	9	12	13	9	
Engineering or architectural design	45	6	3	5	17	6	2	45	5	0	0	6	17	20	14	11	6	7	21	22	26	18
%	32.4	52.9	20.0	35.3	38.2	20.6	22.2	76.7	8.4	0.0	0.0	18.1	25.1	58.5	46.1	23.1	30.2	24.8	35.4	28.5	36.9	27.9
51	9	2	6	21	7	2	51	6	0	0	6	20	24	16	12	7	9	24	25	31	20	
Lighting design assist/sales/installation	24	0	0	2	16	3	2	3	24	0	0	8	14	2	8	4	5	5	13	12	15	9
%	17.7	0.0	0.0	11.8	34.5	11.8	22.2	5.9	40.8	0.0	0.0	25.4	20.2	7.2	26.8	9.7	27.5	17.1	21.7	15.1	20.8	14.5
28	0	0	2	19	4	2	4	28	0	0	9	16	3	5	6	6	6	15	13	18	10	
HVAC equipment sales/install./repair/maint.	17	3	0	5	2	3	3	4	17	0	0	5	9	2	3	6	2	5	5	12	7	9
%	12.1	23.5	0.0	29.4	5.5	11.8	33.3	7.2	27.7	0.0	0.0	15.0	13.3	4.4	10.9	13.8	8.5	18.5	7.7	15.7	10.3	14.1
19	4	0	5	3	4	3	5	19	0	0	5	11	2	3	8	2	6	6	5	14	8	11
Refrigeration equipment sales/install/repair	6	0	0	1	2	2	1	3	6	0	0	2	3	1	2	2	1	2	2	5	3	3
%	4.5	0.0	0.0	5.9	5.5	5.9	11.1	4.4	10.4	0.0	0.0	6.4	4.9	2.4	7.0	3.6	4.3	5.7	2.8	5.9	4.6	4.4
7	0	0	1	3	2	1	3	7	0	0	2	4	1	2	2	2	1	2	2	5	4	3
Motor/ASD equipment sales/install/repair	3	0	0	1	1	1	1	1	3	0	0	1	1	1	1	1	2	0	0	3	1	2
%	2.0	0.0	0.0	1.8	2.9	11.1	1.4	4.7	0.0	0.0	3.7	1.2	2.4	3.9	3.6	0.0	0.0	0.0	0.0	3.7	1.2	3.0
3	0	0	0	1	1	1	1	3	0	0	1	1	1	1	1	2	0	0	0	3	1	2
Pumping/hydraulic equip sales/install/repair	10	0	0	1	2	6	0	1	10	0	0	1	6	3	0	5	1	3	2	8	3	7
%	7.0	0.0	0.0	5.9	3.6	20.6	0.0	1.4	16.0	0.0	0.0	3.0	8.4	8.2	0.0	10.0	6.0	11.4	2.8	10.4	3.5	10.9
11	0	0	1	2	7	0	1	11	0	0	1	7	3	0	5	1	4	2	9	3	8	
Other equipment sales/install/repair	6	0	0	1	3	2	0	2	6	0	0	1	3	2	0	2	0	2	0	6	2	3
%	4.3	0.0	0.0	5.9	7.3	5.9	0.0	2.9	9.9	0.0	0.0	2.7	4.9	4.8	0.0	5.5	0.0	6.0	0.0	7.7	3.5	5.3
7	0	0	1	4	2	0	2	7	0	0	1	4	2	0	3	0	2	0	7	3	4	

Percentage of your business - in terms of overall sales or revenues generated - is targeted at residential buildings?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not			lete sats Very			
		Sec-	Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	<=5	>5	>100	Once/	Comp-	Not	lete	sats	Very	
		ific	Use	Const	tor	tant	User	<=5	6-25	>25	<=5	>5	>100	more	less	-ly	-ly	-ly	-ly	-ly	
		Use	Use	Const	tor	tant	User	<=5	6-25	>25	<=5	>5	>100	more	less	-ly	-ly	-ly	-ly	-ly	
Total	137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	65
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	153	17	10	17	55	34	9	66	68	14	0	34	77	40	34	49	21	34	66	85	71
None	71	5	8	11	23	15	3	36	27	9	0	18	33	19	15	24	8	13	34	36	41
	%	51.9	41.2	60.0	70.6	50.9	52.9	33.3	62.5	45.5	65.6	0.0	59.8	48.2	55.6	51.9	41.9	45.2	57.5	47.5	57.1
	79	7	6	12	28	18	3	40	32	9	0	20	38	21	16	26	9	15	37	41	46
								I	H												
1-10%	11	1	1	1	6	0	1	7	2	1	0	1	6	4	3	4	1	0	3	8	5
	%	8.1	5.9	10.0	5.9	12.7	0.0	11.1	12.3	2.9	9.9	0.0	2.7	9.0	11.6	10.9	9.2	4.3	0.0	5.6	10.2
	12	1	1	1	7	0	1	8	2	1	0	1	6	5	4	4	1	0	4	8	6
					F	E		I	H												
11-20%	2	1	0	0	1	1	0	1	2	0	0	1	1	1	0	0	1	0	2	1	2
	%	1.7	5.9	0.0	0.0	1.8	2.9	0.0	1.4	2.5	0.0	0.0	2.7	1.0	2.4	0.0	1.5	0.0	5.7	1.4	2.0
	3	1	0	0	1	1	0	1	2	0	0	1	1	1	0	1	0	2	1	2	1
21-30%	10	1	0	1	2	3	1	3	7	1	0	1	6	3	2	3	3	2	3	7	2
	%	7.2	11.8	0.0	5.9	3.6	8.8	11.1	5.6	11.1	6.0	0.0	2.7	9.1	8.0	6.0	5.9	16.1	8.3	4.4	9.6
	11	2	0	1	2	3	1	4	7	1	0	1	7	3	2	3	3	3	3	8	2
31-40%	4	1	1	0	0	1	0	1	3	0	0	1	1	2	1	1	1	0	2	1	3
	%	2.9	5.9	10.0	0.0	0.0	0.0	1.2	5.4	0.0	0.0	4.4	1.5	4.4	2.4	3.0	0.0	5.2	2.3	3.3	2.9
	4	1	1	0	0	1	0	1	3	0	0	1	1	2	1	1	0	2	1	3	2
41-50%	8	0	1	0	2	2	2	2	5	1	0	0	6	2	1	4	2	2	3	4	4
	%	5.8	0.0	10.0	0.0	3.6	5.9	22.2	2.9	8.0	7.5	0.0	9.1	4.8	3.9	9.1	10.1	5.7	5.2	5.3	5.1
	8	0	1	0	2	2	2	2	5	1	0	0	6	2	1	4	2	2	3	4	4
51-60%	4	1	1	0	0	2	0	1	1	1	1	0	3	1	1	2	1	0	0	4	3
	%	2.7	5.9	10.0	0.0	0.0	0.0	1.2	1.4	6.0	0.0	0.0	4.2	2.4	2.4	4.8	7.0	0.0	0.0	4.9	4.0
	4	1	1	0	0	2	0	1	1	1	1	0	3	1	1	2	1	0	0	4	3

Percentage of your business - in terms of overall sales or revenues generated - is targeted at residential buildings?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/ month yr or more less		Comp-lete -ly		Not			
		Sec-	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Other End- Use	Spec- ific	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >5	1	2	3	4	1	2	3	4	
61-70%		2	1	0	1	1	0	0	0	1	1	1	2	1	0	1	0	2	0	2	1
	%	1.8	5.9	0.0	5.9	1.8	0.0	0.0	0.0	3.0	1.2	2.0	5.2	2.0	0.0	2.8	4.1	0.0	2.4	1.1	
		3	1	0	1	1	0	0	0	1	1	1	2	1	0	1	3	0	0	2	1
71-80%		8	0	0	1	4	3	0	0	3	3	1	1	2	1	3	11.7	2.8	7.7	4.7	6.4
	%	5.5	0.0	0.0	5.9	9.1	8.8	0.0	4.3	7.1	0.0	4.8	2.4	2.8	3.6	4.3	11.7	2.8	7.7	4.7	6.4
		9	0	0	1	5	3	0	3	5	0	4	1	1	2	1	4	2	7	4	5
81-90%		4	1	0	0	2	1	0	1	2	1	2	1	2	2	2	1	2	2	2	2
	%	2.9	5.9	0.0	0.0	5.5	2.9	0.0	1.4	2.8	5.0	2.7	3.6	2.0	8.0	3.6	8.5	2.8	4.0	2.2	2.1
		5	1	0	0	3	1	0	1	2	1	3	1	3	2	2	1	3	2	2	2
91-99%		2	0	0	0	2	1	0	1	2	0	1	1	1	1	0	1	1	2	1	2
	%	1.8	0.0	0.0	0.0	3.6	2.9	0.0	1.4	2.8	0.0	2.7	1.2	2.4	2.8	0.0	4.3	2.8	2.8	1.1	1.2
		3	0	0	0	2	1	0	1	2	0	1	1	1	1	0	1	1	2	1	2
100%		5	1	0	0	0	2	2	2	2	0	0	1	1	1	1	1	1	2	3	2
	%	3.9	11.8	0.0	0.0	0.0	5.9	22.2	3.1	3.3	0.0	0.0	3.4	2.0	2.4	1.8	3.5	3.9	4.0	3.9	4.9
		6	2	0	0	0	2	2	2	2	0	0	3	1	1	1	1	1	3	3	4
Don't know/Refused		5	0	0	1	3	0	0	0	3	0	3	0	1	2	0	0	2	4	2	4
	%	3.8	0.0	0.0	5.9	7.3	0.0	0.0	0.0	5.6	0.0	8.3	3.9	0.0	2.8	3.6	0.0	5.7	6.0	2.3	4.9
		6	0	0	1	4	0	0	0	4	0	3	0	1	2	0	2	0	4	2	4
MEAN:		22.9	31.1	15.1	11.3	22.5	28.5	36.7	16.1	27.0	13.8	20.3	23.7	18.5	25.4	20.9	32.5	30.1	22.0	23.6	21.5
									I	H											

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED											
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/ month yr or more less		Comp-lete -ly		Very satis-fied									
		Other End-Use	Light HVAC	Eng/Arch/Const	Con-trac-tor	Con-sultant	New User	Mid 6-25	Senior >25	Small <=5	Large >5	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
61-70%		2	1	0	0	0	1	0	1	1	0	0	0	2	0	0	2	0	1	0	0	2	0	2	0	0	2
	%	1.1	5.9	0.0	0.0	0.0	2.9	0.0	1.2	1.4	0.0	0.0	0.0	2.2	0.0	3.3	0.0	2.4	0.0	2.4	0.0	2.0	2.0	0.0	0.0	2.4	
		2	1	0	0	0	1	0	1	1	0	0	0	2	0	2	0	1	0	1	0	2	0	2	0	0	2
71-80%		4	0	0	0	2	1	0	2	2	1	1	1	2	2	0	2	0	1	1	2	2	2	2	1	3	
	%	2.7	0.0	0.0	3.6	2.9	0.0	2.7	1.7	4.8	5.7	0.0	4.3	2.9	2.8	2.6	1.2	4.4									
		4	0	0	2	1	0	1	2	2	1	1	1	2	2	0	2	0	1	1	2	2	2	2	1	3	
81-90%		4	1	0	0	2	1	1	2	2	0	0	0	3	1	0	2	0	1	0	4	0	4	1	3		
	%	3.1	5.9	0.0	0.0	3.6	2.9	11.1	3.4	3.9	0.0	0.0	5.0	2.4	0.0	5.1	0.0	2.9	0.0	5.7	1.2	5.4	1.2	5.4			
		5	1	0	2	1	1	1	2	3	0	0	4	1	0	3	0	1	0	5	1	4	1	4			
91-99%		4	1	0	2	2	0	0	2	2	1	0	2	2	2	1	2	1	0	2	2	2	2	2	2		
	%	3.0	5.9	0.0	11.8	3.6	0.0	0.0	2.6	1.5	0.0	0.0	5.6	2.5	2.0	1.8	1.8	0.0	0.0	2.9	3.2	3.2	3.4	2.7			
		5	1	0	2	2	0	0	2	2	1	0	2	2	2	1	2	1	0	2	2	2	3	2			
100%		33	3	5	10	6	2	15	15	15	4	0	7	20	7	10	10	2	7	17	15	20	14				
	%	24.3	29.4	20.0	29.4	21.8	20.6	22.2	26.2	24.3	31.6	0.0	21.3	29.0	19.1	33.5	21.8	7.8	23.6	29.0	20.0	27.6	21.0				
		37	5	2	5	12	7	2	17	17	4	0	7	23	7	11	11	2	8	19	17	22	15				
Don't know/Refused		5	0	0	1	3	0	0	0	3	0	0	3	3	0	1	2	0	2	4	2	4	2	4	2		
	%	3.8	0.0	0.0	5.9	7.3	0.0	0.0	0.0	5.6	0.0	0.0	8.3	3.9	0.0	2.8	3.6	0.0	5.7	6.0	2.3	4.9	2.7				
		6	0	0	1	4	0	0	0	4	0	0	3	3	0	1	2	0	2	4	2	4	4	2			
MEAN:		49.1	55.5	42.2	55.3	50.3	37.6	51.7	51.0	49.0	49.0	*	52.3	53.3	41.4	62.1	46.4	34.7	45.6	51.9	46.6	49.2	49.4				

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/ month yr or more less		Comp-lete -ly		Not			
		Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >5	1	0	0	0	0	0	1	0	1	0
61-70%		1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	1	0
%		0.6	0.0	0.0	0.0	2.9	0.0	0.0	1.2	0.0	0.0	1.8	0.0	0.0	0.0	0.0	1.1	0.0	1.1	1.2	0.0
		1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	1	0
71-80%		1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0
%		0.6	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.0	1.4	0.0	0.0	1.2	0.0
		1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0
100%		9	1	1	1	0	6	0	2	6	0	3	1	4	6	3	7	2	7	2	2
%		6.4	5.9	10.0	5.9	0.0	20.6	0.0	3.4	18.6	0.0	7.0	4.3	12.8	9.5	4.2	10.2	2.4	10.2	2.4	2.4
		10	1	1	1	0	7	0	3	7	0	4	1	4	6	4	8	2	8	2	2
						F	E		N	N	LM										
Don't know/Refused		5	0	0	1	3	0	0	3	3	0	1	2	0	2	4	2	4	2	4	2
%		3.8	0.0	0.0	5.9	7.3	0.0	0.0	8.3	3.9	0.0	2.8	3.6	0.0	5.7	6.0	2.3	4.9	2.7	4.9	2.7
		6	0	0	1	4	0	0	3	3	0	1	2	0	2	4	2	4	2	4	2
MEAN:		18.4	13.4	30.7	18.1	12.4	29.9	8.9	22.5	16.9	18.1	19.7	11.1	32.6	22.6	28.2	22.9	21.3	16.4	22.1	14.7
						F	EG	F		N	M	P	O								

ETS (#3782) 2006/11/29
 S4E. Percentage of your business - in terms of overall sales or revenues generated - is targeted at other business?
 BASE: UMA

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED														
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not			lete sats Very														
		Sec-	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
		Other	Arch/	tor	tant	User	<=5	6-25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100		
		Use	Const-	ific	tor	tant	<=5	6-25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100		
		Light	Eng/	Spec-	Con-	End	New	Mid	Sen-	Small	Large	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
		-ing	Arch/	ific	tor	User	<=5	6-25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100		
		HVAC	Const-	ific	tor	User	<=5	6-25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100		
		Stand	Eng/	Spec-	Con-	End	New	Mid	Sen-	Small	Large	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
		-ards	Arch/	ific	tor	User	<=5	6-25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100		
		Gen-	Arch/	ific	tor	User	<=5	6-25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100		
		eral	Const-	ific	tor	User	<=5	6-25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100		
		HVAC	Const-	ific	tor	User	<=5	6-25	>25	<=5	>5	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100		
Total	137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	72	65										
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	153	17	10	17	55	34	9	66	68	14	0	34	77	40	34	49	21	34	66	85	81	71										
None	121	12	12	13	37	28	10	53	53	12	0	27	59	32	28	39	19	27	53	66	64	56										
	88.0	100.0	90.0	82.4	81.8	97.1	100.0	90.7	88.4	84.1	0.0	88.7	84.9	92.8	97.2	85.2	100.0	94.3	89.8	86.3	88.8	86.9										
	135	17	9	14	45	33	9	60	60	12	0	30	66	37	33	42	21	32	59	74	72	62										
1-10%	2	0	0	0	0	1	0	0	2	0	0	0	2	0	0	1	0	0	0	2	0	2										
	1.4	0.0	0.0	0.0	0.0	2.9	0.0	0.0	3.1	0.0	0.0	0.0	2.7	0.0	0.0	1.8	0.0	0.0	0.0	2.4	0.0	2.9										
	2	0	0	0	0	1	0	0	2	0	0	0	2	0	0	1	0	0	0	2	0	2										
41-50%	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0										
	0.6	0.0	0.0	0.0	1.8	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	2.4	0.0	0.0	0.0	0.0	1.4	0.0	1.2	0.0										
	1	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	1										
81-90%	2	0	0	0	1	0	0	1	1	0	0	0	1	1	0	1	0	0	0	2	0	2										
	1.5	0.0	0.0	0.0	1.8	0.0	0.0	2.0	1.4	0.0	0.0	0.0	1.7	2.4	0.0	2.5	0.0	0.0	0.0	2.6	0.0	2.8										
	2	0	0	0	1	0	0	1	1	0	0	0	1	1	0	1	0	0	0	2	0	2										
91-99%	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0										
	1.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	9.9	0.0	0.0	2.0	0.0	0.0	3.0	0.0	0.0	0.0	1.8	0.0	2.1										
	1	0	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	1	0	1										
100%	5	0	0	2	3	0	0	3	1	1	0	1	3	1	0	2	0	0	2	3	2	3										
	3.7	0.0	0.0	11.8	7.3	0.0	0.0	5.9	1.5	6.0	0.0	3.0	4.9	2.4	0.0	3.8	0.0	0.0	2.8	4.6	2.3	5.4										
	6	0	0	2	4	0	0	4	1	1	0	1	4	1	0	2	0	0	2	4	2	4										
Don't know/Refused	5	0	0	1	3	0	0	0	3	0	0	3	3	0	1	2	0	2	4	2	4	2										
	3.8	0.0	0.0	5.9	7.3	0.0	0.0	0.0	5.6	0.0	0.0	8.3	3.9	0.0	2.8	3.6	0.0	5.7	6.0	2.3	4.9	2.7										
	6	0	0	1	4	0	0	0	4	0	0	3	3	0	1	2	0	2	4	2	4	2										
MEAN:	6.6	0.0	9.5	12.5	10.6	0.1	0.0	8.4	3.0	15.4	*	3.2	8.7	5.7	0.0	9.4	0.0	3.7	8.9	5.7	7.7											
	E			BFG	E			E								P																

ETS (#3782)
 S4E. Other ways sales or revenues generated.
 BASE: UMA who have other ways to generate sales or revenue

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Not		
		Sec-	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Comp-	Very	Very	Very	Very	Very
		ific	Arch/	tor	tant	User	<=5	6-25	>25	<=5	>5	more	ly	ly	ly	satis	satis	satis	satis	satis
		Use	Const	tor	tant	User	<=5	6-25	>25	<=5	>5	less	ly	ly	ly	-fied	-fied	-fied	-fied	-fied
		Light	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Comp-	Very	Very	Very	Very	Very
		ing	Arch/	tor	tant	User	<=5	6-25	>25	<=5	>5	less	ly	ly	ly	satis	satis	satis	satis	satis
		HVAC	Const	tor	tant	User	<=5	6-25	>25	<=5	>5	less	ly	ly	ly	-fied	-fied	-fied	-fied	-fied
		Stand	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Comp-	Very	Very	Very	Very	Very
		ards	Const	tor	tant	User	<=5	6-25	>25	<=5	>5	less	ly	ly	ly	satis	satis	satis	satis	satis
		eral	Const	tor	tant	User	<=5	6-25	>25	<=5	>5	less	ly	ly	ly	-fied	-fied	-fied	-fied	-fied
		Total	Const	tor	tant	User	<=5	6-25	>25	<=5	>5	less	ly	ly	ly	-fied	-fied	-fied	-fied	-fied
11	0	1	2	5	1	0	0	1	8	2	0	5	0	0	2	9	4	7		
%	100.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0		
12	0	1	2	6	1	0	0	1	8	3	0	5	0	0	3	9	5	7		
3	0	0	0	2	0	0	0	0	2	1	0	1	0	0	1	2	3	0		
%	25.2	0.0	0.0	33.3	0.0	0.0	0.0	0.0	25.6	33.3	0.0	22.8	0.0	0.0	33.3	22.9	63.0	0.0		
3	0	0	0	2	0	0	0	0	2	1	0	1	0	0	1	2	3	0		
2	0	0	0	2	0	0	0	0	1	1	0	1	0	0	1	1	1	1		
%	14.8	0.0	0.0	33.3	0.0	0.0	0.0	0.0	10.6	33.3	0.0	16.2	0.0	0.0	33.3	9.5	18.5	12.4		
2	0	0	0	2	0	0	0	0	1	1	0	1	0	0	1	1	1	1		
2	0	0	0	2	0	0	0	0	1	1	0	0	0	0	1	1	1	1		
%	14.8	0.0	0.0	33.3	0.0	0.0	0.0	0.0	10.6	33.3	0.0	0.0	0.0	0.0	33.3	9.5	18.5	12.4		
2	0	0	0	2	0	0	0	0	1	1	0	0	0	0	1	1	1	1		
2	0	0	0	2	0	0	0	0	1	1	0	0	0	0	1	1	1	1		
%	18.6	0.0	0.0	50.0	0.0	0.0	0.0	0.0	26.7	0.0	0.0	22.8	0.0	0.0	0.0	23.9	26.0	13.6		
4	0	1	1	0	1	0	0	1	3	0	0	3	0	0	0	4	0	4		
%	37.0	0.0	100.0	50.0	0.0	100.0	0.0	41.4	0.0	0.0	60.9	0.0	0.0	0.0	47.6	0.0	61.7			
4	0	1	1	0	1	0	0	1	3	0	0	3	0	0	0	4	0	4		
%	37.0	0.0	100.0	50.0	0.0	100.0	0.0	41.4	0.0	0.0	60.9	0.0	0.0	0.0	47.6	0.0	61.7			

Codes	Standards	HVAC	Lighting	Other Use	Sec-tor	TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			Sen-ior >25	SIZE OF BUSINESS	ATTENDANCE FREQUENCY	EXPECTATION			SATISFIED					
						Eng/Const	Con-tor	Con-sultant	New <=5	Mid 6-25	Old >25				Small <=5	Large >5	Once/month		Once/yr	Comp-ly	Comp-ly	Very satis	
Total	64	1	8	16	11	21	5	0	0	0	64	11	38	15	6	33	10	19	25	38	30	34	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	70	2	6	18	13	25	4	0	0	0	70	11	42	16	6	36	11	20	27	42	33	37	
Apartment build/condo/ /other multi-fam build %	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1
%	2.1	0.0	16.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0	0.0	0.0	0.0	13.7	0.0	0.0	0.0	0.0	0.0	4.0
Commercial office building	4	1	0	2	0	1	1	0	0	0	4	0	4	0	1	1	1	1	2	3	1	4	4
%	7.0	50.0	0.0	11.1	0.0	4.0	25.0	0.0	0.0	0.0	7.0	0.0	11.9	0.0	12.2	3.4	8.3	4.9	7.4	7.0	3.0	10.5	10.5
Government/community services facility	22	1	3	5	5	8	0	0	0	0	22	5	12	4	0	16	3	11	9	13	12	10	10
%	34.7	50.0	33.3	27.8	46.2	40.0	0.0	0.0	0.0	0.0	34.7	47.2	32.7	27.4	0.0	46.9	31.8	56.4	38.2	33.7	40.4	29.6	29.6
Retail Sales	3	0	0	3	0	0	0	0	0	0	3	0	3	0	1	2	1	0	0	0	3	1	2
%	4.3	0.0	0.0	16.7	0.0	0.0	0.0	0.0	0.0	0.0	4.3	0.0	7.3	0.0	16.2	5.5	9.1	0.0	0.0	7.2	3.0	5.4	5.4
Restaurant/deli/tavern	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	1	1	0	0	1	0
%	1.8	0.0	0.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	1.8	0.0	3.0	0.0	0.0	0.0	0.0	6.1	4.6	0.0	0.0	3.7	0.0
Health services	7	0	0	3	2	2	0	0	0	0	7	1	6	0	1	3	0	3	4	3	4	3	3
%	10.7	0.0	0.0	16.7	23.1	8.0	0.0	0.0	0.0	0.0	10.7	8.7	15.9	0.0	16.2	7.8	0.0	14.3	17.1	6.9	13.9	7.8	7.8
Hotel/motel	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	0	1	1	1	0
%	1.8	0.0	0.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	1.8	0.0	3.0	0.0	0.0	0.0	11.3	0.0	0.0	3.0	3.7	0.0	0.0
Manufacturing/ industrial facility	10	0	3	3	1	4	0	0	0	0	10	3	6	2	0	7	2	2	3	8	3	7	7
%	16.3	0.0	33.3	16.7	7.7	20.0	0.0	0.0	0.0	0.0	16.3	25.2	14.7	14.7	0.0	21.3	16.6	9.4	10.4	20.6	11.2	20.8	20.8
	11	0	2	3	1	5	0	0	0	0	11	3	6	2	0	7	2	2	3	8	4	7	7

ETS (#3782)
 S5. What is the main business activity of your firm?
 BASE: End Users who occupy space for which they make equipment/space-related decisions

	CTAC BANNER													ATTENDANCE			EXPECTATION			SATISFIED			
	COURSE TYPE													FREQUENCY			Not			Not			
	Codes	Standards	HVAC	Light	Other	Sec-	Eng/	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	
Warehouse	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
%	1.3	0.0	0.0	0.0	0.0	4.0	0.0	0.0	0.0	1.3	0.0	2.2	0.0	4.5	3.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.5
	1	0	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	1
School, college or university	6	0	1	2	2	0	0	0	0	6	1	0	5	0	3	0	0	0	0	0	0	0	2
%	8.7	0.0	16.7	5.6	15.4	8.0	0.0	0.0	0.0	8.7	7.9	0.0	30.9	0.0	10.1	0.0	4.5	15.6	4.6	12.7	5.1	4	2
	6	0	1	2	2	0	0	0	0	6	1	0	5	0	4	0	1	4	2	4	2	4	2
Water company	1	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
%	1.3	0.0	0.0	0.0	0.0	4.0	0.0	0.0	0.0	1.3	0.0	0.0	5.4	0.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	1	0	0	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0
Architectural	2	0	0	0	1	0	1	0	0	2	0	1	1	2	0	0	0	0	0	0	0	0	2
%	3.0	0.0	0.0	0.0	7.7	0.0	25.0	0.0	0.0	3.0	0.0	2.2	7.3	34.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.8
	2	0	0	0	1	0	1	0	0	2	0	0	1	2	0	0	0	0	0	0	0	0	2
Other end-user	4	0	0	1	0	2	0	0	0	4	1	2	1	1	1	1	0	0	0	0	0	0	3
%	5.8	0.0	0.0	5.6	0.0	8.0	0.0	0.0	0.0	5.8	11.1	4.7	5.4	20.7	2.5	9.1	0.0	3.4	7.6	2.7	8.6	3	
	4	0	0	1	0	2	0	0	0	4	1	2	1	1	1	1	0	0	0	0	0	0	3
Refused	1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
%	1.3	0.0	0.0	0.0	0.0	4.0	0.0	0.0	0.0	1.3	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0

ETS (#3782)
 BIA. For prospective customers or clients, are you involved in recommending new equipment or building design options?
 BASE: UMA

2006/11/29

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not					
Codes	Standards	Other End-Use	Light HVAC	Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sultant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ month more	Once/ yr less	Comp- ly	Comp- lete	Very satis- fied	Very -fied		
137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	72	65
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
153	17	10	17	55	34	9	66	68	14	0	34	77	40	34	49	21	34	66	85	81	71
110	9	12	14	32	23	9	54	43	10	0	23	52	32	25	37	15	21	47	62	57	53
%	80.2	76.5	90.0	88.2	70.9	79.4	88.9	88.9	74.5	0.0	75.5	75.1	93.2	86.8	80.8	78.6	72.0	79.1	80.6	79.6	81.8
121	13	9	15	39	27	8	61	48	10	0	25	57	37	29	39	17	24	51	68	64	57
							I	H			N	N	LM								
27	3	1	2	13	6	1	4	17	4	0	8	17	2	4	9	4	8	12	15	15	12
%	19.8	23.5	10.0	11.8	29.1	20.6	11.1	6.8	28.3	25.5	0.0	24.5	24.9	6.8	13.2	19.2	21.4	28.0	20.9	19.4	20.4
32	4	1	2	16	7	1	5	20	4	0	9	20	3	5	10	4	10	15	17	17	14
							I	H			N	N	LM								

ETS (#3782)
 BIB. Are you involved in installing new equipment at your customers' facilities?
 BASE: UMA

2006/11/29

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not					
Codes	Standards	Other	Eng/Arch/Const	Con-tract	Con-sultant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >5	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	72	65
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
153	17	10	17	55	34	9	66	68	14	0	34	77	40	34	49	21	34	66	85	81	71
62	5	4	8	18	18	5	26	34	3	0	20	31	12	12	21	9	14	29	34	33	29
%	45.2	41.2	30.0	52.9	40.0	61.8	44.4	45.3	20.3	0.0	63.3	44.5	33.6	41.6	45.8	44.1	48.9	48.2	44.0	45.7	45.4
70	7	3	9	22	21	4	30	38	3	0	21	35	14	13	24	10	17	31	39	37	33
				F	E						N		L								
75	7	10	7	27	11	6	32	26	11	0	11	39	23	17	25	11	15	31	43	39	35
%	54.8	58.8	70.0	47.1	60.0	38.2	55.6	54.7	43.6	79.7	36.7	55.5	66.4	58.4	54.2	55.9	51.1	51.8	56.0	54.3	54.6
83	10	7	8	33	13	5	36	30	11	0	13	42	26	21	25	11	17	35	46	44	38
				F	E						N		L								

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not						
		Sec-	Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Very	Very					
		ific	End-	Arch/	trac	sul-	User	<=5	6-25	>25	<=5	>100	more	ly	ly	satis	fy					
		Use	Use	Const	-tor	tant							less	-ly	-ly	-fied	-fied					
Total	137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	72	65
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	153	17	10	17	55	34	9	66	68	14	0	34	77	40	34	49	21	34	66	85	81	71
Yes	64	3	7	10	17	18	6	18	38	4	0	20	34	8	10	23	9	14	29	35	31	33
%	46.4	23.5	50.0	64.7	36.4	64.7	55.6	31.8	64.3	32.3	0.0	65.5	49.2	23.7	34.6	49.6	46.4	48.7	48.4	46.0	42.8	51.1
	70	4	5	11	20	22	5	20	43	5	0	22	38	9	11	24	9	17	31	39	34	36
No	74	9	7	5	29	10	5	40	21	9	0	11	35	26	19	23	10	15	31	41	41	32
%	53.6	76.5	50.0	35.3	63.6	35.3	44.4	68.2	35.7	67.7	0.0	34.5	50.8	76.3	65.4	50.4	53.6	51.3	51.6	54.0	57.2	48.9
	83	13	5	6	35	12	4	46	25	9	0	12	39	31	23	25	12	17	35	46	47	35
					F	E		I	H			N	N	LM								

ETS (#3782)
 BID. At your business, are you involved in identifying and evaluating new equipment needs for the facility?
 BASE: End User

2006/11/29

COURSE TYPE		CTAC BANNER													ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			Once/ month yr or more less			Comp-lete -ly			Very satis-fied							
		Sec-	Other Eng/ Arch/ Const	tor	Con- trac -tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >5	100	100	100	100	100	100	100	100	100	100	100	100
Total		94	2	14	21	17	29	8	0	0	0	0	94	14	55	22	8	48	14	25	34	57	45	47
%		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		101	3	10	23	20	35	7	0	0	0	0	101	15	61	23	9	52	15	27	37	62	49	51
Yes		64	1	7	14	12	23	6	0	0	0	0	64	11	40	13	4	39	10	17	21	42	32	32
%		68.1	66.7	50.0	65.2	70.0	77.1	71.4	0.0	0.0	0.0	0.0	68.1	72.8	72.2	57.9	45.3	81.5	69.9	67.7	62.5	74.8	70.1	68.2
		70	2	5	15	14	27	5	0	0	0	0	70	11	44	14	4	42	11	18	24	46	35	35
No		29	1	7	7	4	7	2	0	0	0	0	29	4	15	9	4	9	4	8	12	14	13	15
%		31.0	33.3	50.0	34.8	25.0	22.9	28.6	0.0	0.0	0.0	0.0	31.0	27.2	27.8	38.3	44.9	18.5	30.1	32.3	35.1	25.2	28.1	31.8
		30	1	5	8	5	8	2	0	0	0	0	30	4	17	8	4	10	4	9	12	16	13	16
DK/DR		1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	0	1	0
%		0.9	0.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	3.7	9.8	0.0	0.0	0.0	2.4	0.0	1.8	0.0
		1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	1	0	0	0	1	0	1	0

ETS (#3782)
 BIF. Are you involved in giving final approval for new purchases?
 BASE: End User

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED				
Codes	Standards	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Not				
		Light	Other	Sec-	Eng/	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
94	2	14	21	17	29	8	0	0	0	0	94	14	55	22	8	48	14	25	34	57	45	47
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
101	3	10	23	20	35	7	0	0	0	0	101	15	61	23	9	52	15	27	37	62	49	51
33	1	3	10	4	10	5	0	0	0	0	33	3	24	6	3	18	8	7	8	25	17	17
%	35.5	33.3	20.0	47.8	25.0	34.3	57.1	0.0	0.0	0.0	35.5	20.7	43.0	26.6	38.0	36.9	58.2	29.3	24.8	43.7	36.6	35.5
36	1	2	11	5	12	4	0	0	0	0	36	3	26	6	3	19	9	8	9	27	18	18
61	1	11	11	12	19	3	0	0	0	0	61	11	31	16	5	30	6	17	26	32	29	31
%	64.5	66.7	80.0	52.2	75.0	65.7	42.9	0.0	0.0	0.0	64.5	79.3	57.0	73.4	62.0	63.1	41.8	70.7	75.2	56.3	63.4	64.5
65	2	8	12	15	23	3	0	0	0	0	65	12	35	17	6	33	6	19	28	35	31	33

ETS (#3782)
 BIG. Are you involved in selecting a supplier or vendor to install new equipment?
 BASE: End User

2006/11/29

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not					
		Sec-	Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Not	Very	Very				
		tor	End-	Arch/	trac	sul-	User	<=5	6-25	>25	<=5	more	ly	ly	ly	satis	satis				
		ific	Use	Const	-tor	tant					>100	less	-ly	-ly	-fied	-fied					
Total	94	2	14	21	17	29	8	0	0	94	14	55	22	8	48	14	25	34	57	45	47
	%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		101	3	10	23	20	35	7	0	101	15	61	23	9	52	15	27	37	62	49	51
Yes	57	1	7	12	10	21	6	0	0	57	7	37	12	3	36	9	11	17	40	26	31
	%	60.8	33.3	50.0	56.5	60.0	71.4	71.4	0.0	60.8	47.3	67.8	54.5	37.1	74.0	64.1	46.2	50.2	70.1	56.8	66.4
		62	1	5	13	12	25	5	0	62	7	41	13	3	38	10	12	19	43	28	34
No	36	1	7	9	6	8	2	0	0	36	8	18	9	4	12	5	13	16	17	19	16
	%	38.3	66.7	50.0	43.5	35.0	28.6	28.6	0.0	38.3	52.7	32.2	41.8	53.0	26.0	35.9	53.8	47.4	29.9	41.4	33.6
		38	2	5	10	7	10	2	0	38	8	20	9	5	14	5	15	17	19	20	17
DK/DR	1	0	0	0	1	0	0	0	0	1	0	0	1	1	0	0	0	1	0	0	0
	%	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	3.7	9.8	0.0	0.0	0.0	2.4	0.0	1.8	0.0
		1	0	0	1	0	0	0	0	1	0	0	1	1	0	0	0	1	0	0	1

ETS (#3782)
 BIH. Are you involved in the operation and maintenance of equipment?
 BASE: End User

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not						
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Very	Very	Very	Very	Very	Very				
		End-	Arch-	trac	sul-	User	<=5	6-25	>25	<=5	more	ly	ly	ly	ly	ly	ly	ly				
		Use	ific	-tor	tant						less	-ly	-ly	-ly	-ly	-ly	-ly	-ly				
		Light	Spec-																			
		-ing	ific																			
		Use	ific																			
		Use	ific																			
Total	94	2	14	21	17	29	8	0	0	0	94	14	55	22	8	48	14	25	34	57	45	47
	%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	101	3	10	23	20	35	7	0	0	0	101	15	61	23	9	52	15	27	37	62	49	51
Yes	62	0	8	16	7	23	6	0	0	0	62	9	37	14	4	31	8	16	27	33	31	29
	%	65.8	0.0	73.9	45.0	77.1	71.4	0.0	0.0	0.0	65.8	60.5	67.2	62.2	45.3	64.4	55.6	66.8	78.6	58.8	68.7	61.9
	66	0	6	17	9	27	5	0	0	0	66	9	40	15	4	33	8	18	29	36	34	31
No	31	2	5	5	8	7	2	0	0	0	31	6	18	8	4	17	6	8	6	23	13	18
	%	33.3	100.0	40.0	26.1	50.0	22.9	28.6	0.0	0.0	33.3	39.5	32.8	34.1	44.8	35.6	44.4	33.2	19.0	41.2	29.4	38.1
	34	3	4	6	10	8	2	0	0	0	34	6	21	7	4	19	7	9	7	26	14	20
DK/DR	1	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	0	1	0	1	0
	%	0.9	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	3.7	9.8	0.0	0.0	0.0	2.4	0.0	1.8	0.0
	1	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	0	1	0	1	0

ETS (#3782)
 B2. How long have you been employed by your firm?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp-ly		Not Very				
		Sec-Other	Eng-Arch	Con-trac	Con-sul	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	month more	yr less	Comp-ly	Comp-ly	Very satis	Not satis			
Codes	Standards	Light	End-Use	Eng/Const	Con/Trac	Con/Sul	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	month more	yr less	Comp-ly	Comp-ly	Very satis	Not satis		
11-14 years		20 3 1 6 3 3 2 4 4 0 11 0 17 3 3 2 11 3 8 6 14 8 12	8.7 25.0 5.0 17.5 5.3 7.1 7.1 0.0 11.8 0.0 13.5 5.9 11.4 7.9 14.8 6.7 10.4 6.8 10.8	23 5 1 7 4 4 2 5 5 0 12 0 19 4 4 3 12 3 9 7 16 9 14	E D															
15-19 years		23 0 5 3 7 5 0 6 2 2 6 9 0 15 8 5 11 3 4 8 14 9 13	9.9 0.0 20.0 7.5 10.7 8.7 0.0 9.9 2.8 40.8 9.7 0.0 11.8 14.5 12.1 12.2 9.6 6.6 8.4 10.7 8.1 12.0	24 0 4 3 8 6 0 6 2 2 5 10 0 15 9 5 11 3 4 8 15 10 14																
20-24 years		17 1 4 0 7 3 1 5 2 2 1 7 1 8 8 3 9 3 3 6 10 5 10	7.2 10.0 15.0 0.0 12.0 4.3 6.3 9.0 4.2 9.9 7.1 1.8 6.3 13.9 9.2 9.8 9.9 4.7 6.8 7.7 4.6 9.3	18 2 3 0 9 3 1 6 3 1 7 1 9 8 4 10 4 3 7 11 6 11	E D															
More than 24 years		23 2 3 2 7 7 1 12 2 2 1 7 0 6 17 6 7 2 3 13 11 14 9	10.1 15.0 10.0 5.0 10.7 11.6 6.3 20.2 2.8 5.0 7.3 0.0 5.2 29.6 15.7 7.5 6.6 5.8 13.5 8.0 12.4 7.9	26 3 2 2 8 8 1 13 2 2 1 8 0 7 19 7 8 3 3 14 12 16 10																
DK/DR		7 0 1 2 0 3 0 1 1 1 0 5 0 4 1 0 3 4 1 1 5 3 3	2.9 0.0 5.0 5.0 0.0 4.3 0.0 1.4 1.7 0.0 5.2 0.0 3.0 1.5 0.0 2.7 11.7 1.6 0.9 3.4 2.2 2.5	7 0 1 2 0 3 0 1 1 1 0 5 0 4 1 0 3 4 1 1 5 3 3																
MEAN:		10.3 11.7 12.8 7.9 10.7 10.4 7.9 13.0 6.6 12.8 10.1 3.1 10.2 16.9 12.0 10.9 10.5 8.8 10.5 10.2 9.8 10.8																		

ETS (#3782)
 B3. How long have you worked in this industry?

		CTAC BANNER																		
COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE FREQUENCY								
Codes	Standards	Light HVAC	Other Eng/ Arch/ Const	Sec- tor Spec- ific	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- lete- ly	Comp- lete- ly	Very satis- fied	Not satis- fied	
Total	231	14	27	37	62	58	18	58	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	254	20	20	40	75	69	16	66	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Less than 4 years	27	0	4	9	12	0	1	6	12	1	8	27	0	0	0	0	0	0	0	0
	11.7	0.0	15.0	25.0	18.7	0.0	6.3	11.1	20.2	6.0	8.4	59.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
4-5 years	18	0	1	3	9	2	2	2	6	2	7	18	0	0	0	0	0	0	0	0
	7.9	0.0	5.0	7.5	14.7	2.9	12.5	2.9	9.9	14.2	7.1	40.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
6-8 years	12	0	1	1	4	6	0	3	5	1	5	0	0	0	0	0	0	0	0	0
	5.3	0.0	5.0	2.5	6.7	10.1	0.0	5.9	8.5	6.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
9-11 years	17	1	1	2	2	7	2	0	5	1	10	0	0	0	0	0	0	0	0	0
	7.4	10.0	5.0	5.0	4.0	11.6	12.5	0.0	7.8	6.0	10.3	0.0	13.8	0.0	13.8	0.0	13.8	0.0	13.8	0.0
12-15 years	23	1	3	5	7	3	1	7	8	1	9	0	0	0	0	0	0	0	0	0
	10.0	5.0	10.0	15.0	12.0	5.8	6.3	11.2	14.0	6.0	9.6	0.0	18.6	0.0	18.6	0.0	18.6	0.0	18.6	0.0
16-20 years	40	3	4	8	8	12	2	7	10	2	17	0	0	0	0	0	0	0	0	0
	17.3	25.0	15.0	22.5	13.3	20.3	12.5	12.1	17.1	17.4	18.2	0.0	32.2	0.0	32.2	0.0	32.2	0.0	32.2	0.0
21-25 years	32	2	3	4	6	11	3	7	5	2	15	0	0	0	0	0	0	0	0	0
	13.7	15.0	10.0	10.0	9.3	18.8	18.7	12.3	9.2	15.9	15.5	0.0	25.5	0.0	25.5	0.0	25.5	0.0	25.5	0.0

ETS (#3782)
 B3. How long have you worked in this industry?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not			More/lete Very					
		Sec-	Eng/	Con-	Con-	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	More/	lete	Very	More/	lete	Very			
		tor	Arch/	trac	sul-	End	<=5	6-25	>25	<=5	>5	more	ly	ly	ly	ly	ly	ly	ly	ly			
		Other	Const-	-tor	tant	User	<=5	6-25	>25	<=5	>5	more	ly	ly	ly	ly	ly	ly	ly	ly			
		End-	Use																				
		Use																					
		Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light			
		ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing			
		HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC	HVAC			
		Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand			
		ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards			
		Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-	Gen-			
		eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral	eral			
		Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes			
26-29 years		10	1	0	0	4	1	2	3	2	2	4	0	0	10	2	4	3	6	3	5	4	6
	%	4.4	10.0	5.0	0.0	7.2	6.3	2.6	4.7	12.5	4.4	0.0	0.0	18.0	4.6	4.1	7.5	10.2	2.8	4.0	3.7	5.3	6
		11	2	1	0	5	1	2	3	2	2	4	0	0	11	2	4	2	6	3	6	5	6
						F	E						N	LM									
30-35 years		32	4	3	3	9	10	2	17	3	2	10	0	0	32	7	8	4	8	17	16	19	13
	%	13.9	30.0	10.0	7.5	14.7	17.4	12.5	28.5	5.3	15.9	10.9	0.0	0.0	56.6	17.7	8.5	11.5	14.7	17.8	11.7	16.2	11.8
		37	6	2	3	11	12	2	20	4	2	11	0	0	37	8	9	4	9	19	18	22	15
									IK	H		H	N	N	LM								
More than 35 years		14	1	4	2	4	3	0	7	1	0	8	0	0	14	3	7	1	1	7	7	8	6
	%	6.2	5.0	15.0	5.0	6.7	4.3	0.0	11.4	1.4	0.0	8.3	0.0	0.0	25.4	8.7	7.3	2.1	1.7	8.0	5.2	7.0	5.5
		15	1	3	2	5	3	0	7	1	0	8	0	0	15	4	7	1	1	8	7	9	6
									I	H			N	N	LM								
Refused		1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	%	0.5	0.0	0.0	0.0	0.0	0.0	6.3	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	1.0
		1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1
DK/DR		3	0	1	0	0	1	1	0	1	0	2	0	0	0	0	0	2	1	0	2	2	0
	%	1.4	0.0	5.0	0.0	0.0	1.4	6.3	0.0	1.9	0.0	2.3	0.0	0.0	0.0	0.0	6.5	2.1	0.0	1.5	1.7	0.0	
		3	0	1	0	0	1	1	0	1	0	2	0	0	0	0	2	1	0	2	2	0	
MEAN:		18.2	24.8	20.5	14.6	15.8	20.4	17.6	22.5	13.4	17.3	19.1	2.9	16.9	33.4	19.0	18.4	17.6	16.9	18.2	18.1	18.4	18.4
		DEFG			BF	BF	BDE	B	I	HK		I	MN	LN	LM								

B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS			Once/Comp- Not			ly/ete satis			-ly- fied		
		Sec- tor		Eng/ Arch/ trac		Con- sul- tant		New User		Mid 6-25		Sen- >25		Small <=5		Large >100		Once/Comp- Not		ly/ete satis		-ly- fied	
		Other End- Use		Spec- ific Const		-tor		End User		<=5		6-25		>25				ly/ete satis		-ly- fied			
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	66	16	66	68	14	101	49	138	63	43	101	36	61	103	147	130	122	122
9	0	0	1	2	3	0	2	5	0	0	2	3	4	2	2	4	1	3	3	6	3	6	6
%	3.9	0.0	2.5	4.0	5.8	0.0	4.3	9.1	0.0	2.0	5.9	3.4	3.5	4.4	4.1	3.5	5.0	2.9	4.7	2.8	5.0	5.0	5.0
10	0	0	1	3	4	0	3	6	0	0	2	3	5	2	2	4	1	3	3	7	4	4	4
104	8	10	14	36	20	9	33	31	6	34	19	54	30	30	26	17	26	50	51	56	47	47	
%	44.8	55.0	37.5	57.3	34.8	50.0	56.4	52.3	44.7	35.9	41.6	43.8	53.1	79.1	27.8	49.9	47.9	53.4	37.9	48.1	41.5	41.5	
115	11	7	15	43	24	8	37	36	7	36	20	61	34	34	28	18	30	57	55	64	50	50	
15	1	1	2	4	6	0	5	3	0	6	2	9	3	2	9	0	3	6	9	9	6	6	
%	6.5	5.0	5.0	6.7	10.1	0.0	7.9	5.3	0.0	6.9	5.5	7.6	5.5	4.6	9.6	0.0	6.3	6.3	6.9	8.1	4.9	4.9	
17	1	1	2	5	7	0	5	4	0	7	3	11	3	2	10	0	4	7	10	11	6	6	
33	0	7	6	8	9	2	9	8	1	15	7	13	13	13	1	21	6	4	11	22	17	16	
%	14.3	0.0	25.0	17.5	13.3	15.9	12.5	15.4	13.6	9.9	15.5	16.4	10.4	22.2	2.4	22.3	17.3	8.3	12.2	16.2	14.2	14.6	
35	0	5	7	10	11	2	10	9	1	15	8	13	14	1	21	6	5	12	23	18	17	17	
19	1	4	3	3	6	1	4	4	2	8	3	12	4	1	11	3	5	7	12	9	10	10	
%	8.0	10.0	15.0	7.5	5.3	10.1	6.3	6.2	7.1	15.9	9.0	6.9	9.3	6.8	2.4	12.0	7.9	8.6	7.3	8.8	7.5	8.7	
20	2	3	3	4	7	1	4	5	2	9	3	13	4	1	13	3	5	7	13	9	11	11	
23	3	3	5	4	5	1	2	2	0	16	4	17	2	1	17	2	5	7	16	8	14	14	
%	9.8	20.0	10.0	12.5	6.7	8.7	6.3	2.6	3.1	0.0	17.0	8.0	13.7	3.3	2.2	18.3	7.2	10.0	7.3	11.8	7.1	12.7	
25	4	2	5	5	6	1	2	2	0	18	4	19	2	1	19	3	6	7	18	9	16	16	
1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	
%	0.4	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.0	2.5	0.0	0.0	0.6	0.7	0.0	0.0	
1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	1	0	
MEAN:	6.0	10.8	5.8	8.1	4.5	5.9	4.2	2.7	3.5	3.5	9.0	4.4	8.1	3.0	2.4	9.1	4.7	5.7	4.7	7.2	4.7	7.5	

ETS (#3782) 2006/11/29
 B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS											
		TYPE OF BUSINESS		TYPE OF BUSINESS			TYPE OF BUSINESS			TYPE OF BUSINESS													
		Sec-	Eng/	Con-	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-						
		Other	Spec-	Arch/	trac	sul-	tant	End	New	Mid	ior	Small	Large	Once/	Comp-	Comp-	Not						
		End-	ific	Const-	-tor	tant	User	<=5	6-25	>25	ior	<=5	>5	more	ly	ly	Not						
		Use	Use	tor	tor	tant	User	<=5	6-25	>25	ior	<=5	>5	more	ly	ly	Not						
		Use	Use	tor	tor	tant	User	<=5	6-25	>25	ior	<=5	>5	more	ly	ly	Not						
		Use	Use	tor	tor	tant	User	<=5	6-25	>25	ior	<=5	>5	more	ly	ly	Not						
DK/DR	29	1	3	6	4	8	5	4	4	6	4	12	7	15	3	2	6	4	7	10	17	13	14
	%	12.4	10.0	17.5	6.7	13.0	25.0	7.2	9.5	29.4	12.8	15.7	11.9	5.6	5.6	4.8	5.9	11.7	13.8	10.6	13.1	11.4	12.6
		31	2	7	5	9	4	5	6	4	13	8	16	4	4	2	6	4	8	10	20	14	16
	MEAN:	6.0	10.8	5.8	8.1	4.5	5.9	4.2	2.7	3.5	3.5	9.0	4.4	8.1	3.0	2.4	9.1	4.7	5.7	4.7	7.2	4.7	7.5

ETS (#3782)
 B5. How many employees are there at this/these location(s)?

		CTAC BANNER																					
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY													
		Sec-	Eng/	Con-	Sen-	Small	Large	Once/	Comp-	Not													
Codes	Standards	Other	Arch-	trac	ior	<=5	>5	month	lete	ly	Not	Very	Satisfied										
Gen-eral	HVAC	Use	Const-	tor	New	<=5	>5	yr or	lete	ly	ly	ly	ly										
					User			more	less														
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	101	49	138	63	43	101	36	61	103	147	130	122	
1	13	2	0	0	7	1	2	3	2	4	4	2	6	5	13	0	3	4	6	7	7	6	
%	5.6	15.0	0.0	10.7	1.4	12.5	5.2	2.8	25.5	4.0	5.5	4.4	8.5	4.4	34.1	0.0	9.5	6.6	5.9	5.5	5.7	5.5	
15	3	0	0	8	1	2	4	2	4	4	4	3	7	5	15	0	4	4	7	8	8	7	
	E	DF	E												P	O							
2-5	25	3	1	4	9	2	3	12	7	2	5	6	12	7	25	0	3	7	16	9	15	10	
%	10.8	25.0	5.0	10.0	14.7	2.9	18.7	20.6	12.3	13.2	5.0	12.4	9.9	12.1	65.9	0.0	8.0	12.1	16.9	6.8	13.0	8.7	
28	5	1	4	11	2	3	14	8	2	2	5	5	14	9	28	0	3	8	18	10	18	10	
	F	E						K			H				P	O			T	S			
6-10	18	1	1	5	7	2	0	5	6	0	7	6	8	4	0	0	2	5	8	9	10	8	
%	7.6	10.0	5.0	12.5	12.0	2.9	0.0	8.0	9.6	0.0	6.9	12.3	6.2	6.2	0.0	0.0	5.0	9.4	8.0	6.9	8.6	6.7	
20	2	1	5	9	2	0	5	7	7	0	7	6	9	4	0	0	2	6	8	11	11	9	
	F	F	DE																				
11-24	12	0	0	2	4	5	0	4	6	0	3	2	7	3	0	0	0	3	2	10	7	5	
%	5.3	0.0	0.0	5.0	6.7	8.7	0.0	7.7	9.9	0.0	2.8	3.8	5.7	5.9	0.0	0.0	0.0	6.3	2.7	7.2	5.8	4.8	
14	0	0	2	5	6	0	5	7	0	0	3	2	8	4	0	0	0	4	3	11	8	6	
											I												
25-50	19	0	0	1	7	6	3	8	7	0	4	3	8	7	0	0	2	5	5	14	10	9	
%	8.1	0.0	0.0	2.5	12.0	10.1	18.7	13.9	12.2	0.0	4.5	7.3	6.1	11.8	0.0	0.0	5.8	9.4	5.4	10.3	8.6	7.8	
21	0	0	1	9	7	3	9	8	0	5	4	4	8	8	0	0	2	6	6	15	12	9	
											H												
51-100	22	0	3	6	3	8	1	7	8	0	8	4	10	6	0	0	4	6	12	10	16	6	
%	9.5	0.0	10.0	17.5	5.3	14.5	6.3	11.4	13.3	0.0	8.8	9.5	8.3	10.8	0.0	0.0	12.6	11.1	13.0	7.3	13.6	5.4	
24	0	2	7	4	10	1	7	9	0	0	9	5	12	6	0	0	5	6	13	11	17	7	
	E	D																					
101-200	19	3	7	1	2	6	0	4	4	2	7	4	9	6	0	19	4	4	4	14	9	10	
%	8.2	20.0	25.0	2.5	4.0	10.1	0.0	6.7	7.4	15.9	7.3	7.9	7.4	10.7	0.0	20.1	12.9	6.9	4.1	10.6	7.8	8.7	
20	4	5	1	3	7	0	5	5	2	2	7	3	11	6	0	20	4	4	4	15	9	11	
																P	O						

ETS (#3782)
 B5. How many employees are there at this/these location(s)?

2006/11/29

		CTAC BANNER																				
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		Sec-	Eng/	Con-	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Not	Very						
Codes	Stand-ards	Other	Arch-	trac	sul-	End	6-25	ior	<=5	>25	more	ly	lete	lete	-ly	satis	-fied					
0	1	Use	Const	-tor	tant	User	<=5	>25	<=5	>25	>100	less	-ly	satis	-fied	0	1					
201-999	30	0	4	3	4	12	2	20	8	0	30	6	5	13	16	15	14					
%	12.8	0.0	15.0	7.5	6.7	20.3	3.7	16.1	13.8	0.0	31.4	17.6	10.0	14.1	12.3	13.2	12.6					
	31	0	3	3	5	14	2	21	8	0	31	6	6	14	17	17	14					
			F		E		M	L		P	O											
1,000+	46	3	8	9	15	8	11	30	5	0	46	5	10	15	31	15	29					
%	19.7	20.0	30.0	25.0	24.0	14.5	24.0	24.0	8.5	0.0	48.5	14.4	17.9	15.7	23.2	13.2	26.1					
	50	4	6	10	18	10	12	32	6	0	50	6	11	16	34	17	32					
							N	N	LM	P	O						V					
Refused	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1					
%	0.4	0.0	0.0	0.0	0.0	1.4	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.7					
	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1					
DK/DR	28	1	3	6	2	8	5	15	7	0	0	5	5	13	12	12	15					
%	12.2	10.0	10.0	17.5	4.0	13.0	11.7	11.9	11.8	0.0	0.0	14.2	10.2	14.1	9.2	10.4	13.0					
	30	2	2	7	3	9	6	16	7	0	0	4	6	14	14	13	16					
			E	DF	E																	
MEAN:	2074	4427	1901	4303	2065	1022	371	861	1852	2096	2916	3589	2356	397	3	4430	3573	1030	1337	2595	1123	3112
							N	M	P													

ETS (#3782)
Pl. How did you first hear about center and the classes they offer?

		CTAC BANNER																					
COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE FREQUENCY											
		Eng/ Arch/ trac		Con- tant		New User		Mid 6-25		Sen- >25		Once/ month yr or more		Comp- lete ly		Not satisfi-							
Codes	Standards	Light	Other	Sec-	Eng/ Arch/ trac	Con- tant	New User	Mid 6-25	Sen- >25	Once/ month yr or more	Comp- lete ly	Not satisfi-	Not satisfi-	Not satisfi-	Not satisfi-	Not satisfi-	Not satisfi-						
		ing	End- Use	tor Spec- ific	Const- tor	-tor	End User	<=5	>25	<=5	>25	<=5	>25	<=5	>25	<=5	>25						
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	49	138	63	43	101	36	61	103	147	130	142	122	
A utility rep	22	0	5	1	6	7	2	3	7	4	8	5	12	6	1	15	2	7	14	9	14	14	
%	9.6	0.0	20.0	2.5	9.3	11.6	12.5	4.9	11.2	31.8	9.0	10.3	9.4	10.5	2.2	15.9	7.4	13.1	7.9	10.6	7.5	12.1	
23	0	4	1	7	8	2	3	7	4	9	5	12	6	1	15	2	8	7	15	9	14	14	
Inserted in company's utility bill	4	0	1	1	0	1	1	0	0	0	4	1	1	1	0	1	2	1	2	1	2	2	
%	1.8	0.0	5.0	2.5	0.0	1.4	6.3	0.0	0.0	0.0	4.5	2.0	0.9	1.5	0.0	1.2	7.4	1.6	0.9	1.5	0.7	1.8	
Letter mailed from utility	19	1	4	1	5	8	1	5	5	0	9	2	12	5	2	4	4	3	10	9	14	5	
%	8.4	5.0	15.0	2.5	8.0	13.0	6.3	8.6	8.9	0.0	9.1	5.0	9.3	8.3	4.0	4.1	12.4	6.2	10.9	6.9	12.1	4.6	
E-mail from utility	21	1	3	1	6	9	1	6	6	0	9	2	13	5	2	4	4	4	11	10	15	6	
%	14.1	45.0	5.0	15.0	12.0	11.6	12.5	17.9	13.3	7.5	12.3	10.0	15.8	12.9	14.5	12.5	12.4	12.2	10.2	17.4	13.5	15.1	
Brochure/flyer from utility	33	6	1	5	7	7	2	10	8	1	12	5	20	7	5	12	4	7	10	23	16	17	
%	14.1	45.0	5.0	15.0	12.0	11.6	12.5	17.9	13.3	7.5	12.3	10.0	15.8	12.9	14.5	12.5	12.4	12.2	10.2	17.4	13.5	15.1	
Brochure/flyer from utility	60	5	4	11	17	18	2	22	15	2	20	7	30	23	11	24	10	15	27	33	32	28	
%	25.9	35.0	15.0	30.0	26.7	30.4	12.5	37.1	25.9	11.0	21.8	15.2	24.3	39.8	30.4	25.2	29.8	27.4	28.6	24.8	27.2	25.0	
Utility/Center website	15	1	3	5	3	2	1	2	4	2	6	3	8	4	3	7	3	4	3	12	4	10	
%	6.4	10.0	10.0	12.5	5.3	2.9	6.3	3.5	7.4	12.0	6.2	7.3	6.3	6.3	9.2	7.5	7.6	7.3	3.4	8.7	3.4	8.9	
Other website	16	2	2	5	4	2	1	2	5	2	6	3	9	4	4	7	3	4	4	12	4	11	
%	1.8	0.0	5.0	0.0	1.3	1.4	6.3	4.3	1.4	0.0	0.9	1.8	1.8	0.0	0.0	2.3	0.0	1.5	2.4	1.5	1.9	1.8	
Trade magazine	4	0	1	0	1	1	1	2	1	0	1	1	2	0	0	2	0	1	2	2	2	2	
%	0.5	0.0	0.0	0.0	0.0	0.0	6.3	0.0	0.0	0.0	1.2	0.0	0.0	2.0	3.0	0.0	0.0	0.0	0.0	0.8	1.0	0.0	

ETS (#3782)
 Pl. How did you first hear about center and the classes they offer?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		Sec-	Other	Light	End-	Spec-	Eng/	Con-	Con-	Con-	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Not				
		ific	Use	ing	Use	ific	Const-	tor	tant	tant	User	<=5	6-25	>25	<=5	>100	more	ly	ly	ly				
		Stand	ard	Gen	eral	HVAC																		
Professional organization	%	8	0	1	0	5	1	0	3	3	3	1	2	2	6	0	0	2	0	2	5	4	6	3
		3.6	0.0	5.0	0.0	8.0	1.4	0.0	5.7	4.7	9.9	1.8	5.5	4.7	0.0	2.2	2.3	0.0	4.6	5.0	2.7	4.7	2.5	3
		9	0	1	0	6	1	0	4	3	1	2	3	6	0	1	2	0	3	5	4	6	3	
Display at trade show	%	5	1	0	1	2	0	1	1	4	0	2	0	5	0	3	1	0	1	4	2	4	2	
		2.3	5.0	0.0	2.5	4.0	0.0	6.3	1.4	6.1	0.0	1.7	0.0	4.2	0.0	9.2	1.0	0.0	1.5	3.8	1.2	3.2	1.4	
		6	1	0	1	3	0	1	1	4	0	2	0	6	0	4	1	0	1	4	2	4	2	
A colleague at my company	%	45	1	5	10	14	9	3	7	13	1	24	14	24	7	5	19	4	13	20	23	24	20	
		19.4	5.0	20.0	27.5	22.7	15.9	18.7	12.8	22.4	7.5	25.4	31.6	19.3	11.7	12.9	20.7	12.4	23.9	21.4	17.0	21.0	18.2	
		49	1	4	11	17	11	3	8	16	1	25	16	26	7	5	21	4	15	22	25	28	21	
A colleague outside of my company	%	8	1	0	1	2	3	0	3	2	0	3	1	5	2	2	4	3	2	3	5	3	4	
		3.4	5.0	0.0	2.5	2.7	4.3	0.0	4.6	4.2	0.0	3.7	2.3	4.1	2.9	4.9	4.5	7.6	3.5	2.9	3.9	2.9	3.9	
		9	1	0	1	2	3	0	3	3	0	4	1	6	2	2	5	3	2	3	6	4	5	
Other classes	%	2	0	0	0	2	0	0	1	1	0	1	1	2	0	0	1	1	0	2	0	2	0	
		1.1	0.0	0.0	0.0	4.0	0.0	0.0	1.4	1.4	0.0	0.9	1.8	1.3	0.0	0.0	0.9	2.5	0.0	2.7	0.0	2.1	0.0	
		3	0	0	0	3	0	0	1	1	0	1	1	2	0	0	1	1	0	3	0	3	0	
Other	%	4	0	0	0	1	2	1	0	0	2	2	2	1	1	2	0	0	2	1	2	2	2	
		1.6	0.0	0.0	0.0	1.3	2.9	6.3	0.0	0.0	14.2	1.8	4.3	0.7	1.5	5.2	0.0	0.0	4.6	1.2	1.9	1.7	1.5	
		4	0	0	0	1	2	1	0	0	2	2	2	1	1	2	0	0	3	1	3	2	2	
DK/DR	%	9	1	0	2	2	2	0	3	1	1	3	2	4	3	3	3	1	1	1	8	1	8	
		3.8	10.0	0.0	5.0	2.7	2.9	0.0	6.0	1.5	6.0	3.0	4.6	2.9	5.5	7.7	3.5	2.5	1.7	1.0	6.0	0.7	7.2	
		10	2	0	2	2	2	0	4	1	1	3	2	4	4	3	4	1	1	1	9	1	9	

ETS (#3782)
P2. How did you first hear about the class you attended?

		CTAC BANNER																			
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
Codes	Standards	Other Eng/Arch/Const	Light End-Use	HVAC	Con-trac	Con-tant	User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis			
14	27	37	62	58	18	58	60	14	94	45	124	57	34	94	54	93	133	117	112		
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
254	20	40	75	69	16	66	68	14	101	49	138	63	36	61	103	147	130	132	122		
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	34	94	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
A utility rep	17	0	1	1	6	5	2	4	6	3	3	3	7	5	10	1	2	4	12	5	11
%	7.2	0.0	5.0	2.5	9.3	8.7	12.5	6.8	10.3	21.9	3.6	7.5	6.0	7.9	10.6	3.4	4.6	4.2	8.8	4.6	10.0
	18	0	1	1	7	6	2	4	7	3	4	4	8	5	11	1	3	4	13	6	12
Inserted in company's utility bill	2	0	1	0	0	1	0	0	1	0	1	1	0	1	0	1	2	0	0	2	0
%	1.0	0.0	5.0	0.0	0.0	1.4	0.0	0.0	2.3	0.0	0.9	3.0	0.0	1.5	0.0	1.6	2.4	0.0	1.9	0.0	0.0
	2	0	1	0	0	1	0	0	1	0	1	1	0	1	0	1	2	0	0	2	0
Letter mailed from utility	28	1	7	3	6	9	2	3	6	0	16	2	17	6	2	9	7	11	15	15	11
%	11.9	5.0	25.0	7.5	9.3	15.9	12.5	5.7	10.4	0.0	16.8	5.0	14.0	9.9	4.4	9.1	24.3	12.7	12.0	13.2	9.6
	29	1	5	3	7	11	2	4	7	0	16	2	19	6	2	9	8	12	16	16	12
E-mail from utility	47	7	1	6	14	9	5	13	10	2	19	9	25	12	10	13	5	11	19	28	24
%	20.2	50.0	5.0	17.5	22.7	15.9	25.0	22.4	16.0	15.7	19.7	19.3	19.7	21.7	25.9	13.4	15.8	20.5	20.0	21.1	20.7
	54	10	1	7	17	11	4	16	11	2	21	10	28	15	12	14	6	12	21	33	27
Fax from utility	1	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	1	0
%	0.4	0.0	0.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.7	0.0	0.0	1.0	2.7	0.0	0.0	0.7	0.0
	1	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	1	0
Brochure/flyer from utility	76	5	8	15	19	20	3	23	21	3	28	11	43	22	13	30	15	18	33	41	40
%	32.8	35.0	30.0	40.0	30.7	34.8	18.7	39.7	35.7	23.4	30.1	25.2	34.4	37.9	34.6	31.7	43.5	33.3	35.8	30.7	34.4
	84	7	6	16	23	24	3	26	25	3	31	13	48	23	15	33	16	21	38	45	46
Utility/Center website	17	1	1	5	3	5	1	3	5	2	8	2	13	2	3	8	2	5	3	14	5
%	7.5	5.0	5.0	12.5	5.3	8.7	6.3	5.0	8.4	12.0	8.2	5.0	10.1	4.1	6.8	9.0	7.4	8.9	3.0	10.9	4.0
	19	1	1	5	4	6	1	3	6	2	8	2	14	3	3	9	3	5	3	16	5
Other website	7	0	1	1	3	0	0	2	2	1	2	3	2	2	1	2	2	2	4	3	3
%	2.9	0.0	5.0	2.5	5.3	0.0	0.0	3.8	2.8	6.0	2.1	5.9	1.4	3.9	2.2	2.6	5.2	3.5	3.8	2.3	2.8
	7	0	1	1	4	0	0	2	2	1	2	3	2	2	1	2	2	2	4	3	3

ETS (#3782)
P2. How did you first hear about the class you attended?

COURSE TYPE			CTAC BANNER															ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Codes	Standards	General	TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION		SATISFIED									
			Light HVAC	Engineering	Contractor	Other	Specialty	Senior	New	Mid	6-25	>25	Small	Large	Once/month	Once/yr	More	Less	Comp-ly	Comp-ly	Very	Satis	Not	Satis	Not	
																										End User
1	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0	1	1	0	0
%	0.5	0.0	0.0	0.0	6.3	0.0	1.2	0.0	0.0	2.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	1.0	0.0	1.0	1.0	0.0	0.0	
1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	1	0	1	1	0	0
7	1	1	0	2	1	1	2	1	4	2	3	2	0	0	0	1	5	2	0	2	5	2	5	2	2	
%	2.8	5.0	0.0	4.0	1.4	6.3	2.9	1.9	14.9	1.8	7.0	2.3	0.0	1.5	5.2	1.2	4.2	1.5	1.2	4.2	1.5	4.2	1.5	2	2	
7	1	1	0	3	1	1	2	1	2	2	3	2	0	1	5	2	2	5	2	2	5	2	5	2	2	
2	1	0	0	1	0	0	0	1	0	1	2	0	0	0	2	0	0	0	2	0	1	1	1	1	1	
%	0.7	5.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.7	4.0	0.0	0.0	1.6	0.0	0.0	0.0	1.6	0.0	0.7	0.6	0.7	0.6	0.6		
2	1	0	0	1	0	0	1	0	1	0	2	0	0	0	2	0	0	2	0	0	1	1	1	1		
											P	O														
33	0	4	6	9	9	2	6	9	0	19	12	15	7	3	19	1	9	14	19	18	15	15	15	15		
%	14.4	0.0	17.5	14.7	15.9	12.5	9.7	14.6	0.0	20.0	26.9	11.7	11.7	9.1	20.7	2.5	16.3	14.6	14.1	15.6	13.6	13.6	13.6	13.6		
36	0	3	7	11	11	2	6	10	0	20	13	16	7	3	21	1	10	15	20	21	15	15	15	15		
											MN	L	L			R	Q									
2	1	0	0	0	1	0	0	0	1	0	2	0	0	0	2	1	0	0	2	0	1	1	1	1		
%	0.7	5.0	0.0	0.0	1.4	0.0	0.0	1.4	0.0	0.7	4.0	0.0	0.0	1.6	0.0	0.0	0.0	1.6	0.0	0.7	0.6	0.7	0.6	0.6		
2	1	0	0	1	0	0	1	0	1	0	2	0	0	0	2	1	0	0	2	0	1	1	1			
											P	O														
1	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	1	0	1	0	0		
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.7	0.0	0.0	0.9	0.0	0.0	0.9	0.0	0.0	0.7	0.0	0.0	0.0		
1	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	1	0	1	0	0		
1	0	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0	0		
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.7	0.0	1.2	0.0	0.0	0.9	0.0	0.0	0.9	0.0	0.0	0.7	0.0	0.0	0.0		
1	0	0	1	0	0	0	1	0	1	0	2	0	0	0	2	1	0	0	2	0	1	1	0	0		
1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0	0	1	0	1	0	1	0	0		
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.7	0.0	1.2	0.0	0.0	0.9	0.0	0.0	0.9	0.0	0.0	0.7	0.0	0.0	0.0		
1	0	0	1	0	0	0	1	0	1	0	2	0	0	0	2	1	0	0	2	0	1	1	0	0		
1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0	0	1	0	1	0	1	0	0		
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.7	0.0	1.2	0.0	0.0	0.9	0.0	0.0	0.9	0.0	0.0	0.7	0.0	0.0	0.0		
1	0	0	1	0	0	0	1	0	1	0	2	0	0	0	2	1	0	0	2	0	1	1	0	0		
1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0	0	1	0	1	0	1	0	0		
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.7	0.0	1.2	0.0	0.0	0.9	0.0	0.0	0.9	0.0	0.0	0.7	0.0	0.0	0.0		
1	0	0	1	0	0	0	1	0	1	0	2	0	0	0	2	1	0	0	2	0	1	1	0	0		
1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0	0	1	0	1	0	1	0	0		
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.7	0.0	1.2	0.0	0.0	0.9	0.0	0.0	0.9	0.0	0.0	0.7	0.0	0.0	0.0		
1	0	0	1	0	0	0	1	0	1	0	2	0	0	0	2	1	0	0	2	0	1	1	0	0		
1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0	0	1	0	1	0	1	0	0		
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.7	0.0	1.2	0.0	0.0	0.9	0.0	0.0	0.9	0.0	0.0	0.7	0.0	0.0	0.0		
1	0	0	1	0	0	0	1	0	1	0	2	0	0	0	2	1	0	0	2	0	1	1	0	0		
3	1	0	2	0	0	0	2	1	0	0	1	0	2	1	2	0	1	1	2	0	1	2	0	3		
%	1.4	10.0	0.0	5.0	0.0	0.0	4.0	1.5	0.0	0.0	2.0	0.0	4.0	2.4	1.7	0.0	1.7	1.0	1.7	0.0	1.7	0.0	2.9	4		
4	2	0	2	0	0	0	3	1	0	1	0	3	1	1	2	0	1	1	1	3	0	0	4	4		
											H	N	M													

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
		Sec-	Other	Light	HVAC	Eng/ Arch/ Const	Con- trac	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >5	Once/ month	Once/ yr	More	Less	Not	Comp- lete	Comp- lete	Not	Very	Very	Not				
Codes	Stand- ards	Gen- eral	Use	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing			
231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112								
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
254	20	20	40	75	69	16	66	68	14	101	49	138	63	43	101	36	61	103	147	130	122								
2	1	0	1	0	0	0	0	0	0	2	1	1	0	1	0	0	0	1	1	0	2								
%	0.7	5.0	0.0	2.5	0.0	0.0	0.0	0.0	0.0	1.7	2.0	0.6	0.0	1.8	0.0	0.0	0.0	0.7	0.7	0.0	1.4								
2	1	0	1	0	0	0	0	0	0	2	1	1	0	1	0	0	0	1	1	0	2								
33	1	5	5	8	8	5	7	10	0	16	4	20	8	7	8	7	9	18	15	20	13								
%	14.2	10.0	20.0	12.5	13.3	13.0	11.8	16.5	0.0	16.7	8.9	16.4	14.7	18.8	8.6	22.2	17.5	19.5	10.9	17.1	11.4								
35	2	4	5	10	9	4	8	11	0	16	4	22	9	8	7	11	20	15	21	14									
163	10	19	23	44	43	10	42	39	13	67	32	86	41	25	72	19	37	60	100	78	84								
%	70.6	75.0	70.0	62.5	70.7	56.2	71.7	64.9	95.0	71.5	69.6	68.9	72.7	66.0	77.2	57.5	68.6	64.4	74.9	66.5	75.0								
180	15	14	25	53	52	9	47	44	13	73	34	96	46	28	78	21	41	66	111	87	92								
4	0	0	0	1	3	0	2	2	0	1	1	2	2	1	2	1	2	2	3	2	3								
%	1.9	0.0	0.0	1.3	4.3	0.0	3.2	2.8	0.0	0.9	1.8	1.5	2.9	2.7	1.8	3.1	3.1	1.8	2.0	1.4	2.4								
5	0	0	0	1	3	0	2	2	0	1	1	2	2	1	2	1	2	2	3	2	3								
49	4	4	6	15	12	5	16	10	1	19	8	29	12	11	21	9	9	22	26	23	26								
%	21.3	30.0	15.0	17.5	24.0	20.3	27.2	17.1	5.0	20.3	17.5	23.3	21.7	29.3	21.8	27.9	17.0	23.9	19.2	19.5	22.9								
55	6	3	7	18	14	4	18	12	1	21	9	32	14	13	23	11	11	26	28	26	28								
2	0	0	1	0	1	0	0	0	0	2	0	2	0	0	0	1	0	0	2	1	1								
%	0.8	0.0	0.0	2.5	0.0	1.4	0.0	0.0	0.0	1.9	0.0	1.4	0.0	0.0	0.0	2.5	0.0	0.0	1.3	0.7	0.8								
2	0	0	1	0	1	0	0	0	0	2	0	2	0	0	0	1	0	0	2	1	1								
1	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1	0	0	0	1	1	0								
%	0.4	0.0	0.0	0.0	0.0	1.4	1.4	1.4	0.0	0.0	0.0	0.0	1.5	0.0	0.9	0.0	0.0	0.0	0.6	0.7	0.0								
1	0	0	0	0	0	1	1	1	0	0	0	0	1	0	1	0	0	0	1	1	0								
%	0.4	0.0	0.0	0.0	0.0	1.4	1.4	1.4	0.0	0.0	0.0	0.0	1.5	0.0	0.9	0.0	0.0	0.0	0.6	0.7	0.0								
1	1	0	0	0	0	0	0	0	0	1	0	1	0	0	1	1	1	0	0	0	0								
%	0.3	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.6	0.0	0.0	0.7	2.1	0.0	0.0	0.5	0.0	0.6								
1	1	0	0	0	0	0	0	0	0	1	0	1	0	0	1	1	1	0	0	0	0								

		CTAC BANNER															
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Sec-	Other	Eng/	Con-	Sec-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Not		
		t	End-	Arch/	trac	ior	<=5	6-25	ior	<=5	>100	more	lete	ly	ly		
		tor	Use	Const-	tor	6-25	User	>25	or	or	>100	less	lete	ly	ly		
Codes																	
Standards																	
Heral																	
HVAC																	
Instructor		1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1
%		0.4	0.0	0.0	0.0	1.4	0.0	0.0	0.9	0.0	0.0	0.0	0.0	1.6	0.9	0.0	0.7
		1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1
DK/DR		2	0	0	1	1	0	0	1	1	0	2	0	1	1	1	1
%		0.8	0.0	0.0	2.5	1.3	0.0	0.0	0.9	2.0	0.0	1.9	0.0	1.5	0.9	0.7	0.8
		2	0	0	1	1	0	0	1	1	0	2	0	1	1	1	1

P4. Thinking about the class in particular, what was the most important reason you decided to attend?

	CODES	COURSE TYPE												ATTENDANCE FREQUENCY	EXPECTATION		SATISFIED											
		Standards	General	HVAC	Lighting	Other Use	Sec- tor	Eng/ Arch/ Const- tor	Con- trac- tion	Con- sul- tant	End User	New <=5	Mid 6-25		Sen- ior >25	Size of Business		Once/ month yr	Comp- lete ly	Not satis- fied	Very satis- fied							
Keep up with industry practices	%	11.2	10.0	5.0	15.0	8.0	15.9	12.5	11.4	16.7	20.2	7.9	13.8	10.0	12.4	17.1	8.7	9.9	9.3	11.4	11.5	15.0	16.0	10.0	13.7	8.8		
Learn equipment/how to operate	%	6.0	0.0	10.0	12.5	1.3	10.1	0.0	1.4	7.0	0.0	9.6	7.0	6.2	5.5	2.2	5.6	2.5	4.8	4.7	7.2	4.5	7.8	9.0	4.5	7.8		
Ability to assist customers	%	3.0	0.0	1.0	1.0	1.3	0.0	0.0	1.4	2.9	9.9	0.0	2.0	1.8	0.0	0.0	3.3	2.5	0.0	3.3	0.0	2.7	0.0	3.0	0.0	2.7	0.0	
Changing of codes/laws/standards	%	2.9	30.0	0.0	0.0	2.7	1.4	0.0	3.6	1.2	6.0	3.2	0.0	2.9	5.4	5.9	2.4	4.1	2.8	4.0	2.2	2.6	3.2	4.0	2.2	2.6	3.2	
Interested in subject/topic	%	3.2	0.0	5.0	0.0	4.0	4.3	0.0	3.2	4.2	0.0	4.1	4.8	3.5	1.5	4.9	1.8	5.5	3.1	5.0	2.0	4.7	1.7	5.0	2.0	4.7	1.7	
Meet other professionals/engineers, etc.	%	0.6	0.0	5.0	0.0	0.0	0.0	0.0	2.4	0.0	0.0	0.0	3.0	0.0	0.0	3.6	0.0	0.0	0.0	1.5	0.0	0.0	0.0	1.5	0.0	0.0	1.2	
How to better understand calculations	%	0.4	0.0	0.0	0.0	1.3	0.0	0.0	1.4	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.7	0.0	0.9	0.0	0.7	0.0
Building design information	%	1.7	0.0	0.0	2.5	1.3	0.0	6.3	3.0	0.0	0.0	2.3	2.3	0.7	3.4	3.0	2.0	0.0	1.9	2.1	1.5	1.7	2.2	1.5	1.7	1.7	2.2	
How to improve/understand lighting design	%	5.7	5.0	0.0	0.0	20.0	0.0	0.0	4.3	11.1	6.0	3.5	7.3	6.6	2.9	6.6	4.4	7.4	9.3	6.2	5.5	6.4	5.1	6.2	5.5	6.4	5.1	

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===== CTAC BANNER =====
COURSE TYPE                    YEARS OF INDUSTRY          ATTENDANCE EXPECTATION  SATISFIED
-----
Codes                           EXPERIENCE
-----
Standards                       New Mid 6-25 >25      Once/Once/Comp-  Not  Not
-   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -
HVAC   ing Use   ific Const -tor tant User <=5 6-25 >25      month yr or lete  comp-  Very  Very
-   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -
Total   2.2  0.0  0.0  2.5  2.7  4.3  0.0  1.4  1.4  0.0  2.7  3.8  2.0  1.5  2.2  2.7  4.9  3.1  0.9  3.2  2.1  2.3
-   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -   -
% 0.8  5.0  0.0  0.0  0.0  0.0  6.3  0.0  1.2  0.0  1.2  0.0  0.6  2.0  3.0  0.7  0.0  0.0  0.0  1.4  1.0  0.6

Learn how to design
systems
2 1 0 0 0 0 0 0 0 1 0 1 0 1 1 1 1 0 0 0 2 2 1 1

Other
5 0 0 1 2 3 0 1 1 0 2 2 3 1 1 2 2 2 2 1 4 2 3
% 2.2 0.0 0.0 2.5 2.7 4.3 0.0 1.4 1.4 0.0 2.7 3.8 2.0 1.5 2.2 2.7 4.9 3.1 0.9 3.2 2.1 2.3
6 0 0 1 2 3 0 1 1 0 3 2 3 1 1 3 2 2 2 1 5 3 3

DK/DR
7 0 1 1 2 1 2 1 2 2 0 3 2 1 1 0 2 3 1 1 5 2 4
% 3.0 0.0 5.0 2.5 2.7 1.4 12.5 3.4 3.3 0.0 3.3 3.7 0.7 1.5 0.0 1.8 9.2 2.1 0.9 3.6 1.7 3.3
7 0 1 1 2 1 2 1 2 2 0 3 2 1 1 0 2 3 1 1 5 2 4

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P5. What specifically were you expecting to get out of attending this class?

COURSE TYPE	CTAC BANNER														ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED						
	TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY				Not	Very				satis	fied				
	Light	End-Use	Other	Sec-	Eng/Arch/Const	Con-	tor	tor	tor	tor	tor	tor								tor	tor	tor	tor
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Education	3	0	0	1	0	1	0	1	2	0	0	2	0	1	0	1	1	0	1	2	1	2	
%	1.3	0.0	0.0	2.5	0.0	1.4	0.0	2.0	2.9	0.0	0.0	3.9	0.0	2.1	0.0	1.0	2.5	0.0	1.2	1.3	1.0	1.6	
More knowledge/information/ideas	132	8	14	22	34	34	12	33	27	9	59	23	70	37	24	49	15	39	53	75	75	56	
%	57.3	60.0	50.0	60.0	54.7	59.4	68.8	57.7	45.8	66.0	62.7	49.8	56.2	64.2	64.5	51.7	45.5	71.9	56.8	56.2	64.1	50.1	
Improve job skills/job related	11	1	3	0	2	3	1	4	5	0	2	4	2	4	3	5	3	3	6	5	6	5	
%	4.9	5.0	15.0	0.0	2.7	4.3	6.3	6.7	8.7	0.0	2.3	9.7	1.2	7.4	8.0	5.8	8.4	4.9	6.5	3.9	5.0	4.8	
How to do calculations	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	1	0	0	1	
%	0.5	0.0	0.0	0.0	0.0	0.0	6.3	0.0	0.0	0.0	1.2	0.0	0.9	0.0	0.0	1.2	0.0	0.0	1.2	0.0	0.0	1.0	
New technology/products	14	0	0	3	4	8	0	3	3	0	8	1	11	3	2	8	1	2	8	7	9	5	
%	6.2	0.0	0.0	7.5	6.7	13.0	0.0	4.4	5.6	0.0	9.1	1.8	8.8	4.5	4.4	9.0	2.5	4.6	8.2	5.1	8.0	4.5	
How to conserve energy/energy efficient	27	0	3	6	7	7	2	5	9	1	10	5	16	6	6	10	2	7	10	17	12	15	
%	11.6	0.0	10.0	17.5	10.7	11.6	12.5	8.2	15.2	6.0	10.7	11.5	12.5	10.8	15.0	11.1	6.5	12.7	10.5	12.8	10.3	13.3	
Details/overview about Title 24	2	2	0	0	0	0	0	1	1	1	1	0	1	1	1	1	0	0	1	1	1	1	
%	0.9	15.0	0.0	0.0	0.0	0.0	0.0	1.2	1.2	5.0	0.7	0.0	1.1	1.2	3.7	0.7	0.0	0.0	1.5	0.5	0.6	1.2	
Keep up to date on Industry standards	14	3	0	1	3	6	0	5	2	2	5	2	8	4	4	8	1	2	5	7	7	6	
%	5.9	25.0	0.0	2.5	5.3	10.1	0.0	9.3	2.8	12.0	5.1	3.7	6.3	7.1	9.9	8.7	4.1	3.1	5.8	5.5	6.2	5.6	
	17	5	0	1	4	7	0	7	2	2	6	2	10	5	5	10	2	2	7	9	9	8	

ETS (#3782)
 P5. What specifically were you expecting to get out of attending this class?

COURSE TYPE		CTAC BANNER																									
		YEARS OF INDUSTRY EXPERIENCE				TYPE OF BUSINESS				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED					
		Sec- tor		Eng/ Arch/ Const		Con- tor		Con- tant		New User		End User		Small <=5		Large >5		Once/ more		Comp- lete		Not satis- fied		Very satis- fied		Not satis- fied	
Codes	Stand-ards	Gen-eral	HVAC	Light- ing	Use	Other	End- Use	Spec- ific	Con- st	Eng/ Arch/ Const	Con- tor	Con- tant	New User	End User	Small <=5	Large >5	Once/ more	Comp- lete	Comp- lete	ly	ly	ly	ly	ly	ly	ly	ly
Equipment information/ updates	9	1	0	3	1	5	0	1	3	0	5	0	8	2	2	1	6	2	3	2	8	2	8	2	8	2	8
	4.0	5.0	0.0	7.5	1.3	8.7	0.0	1.2	5.7	0.0	5.5	0.0	6.2	2.7	1.8	6.3	5.2	4.7	1.8	5.7	1.3	6.9	1.3	6.9	1.3	6.9	
	11	1	0	3	1	6	0	1	4	0	6	0	9	2	1	7	2	3	2	9	2	9	2	9	2	9	
					F	E																					
Refresher class/review	3	0	0	0	3	0	0	0	1	0	2	1	2	1	1	1	2	0	2	2	2	2	2	2	2	2	
	1.4	0.0	0.0	5.3	0.0	0.0	0.0	0.0	1.4	0.0	2.7	1.8	1.3	1.5	2.2	1.8	0.0	3.1	1.8	1.2	1.4	1.5	1.4	1.5	1.4		
	4	0	0	4	0	0	0	0	1	0	3	1	2	1	1	2	0	2	2	2	2	2	2	2	2		
Changes in codes/laws/ regulations	5	3	0	0	1	0	0	3	0	0	1	1	3	1	1	3	2	1	2	2	2	3	1	2	3	1	
	2.0	20.0	0.0	1.3	0.0	0.0	5.0	0.0	0.7	1.8	2.5	1.2	1.8	3.1	1.8	3.1	6.6	2.6	2.6	1.7	2.8	1.2	2.8	1.2	2.8		
	6	4	0	0	1	0	4	0	0	1	1	4	1	4	1	4	3	2	3	2	3	4	2	3	4		
Learn about lighting	14	0	0	0	14	0	0	0	5	4	2	4	5	6	3	2	6	3	4	6	8	6	8	6	8		
	6.1	0.0	0.0	22.7	0.0	0.0	8.6	6.9	12.0	4.4	11.0	4.7	5.8	7	4	6.2	9.9	7.7	6.2	6.2	7.1	5.2	7.1	5.2			
	17	0	0	0	17	0	0	0	6	5	5	6	7	4	2	7	4	5	7	10	10	7	10	7			
					E	DF	E																				
Food/cooking techniques /preparation	2	0	0	0	1	1	0	0	1	0	1	0	1	0	0	0	1	0	0	1	1	1	1	1	1		
	0.7	0.0	0.0	1.3	1.4	0.0	0.0	1.4	0.0	0.9	0.0	0.7	1.5	0.0	0.0	0.9	0.0	0.0	0.9	0.6	0.7	0.7	0.6	0.7			
	2	0	0	1	1	1	0	1	1	0	1	0	1	0	1	0	1	0	0	1	1	1	1	1			
Knowledge of software/ How to use	2	0	0	0	0	0	0	1	0	0	1	1	1	1	0	1	1	1	1	1	1	0	2	0	2		
	0.9	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	1.1	2.3	0.8	0.0	0.0	2.7	1.1	3.1	1.9	1.1	0.8	0.0	1.8	0.0	1.8			
	2	0	0	0	0	0	1	0	0	0	1	1	1	1	1	1	1	1	1	1	1	0	2	0			
Other	2	0	0	0	1	2	0	0	1	0	2	0	2	0	1	1	1	1	1	0	2	2	1	2			
	1.1	0.0	0.0	1.3	2.9	0.0	0.0	1.4	0.0	1.8	0.0	2.0	0.0	2.0	2.2	0.9	2.5	1.6	0.0	1.9	1.4	0.7	1.4	0.7			
	3	0	0	1	2	0	0	1	1	0	2	0	3	0	1	1	1	1	1	0	3	2	1	2			
DK/DR	28	1	7	5	5	6	5	6	11	1	9	5	17	4	2	14	5	2	12	17	9	18	18	18			
	12.3	5.0	25.0	15.0	8.0	10.1	25.0	10.2	18.4	9.9	9.5	12.0	14.0	7.6	5.4	14.7	14.4	3.2	12.3	12.6	8.1	16.1	16.1	16.1			
	29	1	5	6	6	7	4	6	12	1	9	6	17	5	2	13	5	2	12	17	10	18	18	18			

COURSE TYPE		CTAC BANNER															ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED																
		YEARS OF INDUSTRY EXPERIENCE					TYPE OF BUSINESS					SIZE OF BUSINESS																											
		Other Eng/Con- sul- End New Mid Sen- or					Sec- tor Arch/ trac tant User <=5 >25 >25					Small Large month yr or lete Comp- comp- Very Not																											
		Use ific Const -tor tant User <=5 >25 >25					Eng/ Con- sul- End New Mid Sen- or					Small Large month yr or lete Comp- comp- Very Not																											
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112																	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
1 - Didn't meet any of your expectations	1	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
%	0.4	0.0	0.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.7	0.0	0.0	1.0	2.7	0.0	0.0	0.0	0.7	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
4	2	1	0	0	1	0	0	0	0	0	0	1	0	2	0	0	1	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.7	5.0	0.0	0.0	1.3	0.0	0.0	1.2	0.0	0.0	0.9	0.0	1.2	0.0	1.8	0.9	0.0	1.5	0.0	1.1	0.0	1.1	0.0	1.5	0.0	1.1	0.0	1.1	0.0	1.1	0.0	1.1	0.0	1.1	0.0	1.1	0.0	1.1	0.0
5	5	1	0	1	1	0	1	1	2	1	2	0	3	2	2	2	2	2	2	0	1	2	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
%	2.3	10.0	0.0	2.5	1.3	0.0	6.3	2.4	2.7	7.5	2.1	0.0	2.5	3.8	5.7	1.6	0.0	1.9	0.0	1.9	0.0	2.2	0.0	2.2	0.0	1.9	0.0	1.9	0.0	1.9	0.0	1.9	0.0	1.9	0.0	1.9	0.0	1.9	
6	4	0	1	0	1	0	0	2	0	0	1	2	2	0	0	3	2	2	0	3	1	2	0	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
%	1.9	0.0	5.0	0.0	1.3	0.0	0.0	3.2	0.0	0.0	1.2	4.4	1.9	0.0	8.0	1.5	7.1	1.5	0.0	3.3	1.2	2.7	1.2	3.3	1.2	2.7	1.2	3.3	1.2	2.7	1.2	3.3	1.2	2.7	1.2	3.3	1.2	2.7	
7	26	3	4	3	6	9	1	5	8	1	14	4	13	9	3	15	4	6	0	26	6	21																	
%	11.4	25.0	15.0	7.5	9.3	15.9	6.3	7.9	13.1	9.9	14.4	9.5	10.5	15.8	8.1	15.7	12.4	12.0	0.0	19.8	4.7	18.6																	
8	54	2	3	11	12	15	6	12	18	3	20	9	32	12	2	24	9	10	0	54	10	44																	
%	23.6	15.0	10.0	30.0	20.0	26.1	31.2	21.4	29.9	19.5	21.2	20.2	25.5	20.3	5.4	25.2	26.4	19.0	0.0	40.9	8.8	39.4																	
9	40	2	5	7	9	12	3	8	9	3	19	8	26	5	5	18	5	10	0	40	18	22																	
%	17.4	15.0	20.0	20.0	14.7	20.3	18.7	13.0	15.8	21.9	19.7	18.2	20.6	9.2	14.2	19.5	15.8	18.2	0.0	30.2	15.7	19.5																	

P6. How would you rate the class in terms of meeting your expectations?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																	
		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED												
		Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ month more	Once/ yr or less	Comp- lete- ly	Comp- lete- ly	Very satis- fied	Very satis- fied							
10 - Completely met all of your expectations	%	40.4	30.0	40.0	35.0	52.0	36.2	37.5	47.9	38.5	41.2	36.5	47.7	36.2	47.0	56.7	33.8	27.5	45.7	100.0	0.0	66.6	13.3	
DK/DR		4	0	3	1	0	1	0	2	0	0	3	0	1	2	0	1	3	0	0	0	0	2	1
MEAN:		8.7	8.0	8.8	8.6	9.0	8.6	8.7	8.9	8.7	8.7	8.6	9.0	8.6	8.8	8.8	8.5	8.3	8.8	10.0	7.8	9.4	8.0	

	CTAC BANNER																										
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED		
Codes	Standards	General	HVAC	Light	End-Use	Other	Sec-	Eng/Arch	Con-	Con-	tant	User	New	Mid	Sen-	Small	Large	Once	More	Less	Comp-	lete	Comp-	lete	Very	Not	
Total	133	10	14	23	30	36	11	28	37	8	57	24	78	28	61	22	29	0	133	37	96						
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0
147	14	10	25	36	43	43	10	33	42	8	62	26	87	31	66	23	34	0	147	42	105						
2	0	0	0	2	1	1	0	2	1	0	1	1	2	0	2	1	1	1	0	2	2	0	2	2	2	0	0
1.9	0.0	0.0	0.0	5.6	2.3	2.3	0.0	5.8	2.3	0.0	1.5	3.5	2.1	0.0	2.7	3.8	2.8	0.0	1.9	6.7	0.0	0.0	1.9	6.7	0.0	0.0	0.0
3	0	0	0	2	1	1	0	2	1	0	1	1	2	0	2	1	1	1	0	3	3	0	3	3	0	0	0
11	1	1	2	2	3	3	1	2	4	0	5	3	2	5	2	6	0	6	0	11	3	8					
8.0	14.3	10.0	8.0	8.3	7.0	10.0	7.8	9.9	0.0	8.5	14.4	3.0	17.6	11.2	10.3	0.0	20.9	0.0	8.0	7.7	8.1						
12	2	1	2	3	3	3	1	3	4	0	5	3	3	6	2	7	0	7	0	12	3	9					
8	1	1	4	2	2	1	0	2	2	1	3	1	6	1	0	3	1	1	0	8	3	6					
6.2	7.1	10.0	16.0	5.6	2.3	2.3	0.0	5.6	4.7	16.8	4.5	3.8	8.2	3.0	0.0	5.2	3.9	3.1	0.0	6.2	6.9	5.9					
9	1	1	4	2	1	1	0	2	2	1	3	1	7	1	0	3	1	1	0	9	3	6					
21	2	0	4	5	6	6	3	3	9	2	8	6	10	4	5	10	4	6	0	21	5	16					
15.7	21.4	0.0	16.0	16.7	16.3	30.0	10.7	23.4	23.0	13.9	26.8	13.0	12.7	12.4	27.6	16.8	20.6	20.7	0.0	15.7	14.0	16.4					
24	3	0	4	6	7	7	3	4	10	2	9	7	12	4	5	12	5	7	0	24	6	18					
13	2	3	2	2	3	2	2	3	4	0	5	2	10	2	1	8	3	2	0	13	2	11					
9.8	21.4	20.0	8.0	5.6	7.0	20.0	9.6	11.2	0.0	8.7	7.0	12.6	5.5	5.6	13.8	14.7	8.3	0.0	9.8	5.9	11.3						
14	3	2	2	2	3	2	3	5	0	5	2	10	2	1	9	3	3	0	14	2	12						
6	0	0	0	3	2	2	0	2	2	0	2	0	5	1	2	4	1	1	0	6	2	4					
4.6	0.0	0.0	0.0	11.1	4.7	0.0	7.0	4.5	0.0	4.4	0.0	6.8	3.0	10.2	6.0	3.8	2.8	0.0	4.6	5.4	4.3						
7	0	0	0	4	2	2	0	2	2	0	3	0	6	1	2	4	1	1	0	7	2	5					
3	0	0	2	1	1	1	0	0	1	0	3	1	3	0	0	3	0	2	0	3	0	3					
2.6	0.0	0.0	8.0	2.8	2.3	0.0	0.0	2.3	0.0	4.7	3.8	3.3	0.0	0.0	4.3	0.0	5.7	0.0	2.6	0.0	3.6						
4	0	0	2	1	1	1	0	0	1	0	3	1	3	0	0	3	0	2	0	4	0	4					
1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	0	1	0	1					
0.8	0.0	0.0	0.0	0.0	0.0	10.0	0.0	3.1	0.0	0.0	4.8	0.0	0.0	6.9	0.0	0.0	0.0	0.0	0.0	0.8	0.0	1.2					
1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	0	1	0	1					

ETS (#3782)
P7. In what way didn't the class completely meet all of your expectations?

		CTAC BANNER																							
		COURSE TYPE						YEARS OF INDUSTRY EXPERIENCE						ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		TYPE OF BUSINESS			TYPE OF BUSINESS			New			Mid			Once/			Not		Not						
		Other			Eng/			Con-			Con-			trac			Once/		Comp-		Very				
		Light			Arch/			tant			6-25			more			ly		ly		satis				
		ing			Const-			User			<=5			less			-ly		lete		satis				
		Use			tor			=>25			>25			or		ly		lete		satis					
		HVAC			tor			=>25			>25			or		ly		lete		satis					
		Stand			tor			N			M			or		ly		lete		satis					
		ards			tor			M			M			or		ly		lete		satis					
		eral			tor			M			M			or		ly		lete		satis					
		Total			tor			M			M			or		ly		lete		satis					
Some questions didn't get answered	%	1	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	1
More explanation on laws	%	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0	1	0	1
Instructor could have been better	%	2	0	0	1	0	0	1	2	0	0	0	1	1	0	0	1	0	0	0	0	0	2	1	1
Don't remember class	%	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1	0
No complaints/nothing	%	9	1	0	2	2	3	1	2	2	0	5	1	6	3	3	3	3	3	1	0	0	9	3	6
Class was too long	%	0.6	0.0	0.0	0.0	0.0	2.3	0.0	0.0	0.0	10.3	0.0	0.0	1.1	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.6	2.2	0.0
Need more people to attend	%	1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	1
Other	%	5	0	0	0	1	3	0	1	1	1	2	2	2	1	3	1	1	1	1	1	2	0	5	1
DK/DR	%	52	3	7	8	10	14	3	13	13	1	23	7	32	11	3	18	7	9	0	52	15	37	37	37
	%	39.0	28.6	50.0	36.0	33.3	39.5	30.0	45.2	34.8	12.7	40.9	28.7	40.3	40.3	17.0	29.1	30.8	32.5	0.0	39.0	40.4	38.5	38.5	
	%	56	4	5	9	12	17	3	14	14	1	25	8	34	12	3	18	7	11	0	56	17	39	39	

P8A. What percentage of the time did the class include ... Interaction among the attendees or between the students and instructor?

COURSE TYPE		CTAC BANNER														ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		Once/ month yr or more		Comp-lete -ly		Not -ly							
Codes	Standards	Light HVAC	Other Eng/ Arch/ Const	Con- trac	Con- sul- tant	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month yr or more	Comp-lete -ly	Not -ly	Very satis- fied	Very satis- fied								
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
None	29	1	5	4	12	4	2	10	5	1	13	7	11	9	6	10	1	8	14	14	15	14	
	%	12.4	10.0	10.0	18.7	7.2	12.5	16.9	8.5	6.0	13.8	16.0	9.1	15.5	14.6	10.2	2.5	15.4	15.5	10.6	12.4	12.5	
1-10%	40	1	5	7	8	13	2	10	13	2	13	10	19	11	2	20	8	10	16	24	22	18	
	%	17.4	10.0	20.0	13.3	23.2	12.5	18.1	21.4	12.1	14.0	21.2	14.9	19.2	6.5	20.8	22.5	18.8	17.5	18.0	19.2	15.9	
11-20%	31	3	3	9	7	5	1	12	6	2	11	2	20	9	5	13	4	5	11	19	18	13	
	%	13.6	25.0	10.0	10.7	8.7	6.3	20.5	10.8	12.5	11.6	4.0	16.2	16.7	12.7	13.5	13.1	9.9	11.5	14.3	15.4	12.0	
21-30%	33	3	3	3	8	8	3	8	11	2	11	8	17	7	7	13	6	7	13	18	12	19	
	%	14.2	20.0	10.0	7.5	13.3	14.5	18.7	13.3	18.6	15.9	11.8	16.9	13.8	11.6	19.0	13.5	17.0	13.9	14.4	13.5	10.7	
31-40%	26	2	3	5	8	4	3	6	6	4	10	5	12	9	5	8	4	6	12	14	15	10	
	%	11.3	15.0	10.0	13.3	7.2	18.7	11.1	9.8	30.1	10.4	10.2	10.0	15.9	12.0	8.7	12.4	11.5	12.6	10.8	13.1	8.9	
41-50%	30	1	1	6	7	9	2	2	4	2	19	5	17	8	6	11	1	9	8	20	13	17	
	%	12.9	5.0	17.5	10.7	15.9	12.5	2.6	6.1	13.5	20.3	10.2	13.5	14.8	15.8	12.1	4.1	16.6	8.9	15.2	11.1	15.1	
51-60%	6	1	1	0	2	1	1	1	3	0	2	3	2	1	2	1	0	1	4	2	6	0	
	%	2.5	5.0	0.0	2.7	1.4	6.3	1.2	5.1	0.0	2.1	6.7	1.2	2.0	4.8	1.5	0.0	1.6	4.1	1.4	4.9	0.0	

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED				
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not			Once/Comp- Not				
		Eng/Con-		Con-		New		Mid		Sen-		Small			Comp-			Very				
		Arch/trac		tant		<=5		6-25		>25		Large			lete			satis				
		Const-tor		User		<=5		6-25		>25		>100			ly			-fied				
		Sec-		Other		Light		End		End		=<=5			more			less				
		tor		End-		ing		Use		User		=<=5			ly			-fied				
		Spec-		-ing		-ing		-ing		-ing		=<=5			ly			-fied				
		ific		-ing		-ing		-ing		-ing		=<=5			ly			-fied				
		Const-tor		User		<=5		6-25		>25		=<=5			ly			-fied				
		Const-tor		User		<=5		6-25		>25		=<=5			ly			-fied				
		Const-tor		User		<=5		6-25		>25		=<=5			ly			-fied				
61-70%	5	0	0	1	1	3	0	1	1	1	0	4	0	0	0	4	3	1	2	3	2	3
	%	2.2	0.0	0.0	2.5	1.3	5.8	0.0	1.4	1.4	0.0	4.5	0.0	3.4	0.0	4.5	7.7	1.6	1.8	2.6	2.1	2.3
		6	0	0	1	1	4	0	1	1	0	5	0	0	0	5	3	1	2	4	3	3
71-80%	11	1	1	0	4	3	1	4	4	4	0	2	2	9	0	2	5	3	2	4	7	3
	%	4.6	5.0	0.0	6.7	5.8	6.3	6.7	7.5	7.5	0.0	2.5	3.7	7.2	0.0	4.4	4.8	7.9	3.1	4.1	5.1	2.6
		12	1	0	5	4	1	4	5	5	0	3	2	10	0	2	5	3	2	4	8	3
														N	M							
81-90%	3	0	0	0	2	1	0	2	2	2	0	0	1	2	0	2	1	2	1	2	2	3
	%	1.4	0.0	0.0	4.0	1.4	0.0	2.9	4.2	4.2	0.0	0.0	1.8	2.0	0.0	4.4	0.9	4.9	1.5	1.8	1.2	2.8
		4	0	0	3	1	0	2	3	3	0	0	1	3	0	2	1	2	1	2	2	4
														I	K							
91-99%	1	1	0	0	0	0	0	1	1	1	0	0	0	1	0	0	1	0	0	0	1	0
	%	0.3	5.0	0.0	0.0	0.0	0.0	1.2	1.2	1.2	0.0	0.0	0.0	0.6	0.0	0.0	0.7	0.0	0.0	0.0	0.5	0.0
		1	1	0	0	0	0	1	1	1	0	0	0	1	0	0	1	0	0	0	1	0
100%	8	0	1	1	2	3	0	1	1	1	1	5	3	5	0	1	4	3	2	5	4	4
	%	3.6	0.0	5.0	2.5	4.0	4.3	1.8	1.4	1.4	9.9	5.4	7.5	3.9	0.0	2.7	4.1	8.0	4.6	5.0	2.7	3.3
		9	0	1	1	3	0	1	1	1	1	6	4	5	0	1	4	3	3	5	4	5
														N	L							
Don't know/Refused	8	0	3	0	1	3	1	1	2	0	3	1	5	2	1	4	0	1	3	6	3	6
	%	3.6	0.0	10.0	0.0	1.3	4.3	6.3	2.4	4.2	0.0	3.6	1.8	3.9	4.4	3.0	4.7	0.0	1.5	2.9	4.2	2.3
		8	0	2	0	1	3	1	1	3	0	3	1	5	2	1	4	0	1	3	5	3
MEAN:	32.0	30.6	27.9	27.7	33.2	35.2	31.5	28.2	33.4	36.6	34.1	33.3	35.4	24.0	34.9	32.3	40.3	31.1	31.5	32.3	31.3	32.7
														N	M							

Codes	CTAC BANNER																							
	COURSE TYPE				YEARS OF BUSINESS EXPERIENCE				TYPE OF BUSINESS			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
	Standards	General	HVAC	Light	Other Use	Sec-Other	Eng/Arch	Con/Trac	Con-sul	End User	New	Mid	Sen-ior	Small	Large	Once/month	Once/yr	More	Less	Not	Very			
											<=5	6-25	>25	<=5	>5	more	less	-ly	-ly	Comp-lete	Comp-lete	Very	Not	
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	49	138	63	43	101	36	61	103	147	130	122			
105	7	12	19	29	26	5	23	28	8	42	23	55	24	17	43	13	33	40	62	53	51			
%	45.6	50.0	45.0	52.5	46.7	44.9	25.0	40.0	47.7	57.8	44.3	50.9	44.6	41.4	46.3	37.5	62.0	43.1	46.6	45.4	45.5			
117	10	9	21	35	31	4	26	33	8	46	25	62	27	20	47	14	38	44	70	59	57			
52	1	7	8	15	14	6	15	12	4	21	11	29	13	8	21	10	9	20	32	27	25			
%	22.7	10.0	22.5	24.0	24.6	31.2	25.5	20.8	26.2	22.5	24.4	23.0	22.3	20.8	22.5	30.1	17.3	21.4	24.3	23.4	22.4			
57	2	5	9	18	17	5	17	14	4	22	12	31	14	9	22	11	10	21	36	29	28			
23	1	1	3	7	7	2	8	4	1	9	5	11	7	4	6	3	2	8	15	10	13			
%	10.0	10.0	7.5	12.0	11.6	12.5	13.3	7.1	9.9	9.5	10.1	8.5	11.8	10.1	6.6	9.3	4.4	9.1	10.9	8.8	11.4			
26	2	1	3	9	8	2	9	5	1	10	5	13	7	4	7	3	3	10	16	12	14			
26	2	3	5	6	5	3	7	8	1	10	4	16	6	5	9	5	7	13	11	16	10			
%	11.2	15.0	10.0	12.5	9.3	8.7	12.1	13.2	6.0	10.9	8.7	12.5	11.2	13.3	9.8	13.8	12.8	14.4	8.3	13.6	9.0			
28	3	2	5	7	6	3	8	8	1	11	4	17	7	6	10	5	8	15	12	18	10			
6	1	1	1	2	1	0	2	2	0	3	1	4	2	0	5	1	1	4	3	3	3			
%	2.8	5.0	2.5	2.7	1.4	0.0	2.9	2.6	0.0	3.5	2.3	3.2	2.7	0.0	5.3	2.5	1.9	3.9	2.2	2.2	2.8			
7	1	1	1	2	1	0	2	2	0	3	1	4	2	0	5	1	1	4	3	3	3			
4	1	0	1	2	1	0	1	0	0	3	0	3	2	2	2	0	0	3	1	1	3			
%	1.8	5.0	0.0	2.5	2.7	1.4	0.0	1.2	0.0	3.6	0.0	2.1	2.7	4.3	2.7	0.0	0.0	3.4	0.7	2.9	0.6			
5	1	0	1	2	1	0	1	0	0	4	0	3	2	2	3	0	0	4	1	4	1			
1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	0	0	0	1	0			
%	0.5	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	2.1	0.0	1.2	3.5	0.0	0.0	0.9	0.0	1.0			
1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	1	0	0	0	1	0			

P8B. What percentage of the time did the class include ... Hands-on activities where attendees have the chance to practice skills they are learning?

		CTAC BANNER																		
COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION		SATISFIED	
Codes	Standards	Other Eng/Arch/Const	Light End-Use	Sec-tor Spec-ific	Con-sultant	Con-tact User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >5	Once/month	Once/yr	More	Comp-lete	Comp-lete	Not	Very	Not	Very
2	0	0	0	1	1	0	0	2	0	1	1	0	1	1	0	1	0	1	1	1
%	0.9	0.0	0.0	1.4	6.3	0.0	0.0	2.1	0.0	0.9	1.5	0.0	1.2	3.4	0.0	0.9	0.8	0.7	1.0	
2	0	0	0	1	1	0	0	2	0	1	1	0	1	1	0	1	1	1	1	
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
%	0.3	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.7	0.0	0.0	0.0	0.5	0.0	0.6	
1	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	
2	0	0	0	1	1	0	0	0	1	1	0	0	1	0	0	0	0	0	0	
%	0.7	0.0	0.0	1.3	1.4	0.0	1.8	0.0	1.8	0.7	0.0	2.2	0.0	0.0	0.0	0.9	0.6	0.7	0.7	
2	0	0	0	1	1	0	1	0	1	1	0	1	0	0	0	1	1	1	1	
8	0	3	0	1	3	1	1	2	0	3	1	5	2	1	4	0	1	3	6	
%	3.6	0.0	10.0	4.3	6.3	2.4	1.8	3.6	1.8	3.9	4.4	3.0	4.7	0.0	1.5	2.9	4.2	2.3	4.9	
8	0	2	0	1	3	1	1	3	0	3	1	5	2	1	4	0	1	3	5	
MEAN:	11.1	16.3	8.2	9.2	10.4	10.9	15.7	12.8	11.8	5.0	11.7	9.3	11.4	12.3	12.3	6.8	12.5	10.2	11.1	
						J	J	J	J	HJK	J	J	J	J	J	J	J	J	J	

P8C. What percentage of the time did the class include ... Lecturing with little or no interaction or hands-on demonstrations?

		CTAC BANNER																					
COURSE TYPE		YEARS OF INDUSTRY EXPERIENCE										ATTENDANCE FREQUENCY											
		TYPE OF BUSINESS					SIZE OF BUSINESS					Once/Comp-ly					Once/Comp-ly						
		Eng/Arch/Const		Con-tract		Sul-tant		New User		Mid <=5		Sen-ior >25		Small <=5		Large >100		More		Less		Not Satisfied	
Codes	Standards	Other Use	Light HVAC	End-Use	Spec-ific	Sec-tor	Eng/Arch/Const	Con-tract	Sul-tant	New User	Mid <=5	Sen-ior >25	Small <=5	Large >100	More	Less	Not Satisfied	Very Satisfied	Not Satisfied	Very Satisfied	Not Satisfied	Very Satisfied	Not Satisfied
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	254	20	40	75	69	16	66	68	14	101	49	138	63	43	101	36	61	103	147	130	132	122	122
None	12	0	1	4	4	0	3	2	1	6	4	7	1	2	4	3	2	6	5	6	6	6	6
%	5.0	0.0	5.0	2.5	6.7	7.2	0.0	4.6	2.8	9.9	6.3	9.3	5.3	1.5	4.9	4.1	8.0	4.6	6.8	4.0	4.7	5.4	5.4
	13	0	1	1	5	5	0	3	2	1	7	5	7	1	2	4	3	3	7	6	6	7	7
1-10%	15	1	3	2	5	3	1	4	8	1	3	4	9	2	4	7	6	2	6	9	9	9	9
%	6.5	5.0	10.0	5.0	8.0	4.3	6.3	6.7	13.1	5.0	3.7	8.5	7.5	3.3	10.9	7.8	17.0	3.1	6.3	6.8	8.0	5.1	5.1
	16	1	2	2	6	3	1	4	8	1	4	4	10	2	5	7	6	2	6	10	10	6	6
11-20%	13	2	0	0	3	5	2	2	4	0	6	2	9	2	5	4	2	3	7	6	8	5	5
%	5.5	15.0	0.0	0.0	5.3	8.7	12.5	3.8	7.0	0.0	6.7	3.7	7.4	3.2	13.3	4.6	5.4	6.2	7.1	4.5	6.4	4.6	4.6
	15	3	0	0	4	6	2	3	5	0	7	2	11	2	6	5	2	4	8	7	9	6	6
21-30%	10	1	1	1	2	3	0	3	2	0	6	1	6	2	1	5	3	1	5	4	4	6	6
%	4.4	5.0	5.0	2.5	2.7	5.8	0.0	5.5	3.3	0.0	6.2	2.3	5.0	3.6	1.8	5.6	9.0	1.9	5.5	2.8	3.6	5.3	5.3
	11	1	1	1	2	4	0	4	2	0	6	1	7	2	1	6	3	1	6	4	5	6	6
31-40%	16	1	1	2	4	4	3	4	4	0	7	2	10	5	2	5	2	4	6	11	6	9	9
%	7.0	10.0	5.0	5.0	6.7	7.2	18.7	7.6	7.2	0.0	7.2	3.7	7.9	8.5	5.2	4.9	7.0	6.8	5.9	8.1	5.4	8.1	8.1
	18	2	1	2	5	5	3	5	5	0	7	2	10	6	2	5	3	4	6	12	7	10	10
41-50%	42	2	1	8	11	10	5	6	6	5	22	9	22	11	7	18	3	11	15	26	21	20	20
%	18.0	15.0	5.0	22.5	17.3	17.4	25.0	10.2	10.0	37.6	23.1	19.3	17.4	19.5	19.7	19.1	9.9	19.5	16.2	19.8	18.0	18.3	18.3
	46	3	1	9	13	12	4	7	7	5	24	9	25	12	8	20	3	12	17	29	24	22	22
51-60%	15	0	0	5	8	2	0	4	3	1	7	2	8	4	2	3	2	3	7	8	9	6	6
%	6.3	0.0	0.0	12.5	13.3	2.9	0.0	7.3	4.3	6.0	7.3	3.8	6.7	7.7	6.6	3.6	4.9	6.3	7.4	5.7	7.4	5.3	5.3
	17	0	0	5	10	2	0	5	3	1	8	2	10	5	3	4	2	4	8	9	10	7	7

COURSE TYPE		CTAC BANNER																																																																					
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED																																																		
		Other End-Use					Light HVAC					Type of Business					Small Large					Once/Comp-		Not																																															
		Sec-tor					Eng/Arch/Const					Con-trac-tor					Sul-tant					New					Mid					Sen-ior					Less					ly		Very		Not																									
		E					F					K					H					<=5					6-25					>25					<=5					6-25					>25					ly		ly		ly		ly													
61-70%		16	1	4	4	2	4	0	3	3	3	2	6	4	8	2	1	9	3	4	5	10	4	11	7.0	5.0	15.0	10.0	4.0	7.2	0.0	4.9	5.9	5.9	15.9	6.8	9.9	6.4	4.4	4.4	2.2	10.1	9.3	7.5	4.9	7.8	3.1	10.0	17	1	3	4	3	5	0	3	4	2	7	5	8	3	1	10	3	5	5	11	4	12	U
71-80%		31	1	3	5	5	12	2	12	9	2	7	4	4	14	11	4	10	3	8	11	18	20	11	13.3	10.0	15.0	8.0	20.3	12.5	20.6	15.9	13.5	7.9	9.2	11.4	19.7	11.7	10.7	10.1	14.2	12.2	13.2	17.0	9.7	34	2	6	6	14	2	13	11	2	8	4	16	13	5	11	4	8	13	19	22	12					
81-90%		33	3	5	6	7	7	2	8	11	2	12	7	7	17	9	3	15	6	7	16	17	20	13	14.4	20.0	17.5	12.0	11.6	12.5	13.3	18.1	12.1	12.5	14.4	13.4	15.7	8.3	15.6	16.9	13.1	17.0	13.0	17.0	11.9	36	4	7	9	8	2	9	12	7	19	9	4	16	6	8	17	19	21	15							
91-99%		2	1	0	0	1	0	0	1	1	0	0	1	1	1	0	0	2	0	1	0	2	1	1	0.7	5.0	0.0	0.0	1.3	0.0	0.0	1.2	1.2	0.0	0.0	1.8	0.6	0.0	0.0	1.6	0.0	1.5	0.0	1.1	0.7	0.6	2	1	0	0	1	0	0	1	0	2	0	1	0	2	1	1									
100%		19	1	4	3	8	2	1	7	4	0	8	6	6	9	5	5	7	1	7	12	7	12	11	8.4	10.0	15.0	7.5	13.3	2.9	6.3	12.1	7.1	0.0	8.7	12.3	7.1	8.5	12.4	7.5	2.5	13.7	7.7	9.1	6.2	10.8	21	2	3	3	10	2	1	8	5	0	8	6	9	6	5	7	1	8	7	14	8	13			
Don't know/Refused		8	0	3	0	1	3	1	1	2	0	3	1	1	5	2	1	4	0	1	3	6	3	6	3.6	0.0	10.0	0.0	1.3	4.3	6.3	2.4	4.2	0.0	3.6	1.8	3.9	4.4	3.0	4.7	0.0	1.5	2.9	4.2	2.3	4.9	8	0	2	0	1	3	1	1	3	0	3	1	4	0	1	3	5	3	5						
MEAN:		57.3	59.2	63.8	63.8	56.4	53.5	52.8	61.4	56.8	54.8	54.6	57.4	54.3	62.8	51.7	57.5	47.3	62.1	55.5	58.5	57.3	57.4																																																

COURSE TYPE		CTAC BANNER																								
		YEARS OF INDUSTRY EXPERIENCE				TYPE OF BUSINESS				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION		SATISFIED						
		Sec- tor		Eng/ Arch/ trac		Con- sul- tant		New <=5		Mid 6-25		Sen- ior >25		Small <=5		Large 6-100		Once/ month		Comp- lete ly		Not		Very satis- fied		
		Other	Light	End- ing	Use	Eng/ Arch/ trac	Con- sul- tant	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large 6-100	Once/ month	Comp- lete ly	Once/ month	Comp- lete ly	Once/ month	Comp- lete ly	Once/ month	Comp- lete ly	Once/ month	Comp- lete ly	Once/ month	Comp- lete ly	Once/ month	Comp- lete ly
Total		231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	111	112		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	14	101	68	14	101	49	138	63	43	101	36	61	103	147	130	132			
1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0		
%	0.4	0.0	2.5	0.0	0.0	0.0	0.0	0.0	1.0	2.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.8	0.0	0.0		
1	0	0	1	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0		
1	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	1	0	1		
%	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	2.6	0.0	0.0	2.6	0.0	0.0	3.1	0.0	0.0	0.0	0.0	0.0	0.9	0.0	1.0		
1	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	1	0	1		
2	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2		
%	0.8	0.0	2.5	0.0	0.0	0.0	0.0	1.5	7.5	0.0	0.0	1.6	0.0	1.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.7		
2	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2		
5	0	0	1	2	0	0	1	0	1	3	1	3	1	1	3	1	3	1	1	1	2	3	3	2		
%	2.1	0.0	2.5	2.7	0.0	0.0	1.4	0.0	7.5	3.1	1.8	0.7	5.3	2.7	2.7	2.7	2.5	1.9	2.1	2.1	2.1	2.2	2.0	2.0		
5	0	0	1	2	0	0	1	0	1	3	1	3	1	1	3	1	3	1	1	1	2	3	3	2		
4	1	0	0	2	0	0	1	1	0	4	2	3	0	0	0	0	3	2	0	0	0	4	0	4		
%	1.9	5.0	0.0	4.0	0.0	6.3	1.2	1.2	0.0	3.9	3.7	2.1	0.0	3.7	5.8	0.0	0.0	0.0	0.0	0.0	3.2	0.0	3.8			
5	1	0	0	3	0	1	1	1	0	4	2	3	0	4	2	0	4	2	0	0	5	0	5			
6	2	0	0	2	1	1	2	2	0	2	2	3	1	2	2	1	2	1	2	2	4	3	3	3		
%	2.5	15.0	0.0	2.7	1.4	6.3	3.8	3.3	0.0	1.6	3.7	2.6	1.5	4.8	2.5	2.5	2.8	2.1	2.8	2.1	2.8	2.3	2.7			
7	3	0	0	2	1	1	3	2	0	2	2	4	1	2	3	1	2	2	2	5	3	4	4			
20	3	3	5	3	4	0	2	6	1	9	5	9	6	2	12	4	2	3	16	4	15					
%	8.5	20.0	10.0	5.3	7.2	0.0	4.1	10.5	9.9	11.7	6.9	10.1	4.0	13.1	10.9	4.4	3.7	12.1	3.6	13.8						
22	4	2	6	4	5	0	3	7	1	10	6	10	6	2	13	4	3	4	18	5	17					

ETS (#3782)
 P9A. How would you rate the class on ... Level of technical information?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Comp- Very Not						
		Sec-	Other	Eng/	Con-	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Comp-	Very	Not					
		tor	End-	Arch/	trac	sul-	<=5	6-25	ior	<=5	>100	more	lete	lete	lete	satis	satis					
		ific	Use	Const-	-tor	tant	User	<=5	>25	>25	>25	less	-ly	-ly	-ly	-fied	-fied					
		Const-	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant					
8	61	1	7	11	18	16	8	13	18	2	24	10	36	10	9	26	7	15	18	42	23	38
	%	26.5	10.0	30.0	29.3	27.5	43.7	23.1	30.8	14.2	25.4	28.7	28.9	17.4	24.9	28.0	20.9	27.6	19.2	31.8	20.1	33.7
	67	2	5	12	22	19	7	15	21	2	26	14	39	12	10	29	7	17	20	46	26	41
9	37	1	7	5	7	12	3	12	10	2	16	4	22	11	5	14	9	11	9	26	17	20
	%	16.2	10.0	15.0	12.0	20.3	18.7	21.1	16.1	15.9	17.0	8.9	17.6	20.2	13.9	15.0	25.9	20.6	9.9	19.5	14.8	17.9
	40	2	5	6	9	14	3	14	11	2	16	4	24	12	6	14	9	12	10	28	19	21
10 - Excellent	91	6	10	12	27	24	5	24	22	6	34	17	47	25	17	31	10	23	57	32	65	24
	%	39.3	40.0	32.5	44.0	42.0	25.0	41.2	36.7	45.0	36.4	37.0	38.0	43.1	43.8	33.5	28.4	42.6	61.1	24.3	55.6	21.2
	101	8	7	13	33	29	4	27	25	7	37	18	53	28	20	34	11	26	63	37	72	27
DK/DR	3	0	1	0	0	1	0	2	0	0	1	0	2	1	1	1	1	0	1	2	1	2
	%	1.4	0.0	0.0	0.0	1.4	0.0	4.1	0.0	0.0	0.9	0.0	1.5	2.4	2.7	1.5	3.1	0.0	0.9	1.8	0.7	2.1
	3	0	1	0	0	1	0	2	0	0	1	0	2	1	1	1	1	0	1	2	1	2
MEAN:	8.58	8.25	8.89	8.25	8.67	8.96	8.38	8.86	8.61	8.29	8.39	8.16	8.65	8.74	8.60	8.43	8.41	8.88	9.10	8.20	9.04	8.07

Total	CTAC BANNER																						
	COURSE TYPE				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION										
	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	34	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	49	138	63	43	101	36	61	103	147	130	122		
1	0	0	0	0	0	0	0	0	0	1	1	1	0	1	0	0	0	0	0	1	0	1	
0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	2.6	0.0	0.0	3.1	0.0	0.0	0.0	0.0	0.0	0.9	0.0	1.0	
1	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	1	
1	1	0	0	0	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	1	0	
0.3	5.0	0.0	0.0	0.0	0.0	0.0	1.2	1.2	0.0	0.0	0.0	0.6	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.5	0.0	0.6	
1	1	0	0	0	0	0	1	1	1	0	0	1	0	0	1	0	0	0	0	1	0	1	
2	0	0	2	0	0	0	0	1	0	1	0	2	0	0	1	0	0	0	0	2	1	1	
0.8	0.0	0.0	5.0	0.0	0.0	0.0	0.0	1.5	0.0	1.0	0.0	1.5	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.4	0.8	0.8	
2	0	0	2	0	0	0	0	1	0	1	0	2	0	0	0	1	0	0	0	2	1	1	
3	0	1	0	1	0	1	1	0	0	1	1	2	0	0	0	3	3	0	0	3	2	1	
1.4	0.0	5.0	0.0	1.3	0.0	6.3	1.4	0.0	0.0	1.2	1.8	2.0	0.0	0.0	3.5	9.9	0.0	0.0	0.0	2.5	1.9	1.0	
3	0	1	0	1	0	1	1	0	0	1	1	2	0	0	3	3	0	0	0	3	2	1	
5	1	0	0	1	3	0	1	1	1	2	1	2	3	1	1	1	3	0	0	5	1	4	
2.2	5.0	0.0	0.0	1.3	4.3	0.0	1.2	1.4	7.5	2.7	1.8	1.2	4.7	2.7	0.9	2.5	5.0	0.0	0.0	3.8	0.7	3.8	
6	1	0	0	1	3	0	1	1	1	3	1	2	3	1	1	1	3	0	0	6	1	5	
10	0	1	1	3	3	0	1	2	3	4	1	9	0	2	6	3	1	0	0	10	1	9	
4.4	0.0	5.0	2.5	5.3	4.3	0.0	1.4	3.1	23.4	4.5	1.8	7.5	0.0	4.4	6.0	7.7	1.5	0.0	0.0	7.6	0.7	8.3	
11	0	1	1	4	3	0	1	2	3	5	1	10	0	2	6	3	1	0	0	11	1	10	
38	3	5	5	12	8	1	7	9	2	19	5	20	13	4	25	4	8	7	30	10	28	28	
16.4	25.0	20.0	15.0	20.0	13.0	6.3	11.5	14.7	18.1	19.7	10.0	16.2	23.1	11.7	26.9	12.1	15.1	7.6	22.4	8.2	25.2	25.2	
42	5	4	6	15	9	1	8	10	2	21	5	23	14	5	28	4	10	8	33	11	31	31	

ETS (#3782)
 P9B. How would you rate the class on . . . Teaching skill of instructor.

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED																	
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- month yr or lete			Not Very very																	
		Eng/Con-		Con-		New		Mid		Sen-		Small	Once/		Not	Comp-		Very	Not																
		Arch/trac	tant	sul-	tant	User	<=5	6-25	>25	ior	>25	<=5	>100	more	less	-ly	-ly	lete	lete	satis	satis														
		Sec-	tor	Spec-	ific	Const-	tor	Con-	trac	s-	Con-	Light	End-	Use	8	15	3	17	11	2	16	8	25	9	6	15	6	9	12	31	13	31			
		Other	End-	Use	36	11	34	41	6	51	31	68	34	27	43	19	35	59.6	79.1	36.1	77.0	29.1	50.0	53.4	61.5	43.8	50.4	59.6	79.1	36.1	77.0	29.1			
		Stand	ards	Gen	eral	HVAC	2	10	10	18	3	19	12	2	17	9	29	11	7	17	17	17	17	17	17	17	17	17	17	17	17	17	17		
		45	3	9	8	15	3	17	11	2	16	8	25	9	6	15	6	9	12	31	13	31	31	31	31	31	31	31	31	31	31	31	31		
9	%	19.6	25.0	10.0	13.3	26.1	18.7	28.6	17.8	12.0	16.9	18.2	20.3	16.4	16.6	15.7	17.5	17.1	13.3	23.1	10.8	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0		
		51	5	2	10	10	3	19	12	2	17	9	29	11	7	17	6	11	14	35	15	35	35	35	35	35	35	35	35	35	35	35	35		
		123	6	15	18	37	30	12	30	36	5	49	29	62	30	23	41	17	32	74	48	90	33	33	33	33	33	33	33	33	33	33	33		
	%	53.4	40.0	55.0	50.0	58.7	52.2	68.8	52.3	60.3	39.0	51.8	63.7	50.0	53.4	61.5	43.8	50.4	59.6	79.1	36.1	77.0	29.1	29.1	29.1	29.1	29.1	29.1	29.1	29.1	29.1	29.1	29.1	29.1	
		135	8	11	20	44	36	11	34	41	6	51	31	68	34	27	43	19	35	81	53	99	35	35	35	35	35	35	35	35	35	35	35	35	
	%	2	0	1	1	0	0	0	1	0	0	1	0	1	0	0	1	0	1	0	2	0	0	2	2	2	2	2	2	2	2	2	2	2	
		2	0	1	1	0	0	0	1	0	0	1	0	1	0	0	1	0	1	0	2	0	0	2	2	2	2	2	2	2	2	2	2	2	
	%	1.0	0.0	5.0	2.5	0.0	0.0	0.0	2.4	0.0	0.0	1.0	0.0	0.7	2.4	0.0	1.5	0.0	1.7	0.0	1.7	0.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0		
		2	0	1	1	0	0	0	1	0	0	1	0	1	0	0	1	0	1	0	2	0	0	2	2	2	2	2	2	2	2	2	2	2	
	MEAN:	9.07	8.70	9.05	9.05	9.19	9.17	9.38	9.22	9.21	8.52	8.97	9.19	8.96	9.16	9.11	8.79	8.76	9.27	9.72	8.60	9.54	8.56	8.56	8.56	8.56	8.56	8.56	8.56	8.56	8.56	8.56	8.56	8.56	

	CTAC BANNER																					
	COURSE TYPE					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE FREQUENCY											
	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	20	40	75	69	16	66	68	14	101	49	138	63	43	101	36	61	103	147	130	122
2	0	0	0	0	2	0	0	0	1	0	0	0	1	1	1	1	2	0	1	1	1	1
%	0.7	0.0	0.0	0.0	2.7	0.0	0.0	1.4	0.0	0.0	0.9	0.0	0.7	1.5	2.2	0.9	4.9	0.0	0.9	0.6	0.7	0.7
2	0	0	0	0	2	0	0	1	0	0	1	0	1	1	1	2	0	1	1	1	1	1
%	0.7	0.0	0.0	0.0	2.7	0.0	0.0	1.4	0.0	0.0	0.9	0.0	0.7	1.5	2.2	0.9	4.9	0.0	0.9	0.6	0.7	0.7
2	0	0	0	1	0	0	0	0	1	0	1	1	1	0	1	0	0	0	0	2	0	2
%	0.9	0.0	0.0	2.5	0.0	0.0	0.0	1.5	0.0	1.2	2.6	0.7	0.7	1.5	3.1	0.0	0.0	0.0	1.6	0.0	1.6	0.0
2	0	0	0	1	0	0	0	1	0	1	1	1	1	0	1	0	0	0	0	2	0	2
%	0.8	0.0	0.0	2.5	0.0	0.0	0.0	1.4	0.0	1.0	2.6	0.7	0.7	1.5	3.1	0.0	0.0	0.0	1.6	0.0	1.6	0.0
2	0	0	0	1	0	1	0	1	1	0	1	0	1	1	0	1	0	0	0	2	0	2
%	0.8	0.0	0.0	2.5	0.0	1.4	0.0	1.4	0.0	1.0	2.6	0.7	0.7	1.5	3.1	0.0	0.0	0.0	1.6	0.0	1.6	0.0
3	0	0	0	0	2	0	1	1	1	0	1	0	1	1	1	2	1	1	1	2	1	1
%	1.2	0.0	0.0	0.0	2.7	0.0	6.3	1.4	1.4	0.0	1.2	0.0	1.6	1.5	2.2	2.1	3.4	0.0	0.0	2.1	0.0	2.5
3	0	0	0	0	2	0	1	1	1	0	1	0	2	1	1	2	1	0	0	3	0	3
%	1.2	0.0	0.0	0.0	2.7	0.0	6.3	1.4	1.4	0.0	1.2	0.0	1.6	1.5	2.2	2.1	3.4	0.0	0.0	2.1	0.0	2.5
3	0	0	0	0	2	0	1	1	1	0	1	0	2	1	1	2	1	0	0	3	0	3
%	1.2	0.0	0.0	0.0	2.7	0.0	6.3	1.4	1.4	0.0	1.2	0.0	1.6	1.5	2.2	2.1	3.4	0.0	0.0	2.1	0.0	2.5
1	0	1	0	0	0	0	0	0	0	0	1	0	1	1	0	1	0	0	1	0	0	1
%	0.6	0.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.1	0.0	0.0	1.5	0.0	0.0	1.0	0.0	0.0	1.2
1	0	1	0	0	0	0	0	0	0	0	1	0	1	1	0	1	0	0	1	0	0	1
%	0.6	0.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.1	0.0	0.0	1.5	0.0	0.0	1.0	0.0	0.0	1.2
14	3	0	0	6	3	0	0	3	6	2	3	2	9	3	3	6	2	3	2	11	2	12
%	6.0	25.0	0.0	9.3	4.3	0.0	5.0	9.3	14.9	3.5	5.5	7.1	11.3	4.5	9.0	5.9	4.9	4.7	2.7	8.5	1.3	11.0
17	5	0	0	7	3	0	4	7	7	2	4	3	11	3	4	7	2	3	3	14	2	15
%	21.7	15.0	25.0	16.0	24.6	31.2	14.6	26.2	26.4	0.0	25.4	26.4	21.2	16.5	15.3	25.3	34.1	17.9	10.9	28.3	13.1	29.9
54	3	5	10	12	17	5	9	17	17	0	26	13	29	10	6	26	11	11	11	41	17	36
%	21.7	15.0	25.0	16.0	24.6	31.2	14.6	26.2	26.4	0.0	25.4	26.4	21.2	16.5	15.3	25.3	34.1	17.9	10.9	28.3	13.1	29.9
54	3	5	10	12	17	5	9	17	17	0	26	13	29	10	6	26	11	11	11	41	17	36
%	21.7	15.0	25.0	16.0	24.6	31.2	14.6	26.2	26.4	0.0	25.4	26.4	21.2	16.5	15.3	25.3	34.1	17.9	10.9	28.3	13.1	29.9

COURSE TYPE		YEARS OF BUSINESS EXPERIENCE										TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED													
		Sec-	Other		Eng/Arch/Spec-		Const		-tor		Con-		sul-		tant		User		New		Mid		ior		Sen-		Small		Large		Once/		Comp-		Not					
		tor	Use	ing	Light	End-	Use	ing	Const	tor	Con-	trac	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant				
9		35	2	3	5	8	10	3	10	10	10	4	12	8	19	7	8	13	3	8	14	21	16	20																
	%	15.3	15.0	10.0	13.3	17.4	18.7	17.9	16.4	30.1	12.8	17.9	15.2	12.6	12.6	12.6	12.6	13.6	8.0	15.1	15.0	16.0	13.3	17.7																
		39	3	2	6	10	12	3	12	11	4	13	9	21	8	9	14	3	10	16	23	18	21																	
10 - Excellent		120	6	15	20	35	29	8	32	26	8	49	22	64	34	18	45	15	33	66	52	83	36																	
	%	51.9	45.0	55.0	55.0	50.7	43.7	55.9	43.8	54.9	52.5	47.7	51.0	59.7	46.4	47.5	44.6	60.7	70.5	38.9	70.8	32.4																		
		132	9	11	22	42	35	7	37	30	8	53	23	70	38	21	47	17	36	72	58	91	40																	
DK/DR		2	0	1	0	0	1	0	2	0	0	0	0	1	1	0	2	0	0	0	0	2	0	2																
	%	1.0	0.0	5.0	0.0	0.0	1.4	0.0	3.8	0.0	0.0	0.0	0.0	0.7	2.4	0.0	2.3	0.0	0.0	0.0	1.7	0.0	2.0																	
		2	0	1	0	0	1	0	2	0	0	0	0	1	1	0	2	0	0	0	2	0	2																	
MEAN:		8.97	8.80	9.16	9.03	8.89	9.10	8.88	9.15	8.77	9.25	8.91	8.95	8.93	9.10	8.68	8.85	8.48	9.26	9.47	8.61	9.46	8.45																	

CTAC BANNER																								
COURSE TYPE	YEARS OF INDUSTRY EXPERIENCE										ATTENDANCE FREQUENCY	EXPECTATION		SATISFIED										
	TYPE OF BUSINESS		Eng/ Arch/ trac		Con- sul- tant		New End User		Sen-ior >25			Once/ month or more			Comp-lete ly									
	Sec- tor	Other End-Use	Light HVAC	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112		
1 - Poor	7	1	0	0	2	3	0	1	4	0	2	0	5	2	1	2	2	2	2	3	3	3	3	
2	2.8	5.0	0.0	4.0	5.8	0.0	1.4	6.7	0.0	1.8	0.0	3.9	2.9	2.2	1.6	4.9	4.4	3.6	2.4	2.9	2.9	2.8		
3	3	0	1	1	1	1	0	1	0	0	2	1	0	2	0	1	0	0	1	2	1	2		
4	8	0	0	1	3	3	0	0	3	2	3	2	4	1	1	4	1	2	1	7	3	4		
5	3.4	0.0	2.5	5.3	4.3	0.0	0.0	5.6	13.5	2.7	5.5	3.4	1.8	2.7	4.5	2.5	3.5	0.9	5.2	2.9	3.9	5		
6	9	0	1	4	3	0	0	4	2	3	3	5	1	1	1	5	1	2	1	8	4	5		
7	5	0	0	0	1	1	0	1	1	0	3	2	2	2	1	3	1	1	1	4	0	5		
8	2.1	0.0	0.0	1.3	1.4	0.0	1.8	1.4	0.0	3.2	4.9	1.5	1.5	1.5	8.0	1.1	3.1	1.9	1.1	2.9	0.0	4.4		
9	5	0	0	1	1	1	0	1	1	0	3	2	2	1	3	1	1	1	1	4	0	5		
10	28	3	5	7	4	2	5	10	5	0	13	1	17	10	6	12	3	8	12	14	13	15		
11	12.0	25.0	20.0	6.7	2.9	25.0	16.9	8.8	0.0	14.3	1.8	13.9	16.9	15.7	13.0	9.2	14.0	13.2	10.8	11.0	13.2			
12	29	5	4	8	5	2	4	11	6	0	13	1	18	10	7	12	3	8	12	16	13	16		
13	9	0	1	0	2	2	2	1	5	0	2	2	5	1	2	3	0	3	1	8	3	6		
14	3.9	0.0	5.0	4.0	2.9	12.5	2.0	8.0	0.0	1.8	4.3	4.0	1.5	5.2	3.2	0.0	5.2	0.9	6.1	2.4	5.5	6		
15	9	0	1	0	3	2	2	1	5	0	2	2	5	1	2	3	0	3	1	8	3	6		
16	24	3	3	5	3	7	1	7	7	2	8	1	16	6	4	10	2	3	4	20	5	19		
17	10.5	20.0	10.0	15.0	5.3	11.6	6.3	12.5	11.2	17.4	8.7	1.8	12.9	11.0	11.3	10.5	6.5	4.9	4.8	14.9	4.6	16.8		
18	27	4	2	6	4	8	1	8	8	2	9	1	18	7	5	10	2	3	5	22	6	21		
19																								

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				Once/Comp- month yr or lete		Not comp- ly letete satis		Very very -ly -fied -fied				
Codes	Standards	Other Eng/Con-	Sec- tor Arch/ trac	Con- sul- tant	New End User	Sen-ior >25	Mid 6-25	Less <=5	Small <=5	Large >100	Once/Comp- month yr or lete	More less	Not comp- ly letete satis	Very very -ly -fied -fied	Not comp- ly letete satis	Very very -ly -fied -fied						
8	4	7	14	13	5	15	7	4	25	12	27	14	6	24	12	8	17	35	22	30		
%	23.2	30.0	22.7	23.2	25.0	26.2	11.2	28.0	26.7	27.4	21.8	24.8	16.5	25.2	35.7	14.1	18.4	26.4	19.2	27.1		
	59	6	17	16	4	18	7	4	27	14	30	15	8	26	13	9	20	38	26	32		
						I	HK		I						R	Q						
9	1	5	4	5	2	2	8	1	8	6	7	3	4	6	2	4	8	9	10	7		
%	7.8	5.0	6.7	8.7	12.5	2.8	12.9	8.2	9.0	14.2	5.4	6.1	10.4	6.5	6.5	7.9	8.6	6.5	8.3	6.2		
	20	1	5	6	2	2	9	1	9	7	8	4	4	7	2	5	9	10	11	8		
						I	H		M	L												
10 - Excellent	73	1	10	26	23	3	18	20	5	27	16	40	16	11	29	11	23	44	28	56	18	
%	31.7	10.0	27.5	41.3	39.1	18.7	31.5	34.3	33.0	28.4	35.2	32.5	28.1	27.9	30.4	31.5	42.8	47.1	21.3	47.5	15.8	
	82	2	5	11	31	27	21	23	5	30	17	45	19	12	31	12	26	49	32	62	20	
																		T	S	V	U	
DK/DR	3	1	0	1	0	0	2	0	0	1	1	1	1	0	3	0	1	0	3	0	3	
%	1.2	5.0	0.0	1.3	0.0	0.0	3.5	0.0	0.0	0.9	1.8	0.6	2.4	0.0	3.1	0.0	1.3	0.0	2.2	0.0	2.6	
	3	1	0	1	0	0	2	0	0	1	1	1	1	0	3	0	1	0	3	0	3	
MEAN:	7.63	6.89	7.42	7.65	7.88	7.93	7.44	7.72	7.48	7.89	7.57	8.04	7.57	7.43	7.36	7.67	7.76	7.80	8.14	7.26	8.19	7.02
																			T	S	V	U

ETS (#3782)
 P10A. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my clients.
 BASE: UMA

2006/11/29

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED								
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/ month yr or more less			Not comp-lete -ly			Very satis-fied					
		Other Eng/ Con-	tor Arch/ trac	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large 6-25	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Codes	Standards	Light HVAC	End-Use	Sec-ific	Other Eng/ Con-	tor Arch/ trac	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large 6-25	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	72	65					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
153	17	10	17	55	34	9	66	68	14	0	34	77	40	34	49	21	34	66	85	81	71					
5	0	0	0	2	1	0	1	3	1	0	2	1	2	2	0	0	2	2	3	2	2					
%	3.3	0.0	0.0	3.6	2.9	0.0	1.4	4.5	7.5	0.0	5.4	1.5	5.4	6.4	0.0	6.4	2.8	3.8	3.5	3.2						
5	0	0	0	2	1	0	1	3	1	0	2	1	2	2	0	0	2	2	3	3	2					
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
%	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.7	0.0	0.0	3.9	0.0	0.0	0.0	1.9	0.0	1.6	0.0					
1	0	0	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	1	0					
%	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0					
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
%	0.6	0.0	0.0	0.0	2.9	0.0	0.0	1.4	0.0	0.0	0.0	0.0	2.4	0.0	0.0	2.9	0.0	1.1	0.0	1.3	0.0					
1	0	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	1	0	1	0	1					
%	0.6	0.0	0.0	0.0	2.9	0.0	0.0	1.4	0.0	0.0	0.0	0.0	2.4	0.0	0.0	2.9	0.0	1.1	0.0	1.3	0.0					
7	1	1	2	2	0	0	3	2	0	0	3	4	0	1	3	1	2	2	5	3	4					
%	5.1	11.8	10.0	11.8	5.5	0.0	5.2	4.1	0.0	8.3	6.5	0.0	2.8	6.5	7.0	6.0	2.8	7.1	4.2	6.2						
8	2	1	2	3	0	0	4	3	0	0	3	5	0	1	3	1	2	2	6	3	5					
%	3.2	0.0	0.0	1.8	2.9	0.0	4.6	4.5	0.0	3.0	3.8	2.4	3.1	5.6	0.0	0.0	0.0	5.8	0.0	6.8						
4	0	0	3	1	1	1	0	3	3	0	1	3	1	1	3	0	0	0	5	0	5					
%	3.2	0.0	0.0	1.8	2.9	0.0	4.6	4.5	0.0	3.0	3.8	2.4	3.1	5.6	0.0	0.0	0.0	5.8	0.0	6.8						
5	0	0	3	1	1	1	0	3	3	0	1	3	1	1	3	0	0	0	5	0	5					
%	3.2	0.0	0.0	1.8	2.9	0.0	4.6	4.5	0.0	3.0	3.8	2.4	3.1	5.6	0.0	0.0	0.0	5.8	0.0	6.8						
8	1	1	1	1	3	0	2	5	0	0	1	6	2	1	7	1	0	1	7	1	7					
%	6.0	5.9	10.0	5.9	11.8	0.0	2.6	9.1	0.0	3.0	8.0	5.4	2.8	14.5	6.0	0.0	1.4	9.8	1.2	11.5						
9	1	1	1	1	4	0	2	6	0	0	1	6	2	1	7	1	0	1	8	1	8					
%	6.0	5.9	10.0	5.9	11.8	0.0	2.6	9.1	0.0	3.0	8.0	5.4	2.8	14.5	6.0	0.0	1.4	9.8	1.2	11.5						
19	1	1	3	5	3	5	4	11	2	0	5	10	2	4	6	5	4	6	12	6	13					
%	13.7	5.9	10.0	17.6	10.9	11.8	44.4	6.5	18.6	15.9	0.0	17.7	14.0	7.2	12.4	24.9	15.3	10.6	15.2	8.8	19.3					
20	1	1	3	6	4	4	4	12	2	0	6	10	3	4	6	5	5	7	12	7	13					
%	13.7	5.9	10.0	17.6	10.9	11.8	44.4	6.5	18.6	15.9	0.0	17.7	14.0	7.2	12.4	24.9	15.3	10.6	15.2	8.8	19.3					

ETS (#3782) 2006/11/29
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	COURSE TYPE						TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED
	Standards	General	HVAC	Light	Engineering	Other	Sec	Eng/Arch	Const	Trac	Con	Sul	Con	tant	User	End	New	Mid	Sen	ior	Small	Large	Once	Comp	Not	Very			
9	11	0	3	3	3	3	0	6	5	5	1	0	0	0	0	0	5	2	4	1	4	1	2	5	6	8	3		
	%	8.2	0.0	17.6	7.3	8.8	0.0	10.3	8.1	9.9	0.0	15.7	3.6	11.4	2.9	7.8	7.0	6.3	8.2	8.4	11.5	4.7	3	7	9	3			
10 - Strongly Agree		79	8	5	32	17	5	39	30	8	0	13	42	23	18	24	10	18	43	36	50	29							
	%	57.7	70.6	50.0	29.4	69.1	58.8	44.4	49.7	58.5	0.0	43.3	60.2	65.9	62.2	51.7	49.8	60.8	72.2	46.6	69.3	44.3							
NA		1	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	1	0	1			
	%	0.5	5.9	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.5	0.0	2.4	0.0	0.9	0.0	1.1	0.0	1.1	0.0	1.1		
DK/DR		1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	1	0	0	1	0	1	0	1			
	%	0.8	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.0	1.5	0.0	3.5	0.0	5.3	0.0	1.4	0.0	1.4	0.0	1.6	0.0	1.6	0.0	1.6		
MEAN:		8.65	9.06	8.80	8.98	8.74	8.22	9.09	8.39	8.25	*	8.09	8.81	8.83	8.44	8.67	8.84	8.52	9.12	8.28	9.02	8.21							
								I	H													T	S		V				

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/ month yr or more less			Not Comp-lete -ly			Very satis-fied			
		Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large 6-25	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total	137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	72	65	65	65
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1 - Strongly Disagree	7	1	0	0	2	2	1	2	5	1	0	2	2	2	2	2	1	0	3	2	5	4	3	3
%	5.1	5.9	0.0	0.0	5.5	5.9	11.1	2.6	8.6	7.5	0.0	8.1	2.2	5.4	6.4	1.5	0.0	10.3	2.8	7.0	5.1	5.2	4	4
2	3	0	0	0	0	0	1	1	1	1	0	1	2	0	2	0	0	1	0	1	2	1	2	2
%	2.3	0.0	0.0	0.0	0.0	0.0	11.1	1.8	1.7	8.2	0.0	3.7	3.0	0.0	7.4	0.0	5.3	0.0	1.9	2.7	1.6	3.2	1	2
3	2	0	0	0	1	1	0	1	1	0	0	1	0	1	1	0	0	0	2	0	2	0	2	2
%	1.2	0.0	0.0	0.0	1.8	2.9	0.0	1.4	1.4	0.0	0.0	2.7	0.0	2.4	2.8	0.0	0.0	5.7	0.0	2.2	0.0	2.6	0	2
5	7	1	0	1	4	0	0	4	3	0	0	2	3	2	1	1	1	1	2	4	2	4	2	2
%	4.9	5.9	0.0	5.9	9.1	0.0	0.0	6.9	4.3	0.0	5.4	5.0	4.8	2.8	2.8	2.0	4.3	6.0	7.4	3.2	6.1	3.8	3	3
6	5	1	3	1	0	1	0	2	1	1	0	0	3	2	0	4	3	1	1	0	5	1	4	4
%	3.8	5.9	20.0	5.9	0.0	2.9	0.0	2.8	1.4	9.9	0.0	4.5	5.9	0.0	9.3	14.0	2.9	0.0	6.8	1.9	5.9	1	4	4
7	8	0	0	2	2	3	0	2	6	0	0	2	4	2	1	5	1	1	2	5	3	5	3	5
%	5.8	0.0	0.0	11.8	5.5	8.8	0.0	3.0	10.5	0.0	5.6	6.1	5.8	2.8	10.0	6.0	2.8	4.2	6.0	4.8	7.1	4	5	5
8	20	2	0	5	7	3	2	8	11	2	0	4	11	6	6	6	3	4	9	11	8	12	8	12
%	14.8	17.6	0.0	29.4	14.5	8.8	22.2	14.0	18.0	11.0	0.0	12.3	15.4	17.0	20.2	12.4	14.0	14.5	15.8	14.4	11.8	18.4	10	13

As a result of the class, I recommend energy efficient technologies and solutions to my clients more often.

9	CTAC BANNER											ATTENDANCE				EXPECTATION				SATISFIED				
	COURSE TYPE											FREQUENCY				Not				Not				
Codes	Standards	Gen-eral	HVAC	Light-ing	End-Use	Other	Sec-	Eng/Arch/Const	Con-trac-tor	Con-sultant	End User	Years of Experience	Industry	Size of Business	Attendance	Once/month	Once/yr	Less	Comp-ly	Comp-lete	Very satis-fied	Very	Not	
11	3	3	1	3	1	3	1	4	3	1	0	3	5	2	1	5	1	1	4	6	5	6	5	6
%	7.7	5.9	20.0	17.6	1.8	8.8	11.1	7.2	5.7	6.0	0.0	10.3	7.2	7.0	2.8	10.3	5.8	3.1	7.3	8.3	6.8	8.9	6	6
11	1	2	3	1	1	3	1	5	3	1	0	3	5	3	1	4	1	1	4	7	5	5	5	6
10 - Strongly Agree	71	6	8	5	27	16	5	34	27	8	0	16	37	17	16	23	10	14	36	35	44	27	U	U
%	51.9	52.9	60.0	29.4	60.0	55.9	44.4	57.7	45.6	57.3	0.0	51.9	53.3	49.3	54.7	51.2	50.5	49.4	60.6	45.3	60.9	41.3	29	U
80	9	6	5	33	19	4	37	32	8	0	18	41	20	19	25	12	17	40	39	50	50	29	V	U
3	1	0	0	1	2	0	2	2	2	0	0	0	2	1	0	2	0	2	0	3	1	2	2	2
%	2.3	5.9	0.0	0.0	1.8	5.9	0.0	2.6	2.8	0.0	0.0	3.4	2.4	0.0	3.3	0.0	5.2	0.0	4.2	1.2	3.6	1	3	3
4	1	0	0	1	2	0	2	2	2	0	0	0	3	1	0	2	0	2	0	4	1	1	1	3
MEAN:	8.28	8.44	9.00	8.35	8.43	8.53	7.56	8.59	7.93	7.99	*	8.01	8.52	8.25	7.98	8.70	8.28	7.74	8.71	7.93	8.58	7.93	8.58	7.93

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED														
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/ month yr or more less			Comp-lete -ly			Not Comp-lete -ly											
		Sec-	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Other End- Use	Spec- ific	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
Total		137	12	14	16	46	28	10	58	60	14	0	31	70	35	29	46	19	29	59	76	72	65									
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
1 - Strongly Disagree		3	1	0	0	1	0	0	2	2	0	0	1	2	0	1	1	1	0	0	1	2	1	2								
%	2.0	5.9	0.0	0.0	1.8	0.0	0.0	0.0	2.6	3.1	0.0	0.0	2.7	2.7	0.0	2.8	1.5	0.0	0.0	1.4	2.4	1.2	2.9									
2		3	0	0	0	0	0	1	1	1	1	1	1	2	0	2	0	0	0	1	0	1	2	1	2							
%	2.3	0.0	0.0	0.0	0.0	0.0	11.1	1.8	1.7	8.2	0.0	3.7	3.0	0.0	7.4	0.0	0.0	0.0	0.0	5.3	0.0	1.9	2.7	1.6	3.2							
3		2	0	0	0	1	0	0	1	0	1	0	1	0	1	2	0	0	0	2	0	2	0	2	0	2						
%	1.4	0.0	0.0	0.0	1.8	0.0	0.0	1.4	0.0	7.5	0.0	2.7	0.0	3.0	6.4	0.0	0.0	0.0	6.4	0.0	2.4	0.0	2.4	0.0	2.9							
4		1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0						
%	0.6	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.0	1.4	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	1.2	0.0							
5		7	1	1	2	2	0	0	1	3	0	0	2	5	0	0	2	1	1	1	3	4	4	3	4	3						
%	4.8	5.9	10.0	11.8	3.6	0.0	0.0	1.2	5.8	0.0	0.0	5.4	7.1	0.0	0.0	0.0	5.0	7.0	3.1	4.5	5.1	5.7	3.9	4	3							
6		3	0	0	2	1	1	0	2	1	0	0	1	1	2	0	1	1	0	1	0	3	0	3	0	3						
%	2.5	0.0	0.0	11.8	1.8	2.9	0.0	3.0	3.0	1.4	0.0	3.0	1.3	4.8	0.0	1.8	1.8	0.0	2.9	0.0	4.6	0.0	5.4	0	4							
7		5	1	1	0	2	1	0	2	2	1	0	2	3	1	2	4	4	1	2	1	5	2	4	4	4						
%	3.9	5.9	10.0	0.0	5.5	2.9	0.0	2.6	2.8	6.0	0.0	5.4	4.4	2.0	5.7	8.1	4.3	5.7	1.4	6.0	2.3	5.7	5.7	5.7	5.7							

COURSE TYPE	CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Not			
Codes	Other	Eng/	Con-	Con-	Sec-	Other	Spec-	Arch/	trac	tor	New	Mid	Sen-	Once/	Comp-	Comp-	Very	Very	Very	
Standards	Light	End-	Use	ing	Use	ing	Use	Const	tor	tant	User	<=5	>25	month	yr or	lete	satis	satis	satis	
22	2	0	5	7	4	2	10	10	10	2	0	4	8	10	5	4	5	4	9	12
16.1	17.6	0.0	29.4	14.5	14.7	22.2	16.4	16.9	11.0	0.0	12.5	11.6	29.2	17.4	17.0	24.3	14.5	15.4	15.7	12.6
25	3	0	5	8	5	2	11	11	2	0	4	9	12	6	9	5	5	11	13	11
21	1	1	3	7	6	2	11	10	1	1	0	5	10	5	6	4	2	5	9	11
15.3	11.8	10.0	17.6	16.4	20.6	22.2	18.4	16.1	6.0	0.0	15.5	14.7	14.2	19.4	9.1	10.1	18.7	15.7	14.3	18.6
24	2	1	3	9	7	2	13	10	1	0	5	12	6	7	4	2	6	10	13	15
68	6	10	5	23	15	5	30	28	8	0	14	36	16	12	26	10	13	34	33	40
49.3	52.9	70.0	29.4	50.9	52.9	44.4	51.1	46.5	61.3	0.0	46.6	51.7	46.8	41.0	55.7	49.0	43.0	58.2	43.5	55.8
75	9	7	5	28	18	4	32	33	8	0	16	40	18	14	27	11	15	38	37	45
2	0	0	0	1	2	0	1	2	0	0	0	2	0	0	0	1	0	2	0	2
1.8	0.0	0.0	0.0	1.8	5.9	0.0	1.4	4.2	0.0	0.0	0.0	3.6	0.0	0.0	1.8	0.0	5.7	0.0	3.3	1.2
3	0	0	0	1	2	0	1	3	0	0	0	3	0	0	1	0	2	0	3	1
MEAN:	8.55	9.10	8.18	8.70	9.25	8.44	8.73	8.50	8.36	*	8.16	8.55	8.81	8.00	8.85	8.51	8.55	8.90	8.26	8.90
	F	D																		

COURSE TYPE		CTAC BANNER														ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED						
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS						Once/ month yr or more less				Comp-lete -ly				Not						
		Eng/ Arch/ Const	Con- trac -tor	Con- sul- tant	Other End- Use	Sec- ific	Spec- ific	New <=5	Mid 6-25	Sen- >25	Small <=5	Large 6-25	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
94	2	14	17	21	29	8	0	0	0	0	94	14	55	22	8	48	14	25	34	57	45	47								
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
101	3	10	23	20	35	7	0	0	0	101	15	61	23	9	52	15	27	37	62	49	51									
1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	1	1	
%	0.9	0.0	0.0	0.0	2.9	0.0	0.0	0.9	0.0	3.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.5	0.0	1.8	0.0	1.8	0.0	1.8	1.8	
1	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	1	0	1	0	1	0	1	0	1	1	
%	0.9	0.0	0.0	5.0	0.0	0.0	0.0	0.9	0.0	1.5	0.0	1.7	0.0	0.0	1.7	0.0	0.0	0.0	0.0	1.5	0.0	1.5	0.0	1.8	0.0	1.8	0.0	1.8	1.8	
2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	1.9	33.3	0.0	0.0	0.0	14.3	0.0	1.9	0.0	3.3	0.0	3.8	0.0	0.0	3.8	8.0	2.8	0.0	3.2	0.0	3.2	0.0	3.8	0.0	3.8	0.0	3.8	3.8	3.8	
2	1	0	0	0	0	1	0	2	0	2	0	2	0	0	2	1	1	1	1	2	0	2	0	2	0	2	0	2	2	
3	0	0	1	1	2	0	0	0	0	0	0	0	2	2	0	2	1	1	0	0	0	0	0	1	0	1	0	1	0	
%	3.6	0.0	4.3	5.0	5.7	0.0	0.0	3.6	0.0	3.0	7.8	0.0	3.5	5.9	3.4	0.0	0.0	0.0	0.0	6.0	1.8	5.4	0.0	6.0	1.8	5.4	0.0	6.0	6.0	
4	0	0	1	1	2	0	0	4	0	2	2	0	2	0	2	1	1	0	0	4	1	3	0	4	1	3	0	4	4	3
%	4.3	0.0	10.0	8.7	0.0	0.0	0.0	4.3	0.0	3.3	9.9	0.0	4.7	0.0	4.7	0.0	0.0	0.0	0.0	7.1	2.0	6.6	0.0	7.1	2.0	6.6	0.0	7.1	7.1	
4	0	1	2	0	1	0	0	4	0	2	2	0	2	0	2	0	0	0	0	4	1	3	0	4	1	3	0	4	4	3
4	0	3	0	1	1	0	0	4	1	4	0	0	4	0	4	1	0	0	0	4	0	4	0	4	0	4	0	4	4	4
%	4.7	0.0	20.0	0.0	5.0	0.0	0.0	4.7	5.7	6.5	0.0	9.1	5.9	0.0	9.1	0.0	0.0	0.0	0.0	7.7	0.0	9.3	0.0	7.7	0.0	9.3	0.0	7.7	7.7	
4	0	2	0	1	1	0	0	4	1	3	0	0	4	1	0	4	1	0	0	4	0	4	0	4	0	4	0	4	4	4
18	1	3	5	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	18.7	33.3	20.0	26.1	20.0	14.3	0.0	18.7	18.4	22.5	11.4	9.8	20.5	26.8	6.8	5.8	5.8	25.0	5.7	31.6	2.0	31.6	0.0	31.6	2.0	31.6	0.0	31.6	31.6	
19	1	2	6	4	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	1	2	6	4	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

ETS (#3782) 2006/11/29
 P10D. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my facility
 BASE: End User

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED				
Codes	Standards	YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS	Once/month or more	Once/yr or less	Comp-ly	comp-ly	Very satis	Very satis	Not	Not		
		Sec-ific	Eng-Const	Con-trac	Con-sultant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >5										10.5	7.1
10	1	0	4	2	3	1	0	0	0	0	10	2	7	2	2	5	2	3	2	8	5	5
%	11.2	33.3	0.0	17.4	10.0	11.4	14.3	0.0	0.0	0.0	11.2	12.0	12.3	8.8	21.6	10.7	12.3	10.5	7.1	14.1	11.4	11.2
12	1	0	4	2	4	1	0	0	0	0	12	2	8	2	2	6	2	3	3	9	6	6
49	0	7	9	8	17	6	0	0	0	0	49	9	25	12	5	22	6	18	28	19	35	13
%	52.0	0.0	43.5	50.0	57.1	71.4	0.0	0.0	0.0	0.0	52.0	63.9	46.0	54.5	58.7	45.9	41.1	73.2	82.2	33.9	77.1	26.7
52	0	5	10	10	20	5	0	0	0	0	52	9	28	13	5	24	6	19	30	21	37	14
2	0	0	0	1	1	0	0	0	0	0	2	0	1	1	1	0	0	1	2	0	1	1
%	1.8	0.0	0.0	0.0	5.0	2.9	0.0	0.0	0.0	0.0	1.8	0.0	1.5	3.7	9.8	0.0	0.0	3.4	4.9	0.0	1.8	1.8
2	0	0	0	1	1	0	0	0	0	0	2	0	1	1	1	0	0	1	2	0	1	1
MEAN:	8.73	7.00	8.60	8.74	8.63	8.82	9.00	*	*	*	8.73	9.34	8.61	8.50	9.54	8.48	8.39	9.40	9.80	8.10	9.59	7.87
												M	L	P	O				T	S	V	U

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
		TYPE OF BUSINESS				EXPERIENCE				SIZE OF BUSINESS				Once/Comp-ly			More/Very						
		Other Use	Light	Eng/Arch/Const	Con-trac-tor	Con-sultant	End User	New <=5	Mid 6-25	Sen-iors >25	Small <=5	Large 6-25	100 yr or more	100 yr or less	100 yr or less	100 yr or more	100 yr or more	100 yr or more	100 yr or more				
Total	94	2	14	21	17	29	8	0	0	0	94	14	55	22	8	48	14	25	34	57	45	47	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1 - Strongly Disagree	4	0	0	1	2	0	1	0	0	4	0	3	1	0	2	1	2	1	2	1	3	1	3
%	3.9	0.0	0.0	4.3	10.0	0.0	14.3	0.0	0.0	3.9	0.0	5.1	4.1	0.0	3.5	5.9	8.0	3.3	4.5	2.5	2.5	5.4	
3	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1
%	0.9	0.0	0.0	0.0	0.0	2.9	0.0	0.0	0.0	0.9	5.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.8	
5	9	0	3	1	2	3	0	0	0	9	1	6	1	0	6	1	1	1	2	6	4	5	
%	9.2	0.0	20.0	4.3	10.0	11.4	0.0	0.0	0.0	9.2	9.4	11.7	3.7	0.0	11.7	5.9	3.4	6.4	11.3	8.8	9.9	9.9	
6	2	0	1	1	0	0	0	0	0	2	0	1	1	0	2	0	0	0	1	1	1	1	
%	2.4	0.0	10.0	4.3	0.0	0.0	0.0	0.0	0.0	2.4	0.0	1.7	6.2	0.0	4.7	0.0	0.0	2.7	2.4	2.0	2.9	2.9	
7	13	1	3	4	1	3	2	0	0	13	3	7	2	1	8	4	3	1	10	3	8	8	
%	13.5	33.3	20.0	17.4	5.0	8.6	28.6	0.0	0.0	13.5	18.3	12.2	8.8	13.4	15.6	29.9	12.1	4.0	17.5	7.4	16.8	16.8	
8	12	0	1	4	3	2	1	0	0	12	2	8	3	1	8	1	1	1	4	8	3	9	
%	13.1	0.0	10.0	17.4	20.0	5.7	14.3	0.0	0.0	13.1	11.5	14.2	12.7	10.8	17.6	5.9	3.4	11.6	14.7	7.7	18.6	18.6	
9	7	0	1	1	2	3	0	0	0	7	1	5	1	1	3	1	3	1	5	2	6	6	
%	7.8	0.0	10.0	4.3	15.0	8.6	0.0	0.0	0.0	7.8	6.3	9.1	6.2	9.8	7.1	9.7	13.5	2.4	8.9	3.7	11.8	11.8	
10	8	0	1	1	3	3	0	0	0	8	1	6	1	1	4	1	4	1	6	2	6	6	
%	8.0	0.0	10.0	4.3	15.0	8.6	0.0	0.0	0.0	8.0	6.3	9.1	6.2	9.8	7.1	9.7	13.5	2.4	8.9	3.7	11.8	11.8	

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED													
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not													
		Eng/Arch/Const		Con-tor		Con-sul-tant		End User		New <=5		Mid 6-25		Senior >25		Small <=5		Large >100		Once/month or more		Once/yr or less		Comp-lete -ly		Comp-lete -ly		Very satis -fied	
10 - Strongly Agree	%	43.7	33.3	30.0	47.8	35.0	57.1	42.9	0.0	0.0	0.0	45.7	48.7	41.7	54.5	56.1	36.6	37.9	56.2	62.3	38.0	64.2	29.5	64.2	29.5	64.2	29.5	64.2	29.5
NA	%	3.4	33.3	0.0	0.0	5.0	5.7	0.0	0.0	0.0	0.0	3.4	0.0	4.3	3.7	9.8	3.2	4.9	3.4	7.3	1.2	3.7	3.2	1.2	3.7	3.2	1.2	3.7	3.2
MEAN:		8.22	8.50	7.70	8.30	7.79	8.70	7.57	*	*	*	8.22	8.28	8.07	8.56	9.21	7.96	7.97	8.50	8.81	7.89	8.80	7.71	8.80	7.71	8.80	7.71	8.80	7.71

COURSE TYPE		CTAC BANNER													ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			Once/ month yr or more less				Not		Very					
		Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Sec- tor	Other End- Use	Spec- ific	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >5	100 or more	100.0	100.0	100.0	100.0	100.0	100.0			
94	2	14	21	17	8	29	8	0	0	0	94	14	55	22	8	48	14	25	34	57	45	47
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
101	3	10	23	20	7	35	7	0	0	0	101	15	61	23	9	52	15	27	37	62	49	51
1	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	1	0	1
%	0.9	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	1.5	0.0	0.0	1.7	5.9	0.0	0.0	1.5	0.0	1.8
1	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	1	0	1
%	0.9	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	1.5	0.0	0.0	1.7	5.9	0.0	0.0	1.5	0.0	1.8
7	0	0	2	1	3	2	0	0	0	0	7	1	6	1	0	4	2	1	2	5	1	7
%	7.9	0.0	8.7	5.0	8.6	28.6	0.0	0.0	0.0	0.0	7.9	5.7	10.3	4.1	0.0	8.2	13.9	3.4	5.7	9.6	2.0	13.7
8	0	0	2	1	3	2	0	0	0	0	8	1	6	1	0	4	2	1	2	6	1	7
3	0	0	0	0	3	0	0	0	0	0	3	0	3	0	0	2	0	1	2	1	3	0
%	2.7	0.0	0.0	0.0	8.6	0.0	0.0	0.0	0.0	0.0	2.7	0.0	4.6	0.0	0.0	3.5	0.0	3.4	4.9	1.5	5.5	0.0
3	0	0	0	0	3	0	0	0	0	0	3	0	3	0	0	2	0	1	2	1	3	0
13	0	3	5	2	3	0	0	0	0	0	13	3	6	4	0	9	1	2	1	11	3	11
%	14.1	0.0	26.1	10.0	11.4	0.0	0.0	0.0	0.0	0.0	14.1	18.3	11.2	19.8	0.0	19.1	9.7	7.4	2.7	19.2	5.9	22.3
14	0	2	6	2	4	0	0	0	0	0	14	3	7	4	0	10	1	2	1	12	3	11
20	1	4	5	4	3	2	0	0	0	0	20	2	12	5	2	11	4	4	4	15	5	14
%	21.2	66.7	30.0	26.1	25.0	8.6	28.6	0.0	0.0	0.0	21.2	12.1	21.7	21.8	23.2	23.5	26.8	17.9	10.8	26.0	10.2	29.3
21	2	3	6	5	3	2	0	0	0	0	21	2	13	5	2	12	4	5	4	16	5	15
6	1	0	1	1	2	1	0	0	0	0	6	0	4	2	2	3	0	2	4	3	4	3
%	6.8	33.3	0.0	4.3	5.0	14.3	0.0	0.0	0.0	0.0	6.8	0.0	7.5	10.3	21.6	5.4	0.0	10.2	10.5	4.9	8.2	5.7
7	1	0	1	1	2	1	0	0	0	0	7	0	5	2	2	3	0	3	4	4	3	4
%	7.9	0.0	8.7	5.0	5.7	14.3	0.0	0.0	0.0	0.0	7.9	0.0	10.3	21.6	2.2	3	0	3	4	4	3	4

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/ month yr or Comp-lete		Not very							
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Very	Very	Very	Very						
		End-	Arch/	trac	tant	User	<=5	6-25	>25	<=5	more	less	ly	-ly	-ly	-ly	-ly						
		Use	Const	-tor	-tor	tant	Use	Use	Use	Use	less	less	ly	-ly	-ly	-ly	-ly						
		Light	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Very	Very	Very	Very						
		-ing	Arch/	trac	tant	User	<=5	6-25	>25	<=5	more	less	ly	-ly	-ly	-ly	-ly						
		Use	Const	-tor	-tor	tant	Use	Use	Use	Use	less	less	ly	-ly	-ly	-ly	-ly						
		Light	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Very	Very	Very	Very						
		-ing	Arch/	trac	tant	User	<=5	6-25	>25	<=5	more	less	ly	-ly	-ly	-ly	-ly						
		Use	Const	-tor	-tor	tant	Use	Use	Use	Use	less	less	ly	-ly	-ly	-ly	-ly						
10 - Strongly Agree		41	0	5	7	7	17	2	0	0	0	41	8	23	9	4	18	6	14	20	20	29	12
	%	43.2	0.0	40.0	34.8	40.0	57.1	28.6	0.0	0.0	0.0	43.2	54.4	41.7	40.2	45.3	37.0	43.8	57.8	59.0	35.8	63.2	25.5
		44	0	4	8	8	20	2	0	0	0	44	8	25	10	4	19	7	15	22	22	31	13
NA		1	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0	0
	%	0.9	0.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	3.7	9.8	0.0	0.0	0.0	2.4	0.0	1.8	0.0
DK/DR		1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0
	%	1.5	0.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	9.4	0.0	0.0	0.0	0.0	0.0	0.0	4.0	0.0	3.0	0.0
MEAN:		8.40	8.33	8.67	8.22	7.95	8.66	7.86	*	*	*	8.40	8.81	8.20	8.61	9.25	8.06	7.95	9.01	9.06	8.07	9.17	7.70

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/ month yr or more less		Comp-lete -ly		Not comp-lete -ly			
		Other Eng/ Con-	Light Arch/ trac-	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Total	94	2	14	21	17	29	8	0	0	94	14	55	22	8	48	14	25	34	57	45	47
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	101	3	10	23	20	35	7	0	0	101	15	61	23	9	52	15	27	37	62	49	51
1 - Strongly Disagree	2	0	0	1	0	0	1	0	0	2	0	0	2	1	0	0	0	0	0	2	1
%	2.2	0.0	0.0	4.3	0.0	0.0	14.3	0.0	0.0	2.2	0.0	0.0	9.2	13.4	0.0	0.0	0.0	0.0	0.0	3.6	2.5
	2	0	0	1	0	0	1	0	0	2	0	0	2	1	0	0	0	0	2	1	1
5	5	1	0	0	1	3	1	0	0	5	0	5	0	0	3	2	2	1	4	1	4
%	5.5	33.3	0.0	0.0	5.0	8.6	14.3	0.0	0.0	5.5	0.0	9.4	0.0	0.0	7.2	13.9	9.6	2.4	7.6	1.8	9.1
	6	1	0	0	1	3	1	0	0	6	0	6	0	0	4	2	3	1	5	1	5
6	1	0	0	0	1	0	0	0	0	1	1	0	0	0	1	1	0	0	1	0	1
%	0.9	0.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.9	5.7	0.0	0.0	0.0	1.7	5.9	0.0	0.0	1.5	0.0	1.8
	1	0	0	0	1	0	0	0	0	1	1	0	0	0	1	1	0	0	1	0	1
7	11	3	2	2	4	0	0	0	0	11	2	6	3	1	9	0	1	2	9	3	8
%	11.8	33.3	20.0	8.7	10.0	14.3	0.0	0.0	0.0	11.8	12.0	11.5	13.6	8.2	18.1	0.0	3.4	7.1	15.2	7.6	16.2
	12	1	2	2	2	5	0	0	0	12	2	7	3	1	9	0	1	3	9	4	8
8	16	1	1	6	2	3	1	0	0	16	3	11	2	1	8	2	1	1	15	2	14
%	16.8	33.3	10.0	30.4	15.0	8.6	14.3	0.0	0.0	16.8	17.8	19.8	10.3	13.4	16.9	17.2	3.7	3.4	25.6	4.0	29.4
	17	1	1	7	3	3	1	0	0	17	3	12	2	1	9	3	1	1	16	2	15
9	10	0	3	3	3	2	0	0	0	10	0	8	2	1	7	1	2	0	9	3	8
%	11.1	0.0	20.0	13.0	20.0	5.7	0.0	0.0	0.0	11.1	0.0	15.0	9.9	9.8	13.5	9.7	10.1	0.0	16.0	5.9	16.5
	11	0	2	3	4	2	0	0	0	11	0	9	2	1	7	1	3	0	10	3	8
10 - Strongly Agree	46	0	5	9	7	18	5	0	0	46	8	24	12	4	20	8	18	28	17	33	12
%	49.4	0.0	40.0	43.5	40.0	62.9	57.1	0.0	0.0	49.4	55.0	44.3	53.2	45.3	42.5	53.4	73.2	80.6	30.5	73.3	25.1
	50	0	4	10	8	22	4	0	0	50	8	27	13	4	22	8	19	30	19	36	13

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not				
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Very	Very				
		End-	Arch/	tor	tant	User	<=5	6-25	>25	<=5	>100	more	ly	ly	satis	satis				
		Use	Const	-tor								less	-ly	-ly	-fied	-fied				
1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	1	0	0	
%	0.9	0.0	0.0	5.0	0.0	0.0	0.9	0.0	0.0	3.7	9.8	0.0	0.0	0.0	2.4	0.0	1.8	0.0	0.0	
1	0	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	1	0	0	
1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	0	
%	1.5	0.0	10.0	0.0	0.0	0.0	1.5	9.4	0.0	0.0	0.0	0.0	0.0	4.0	0.0	3.0	0.0	0.0	0.0	
1	0	1	0	0	0	0	1	1	0	0	0	0	0	1	0	1	0	0	0	
MEAN:	8.66	6.67	8.89	8.61	8.68	8.91	7.71	*	8.66	8.96	8.64	8.40	7.98	8.55	8.63	9.24	9.57	8.11	9.28	8.06

P11. How would you rate your overall knowledge of energy efficiency technologies and solutions compared to your peers in your industry? Would you say you are....?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Codes	Standards	Other Use	Light HVAC	Eng/Arch/Const	Con-tract	Con-sultant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	More	Less	Not ly	Comp-lete	Comp-lete	Very satis	Very satis	
231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
254	20	20	40	75	69	16	66	68	14	101	49	138	63	43	101	36	61	103	147	130	122	
125	8	15	13	29	38	12	30	32	10	45	23	68	30	23	47	21	25	50	72	61	63	
%	54.1	60.0	35.0	46.7	65.2	68.8	52.4	53.7	74.2	48.2	50.7	54.9	52.9	60.0	50.0	63.5	46.2	53.4	54.3	51.9	56.2	
137	12	11	14	35	45	11	34	36	11	49	25	75	34	26	50	22	28	56	79	68	68	
			F	F	DE																	
98	6	12	20	30	20	6	26	25	4	45	21	51	25	14	45	12	26	41	55	52	45	
%	42.4	40.0	55.0	48.0	34.8	31.2	44.1	41.9	25.8	48.2	45.3	41.4	44.2	37.8	48.2	36.5	49.0	43.8	41.5	44.4	40.4	
108	8	9	22	36	24	5	30	29	3	48	22	58	27	16	49	14	30	44	62	57	50	
			F	F	D																	
6	0	0	4	2	0	0	2	3	0	2	2	5	0	0	1	0	3	2	5	3	3	
%	2.8	0.0	10.0	2.7	0.0	0.0	3.4	4.4	0.0	1.9	4.0	3.7	0.0	0.0	1.0	0.0	4.8	1.9	3.6	3.0	2.7	
7	0	0	4	2	0	0	2	3	0	2	2	5	0	0	1	0	3	2	5	4	3	
			F	F	D																	
2	0	0	0	2	0	0	0	0	0	2	0	0	2	1	1	0	0	1	1	1	1	
%	0.7	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	2.9	2.2	0.9	0.0	0.0	0.9	0.6	0.7	0.7	
2	0	0	0	2	0	0	0	0	0	2	0	0	0	2	1	0	0	1	1	1	1	
			F	F	D																	

P13. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

		CTAC BANNER												ATTENDANCE		EXPECTATION		SATISFIED					
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				FREQUENCY		Not		Satisfied					
Codes	Standards	Sec-Other	Eng-Arch	Con-trac	Con-sul	New	Mid	Sen-ior	Small	Large	Once/	More	Less	Comp-lete	Comp-lete	Very	Not						
		tor				<=5	6-25	>25	<=5	>5	month	yr	or	lete	lete	ly	ly	filed	filed				
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	138	63	43	101	36	61	103	147	130	122			
Trade journals	80	4	7	16	22	19	7	23	20	3	33	14	45	20	13	28	13	16	29	51	36	43	
%	34.4	30.0	25.0	45.0	34.7	33.3	37.5	39.9	34.2	24.1	35.1	30.1	35.9	35.8	34.3	30.2	39.5	30.0	30.9	38.0	30.7	38.2	
88	6	5	18	26	23	6	27	23	3	36	15	49	23	14	30	15	19	33	55	41	46		
Manufacturers reps	104	7	12	15	27	32	5	24	29	6	41	19	59	25	14	47	15	24	46	55	55	47	
%	45.0	50.0	40.0	44.0	55.1	25.0	41.6	48.1	46.5	43.3	41.5	47.6	43.2	37.8	50.2	43.5	45.1	49.0	41.4	47.2	42.4		
116	10	9	16	33	38	4	28	33	7	44	21	66	28	17	52	15	28	51	62	63	52		
Distributors or other sales staff	47	3	4	7	12	16	2	8	16	2	22	12	24	10	4	23	3	10	16	31	22	25	
%	20.5	20.0	15.0	20.0	18.7	27.5	12.5	14.6	27.0	13.5	23.8	26.5	19.1	18.3	11.6	25.0	8.3	18.6	16.6	23.2	19.2	22.2	
53	4	3	8	14	19	2	10	18	2	25	13	27	12	5	26	3	12	18	34	26	27		
Training classes/seminars or workshops	38	1	4	2	12	11	3	9	8	4	16	4	27	7	10	15	6	9	11	27	21	17	
%	16.5	10.0	15.0	20.0	20.0	18.8	18.7	16.1	13.5	27.0	17.5	9.8	21.3	12.6	25.5	15.7	16.6	17.4	12.1	20.1	18.1	15.1	
42	2	3	2	15	13	3	11	9	4	18	5	29	8	10	16	6	11	13	29	24	18		
Colleagues within my company	23	1	3	2	11	6	1	7	8	1	9	6	11	6	3	11	3	6	6	17	9	14	
%	10.0	5.0	10.0	5.0	17.3	10.1	6.3	11.9	13.2	6.0	9.7	12.2	8.7	9.7	8.0	12.0	9.5	11.5	6.8	12.5	8.1	12.1	
26	1	2	2	13	7	1	7	9	1	11	6	13	6	3	13	4	7	7	19	11	15		
Colleagues outside my company	8	0	0	0	7	2	0	3	2	0	3	2	4	2	0	6	1	3	2	7	5	3	
%	3.6	0.0	0.0	0.0	10.7	2.9	0.0	5.7	4.2	0.0	3.5	5.5	3.3	2.9	0.0	6.2	2.5	6.2	1.8	5.0	4.3	3.0	
10	0	0	0	8	2	0	4	3	0	4	3	5	2	0	7	1	4	2	8	6	4		
Consultants	28	3	1	7	9	2	2	11	4	0	11	6	17	5	3	12	1	7	11	17	15	13	
%	12.1	20.0	5.0	20.0	14.7	2.9	12.5	18.5	7.2	0.0	11.5	13.0	13.8	8.4	6.7	13.0	2.1	12.7	11.9	12.5	12.8	11.5	
31	4	1	8	11	2	2	12	5	0	12	6	19	6	3	14	1	8	12	19	16	15		
Utility company	18	1	1	2	7	3	1	4	3	0	11	2	10	6	2	8	2	7	4	13	10	8	
%	7.6	10.0	5.0	5.0	12.0	5.8	6.3	7.0	5.6	0.0	11.7	4.8	7.8	9.9	4.6	8.5	6.4	13.7	4.5	10.0	8.5	6.8	
20	2	1	2	9	4	1	5	4	4	0	12	2	11	7	2	9	2	8	5	15	11	9	

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				Once/Comp- Not		ly-lete very							
		Sec-	Eng/	Con-	Con-	Sen-	Mid	Sen-	Small	Large	Once/	Comp-	Not	ly-	lete	Very	Not						
		Other	Arch/	trac	sul-	ior	6-25	ior	<=5	>100	more	yr or	Comp-	ly-	lete	satis	Very						
		End-	Const-	-tor	tant	>25	<=5	>25	User	<=5	less	less	ly-	lete	satis	satis	ly-						
		Use	tor	-tor	tant	>25	<=5	>25	User	<=5	less	less	ly-	lete	satis	satis	ly-						
		Light	Eng/	Con-	Con-	Sen-	Mid	Sen-	Small	Large	Once/	Comp-	Not	ly-	lete	satis	Very						
		ing	Const-	trac	sul-	ior	6-25	ior	<=5	>100	more	yr or	Comp-	ly-	lete	satis	satis						
		Use	tor	-tor	tant	>25	<=5	>25	User	<=5	less	less	ly-	lete	satis	satis	ly-						
		Light	Eng/	Con-	Con-	Sen-	Mid	Sen-	Small	Large	Once/	Comp-	Not	ly-	lete	satis	satis						
		ing	Const-	trac	sul-	ior	6-25	ior	<=5	>100	more	yr or	Comp-	ly-	lete	satis	satis						
		Use	tor	-tor	tant	>25	<=5	>25	User	<=5	less	less	ly-	lete	satis	satis	ly-						
		Light	Eng/	Con-	Con-	Sen-	Mid	Sen-	Small	Large	Once/	Comp-	Not	ly-	lete	satis	satis						
		ing	Const-	trac	sul-	ior	6-25	ior	<=5	>100	more	yr or	Comp-	ly-	lete	satis	satis						
		Use	tor	-tor	tant	>25	<=5	>25	User	<=5	less	less	ly-	lete	satis	satis	ly-						
Internet		30	1	3	4	12	5	3	6	6	2	15	4	18	7	6	14	4	6	11	19	14	16
	%	12.9	10.0	10.0	10.0	20.0	8.7	18.7	10.5	10.4	12.1	16.4	9.2	14.9	12.6	15.5	15.4	13.3	11.5	11.5	14.3	11.7	14.3
		33	2	2	4	15	6	3	7	7	2	17	5	20	8	7	15	4	7	12	21	15	18
Professional organization		2	1	0	0	1	0	0	2	0	0	0	1	1	0	1	1	1	0	2	0	2	0
	%	0.7	5.0	0.0	0.0	1.3	0.0	0.0	2.6	0.0	0.0	0.0	1.8	0.6	0.0	2.2	0.7	0.0	2.8	0.0	1.1	0.0	1.4
		2	1	0	0	1	0	0	2	0	0	0	1	1	0	1	1	0	2	0	0	0	2
Other		2	0	0	0	1	0	0	0	2	0	0	1	1	0	0	0	0	0	0	1	1	1
	%	0.8	0.0	0.0	0.0	1.3	0.0	0.0	0.0	3.1	0.0	0.0	1.8	0.8	0.0	0.0	0.0	0.0	0.0	0.9	0.8	0.7	0.9
		2	0	0	0	1	0	0	0	2	0	0	1	1	0	0	0	0	0	0	1	1	1
DK/DR		18	0	3	4	5	5	1	3	5	2	6	5	10	2	2	6	3	5	9	7	12	6
	%	7.6	0.0	10.0	10.0	8.0	8.7	6.3	5.9	8.4	15.9	6.4	11.4	8.1	4.0	6.6	5.9	9.0	10.1	10.1	5.1	10.2	5.0
		19	0	2	4	6	6	1	4	6	2	6	6	11	2	3	6	3	6	10	8	13	6

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED										
		YEARS OF BUSINESS EXPERIENCE						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS		Once/Comp-ly		Not Comp-lete										
		Other Eng/Arch/Const		Light End-Use		HVAC		Con-tant		New User		Mid <=5		Sen-ior >25		Small <=5		Large >100		Once/Comp-ly		Not Comp-lete						
		27	37	47	57	67	77	18	28	38	48	58	68	78	88	98	14	24	34	44	54	64	74	84	93	103	113	123
		231	14	27	37	47	57	67	77	87	97	107	117	127	137	14	24	34	44	54	64	74	84	93	103	113	123	
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1 - Strongly Disagree	%	2.2	0.0	0.0	5.0	1.3	4.3	0.0	1.6	4.2	6.0	1.0	0.0	4.1	0.0	2.7	1.6	0.0	3.9	0.0	4.6	0.0	4.6	0.0	5.0	0.0	4.6	
2	%	0.4	0.0	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.7	0.0	0.0	0.0	0.9	0.0	0.7	0.0	0.0	0.0	0.0	0.7	0.0	
3	%	0.7	5.0	0.0	0.0	1.3	0.0	0.0	1.2	2.5	0.0	0.0	1.8	0.0	0.6	0.0	0.0	0.0	0.9	0.0	0.7	0.0	0.0	0.0	0.0	0.7	0.0	
4	%	0.4	0.0	0.0	0.0	0.0	1.4	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
5	%	7.0	5.0	2.5	12.0	4.3	6.3	3.1	4.6	6.1	6.0	7.6	9.2	9.0	1.5	12.3	8.5	5.5	9.0	7.7	6.7	6.1	8.0	10.0	8.0	6.1	8.0	
6	%	5.5	10.0	5.0	5.0	5.3	4.3	12.5	6.4	6.1	8.2	3.5	8.2	4.8	5.3	7.0	4.5	5.8	3.1	4.1	6.6	2.5	8.7	11.0	3.0	11.0		
7	%	10.4	5.0	10.0	12.5	5.3	14.5	6.3	10.9	14.3	7.5	7.4	10.9	8.9	12.4	6.8	12.4	6.2	7.9	7.3	13.0	5.6	15.7	7.0	19.0	7.0		

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Once/Comp- Not								
		Sec- tor	Eng/ Arch/ trac	Con- sul- tant	Con- tract	Other End- Use	Light HVAC	End User	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	yr or more	lete -ly	lete -ly	Very satis- fied	Very satis- fied						
Total		231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	66	68	14	101	49	138	63	43	101	36	61	103	147	130	142				
1 - Strongly Disagree		25	2	1	1	4	8	5	7	7	2	9	5	12	6	2	10	4	4	4	10	15	13	12
%	10.7	15.0	5.0	2.5	6.7	14.5	25.0	11.8	11.4	11.0	9.7	10.3	10.0	10.0	10.0	4.0	10.9	13.3	8.3	10.2	11.4	10.9	10.8	10.8
27	3	1	1	5	10	4	7	8	2	2	10	5	13	7	2	11	5	5	10	17	14	13	13	
2		9	1	0	2	2	3	0	2	3	1	3	3	4	2	1	4	0	2	1	8	2	7	7
%	3.7	5.0	0.0	5.0	2.7	5.8	0.0	2.6	4.7	6.0	3.6	5.7	3.5	2.9	2.2	4.6	0.0	3.1	0.9	5.8	1.4	6.1	6.1	6.1
10	1	0	2	2	2	4	0	2	3	1	4	3	5	2	1	5	0	2	1	9	2	8	8	8
3		9	0	3	1	2	0	1	4	2	2	5	2	2	4	4	3	1	2	6	3	3	5	5
%	3.8	0.0	10.0	2.5	2.7	0.0	6.3	2.4	7.2	14.2	1.2	10.4	1.4	4.1	11.0	2.7	3.5	3.1	6.3	2.2	2.8	4.9	4.9	4.9
8	0	2	1	2	2	0	1	1	4	2	2	4	2	2	4	2	1	2	5	3	3	5	5	5
4		11	1	3	1	3	1	1	3	4	1	3	2	4	4	0	3	4	4	3	7	4	7	7
%	4.7	5.0	10.0	2.5	5.3	1.4	6.3	5.8	6.1	9.9	3.5	5.5	3.5	6.9	0.0	3.2	12.4	6.9	3.6	5.6	3.6	8	8	8
11	1	2	1	4	1	1	1	3	4	1	4	4	3	5	3	0	3	4	4	3	8	4	4	4
5		40	2	7	4	13	10	2	10	7	1	18	5	23	12	7	16	4	11	15	24	17	23	23
%	17.4	15.0	10.0	21.3	17.4	12.5	17.9	11.8	18.2	21.4	18.1	17.1	17.1	12.4	20.3	15.6	18.2	14.8	18.2	14.8	20.4	20.4	20.4	20.4
44	3	5	4	16	12	2	13	8	1	19	6	25	13	13	8	17	4	13	17	26	20	24	24	24
6		16	1	0	5	2	5	1	5	5	0	7	4	8	4	2	9	2	4	4	12	5	11	11
%	7.0	5.0	0.0	12.5	4.0	8.7	6.3	7.8	9.1	0.0	7.6	8.4	6.7	7.1	5.3	9.7	6.1	8.1	4.0	8.7	4.7	9.6	9.6	9.6
18	1	0	5	3	6	1	5	6	0	0	8	4	9	5	2	10	2	5	4	13	6	12	12	12
7		21	1	3	5	7	3	0	8	7	2	4	6	11	4	2	11	2	1	7	13	8	13	13
%	8.9	10.0	10.0	12.5	12.0	5.8	0.0	13.0	11.4	15.9	4.5	13.4	8.6	6.9	4.0	12.0	5.2	1.5	8.0	9.9	6.5	11.7	11.7	11.7
23	2	2	5	9	4	0	8	8	2	2	5	7	12	4	2	12	2	1	1	9	14	9	14	14

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8	COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
	Codes	Standards	Light HVAC	Other End-Use	Sec-tor	Eng/Arch/Const	Con-trac-tor	Con-sultant	Con-struction	Expe-rience	YEARS OF INDUSTRY	Sen-ior	Mid-level	New	Small <=5	Large >5	Once/month	Comp-lete	Very satis-fied	Not		
2	0	0	7	9	7	1	7	6	0	13	8	5	11	4	7	13	12	16	11			
%	11.4	15.0	0.0	20.0	14.7	11.6	6.3	11.3	9.5	0.0	14.0	7.5	12.1	13.7	13.4	11.8	12.2	13.0	14.0	9.3	13.4	9.5
31	3	0	8	11	8	1	8	7	0	15	4	18	9	6	13	5	8	15	15	18	13	
17	1	4	4	3	3	2	4	5	0	8	3	10	2	3	4	1	5	4	12	7	9	
%	7.5	5.0	15.0	10.0	5.3	5.8	12.5	7.7	9.0	0.0	8.0	7.7	7.9	2.8	6.8	4.7	4.1	8.5	4.5	8.8	6.0	8.0
18	1	3	4	4	4	2	5	6	0	7	4	10	2	3	4	1	5	5	12	8	9	
52	3	7	7	14	15	5	10	10	5	25	9	30	14	12	21	9	12	28	24	38	13	
%	22.6	25.0	20.0	22.7	26.1	25.0	16.4	17.1	35.4	26.3	19.4	23.9	24.1	32.4	22.5	27.9	30.1	18.1	32.9	11.6		
58	5	5	8	17	18	4	12	12	5	26	9	33	16	14	23	11	13	31	27	42	15	
2	0	0	0	1	0	0	1	1	0	0	0	2	0	1	1	1	1	0	2	0	2	
%	0.8	0.0	0.0	1.3	0.0	0.0	1.8	1.4	0.0	0.0	0.0	1.5	0.0	2.7	0.9	3.1	1.5	0.0	1.4	0.0	1.7	
2	0	0	0	1	0	0	1	1	0	0	0	2	0	1	1	1	1	0	2	0	2	
3	0	0	1	1	2	0	1	1	0	2	0	3	0	0	0	0	0	2	3	1	3	0
%	1.5	0.0	0.0	2.5	1.3	2.9	0.0	1.6	1.4	0.0	1.8	0.0	2.7	0.0	0.0	0.0	3.1	2.8	0.6	2.9	0.0	
4	0	0	1	1	2	0	1	1	0	2	0	4	0	0	0	0	0	3	1	4	0	
MEAN:	6.39	6.35	7.10	6.66	6.36	5.81	6.19	6.05	6.09	6.69	6.01	6.61	6.30	7.03	6.36	6.41	6.49	6.76	6.12	6.95	5.76	
																						V

P14C. What is your honest opinion about the following statement . . . It's valuable to me to interact with the instructor with the instructor and other students.

Total	CTAC BANNER																									
	COURSE TYPE	YEARS OF INDUSTRY EXPERIENCE																								
		TYPE OF BUSINESS						SIZE OF BUSINESS						ATTENDANCE FREQUENCY												
		Sec- tor	Eng/ Arch/ trac	Con- sul- tant	Con- trac- tor	Other End- Use	Light -ing	HVAC	27	37	62	58	18	14	94	45	124	57	38	94	34	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.7	0.0	0.0	0.0	1.3	1.4	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.6	0.7
2	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	2	0	0	0	0	0	0	1	1	1	1
%	0.7	5.0	0.0	0.0	0.0	1.4	0.0	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.7	2.5	0.0	0.0	0.0	0.0	1.1	0.7
2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.4	0.0	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.8	0.0	0.0	5.0	0.0	0.0	0.0	0.0	3.1	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.0	1.0	0.0	1.7	0.0	1.4	0.0	1.6	
2	0	0	2	0	0	0	0	0	2	0	0	0	0	0	2	0	0	0	1	0	1	0	2	0	2	
13	1	1	1	6	1	1	2	4	1	6	3	7	3	4	5	2	4	5	2	4	2	10	3	9	9	
%	5.5	5.0	2.5	9.3	1.4	6.3	4.3	6.4	7.5	6.7	6.2	5.9	4.7	9.8	5.1	7.4	6.6	2.6	7.8	2.9	8.4	2.9	8.4	2.9	8.4	
14	1	1	1	7	1	1	3	4	1	7	3	8	3	4	5	3	4	3	11	4	10	4	10	4	10	
6	0	3	1	1	0	0	1	1	0	2	1	3	1	2	4	1	1	2	4	1	1	1	5	1	5	
%	2.4	0.0	10.0	2.5	1.3	0.0	2.4	1.4	0.0	2.2	2.6	2.5	2.4	5.3	3.9	2.7	1.5	0.9	3.6	0.7	4.3	0.7	4.3	0.7	4.3	
5	0	2	1	1	0	0	1	1	0	2	1	3	1	2	3	1	1	2	3	1	1	1	4	1	4	
18	3	3	1	7	4	0	8	2	3	5	3	9	5	5	9	0	6	6	12	7	11	7	11	7	11	
%	7.8	25.0	10.0	2.5	10.7	7.2	0.0	13.7	2.6	21.9	4.9	7.3	9.6	13.1	9.7	0.0	12.0	6.3	9.0	5.6	10.2	5.6	10.2	5.6	10.2	
21	5	2	1	8	5	0	10	2	3	5	4	11	6	6	10	0	8	7	14	8	13	8	13	8	13	
							IK		H	H						R	Q									

P14C. What is your honest opinion about the following statement . . . It's valuable to me to interact with the instructor and other students.

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED															
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- month yr or lete		Not comp- Very															
		Other Eng/ Con-		Sec- tor Arch/ trac		New End User		Mid 6-25 >25		Sen- ior >25		Small <=5		Once/Comp- month yr or lete		Not comp- Very															
		Light	End-	Eng/	Con-	Other	Spec-	Const-	tor	Con-	tant	End	New	Mid	6-25	>25	Sen-	ior	>25	Small	<=5	Once/	Comp-	month	yr	or	lete	lete	satis	satis	
		Use	ific	Const-	tor	Con-	tant	End	User	<=5	6-25	>25	Sen-	ior	>25	Small	<=5	Once/	Comp-	month	yr	or	lete	lete	satis	satis	filed	filed			
8	39	1	3	9	8	12	6	8	11	1	18	9	22	7	15	3	10	12	26	14	25										
	16.8	10.0	10.0	25.0	13.3	20.3	31.2	14.2	18.7	8.2	19.7	19.1	17.8	12.2	19.5	16.1	10.4	19.0	13.0	19.4	11.6	22.6									
	43	2	2	10	10	14	5	9	13	1	20	9	25	8	8	17	4	12	29	15	28										
9	23	1	5	3	9	4	0	5	8	2	9	6	12	6	4	11	6	2	5	17	6	17									
	10.1	5.0	20.0	7.5	14.7	7.2	0.0	8.5	14.1	15.9	9.2	12.4	9.8	9.8	10.9	11.8	19.2	4.6	5.0	13.0	5.3	15.3									
	25	1	4	3	11	5	0	6	9	2	9	6	14	5	5	11	6	3	5	19	7	18									
10 - Strongly Agree	127	7	12	20	30	35	11	32	30	6	53	23	67	34	16	49	19	29	66	59	84	41									
	54.8	50.0	45.0	55.0	48.0	60.9	62.5	54.3	51.0	46.4	56.5	50.7	53.9	60.0	41.6	51.7	57.8	54.5	70.4	44.0	71.7	36.3									
	139	10	9	22	36	42	10	35	35	7	57	25	73	39	18	53	21	32	72	65	92	45									
MEAN:	8.76	8.35	8.65	8.83	8.53	8.99	9.06	8.69	8.63	8.64	8.87	8.74	8.72	8.94	8.41	8.74	8.92	8.72	9.19	8.45	9.20	8.28									

P14D. What is your honest opinion about the following statement . . . Classes like this provides unbiased or objective information

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		YEARS OF BUSINESS EXPERIENCE				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				Once/Comp- month yr or lete		Not -ly		Very satis				
		Sec-	Eng/	Con-	Con-	Sen-	Mid	New	Small	Large	100	100	100	100	100	100	100	100	100			
		tor	Arch/	trac	sul-	>25	6-25	<=5	<=5	>25	>25	>25	>25	>25	>25	>25	>25	>25	>25			
		Other	Spec-	ifc	tor	End	User															
		End-	ific	Const	-tor	tant																
		Use	Const	-tor	tant																	
		ing	Const	-tor	tant																	
		HVAC	Const	-tor	tant																	
		ing	Const	-tor	tant																	
		ing	Const	-tor	tant																	
		ing	Const	-tor	tant																	
		ing	Const	-tor	tant																	
		ing	Const	-tor	tant																	
		ing	Const	-tor	tant																	
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	101	49	138	63	43	101	36	61	103	147	130	122
6	0	0	0	1	3	0	0	4	0	0	2	1	4	1	0	1	1	2	3	3	2	4
%	2.4	0.0	0.0	1.3	4.3	0.0	0.0	6.1	0.0	2.0	2.3	2.9	2.9	1.5	0.0	1.1	2.5	3.5	2.9	2.1	1.4	3.5
6	0	0	0	1	3	0	0	4	0	0	2	1	4	1	0	1	1	2	3	3	2	4
%	2.4	0.0	0.0	1.3	4.3	0.0	0.0	6.1	0.0	2.0	2.3	2.9	2.9	1.5	0.0	1.1	2.5	3.5	2.9	2.1	1.4	3.5
2	0	0	1	1	0	0	0	0	0	0	1	1	0	1	0	1	0	0	0	0	2	2
%	0.8	0.0	2.5	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.9	2.0	0.0	1.5	0.0	0.9	0.0	0.0	0.0	0.0	1.3	0.0
2	0	0	1	1	0	0	0	0	0	0	1	1	0	1	0	1	0	0	0	0	2	2
%	0.8	0.0	2.5	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.9	2.0	0.0	1.5	0.0	0.9	0.0	0.0	0.0	0.0	1.3	0.0
3	1	0	0	1	1	1	1	2	0	2	1	1.8	2.1	0.0	0.0	2.8	3.4	3.1	0.9	2.0	1.4	1.6
%	1.5	0.0	0.0	1.3	1.4	6.3	1.2	2.5	0.0	2.1	1.8	2.1	0.0	0.0	0.0	2.8	3.4	3.1	0.9	2.0	1.4	1.6
4	1	0	0	1	1	0	0	1	2	0	2	1	3	0	0	3	1	2	1	3	2	2
%	1.5	0.0	0.0	1.3	1.4	6.3	1.2	2.5	0.0	2.1	1.8	2.1	0.0	0.0	0.0	3	1	2	1	3	2	2
1	0	0	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0	1	1	0	1	0
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.7	0.0	2.2	0.0	0.0	1.5	0.9	0.0	0.7	0.0
1	0	0	0	1	0	0	0	1	1	0	0	0	1	0	1	0	0	1	1	0	1	0
%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.7	0.0	2.2	0.0	0.0	1.5	0.9	0.0	0.7	0.0
8	0	0	3	0	3	0	1	2	1	5	1	3	4	3	4	3	4	0	4	3	6	2
%	3.6	0.0	0.0	7.5	0.0	5.8	1.6	2.9	7.5	4.9	2.6	2.7	6.5	8.3	4.5	0.0	6.9	2.8	4.3	1.4	5.9	7
9	0	0	3	0	4	0	1	2	1	5	1	4	4	3	5	0	4	3	6	2	7	7
%	3.6	0.0	0.0	7.5	0.0	5.8	1.6	2.9	7.5	4.9	2.6	2.7	6.5	8.3	4.5	0.0	6.9	2.8	4.3	1.4	5.9	7
6	0	3	0	2	0	1	1	0	0	4	2	2	2	1	1	2	2	0	2	2	0	6
%	2.4	0.0	10.0	2.7	0.0	6.3	2.4	0.0	0.0	4.4	4.8	1.6	2.4	3.6	2.1	6.5	0.0	2.7	1.2	0.0	4.9	6
5	0	2	0	2	0	1	1	0	0	4	2	2	2	1	1	2	2	0	2	2	0	5
%	2.4	0.0	10.0	2.7	0.0	6.3	2.4	0.0	0.0	4.4	4.8	1.6	2.4	3.6	2.1	6.5	0.0	2.7	1.2	0.0	4.9	5
26	2	4	3	7	8	2	8	4	2	13	3	16	5	3	14	5	6	5	19	8	16	16
%	11.3	15.0	7.5	12.0	13.0	12.5	12.9	7.5	12.0	14.2	7.3	12.9	9.6	8.8	15.4	14.7	11.0	5.7	14.0	7.2	14.6	16
29	3	3	3	9	9	2	9	5	2	14	4	18	6	4	16	5	7	6	21	10	18	18
%	11.3	15.0	7.5	12.0	13.0	12.5	12.9	7.5	12.0	14.2	7.3	12.9	9.6	8.8	15.4	14.7	11.0	5.7	14.0	7.2	14.6	16

P14D. What is your honest opinion about the following statement . . . Classes like this provides unbiased or objective information

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		YEARS OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				Once/ month yr or more		Comp-lete ly		Not very satis-fied				
		Other End-Use		Spec-ific		Eng/Arch/Const		Con-tract		New User		Mid <=5		Sen-ior >25		Small <=5		Large >100				
		Light-ing		HVAC		Con-stant		sul-tant		End User		6-25		>25		or less		ly				
		1		2		3		4		5		6		7		8		9				
		8		9		10		11		12		13		14		15		16				
		11		12		13		14		15		16		17		18		19				
		16		17		18		19		20		21		22		23		24				
		20		21		22		23		24		25		26		27		28				
		25		26		27		28		29		30		31		32		33				
		30		31		32		33		34		35		36		37		38				
		35		36		37		38		39		40		41		42		43				
		40		41		42		43		44		45		46		47		48				
		45		46		47		48		49		50		51		52		53				
		50		51		52		53		54		55		56		57		58				
		55		56		57		58		59		60		61		62		63				
		60		61		62		63		64		65		66		67		68				
		65		66		67		68		69		70		71		72		73				
		70		71		72		73		74		75		76		77		78				
		75		76		77		78		79		80		81		82		83				
		80		81		82		83		84		85		86		87		88				
		85		86		87		88		89		90		91		92		93				
		90		91		92		93		94		95		96		97		98				
		95		96		97		98		99		100		101		102		103				
8	36	1	5	11	8	9	1	8	12	2	14	6	24	5	14	4	11	8	28	11	25	
	%	15.8	10.0	30.0	13.3	15.9	6.3	14.0	20.5	15.9	15.3	13.5	19.1	9.5	13.5	14.8	20.9	8.1	21.0	9.7	22.4	
		40	2	4	12	10	11	1	9	2	16	7	26	6	14	5	13	9	30	13	27	
		E	D																			
9	27	3	3	6	8	1	1	5	11	0	10	4	16	7	6	11	4	7	8	18	13	14
	%	11.6	20.0	10.0	7.5	9.3	14.5	6.3	9.1	17.6	0.0	11.1	9.4	12.5	15.5	11.3	10.9	13.1	9.1	13.8	10.9	12.6
		30	4	2	3	7	10	1	6	11	0	12	4	18	7	11	4	8	9	21	14	16
10 - Strongly Agree	113	7	11	16	36	24	11	34	24	9	40	26	54	32	18	43	17	20	61	52	78	35
	%	49.0	50.0	40.0	45.0	57.3	42.0	62.5	58.9	40.1	64.6	56.2	43.0	56.7	48.1	45.6	49.2	37.0	65.2	39.3	66.5	30.9
		125	10	8	18	43	29	10	39	28	43	28	59	36	21	47	18	22	67	58	85	39
									IK	H	H								T	S	V	U
DK/DR	3	0	1	0	0	2	0	0	0	1	0	2	0	3	0	0	1	0	2	1	1	2
	%	1.3	0.0	5.0	0.0	0.0	2.9	0.0	0.0	1.4	0.0	2.3	0.0	2.4	0.0	0.0	1.5	0.0	3.1	1.8	1.0	0.7
		3	0	1	0	0	2	0	0	1	0	2	0	3	0	0	1	0	2	2	1	2
MEAN:	8.53	8.80	8.58	8.53	8.77	8.31	8.75	8.99	8.20	8.95	8.30	8.60	8.41	8.73	8.62	8.43	8.48	8.10	8.94	8.31	9.13	7.91
								IK	H										T	S	V	U

ETS (#3782) 2006/11/29
 P15. How often do you attend classes like the class you attended? Would you say you attend similar classes ...?

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS												
		Sec-	Other	Eng/	Con-	Con-	Con-	Con-	Sen-	Small	Large	Once/	Comp-	Not	Not	Very	Very					
		tor	End-	Arch/	trac	tant	End	New	Mid	<=5	>5	more	less	ly	ly	satis	satis					
		ific	Use	Const-	tor	User	User	<=5	6-25	>25	<=5	>100	or	or	lete	lete	ly	ly	filed	filed		
		Use	Use	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	101	49	138	63	43	101	36	61	103	147	130	122
Very frequently (once a month or more)	34	2	5	3	10	7	5	7	8	2	14	5	19	7	6	15	34	0	9	22	13	18
%	14.6	15.0	20.0	7.5	16.0	11.6	25.0	12.8	14.2	15.9	15.1	11.2	15.5	12.5	15.6	16.1	100.0	0.0	9.9	16.3	11.2	16.4
36	3	4	3	12	8	4	4	9	9	2	15	6	21	7	7	16	36	0	11	23	15	19
Somewhat frequently, (once a season/year)	144	8	18	25	36	36	10	40	33	9	55	29	78	35	22	60	0	0	60	82	72	72
%	62.2	60.0	65.0	67.5	57.3	62.3	56.2	69.6	55.7	64.6	58.7	64.7	62.5	62.4	57.8	64.0	0.0	0.0	63.8	61.8	61.7	63.9
157	12	13	27	43	43	9	45	38	9	59	31	85	40	24	64	64	0	0	65	90	80	77
Infrequently (once every other year)	31	1	3	4	8	11	3	6	10	1	16	5	16	8	2	9	0	31	15	16	18	13
%	13.3	5.0	10.0	10.0	13.3	18.8	18.7	11.1	17.5	6.0	16.5	11.6	12.7	14.8	6.6	9.8	0.0	57.0	15.5	12.1	15.3	11.3
34	1	2	4	10	13	3	7	12	1	17	17	6	18	9	3	10	0	34	15	19	19	15
No at all (first time)	23	3	1	5	8	4	0	4	8	2	9	6	12	6	8	9	0	23	10	13	14	9
%	10.0	20.0	5.0	15.0	13.3	7.2	0.0	6.6	12.6	13.5	9.7	12.5	9.3	10.4	20.0	10.1	0.0	43.0	10.8	9.8	11.8	8.3
27	4	1	6	10	5	0	5	9	2	2	10	6	14	7	9	11	0	27	12	15	16	11

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED										
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/Comp- Not			month yr or lete Comp- Very			more less -ly -ly -fied							
		Sec-	Eng/ Arch/ trac	Con- sul-	Con- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >5	100	100	100	1	4	11.5	4.2	4.2	1.5	6.8	2	8	2	8	2	8	
		Other End-Use	ific Const	-tor	tant	User	<=5	6-25	>25	<=5	>5	100	100	100	1	4	11.5	4.2	4.2	1.5	6.8	2	8	2	8	2	8	
		Light -ing	Spec-ific	Eng/Const	Con-tor	End User	<=5	6-25	>25	<=5	>5	100	100	100	1	4	11.5	4.2	4.2	1.5	6.8	2	8	2	8	2	8	
		HVAC	ific Const	Eng/Const	Con-tor	End User	<=5	6-25	>25	<=5	>5	100	100	100	1	4	11.5	4.2	4.2	1.5	6.8	2	8	2	8	2	8	
		Stand-ards	ific Const	Eng/Const	Con-tor	End User	<=5	6-25	>25	<=5	>5	100	100	100	1	4	11.5	4.2	4.2	1.5	6.8	2	8	2	8	2	8	
		Gen-eral	ific Const	Eng/Const	Con-tor	End User	<=5	6-25	>25	<=5	>5	100	100	100	1	4	11.5	4.2	4.2	1.5	6.8	2	8	2	8	2	8	
		Codes	ific Const	Eng/Const	Con-tor	End User	<=5	6-25	>25	<=5	>5	100	100	100	1	4	11.5	4.2	4.2	1.5	6.8	2	8	2	8	2	8	
Total	208	11	26	31	54	53	18	54	52	12	85	40	113	51	30	84	34	31	83	120	103	103	103	103	103	103	103	103
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	227	16	19	34	65	64	16	61	59	12	91	43	124	56	34	90	36	34	91	132	114	114	114	114	114	114	114	
None	9	1	0	0	1	4	1	2	2	0	5	2	6	1	1	6	1	4	4	5	2	7	7	7	7	7	7	
	%	4.1	0.0	0.0	1.5	7.8	6.3	4.1	4.5	0.0	5.5	4.7	5.2	1.6	2.3	7.3	3.4	11.5	4.2	4.2	1.5	6.8	2	8	2	8		
	10	2	0	0	1	5	1	3	3	0	5	2	7	1	1	7	1	4	4	6	2	8	8	8	8	8		
1	12	1	1	3	2	3	0	2	5	2	3	2	7	2	2	4	4	1	5	3	9	6	5	5	5	5		
	%	5.7	6.3	8.8	4.6	6.2	0.0	3.1	10.4	12.7	3.1	6.3	6.1	4.8	5.0	4.7	4.1	16.8	3.9	7.1	6.2	5.3	6	6	6	6		
	13	1	1	3	3	4	0	2	6	2	3	3	7	3	2	4	1	6	4	9	7	6	6	6	6	6		
2	33	2	1	5	10	11	2	6	11	0	17	0	27	6	3	13	3	12	12	19	14	19	19	19	19	19		
	%	15.9	18.7	17.6	18.5	20.3	12.5	10.6	21.0	0.0	20.2	0.0	24.2	11.2	11.0	15.5	7.6	37.8	14.4	16.0	13.9	18.2	18.2	18.2	18.2	18.2		
	38	3	1	6	12	13	2	7	13	0	19	0	31	7	4	15	3	13	13	23	16	22	22	22	22	22		
3	22	1	4	4	6	6	0	3	4	1	13	6	12	5	2	12	2	2	8	14	13	9	9	9	9			
	%	10.8	6.3	15.8	10.8	10.9	0.0	5.8	8.1	7.0	15.7	14.3	10.3	10.0	5.5	14.5	7.0	8.2	10.1	11.6	12.6	9.1	9.1	9.1	9.1	9.1		
	24	1	3	4	7	7	0	3	5	1	14	6	13	5	2	13	3	3	9	15	14	10	10	10	10	10		
4	23	1	3	4	6	5	3	5	7	1	8	4	14	4	7	7	0	0	9	14	11	13	13	13	13			
	%	11.1	12.5	10.5	11.8	10.8	9.4	18.7	9.1	13.3	11.4	9.9	11.3	12.0	7.9	22.2	8.2	0.0	11.2	11.5	10.2	12.3	12.3	12.3	12.3	12.3		
	25	2	2	4	7	6	3	5	8	1	9	5	15	4	7	7	0	0	11	14	12	13	13	13	13	13		
5	18	1	3	3	7	4	0	7	2	1	9	4	7	7	2	8	3	1	9	8	9	9	9	9	9			
	%	8.7	6.3	10.5	8.8	12.3	7.8	0.0	12.1	3.3	6.9	10.6	10.7	5.8	14.5	7.8	9.6	9.0	2.7	10.6	6.6	8.7	8.7	8.7	8.7	8.7		
	20	1	2	3	8	5	0	8	2	1	9	5	7	8	3	9	3	1	10	9	11	9	9	9	9	9		
6	26	3	4	2	7	6	2	10	4	1	9	2	11	13	3	14	4	4	4	11	15	10	10	10	10			
	%	12.4	25.0	15.8	5.9	12.3	10.9	12.5	18.5	6.7	7.0	10.8	4.2	9.5	26.2	10.1	16.0	10.5	13.6	13.2	12.3	14.9	10.1	10.1	10.1	10.1		
	28	4	3	2	8	7	2	11	4	1	10	2	11	15	4	14	4	4	4	12	16	17	11	11	11	11		

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 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

COURSE TYPE		CTAC BANNER													ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED																														
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Once/ month yr or			Comp-lete			Not																														
		Eng/Arch/Const	Con-tract	Con-sult	Other	Sec-ific	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30																	
		Light	End-Use	Other	Eng/Arch/Const	Con-tract	Con-sult	Other	Sec-ific	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30														
		Stand-ards	Gen-eral	HVAC	Light	End-Use	Other	Eng/Arch/Const	Con-tract	Con-sult	Other	Sec-ific	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30											
		Codes	Stand-ards	Gen-eral	HVAC	Light	End-Use	Other	Eng/Arch/Const	Con-tract	Con-sult	Other	Sec-ific	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30										
		Stand-ards	Gen-eral	HVAC	Light	End-Use	Other	Eng/Arch/Const	Con-tract	Con-sult	Other	Sec-ific	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30											
7-9		19	1	4	5	3	3	3	9	5	2	4	6	7	6	5	8	5	1	10	8	11	7																												
	%	8.9	6.3	15.8	14.7	6.2	4.7	18.7	16.5	9.9	18.4	4.7	14.4	6.2	11.6	15.1	9.1	14.4	3.0	12.3	6.9	10.8	7.2																												
		19	1	3	5	4	3	3	10	5	2	4	5	8	6	4	8	5	1	11	8	12	7																												
									K			H																																							
10		18	1	4	5	4	3	1	7	5	1	6	4	8	5	2	7	6	0	6	11	8	9																												
	%	8.8	6.3	15.8	14.7	7.7	4.7	6.3	12.1	8.9	7.0	7.4	11.3	7.0	8.9	5.5	7.9	17.8	0.0	7.4	9.0	7.5	9.0																												
		19	1	3	5	5	3	1	7	5	1	6	5	8	5	2	7	6	0	6	12	8	10																												
More than 10		17	0	0	0	6	5	3	4	6	2	3	6	11	1	4	3	5	0	7	11	7	10																												
	%	8.3	0.0	0.0	0.0	10.8	9.4	18.7	6.5	11.7	18.1	3.9	14.1	9.6	1.6	12.7	3.7	16.3	0.0	7.9	8.9	6.9	9.9																												
		19	0	0	0	7	6	3	4	7	2	4	6	12	1	4	3	6	0	7	12	8	11																												
DK/RF		11	0	1	2	2	4	1	1	1	1	7	3	5	1	1	3	3	2	4	7	7	3																												
	%	5.3	0.0	5.3	5.9	4.6	7.8	6.3	1.5	2.2	11.4	8.1	8.8	4.2	1.6	2.8	3.6	9.9	6.4	4.7	5.9	6.5	3.3																												
		12	0	1	2	3	5	1	1	1	1	8	4	5	1	1	3	4	2	4	8	7	4																												
	MEAN:	5.79	4.06	5.72	4.97	6.18	5.00	8.07	6.54	5.78	7.77	4.67	7.35	5.44	5.32	6.29	5.06	8.19	2.52	6.03	5.63	5.82	5.69																												
		E				B			K			H																																							

P17. What was/were the main topic(s) of the (other) class(es) you have taken?
 BASE: Respondents who have taken other classes

		CTAC BANNER																				
COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION					
		Sec	Eng/Arch/Const	Con/Trac	Con/sul	End User	New <=5	Mid 6-25	Sen >25	<=5	6-25	>25	Small <=5	Large 6-25	Very large >25	Once/month or more	Once/yr or less	Comp-ly	Comp-ly	Very satis	Not	
Codes	Standards	Other Use	Lighting	HVAC	HVAC	Lighting	HVAC	Lighting	HVAC	Lighting	HVAC	Lighting	HVAC	Lighting	HVAC	Lighting	HVAC	Lighting	HVAC	Lighting	HVAC	
Total	189	10	25	29	51	45	16	51	49	11	73	34	102	49	29	75	29	25	76	108	95	92
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
205	14	18	32	61	54	14	14	57	55	11	78	37	112	54	32	80	31	28	83	118	105	99
New Construction-title	28	3	1	5	10	5	2	14	4	1	10	2	19	6	4	11	5	2	9	19	11	17
24 Workshop	14.7	35.7	5.6	15.6	19.7	11.1	14.3	27.9	8.4	6.5	13.2	4.8	18.1	13.1	13.8	15.1	16.9	9.9	11.9	17.3	11.5	18.3
%	14.7	35.7	5.6	15.6	19.7	11.1	14.3	27.9	8.4	6.5	13.2	4.8	18.1	13.1	13.8	15.1	16.9	9.9	11.9	17.3	11.5	18.3
Refrigeration - Energy	32	5	1	5	12	6	2	16	5	1	11	2	21	8	5	13	6	3	11	21	13	19
Efficient Refrigeration	18.6	7.1	1.6	7.1	18.5	28.6	11.9	24.1	22.7	19.6	18.5	19.1	18.8	11.1	20.8	20.8	21.1	15.1	21.9	18.7	18.8	17
%	18.6	7.1	1.6	7.1	18.5	28.6	11.9	24.1	22.7	19.6	18.5	19.1	18.8	11.1	20.8	20.8	21.1	15.1	21.9	18.7	18.8	17
HVAC - Basic HVAC, HVAC	61	2	10	16	13	12	5	13	16	3	30	16	28	16	5	22	9	7	20	41	25	36
Fundamentals	32.3	21.4	38.9	56.2	26.2	25.9	28.6	25.5	33.4	30.5	41.0	46.6	27.3	32.2	17.2	29.7	30.0	29.2	25.9	38.2	26.7	38.6
%	32.3	21.4	38.9	56.2	26.2	25.9	28.6	25.5	33.4	30.5	41.0	46.6	27.3	32.2	17.2	29.7	30.0	29.2	25.9	38.2	26.7	38.6
Lighting-Comm/Indust	78	2	12	10	29	11	8	28	19	2	28	15	40	23	19	27	14	11	40	36	51	26
Lighting/HID lighting	41.2	21.4	50.0	34.4	57.4	24.1	50.0	54.2	38.7	17.6	38.0	44.3	38.8	46.1	67.3	36.0	48.0	42.4	53.1	33.7	54.2	28.5
%	41.2	21.4	50.0	34.4	57.4	24.1	50.0	54.2	38.7	17.6	38.0	44.3	38.8	46.1	67.3	36.0	48.0	42.4	53.1	33.7	54.2	28.5
Motors and ASDs	83	3	9	11	35	13	7	30	21	2	29	17	42	24	21	27	15	11	44	38	56	27
%	41.2	21.4	50.0	34.4	57.4	24.1	50.0	54.2	38.7	17.6	38.0	44.3	38.8	46.1	67.3	36.0	48.0	42.4	53.1	33.7	54.2	28.5
Pumping, Hydraulic	27	0	7	6	5	6	2	9	8	0	11	8	11	8	6	11	3	3	9	18	12	15
Systems	14.5	0.0	27.8	21.9	9.8	13.0	14.3	18.0	15.9	0.0	15.0	23.6	11.2	15.8	19.5	14.5	9.2	13.6	11.4	16.5	12.6	16.6
%	14.5	0.0	27.8	21.9	9.8	13.0	14.3	18.0	15.9	0.0	15.0	23.6	11.2	15.8	19.5	14.5	9.2	13.6	11.4	16.5	12.6	16.6
Dairy Milking Technologies	10	1	0	1	1	6	1	5	6	0	1	1	6	3	3	3	1	1	1	8	4	6
%	5.4	14.3	0.0	3.1	1.6	13.0	7.1	9.6	12.5	0.0	1.1	3.3	5.6	6.5	9.6	4.2	2.9	3.3	1.1	7.8	4.3	6.6
Energy management sys, controls technologies	34	0	4	6	9	9	3	10	6	3	17	9	14	12	7	16	3	6	17	18	16	18
%	18.2	0.0	16.7	21.9	18.0	20.4	21.4	20.3	12.3	26.4	23.0	25.9	13.4	23.8	26.2	21.6	9.2	24.7	22.3	16.2	17.3	19.5
Research America Inc	37	0	3	7	11	11	3	11	7	7	18	9	16	12	7	18	3	7	18	19	18	19
Sig Testing at 95% BCDFEG/HIJK/LMN/OP/QR/ST/UV	1	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1

P17. What was/were the main topic(s) of the (other) class(es) you have taken?
 BASE: Respondents who have taken other classes

CTAC BANNER																					
COURSE TYPE						TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Codes		Light End-Use		Other Eng/Arch/Const		Con-tor		Con-sul- tant		Sen-ior >25			Once/ month yr or more			Comp-lete		Not very			
Standards	HVAC	ing	Use	ific	Const	tor	tant	tor	tant	New <=5	Mid 6-25	ior >25	Less	Comp-lete	ly	Very	satis	fy			
6	0	0	2	3	1	2	2	1	1	1	1	3	2	0	4	2	1	4	2	5	1
3.3	0.0	0.0	3.3	7.4	7.1	3.3	5.1	7.9	1.5	2.4	3.3	4.0	4.8	5.7	4.5	5.9	1.5	5.6	0.9		
7	0	0	2	4	1	2	3	1	1	1	1	4	2	0	4	2	1	5	2	6	1
6	1	0	2	3	0	3	0	0	3	0	3	2	3	1	2	0	4	2	4	2	4
3.1	7.1	0.0	3.3	5.6	0.0	5.3	0.0	0.0	4.4	0.0	3.3	5.1	8.9	1.1	6.4	0.0	3.1	3.3	1.8	4.6	
7	1	0	2	3	0	3	0	0	4	0	4	3	3	1	2	0	3	4	2	5	
1	0	0	0	0	0	1	0	0	0	0	1	0	P	O							
1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1	0	0	1	0	0	1
0.5	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	3.6	0.0	3.5	0.0	0.0	1.0	0.0	1.1	
1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0	0	0	1	0	1
6	0	0	2	2	1	1	2	1	4	2	4	1	0	2	1	2	2	5	1	5	1
3.3	0.0	0.0	4.9	3.7	7.1	1.6	3.4	7.8	5.1	4.8	3.6	1.7	0.0	2.2	3.9	6.6	2.2	4.2	5.7	0.9	
7	0	0	3	2	1	1	2	1	4	2	4	1	0	2	1	2	2	5	6	1	
2	0	0	1	0	0	1	1	0	1	1	1	0	0	0	0	2	0	2	1	1	
0.9	0.0	0.0	1.6	0.0	1.6	1.7	0.0	0.0	1.2	2.4	0.9	0.0	0.0	0.0	0.0	6.9	0.0	1.6	0.9	1.0	
2	0	0	1	0	0	1	1	0	1	1	1	0	0	0	0	2	0	2	1	1	
3	0	0	1	2	0	0	0	1	0	0	2	2	0	2	1	2	1	2	1	2	
1.8	0.0	0.0	1.6	3.7	0.0	0.0	1.7	0.0	3.5	0.0	1.6	3.5	0.0	2.2	2.8	6.9	1.2	2.3	1.0	2.7	
4	0	0	1	2	0	0	1	0	3	0	2	2	0	2	1	2	1	3	1	3	
25	2	3	6	7	1	8	5	2	9	2	13	8	3	7	4	3	12	10	11	12	
13.0	21.4	11.1	9.4	11.5	14.8	7.1	15.7	10.7	15.8	12.0	4.9	13.1	16.4	11.1	9.9	12.2	10.6	15.4	9.3	11.6	13.1
27	3	2	3	7	8	1	9	6	2	9	2	15	9	4	9	3	3	13	12	12	14

UL. Are you aware of any programs offered by your Utility to help businesses promote energy efficiency?

		CTAC BANNER																				
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION		SATISFIED		
Codes	Standards	Light	Other	Sec-	Eng/	Con-	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Not	Very				
		ing	End-	tor	Arch/	trac	sul-	<=5	6-25	>25	<=5	>100	more	ly	ly	satis	ly	satis				
		HVAC	Use	ific	Const	-tor	tant	User					less	-ly	-fied	-fied						
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	254	20	40	75	69	16	66	68	14	101	49	138	63	61	103	147	130	122				
Yes	138	8	18	20	34	31	14	40	35	13	46	32	69	35	24	61	19	28	51	87	65	74
%	59.8	55.0	55.0	54.7	53.6	75.0	53.6	68.4	58.7	94.0	49.2	69.8	55.5	60.7	63.2	65.4	56.1	51.8	54.2	65.1	55.4	65.6
	149	11	13	22	41	37	12	44	39	13	49	34	75	37	27	65	21	31	55	93	71	78
No	83	6	10	16	22	24	5	16	22	1	44	12	49	21	12	30	14	23	39	41	47	35
%	35.9	40.0	35.0	42.5	36.0	42.0	25.0	27.3	37.1	6.0	47.1	26.5	39.2	36.4	32.4	32.0	41.4	43.6	41.4	30.5	40.3	30.8
	93	8	7	17	27	29	4	19	26	1	48	13	55	24	14	33	14	27	43	47	53	39
DK/RF	10	1	0	1	6	3	0	2	2	0	3	2	7	2	2	2	1	2	4	6	5	4
%	4.3	5.0	0.0	2.5	9.3	4.3	0.0	4.3	4.2	0.0	3.6	3.7	5.3	2.9	4.4	2.7	2.5	4.6	4.4	4.3	4.3	3.6
	12	1	0	1	7	3	0	3	3	0	4	2	8	2	2	3	1	3	5	7	6	5

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U2. Has your business participated in any of these programs since attending the class?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not						
		Other	Eng/	Con-	Con-	Sen-	Mid	New	End	User	<=5	>5	<=5	>100	Once/	Comp-	Very	Very				
		End-	Arch/	trac	sul-	ior	6-25	>25	or	or	or	or	or	or	month	lete	lete	satis				
		Use	Const	-tor	tant	for	6-25	>25	for	for	for	for	for	yr	ly	ly	fy	fy				
		Light	Eng/	Con-	Con-	Sen-	Mid	New	End	User	<=5	>5	<=5	>100	more	less	-ly	-ly				
		ing	Const	-tor	tant	ior	6-25	>25	or	or	or	or	or	more	less	-ly	-ly	-ly				
		Use	Const	-tor	tant	ior	6-25	>25	or	or	or	or	or	more	less	-ly	-ly	-ly				
		Use	Const	-tor	tant	ior	6-25	>25	or	or	or	or	or	more	less	-ly	-ly	-ly				
Total	138	8	18	20	34	31	14	40	35	13	46	32	69	35	24	61	19	28	51	87	65	74
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	149	11	13	22	41	37	12	44	39	13	49	34	75	37	27	65	21	31	55	93	71	78
Yes	69	4	12	10	14	14	8	18	18	5	24	18	31	18	9	34	9	13	26	42	35	34
%	49.6	54.5	69.2	50.0	41.5	45.9	58.3	46.1	52.1	37.4	52.7	56.5	44.5	52.2	36.9	55.0	49.3	48.3	52.1	48.6	54.1	45.5
	72	6	9	11	17	17	7	19	20	5	25	19	33	18	10	35	10	15	27	45	37	35
No	57	3	4	9	16	13	5	17	15	7	17	11	31	13	15	21	9	11	18	38	24	33
%	41.3	36.4	23.1	45.5	46.3	43.2	33.3	41.7	43.2	52.0	37.5	35.4	45.6	38.6	63.1	34.4	46.3	39.5	36.0	43.8	37.0	45.1
	63	4	3	10	19	16	4	19	17	7	19	12	35	15	17	23	10	12	22	40	28	35
DK/RF	13	1	1	1	4	3	1	5	2	1	5	3	7	3	0	7	1	3	6	7	6	7
%	9.1	9.1	7.7	4.5	12.2	10.8	8.3	12.2	4.7	10.5	9.8	8.1	9.9	9.2	0.0	10.6	4.4	12.3	11.9	7.6	8.8	9.4
	14	1	1	1	5	4	1	6	2	2	5	3	7	4	0	7	1	4	6	8	6	8

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED													
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				Once/ month yr or more			Comp-lete -ly			Not -fied													
		Other	Eng/	Con-	Con-	Sec-	Eng/	Arch/	trac	End	New	Mid	Sen-	Small	Large	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100		
		Use	Const	tor	tant	ific	Const	tor	User	<=5	6-25	>25	ior	<=5	>5	<=5	>5	>100	more	less	less	less	less	less	less	less	less	less	less	less			
Total		138	8	18	20	34	31	14	40	35	13	46	32	69	35	24	61	19	28	51	87	65	74										
%		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
		149	11	13	22	41	37	12	44	39	13	49	34	75	37	27	65	21	31	55	93	71	78										
Prescriptive rebate program for standard energy efficiency measures at existing facilities	%	58	3	8	9	13	10	8	19	14	3	17	11	35	9	6	27	6	9	18	39	24	34										
	%	41.9	36.4	46.2	45.5	39.0	32.4	58.3	48.0	39.7	23.4	36.1	33.7	50.7	26.6	25.3	43.8	33.6	33.8	35.2	45.2	36.5	46.6										
		61	4	6	10	16	12	7	20	15	3	18	12	36	10	7	28	7	10	19	41	25	36										
Custom incentive program for more complex energy efficiency projects at existing facilities	%	24	1	3	2	6	4	6	9	4	4	6	6	12	4	7	8	4	3	9	15	12	12										
	%	17.3	9.1	15.4	9.1	17.1	13.5	41.7	23.2	10.3	27.2	12.5	19.8	18.0	12.1	28.5	12.3	20.3	10.9	18.5	16.9	18.1	16.7										
		25	1	2	2	7	5	5	10	4	3	6	7	13	4	7	8	4	3	9	16	12	13										
Incentive and technical assistance program for new construction	%	20	1	3	0	12	1	1	11	4	2	2	6	8	6	3	7	2	4	8	12	11	9										
	%	14.5	18.2	15.4	0.0	34.1	2.7	8.3	28.1	12.8	16.9	4.8	18.4	11.0	16.0	13.3	11.8	10.6	14.4	16.5	13.5	16.5	12.7										
		22	2	2	0	14	1	1	13	5	2	2	7	8	6	4	7	2	5	9	13	12	10										
Agricultural incentives and pumping services	%	5	0	1	0	2	1	0	2	1	1	0	2	3	0	1	2	1	1	2	3	3	2										
	%	3.5	0.0	7.7	0.0	4.9	2.7	0.0	4.7	2.4	10.5	0.0	5.2	4.7	0.0	4.3	3.6	5.5	3.0	4.3	3.1	4.7	2.5										
		5	0	1	0	2	1	0	2	1	1	0	2	3	0	1	2	1	1	2	3	3	2										
Incentive program for multi-family properties	%	6	0	1	0	2	1	0	2	1	1	1	2	3	0	1	3	2	1	2	4	3	3										
	%	4.1	0.0	7.7	0.0	7.3	2.7	0.0	4.7	2.4	10.5	1.8	7.9	4.7	0.0	4.3	4.9	9.9	3.0	4.3	4.1	4.7	3.7										
		6	0	1	0	3	1	0	2	1	1	1	3	3	0	1	3	2	1	2	4	3	3										

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

Code	Description	COURSE TYPE	CTAC BANNER													ATTENDANCE FREQUENCY	EXPECTATION			SATISFIED				
			YEARS OF INDUSTRY EXPERIENCE				TYPE OF BUSINESS				SIZE OF BUSINESS		Not											
			Sec-	Other End-Use	Eng-Arch/Const	Con-trac-tor	Con-sultant	Sen-ior >25	Mid 6-25	New <=5	Small <=5	Large >5	Once/monthly	Once/yr	Comp-lete		Comp-lete	Very						
13	Incentive program for distributors or other vendors of energy efficient equipment	9.4	0.0	38.5	4.5	7.3	5.4	8.3	2.1	2	3	4	3	6	4	13.9	7.2	6.0	3	10	6	7		
5	Other rebate/financial incentive program	3.4	0.0	7.7	0.0	4.9	5.4	0.0	4.2	2.4	0.0	3.0	1	0	2	1	2	4.4	0.0	6.0	1.9	4.7	2.3	
5	Incentive program for renewable power and distributed generation projects	3.5	0.0	7.7	4.5	2.4	5.4	0.0	4.2	2.4	10.5	2.0	1	1	2	2.2	4.4	3.3	6.1	1.9	4.8	2.3	2	
2	Other renewable/self-generation program	1.2	0.0	0.0	0.0	2.4	2.7	0.0	2.1	0.0	0.0	1.8	1	0	0	1	4	0.0	0.0	1.9	0.0	2.3	2	
2	Interruptible rate/service program	2	0	0	0	1	1	2	0	1	1	1.8	1	1	1	1	1	0	2	0	2	0	2	2
2	Demand bidding program	1.6	0.0	7.7	0.0	0.0	2.7	0.0	0.0	0.0	10.5	1.8	0	0	0	2.2	0.0	0.0	4.4	0.0	3.4	0.0	0	0
1	Critical peak pricing	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2.7	0.0	2.1	0	0	0

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		CTAC BANNER										ATTENDANCE EXPECTATION			SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY			Not				
		Other	Eng/	Con-	Con-	Sen-	Mid	New	End	Con-	Small	Once/	Comp-	Not	Very	Very	Very		
		Light	Arch-	trac	sul-	ior	6-25	>25	User	tant	<=5	more	ly	ly	ly	ly	ly		
		ing	Const	-tor	tant	or	6-25	>25	>5	>100	less	less	less	less	less	less	less		
		Use	ific	-tor	tant	or	6-25	>25	>5	>100	more	less	less	less	less	less	less		
		Other	Spec-	Arch-	Con-	Sen-	Mid	New	End	Con-	Once/	Comp-	Not	Very	Very	Very	Very		
		End-	ific	Const	tor	ior	6-25	>25	User	tant	more	ly	ly	ly	ly	ly	ly		
		Use	ific	Const	-tor	ior	6-25	>25	User	tant	more	ly	ly	ly	ly	ly	ly		
		Light	Spec-	Arch-	trac	sul-	ior	6-25	>25	Small	Once/	Comp-	Not	Very	Very	Very	Very		
		ing	ific	Const	-tor	tant	or	6-25	>25	<=5	more	ly	ly	ly	ly	ly	ly		
		Use	ific	Const	-tor	tant	or	6-25	>25	>100	less	less	less	less	less	less	less		
Other demand response/ interruptible rate prog%		2	0	0	1	1	0	0	0	2	0	0	0	0	0	0	2	1	1
		1.3	0.0	0.0	4.5	2.4	0.0	0.0	0.0	2.5	0.0	3.8	0.0	0.0	0.0	2.0	2.0	1.3	1.2
		2	0	0	1	1	0	0	0	2	0	1	0	0	0	0	2	1	1
"20/20" program	%	2	1	0	1	0	0	2	0	1	1	1	1	0	2	2	1	1	1
		1.7	18.2	0.0	4.5	0.0	0.0	3.5	0.0	2.0	2.6	2.9	1.1	0.0	5.8	3.2	0.8	1.4	1.9
		3	2	0	1	0	0	2	0	2	1	1	1	0	2	2	1	1	2
Flex Your Power	%	3	1	1	0	0	1	0	3	1	2	0	1	0	1	2	1	2	1
		2.1	9.1	7.7	0.0	0.0	2.7	0.0	6.3	4.3	2.2	0.0	2.9	1.4	0.0	3.0	4.1	1.0	3.4
		3	1	1	0	0	1	0	3	1	2	0	1	0	1	2	1	2	1
Rebate programs (not specified)	%	1	1	0	0	0	0	0	1	0	1	0	0	1	0	1	0	1	0
		0.5	9.1	0.0	0.0	0.0	0.0	1.5	0.0	1.0	0.0	0.0	1.1	0.0	2.5	0.0	0.8	0.0	0.9
		1	1	0	0	0	0	1	0	1	0	0	0	1	0	1	0	1	0
Other	%	5	1	0	1	0	3	0	2	1	3	2	1	2	0	1	1	2	4
		3.8	9.1	0.0	4.5	0.0	8.1	0.0	5.3	6.3	9.2	2.4	2.0	7.8	0.0	4.4	3.3	3.0	4.3
		6	1	0	1	0	3	0	2	1	3	2	1	2	0	1	1	2	4
None	%	3	1	0	0	0	2	0	1	2	0	0	0	3	1	1	3	1	2
		2.5	9.1	0.0	0.0	0.0	5.4	0.0	4.0	3.3	3.4	0.0	0.0	4.2	3.7	3.7	5.1	1.0	2.4
		4	1	0	0	0	2	0	1	1	3	0	0	3	1	1	3	1	2
Don't know	%	29	1	1	6	7	10	1	5	8	12	9	4	14	2	10	13	16	17
		21.2	9.1	7.7	31.8	22.0	32.4	8.3	11.5	24.2	27.2	27.3	18.3	23.2	8.1	36.1	26.4	18.3	26.3
		33	1	1	7	9	12	1	5	10	4	14	5	16	2	11	15	18	19

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Not				
		Sec-	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Comp-	Very	Very	Very	Very	Very		
		Other	Arch/	trac	tant	User	<=5	6-25	>25	<=5	>5	more	ly	ly	ly	satis	satis	satis	satis	satis		
		Use	Const	-tor	tant	User	<=5	6-25	>25	<=5	>5	more	ly	ly	ly	-fied	-fied	-fied	-fied	-fied		
		Light	Spec-	Arch/	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Comp-	Very	Very	Very	Very	Very		
		ing	ific	Const	-tor	User	<=5	6-25	>25	<=5	>5	more	ly	ly	ly	satis	satis	satis	satis	satis		
		HVAC	Use	Const	-tor	User	<=5	6-25	>25	<=5	>5	more	ly	ly	ly	-fied	-fied	-fied	-fied	-fied		
		ing	Use	Const	-tor	User	<=5	6-25	>25	<=5	>5	more	ly	ly	ly	-fied	-fied	-fied	-fied	-fied		
Total	69	4	12	10	14	14	8	18	18	5	24	18	31	18	9	34	9	13	26	42	35	34
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	72	6	9	11	17	17	7	19	20	5	25	19	33	18	10	35	10	15	27	45	37	35
Prescriptive rebate program for standard energy efficient measures at existing facilities	22	2	4	3	4	4	1	5	6	2	8	4	13	4	2	13	4	2	5	17	6	16
%	31.9	50.0	33.3	27.3	29.4	29.4	14.3	26.1	35.0	42.4	32.4	24.6	43.0	23.7	25.2	38.5	45.6	18.1	19.0	39.9	17.0	47.5
	23	3	3	3	5	5	1	5	7	2	8	5	14	4	3	13	4	3	6	17	7	16
Custom incentive program for more complex energy efficient projects at existing facilities	13	1	1	2	2	3	5	3	4	1	5	3	7	2	4	6	3	1	3	10	7	6
%	19.6	16.7	11.1	18.2	17.6	17.6	57.1	17.4	21.5	23.3	20.0	17.8	21.5	9.2	43.1	17.7	36.6	8.4	11.7	24.4	21.2	17.9
	14	1	1	2	3	3	4	4	4	1	5	3	7	2	4	6	4	1	3	11	8	6
Incentive and technical assistance program for new construction	3	1	0	0	1	0	0	3	0	0	1	1	1	2	1	1	0	1	1	2	2	2
%	4.9	33.3	0.0	0.0	5.9	0.0	0.0	13.9	0.0	0.0	3.4	4.6	2.3	10.3	7.9	2.5	0.0	5.1	4.4	5.2	5.3	4.5
	4	2	0	0	1	0	0	3	0	0	1	1	1	2	1	1	0	1	1	3	2	2
Incentive program for multi-family properties	2	0	0	0	2	0	0	0	1	0	0	1	2	0	0	1	1	1	1	1	1	1
%	2.4	0.0	0.0	0.0	11.8	0.0	0.0	0.0	4.5	0.0	3.4	9.3	0.0	0.0	0.0	2.5	8.9	6.2	3.1	2.0	2.4	2.5
	2	0	0	0	2	0	0	0	1	0	1	2	0	0	0	1	1	1	1	1	1	1
Incentive program for distributors or other vendors of energy efficient equipment	1	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0
%	1.7	0.0	0.0	0.0	0.0	0.0	14.3	0.0	6.2	0.0	0.0	6.3	0.0	0.0	12.9	0.0	0.0	0.0	0.0	2.7	0.0	3.4
	1	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

	CTAC BANNER													ATTENDANCE EXPECTATION			SATISFIED	
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			FREQUENCY			Not		
Codes	Standards	General	Light	Other	Sec-	Eng/	Con-	Con-	Con-	Sen-	Mid	Small	Large	Once/	Comp-		Very	Not
Total	HVAC	ing	Use	ific	Const	-tor	tant	tant	User	<=5	6-25	>25	<=5	>100	more	ly	-ly	
Other rebate/financial incentive program	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0
	1.2	0.0	0.0	0.0	5.9	0.0	0.0	0.0	0.0	0.0	2.7	0.0	2.5	0.0	0.0	3.2	0.0	2.4
	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0
Demand bidding program	2	0	1	0	0	1	0	0	1	0	1	1	0	0	0	1	1	1
	3.2	0.0	11.1	0.0	5.9	0.0	0.0	3.4	0.0	2.7	7.6	0.0	4.1	0.0	0.0	3.2	2.4	4.1
	2	0	1	0	1	0	0	1	0	1	1	0	1	0	0	1	1	1
Other demand response/interruptible rate prog	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0
	1.2	0.0	0.0	0.0	5.9	0.0	0.0	17.2	0.0	2.7	0.0	0.0	2.5	0.0	0.0	2.0	2.4	0.0
	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	1	1	0
Flex Your Power	3	1	1	0	0	2	0	0	1	1	1	1	0	1	0	1	2	2
	4.2	16.7	11.1	0.0	8.3	0.0	0.0	5.6	7.7	2.3	4.6	0.0	2.0	0.0	5.1	5.2	3.6	6.3
	3	1	1	0	2	0	0	1	1	1	1	0	1	0	1	2	2	2
Other	2	0	0	1	0	0	1	0	0	2	0	0	0	2	0	1	0	1
	2.5	0.0	0.0	9.1	5.9	0.0	0.0	0.0	9.7	0.0	0.0	0.0	5.2	0.0	6.2	0.0	4.1	2.4
	2	0	0	1	1	0	0	1	2	0	0	0	2	0	1	0	2	1
None	5	0	3	0	1	3	0	0	2	0	2	2	0	3	1	2	4	1
	6.9	0.0	22.2	0.0	15.0	0.0	0.0	8.1	0.0	7.2	13.9	0.0	9.9	8.9	18.6	14.7	2.0	11.0
	4	0	2	0	1	2	0	0	2	0	2	0	3	1	2	3	1	3
Don't know	15	0	1	5	4	0	3	5	1	7	4	6	2	5	0	4	9	6
	22.5	0.0	11.1	45.5	29.4	29.4	0.0	15.5	27.8	17.2	27.1	20.0	15.3	0.0	32.2	35.5	14.4	29.3
	17	0	1	5	5	5	0	3	6	1	7	4	6	0	5	10	7	11

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	CTAC BANNER													ATTENDANCE FREQUENCY	EXPECTATION		SATISFIED						
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		Not	Comp-		Very	Not							
Codes	Stand-ards	Gen-eral	HVAC	Light-ing	Other Use	Sec-ific	Eng/Const	Con-tor	Con-sultant	New User	Mid <=5	Sen-ior >25	Small <=5	Large >100	Once/monthly	Once/yr or less	Comp-ly	Comp-lete	Very satis-fied				
Total	138	8	18	20	34	31	14	40	35	13	46	32	69	35	24	61	19	28	51	87	65	74	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
149	11	13	22	41	37	12	44	39	13	49	34	75	37	27	65	21	31	55	93	71	78	78	
33	3	0	5	7	7	7	11	10	2	10	8	17	4	4	14	9	6	10	23	16	17	17	
%	23.6	36.4	0.0	27.3	22.0	21.6	50.0	27.9	11.7	22.5	25.6	25.3	11.6	16.2	23.0	46.6	22.3	19.5	26.3	25.0	22.4	22.4	
36	4	0	6	9	8	6	12	11	2	12	9	19	5	5	16	10	7	12	24	19	17	17	
7	0	0	2	4	1	0	2	3	0	3	4	2	1	1	3	1	1	2	5	3	3	3	
%	4.9	0.0	9.1	12.2	2.7	0.0	6.3	9.5	0.0	5.7	13.6	2.4	2.4	3.5	4.2	4.4	3.0	3.3	5.9	5.1	4.7	4.7	
8	0	0	2	5	1	0	3	4	0	3	5	2	1	1	3	1	1	2	6	4	4	4	
											M	L											
13	1	3	0	6	2	0	7	2	1	4	3	4	5	4	4	4	2	4	9	6	7	7	
%	9.2	18.2	15.4	0.0	17.1	5.4	0.0	17.2	4.7	10.5	8.1	10.5	5.8	13.3	16.8	19.7	8.4	7.2	10.5	9.3	9.2	9.2	
14	2	2	0	7	2	0	8	2	1	4	4	4	5	4	5	4	3	4	10	7	7	7	
1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	1	0	0	
%	0.6	0.0	0.0	2.4	0.0	0.0	2.1	0.0	0.0	0.0	2.6	0.0	0.0	3.5	0.0	0.0	0.0	1.6	0.0	1.3	0.0	0.0	
1	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	
3	0	0	0	2	0	0	1	2	0	0	2	1	0	1	0	0	1	2	1	2	1	1	
%	1.9	0.0	0.0	4.9	0.0	0.0	2.1	5.3	0.0	0.0	5.2	1.5	0.0	3.5	0.0	0.0	3.0	3.3	1.2	2.6	1.4	1.4	
3	0	0	0	2	0	0	1	2	0	0	2	1	0	1	0	0	1	2	1	2	1	1	

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	CTAC BANNER												ATTENDANCE			EXPECTATION			SATISFIED									
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			FREQUENCY			Not			Not									
	Stand	Gen-eral	HVAC	Light	End-Use	Other	Sec-	Eng/Const	Arch/Trac	Con-tor	Con-sul-tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >5	>100	Once/month	Once/yr	Once/2 mo	Comp-lete	Comp-lete	Very satis	Very satis	Very satis	Very satis	
Incentive program for distributors or other vendors of energy efficient equipment	4	0	1	1	1	1	0	1	1	1	0	2	1	2	1	3	1	2.2	0.0	0.0	0.0	0.0	3.9	2.6	4.4	1.9	3	1
Incentive program for renewable power and	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	1.2	1	0
distributed generation projects	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	1.2	1	0
Other renewable/self-generation program	1	0	0	0	0	0	0	1	0	1	0	0	0	1	0	1	4.7	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	1.5	1	0
Demand bidding program	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	1.6	0.0	1.3	0	0
Critical peak pricing	1	0	0	1	0	0	0	1	1	1	0	0	0	1	0	1	3.8	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	1.2	1	0
Rebate programs (not specified)	2	0	0	0	2	0	0	1	1	1	0	0	0	1	1	0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	1.9	0.0	2.3	2	0
Other	4	0	3	0	0	1	0	1	1	1	1	1	1	1	1	0	0.0	3.6	0.0	0.0	0.0	0.0	5.4	1.0	5.5	0	0	
	3	0	2	0	0	1	0	2	1	1	1	1	1	1	1	0	0.0	2.0	0.0	0.0	0.0	0.0	2.1	1.0	3	0	0	

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS											
		Sec-	Eng/	Con-	Con-	Sen-	Mid	Sen-	Small	Large	Once/	Once/	Comp-	Comp-	Not	Very	Very						
		Other	Arch/	trac	sul-	ior	6-25	>25	<=5	>100	more	less	ly	ly	-ly	satis	satis						
		End-	Const	-tor	tant	End	User	<=5	<=5	>100	less	less	-ly	-ly	-fied	-fied	-fied						
		Use				Use																	
None	27	3	4	3	6	7	1	8	7	3	5	6	16	5	3	12	3	3	9	19	8	19	
	%	19.9	36.4	23.1	13.6	17.1	21.6	8.3	19.2	20.2	24.9	11.8	19.5	23.1	15.5	14.0	19.8	14.3	9.7	17.7	21.3	12.5	26.4
		30	4	3	7	8	1	9	8	3	6	7	17	6	4	12	3	3	10	20	9	21	U
Don't know	53	1	8	8	13	14	3	12	8	5	24	11	24	18	9	27	5	16	23	29	29	24	
	%	38.4	18.2	46.2	40.9	39.0	45.9	25.0	31.4	21.6	42.3	52.3	33.6	52.4	39.2	43.6	27.5	56.6	46.3	33.1	44.5	32.9	
		57	2	6	9	16	17	13	9	6	25	11	27	19	10	29	6	17	25	31	31	31	26
								K	K	K	HI												

U6. Did the class provide you with information about any of these programs?
 BASE: Respondents who aware of the programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not						
		Other	Light	Eng/	Con-	Con-	Sec-	Eng/	Con-	Con-	Con-	Sen-	Small	Large	Once/	Comp-	Comp-	Very				
		End-	ing	Arch/	trac	tor	Arch/	trac	tor	tor	ior	<=5	>5	month	or	lete	lete	very				
		Use	Use	Const	-tor	tant	Use	<=5	6-25	>25	or	<=5	>100	more	less	-ly	-ly	-fied				
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----				
Total	138	8	18	20	34	31	14	40	35	13	46	32	69	35	24	61	19	28	51	87	65	74
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	149	11	13	22	41	37	12	44	39	13	49	34	75	37	27	65	21	31	55	93	71	78
Yes	75	3	12	15	13	18	7	22	16	7	28	16	38	18	6	36	12	12	29	46	35	39
%	54.0	36.4	69.2	72.7	39.0	59.5	50.0	55.4	46.5	52.4	60.2	49.3	54.8	52.6	26.5	57.9	65.2	43.8	57.1	52.8	54.7	53.4
	79	4	9	16	16	22	6	24	18	6	29	17	40	19	8	36	13	14	31	48	39	40
No	45	4	3	5	15	7	6	13	12	3	15	10	25	10	13	18	6	8	16	30	19	27
%	32.9	54.5	15.4	22.7	43.9	21.6	41.7	32.2	34.5	26.9	32.1	32.3	35.8	30.3	55.3	29.3	30.4	29.7	31.4	34.1	28.9	36.4
	50	6	2	5	18	8	5	14	13	4	17	11	28	11	14	21	7	9	17	33	20	30
Dk/RF	18	1	3	1	6	6	1	5	7	3	4	6	6	6	4	8	1	7	6	11	11	8
%	13.1	9.1	15.4	4.5	17.1	18.9	8.3	12.4	19.0	20.8	7.7	18.4	9.3	17.1	18.3	12.9	4.4	26.5	11.5	13.2	16.4	10.3
	20	1	2	1	7	7	1	6	8	3	3	6	7	7	5	8	1	8	7	12	12	8

ETS (#3782)
U7. Which programs?

BASE: Respondents who said the class provided information about program

COURSE TYPE	CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED																		
	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Very																		
	Other	Light	Eng/	Con-	Con-	Sec-	Eng/	Arch/	trac	Con-	tor	tor	tant	tant	tant	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Stand	Gen	eral	HVAC	ing	ing	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use		
75	3	12	15	13	18	7	22	16	7	28	16	38	18	18	6	36	12	12	29	46	35	39													
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
79	4	9	16	16	22	6	24	18	6	29	17	40	19	8	36	13	14	31	48	39	40														
31	1	3	6	6	9	2	11	9	1	9	7	18	5	2	15	5	7	13	18	16	16														
%	42.1	25.0	43.7	43.7	50.0	33.3	48.2	54.3	15.2	33.5	46.5	46.8	25.1	37.3	42.5	43.2	56.9	45.8	39.8	44.8	39.7														
34	1	2	7	7	11	2	11	10	1	10	8	19	5	3	16	6	8	15	19	18	16														

Total

Prescriptive rebate program for standard energy efficient measures at existing facilities

Custom incentive program for more complex energy efficient projects at existing facilities

Incentive and technical assistance program for new construction

Incentive program for multi-family properties

Incentive program for distributors or other vendors of energy efficient equipment

		CTAC BANNER												ATTENDANCE EXPECTATION			SATISFIED							
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				FREQUENCY			Not							
		Sec-	Eng/	Con-	Con-	Other	Spec-	Arch/	trac	Con-	Light	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Not	Very	Very	
		ific	Const-	tor	sul-	End	ific	trac	tant	Use	Use	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	
		Use	tor	tant	tant	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
Other rebate/financial incentive program	%	1.2	0.0	0.0	6.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Demand bidding program	%	1.1	0.0	0.0	0.0	4.5	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Rebate programs (not specified)	%	1.1	0.0	0.0	0.0	4.5	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	%	5.6	0.0	11.1	6.2	0.0	4.5	0.0	1.0	0.0	0.0	0.0	1.0	1.0	1.0	3.0	5.9	8.5	0.0	0.0	0.0	0.0	0.0	0.0
Don't know	%	20.2	25.0	33.3	25.0	18.7	22.7	0.0	24.9	10.7	12.3	28.7	11.2	19.3	33.4	14.5	19.5	13.5	13.2	13.7	24.4	18.2	22.0	22.0

ETS (#3782)
 2006/11/29
 Cl. Has your business purchased any major energy-using equipment, such as lighting, refrigeration, HVAC, or food service equipment since attending the class?
 BASE: End Users

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not							
		Sec-	Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Very	Very						
		tor	End-	Arch/	trac	tant	User	<=5	6-25	>25	<=5	>100	more	less	-ly	-ly	-ly						
		ific	Use	Const	-tor																		
		Stand	Light	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing					
		ards	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing					
		eral	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing					
Total	28	0	5	8	2	9	2	0	0	0	0	28	7	14	6	0	17	4	6	9	19	11	17
	%	100.0	0.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	29	0	4	9	2	11	2	0	0	0	0	29	7	15	6	0	18	4	7	9	20	12	17
Yes	16	0	4	5	0	5	1	0	0	0	0	16	5	7	4	0	11	2	2	6	10	7	9
	%	56.9	0.0	55.6	0.0	54.5	50.0	0.0	0.0	0.0	56.9	74.7	51.1	58.1	0.0	61.2	55.1	29.8	59.8	55.5	61.7	53.6	
	16	0	3	5	0	6	1	0	0	0	16	5	8	3	0	11	2	2	5	11	7	9	
No	11	0	0	4	2	4	1	0	0	0	11	2	5	3	0	5	2	4	4	7	4	6	
	%	38.2	0.0	44.4	100.0	45.5	50.0	0.0	0.0	0.0	38.2	25.3	39.1	41.9	0.0	30.8	44.9	70.2	40.2	37.1	38.3	38.1	
	12	0	0	4	2	5	1	0	0	0	12	2	6	3	0	6	2	5	4	8	5	7	
DK/RF	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	1	0	1
	%	4.9	0.0	25.0	0.0	0.0	0.0	0.0	0.0	0.0	4.9	0.0	9.8	0.0	0.0	8.0	0.0	0.0	0.0	0.0	7.4	0.0	8.3
	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	1	0	1

2006/11/29

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not						
		Other	Eng/	Con-	Con-	Sen-	New	Mid	ior	Small	Once/	Comp-	Very	Very	Very	Very	Very					
		End-	Arch/	tor	tant	ior	<=5	6-25	>25	<=5	more	ly	ly	ly	ly	ly	ly					
		Use	Const	-tor	tant	trac	User	>25	>25	>100	less	less	less	less	less	less	less					
		Light	Spec-	trac	tant	tor	End	6-25	6-25	>100	less	less	less	less	less	less	less					
		ing	ific	tor	tant	tor	User	>25	>25	>100	less	less	less	less	less	less	less					
		Use	ific	tor	tant	tor	User	>25	>25	>100	less	less	less	less	less	less	less					
		Use	ific	tor	tant	tor	User	>25	>25	>100	less	less	less	less	less	less	less					
		Use	ific	tor	tant	tor	User	>25	>25	>100	less	less	less	less	less	less	less					
Total	28	0	5	8	2	9	2	0	0	0	28	7	14	6	0	17	4	6	9	19	11	17
	%	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	29	0	4	9	2	11	2	0	0	0	29	7	15	6	0	18	4	7	9	20	12	17
Yes	9	0	3	2	0	3	1	0	0	0	9	2	5	1	0	5	2	1	4	5	4	5
	%	32.5	0.0	22.2	0.0	36.4	50.0	0.0	0.0	0.0	32.5	33.1	38.6	22.3	0.0	31.8	55.1	13.3	38.7	29.4	38.9	28.0
	9	0	2	2	0	4	1	0	0	0	9	2	6	1	0	6	2	1	3	6	4	5
No	17	0	1	6	2	5	1	0	0	0	17	5	6	5	0	10	2	5	5	12	6	11
	%	59.6	0.0	77.8	100.0	54.5	50.0	0.0	0.0	0.0	59.6	66.9	45.7	77.7	0.0	60.3	44.9	86.7	52.3	63.3	53.7	63.7
	18	0	1	7	2	6	1	0	0	0	18	5	7	5	0	11	2	6	5	13	7	11
Dk/RF	2	0	1	0	0	1	0	0	0	0	2	0	2	0	0	1	0	0	1	1	1	1
	%	7.9	0.0	25.0	0.0	9.1	0.0	0.0	0.0	0.0	7.9	0.0	15.8	0.0	0.0	8.0	0.0	0.0	9.0	7.4	7.4	8.3
	2	0	1	0	0	1	0	0	0	0	2	0	2	0	0	1	0	0	1	1	1	1

ETS (#3782) 2006/11/29
 CIB. Since attending the class, have you made any major changes to the building's shell - such as, insulating walls, replacing a roof or windows, etc.?
 BASE: End User

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not								
		Sec-	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Not	Very	Very	Very	Very						
		Other	Arch/	trac	tant	User	<=5	6-25	>25	<=5	more	less	-ly	-ly	satis	satis	satis	satis						
		End-	Spec-	ific	Con-	tor	Use	6-25	>25	<=5	>100	more	-ly	-ly	-fied	-fied	-fied	-fied						
		Use	ific	Const	-tor	tant	User	<=5	>25	<=5	>100	more	-ly	-ly	-fied	-fied	-fied	-fied						
		Light	End-	Other	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Very	Very	Very	Very						
		ing	Use	End-	tant	tant	User	<=5	6-25	>25	<=5	more	less	-ly	satis	satis	satis	satis						
		HVAC	ing	Use	Con-	Con-	User	<=5	6-25	>25	<=5	>100	more	-ly	-fied	-fied	-fied	-fied						
		Codes	Light	Other	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Very	Very	Very	Very						
		Stand	ing	End-	tant	tant	User	<=5	6-25	>25	<=5	>100	more	-ly	satis	satis	satis	satis						
		ards	ing	Use	Con-	Con-	User	<=5	6-25	>25	<=5	>100	more	-ly	-fied	-fied	-fied	-fied						
		eral	ing	Use	Con-	Con-	User	<=5	6-25	>25	<=5	>100	more	-ly	-fied	-fied	-fied	-fied						
		Total	ing	Use	Con-	Con-	User	<=5	6-25	>25	<=5	>100	more	-ly	-fied	-fied	-fied	-fied						
Total	28	0	5	8	2	1	3	9	2	0	0	0	28	7	14	6	0	17	4	6	9	19	11	17
	%	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	29	0	4	9	2	1	11	2	0	0	0	0	29	7	15	6	0	18	4	7	9	20	12	17
Yes	7	0	1	2	1	3	0	0	0	0	0	0	7	0	6	1	0	5	0	3	1	6	3	4
	%	23.5	0.0	22.2	50.0	27.3	0.0	0.0	0.0	0.0	0.0	0.0	23.5	0.0	40.8	13.5	0.0	27.8	0.0	41.1	9.9	30.2	22.8	23.9
	7	0	1	2	1	3	0	0	0	0	0	0	7	0	6	1	0	5	0	3	1	6	3	4
No	20	0	4	6	1	6	2	0	0	0	0	0	20	7	7	5	0	12	4	4	7	13	8	13
	%	73.5	0.0	77.8	50.0	63.6	100.0	0.0	0.0	0.0	0.0	0.0	73.5	100.0	53.2	86.5	0.0	72.2	100.0	58.9	81.1	69.8	69.8	76.1
	21	0	3	7	1	7	2	0	0	0	0	0	21	7	8	5	0	13	4	4	7	14	8	13
Dk/RF	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0
	%	3.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	6.0	0.0	0.0	0.0	0.0	0.0	9.0	0.0	7.4	0.0
	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0

ETS (#3782) 2006/11/29
 CIC. Since attending the class, have you made any major changes to the design of your facility, such as adding more space or remodeling existing space?
 BASE: End User

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
Codes	Standards	TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		Light	Other	Sec-	Eng/Arch/Const	Con-tor	Con-tant	End User	New	Mid	Sen-	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis
28	0	5	8	2	9	2	0	0	0	0	0	0	17	4	6	9	19	11	17
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
29	0	4	9	2	11	2	0	0	0	0	0	0	18	4	7	9	20	12	17
Total																			
11	0	3	3	0	3	1	0	0	0	0	0	0	8	2	4	4	7	5	6
%	39.5	0.0	33.3	0.0	36.4	50.0	0.0	0.0	0.0	0.0	0.0	0.0	45.7	55.1	57.6	44.9	36.7	42.3	37.5
11	0	2	3	0	4	1	0	0	0	0	0	0	8	2	4	4	7	5	6
Yes																			
17	0	3	5	2	6	1	0	0	0	0	0	0	9	2	3	5	12	7	10
%	60.5	0.0	66.7	100.0	63.6	50.0	0.0	0.0	0.0	60.5	65.1	54.3	64.2	44.9	42.4	55.1	63.3	57.7	62.5
18	0	2	6	2	7	1	0	0	0	18	5	8	4	2	3	5	13	7	11
No																			

ETS (#3782) 2006/11/29
 CID. Have you made any other major changes to the energy-using equipment or space at your facility since attending the class?
 BASE: End User

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not								
		Sec-	Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Once/	Comp-	Not	Not	Very	Very							
		tor	End-	Arch/	trac	tant	User	<=5	6-25	>25	<=5	month	or	lete	lete	satis	satis							
		ific	Use	Const	-tor	tant	User	<=5	6-25	>25	<=5	more	less	-ly	-ly	-fied	-fied							
		Use	Use	-tor	tant	User	User	<=5	6-25	>25	<=5	>100	less	-ly	-ly	-fied	-fied							
Total		28	0	5	8	2	9	2	0	0	0	28	7	14	6	0	17	4	6	9	19	11	17	
	%	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		29	0	4	9	2	11	2	0	0	0	29	7	15	6	0	18	4	7	9	20	12	17	
Yes		8	0	3	2	0	3	1	0	0	0	8	2	4	1	0	4	2	2	4	4	4	4	
	%	29.5	0.0	50.0	22.2	0.0	27.3	50.0	0.0	0.0	0.0	29.5	33.1	26.6	22.3	0.0	21.6	47.1	26.6	41.9	23.3	38.9	23.0	
		8	0	2	2	0	3	1	0	0	0	8	2	4	1	0	4	2	2	3	5	4	4	
No		19	0	3	6	2	6	1	0	0	0	19	5	9	5	0	13	2	5	5	14	6	13	
	%	67.5	0.0	50.0	77.8	100.0	63.6	50.0	0.0	0.0	0.0	67.5	66.9	67.4	77.7	0.0	78.4	52.9	73.4	49.1	76.7	53.7	77.0	
		20	0	2	7	2	7	1	0	0	0	20	5	10	5	0	14	2	5	5	15	7	13	
Dk/RF		1	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	
	%	3.0	0.0	0.0	0.0	0.0	9.1	0.0	0.0	0.0	0.0	3.0	0.0	6.0	0.0	0.0	0.0	0.0	0.0	9.0	0.0	7.4	0.0	
		1	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	

ETS (#3782) 2006/11/29
 C2. Did the class in any way influence the decision you made about ...the new equipment you purchased
 BASE: End User who purchased major energy-using equipment

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/ month yr or more		Comp-lete -ly		Not very satis-fied					
		Other	Light	Eng/	Con-	Con-	Sec-	Eng/	Arch/	trac	New	Mid	Sen-	Small	Once/	Once/	Comp-	Comp-	Very	Very			
		End-	ing	Const	tor	tant	ific	Const	tor	User	<=5	6-25	>25	<=5	more	less	-ly	-ly	-ly	-ly			
		Use	Use	tor	tor	tor	Use	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor			
Total		16	0	4	5	0	5	1	0	0	0	16	5	7	4	0	11	2	2	6	10	7	9
	%	100.0	0.0	100.0	100.0	0.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		16	0	3	5	0	6	1	0	0	16	5	8	3	0	11	2	2	5	11	7	9	
Yes		11	0	1	5	0	4	1	0	0	11	3	6	2	0	9	2	1	1	10	3	8	
	%	70.9	0.0	33.3	100.0	0.0	83.3	100.0	0.0	0.0	70.9	53.3	88.3	61.7	0.0	90.2	100.0	44.7	16.5	100.0	48.9	88.3	
		12	0	1	5	0	5	1	0	0	12	3	7	2	0	10	2	1	1	11	4	8	
No		4	0	3	0	0	0	0	0	0	4	2	0	1	0	1	0	1	4	0	3	1	
	%	23.8	0.0	66.7	0.0	0.0	0.0	0.0	0.0	0.0	23.8	46.7	0.0	38.3	0.0	9.8	0.0	55.3	68.3	0.0	39.2	11.7	
		3	0	2	0	0	0	0	0	0	3	2	0	1	0	1	0	1	3	0	2	1	
Dk/RF		1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	
	%	5.3	0.0	0.0	0.0	0.0	16.7	0.0	0.0	0.0	5.3	0.0	11.7	0.0	0.0	0.0	0.0	0.0	15.1	0.0	11.9	0.0	
		1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	

C2A. Did the class in any way influence the decision you made about ... the changes you made to your equipment operation or maintenance?
 BASE: End User who made major changes to operation or maintenance of equipment

CTAC BANNER																						
COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE												
Codes	Standards	General	HVAC	Light	Other	Sec-	Eng/	Con-	Con-	End	New	Mid	Sen-	Size of	Attendance	Expectation	Satisfied					
				Use	ific	tor	Const	tor	tant	User	<=5	6-25	>25	BUSINESS	FREQUENCY	Not	Not					
9	0	3	2	0	3	1	0	0	0	0	9	2	5	1	0	5	2	1	4	5	4	5
%	100.0	0.0	100.0	100.0	0.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
9	0	2	2	0	4	1	0	0	0	0	9	2	6	1	0	6	2	1	3	6	4	5
8	0	1	2	0	3	1	0	0	0	0	8	1	5	1	0	5	2	1	2	5	3	5
%	84.9	0.0	50.0	100.0	0.0	100.0	100.0	0.0	0.0	0.0	84.9	40.0	100.0	100.0	0.0	100.0	100.0	100.0	61.7	100.0	68.9	100.0
8	0	1	2	0	4	1	0	0	0	0	8	1	6	1	0	6	2	1	2	6	3	5
1	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0
%	15.1	0.0	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	15.1	60.0	0.0	0.0	0.0	0.0	0.0	0.0	38.3	0.0	31.1	0.0
1	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0

COURSE TYPE		CTAC BANNER													ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			Once / month or more				Comp-lete		Very satis					
		Sec-	Eng/Arch/Const	Con-tor	Con-sultant	New User	6-25	>25	Small <=5	Large >5	100	>100	Once more	Once less	Comp-lete	Very satis	Not	Not				
7	0	1	2	1	3	0	0	0	0	0	7	0	6	1	0	5	0	3	1	6	3	4
%	100.0	0.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
7	0	1	2	1	3	0	0	0	0	0	7	0	6	1	0	5	0	3	1	6	3	4
1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	1	0	1	0	1	0	1
%	12.8	0.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	12.8	0.0	14.6	0.0	17.5	0.0	32.3	0.0	14.9	0.0	14.9	0.0	21.2
1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	1	0	1	0	1	0	1
6	0	1	2	1	2	0	0	0	0	0	6	0	5	1	0	4	0	2	1	5	3	3
%	87.2	0.0	100.0	100.0	66.7	0.0	0.0	0.0	0.0	87.2	0.0	85.4	100.0	0.0	82.5	0.0	67.7	100.0	85.1	100.0	100.0	78.8
6	0	1	2	1	2	0	0	0	0	0	6	0	5	1	0	4	0	2	1	5	3	3

ETS (#3782) 2006/11/29
 C2C. Did the class in any way influence the decision you made about . . . the changes you made to your facility design
 BASE: End User who made changes to facility design

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED				
Codes	Standards	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS	Not			Very						
		Light HVAC	Other End-Use	Sec-Other	Eng/Arch/Const	Con-trac-tor	Con-sultant	New <=5	Mid 6-25	Senior >25	Small <=5		Large >5	Once/month more	Once/yr less	Comp-lete	Comp-lete	Very satis	Very satis			
11	0	3	0	3	1	0	0	0	0	0	11	2	6	2	0	8	2	4	4	7	5	6
%	100.0	100.0	0.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
11	0	2	3	0	4	1	0	0	0	11	2	7	2	0	8	2	4	4	7	5	6	
6	0	1	2	0	3	0	0	0	0	6	0	3	2	0	6	1	2	2	4	3	3	
%	51.9	0.0	66.7	0.0	75.0	0.0	0.0	0.0	51.9	0.0	54.8	100.0	0.0	72.5	44.6	46.2	42.1	57.8	54.0	50.3		
6	0	1	2	0	3	0	0	0	6	0	4	2	0	6	1	2	2	4	3	3		
5	0	1	1	0	1	1	0	0	5	2	3	0	0	2	1	2	2	3	2	3		
%	48.1	0.0	33.3	0.0	25.0	100.0	0.0	0.0	48.1	100.0	45.2	0.0	0.0	27.5	55.4	53.8	57.9	42.2	46.0	49.7		
5	0	1	1	0	1	1	0	0	5	2	3	0	0	2	1	2	2	3	2	3		

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not				
Codes	Standards	Other End-Use	Light HVAC	Eng/Arch/Const	Con-tract	Con-sultant	Sec-tor	Specific	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	
8	0	3	2	0	3	1	0	0	0	8	2	4	1	0	4	2	2	4	4	4
%	100.0	0.0	100.0	0.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
8	0	2	2	0	3	1	0	0	0	8	2	4	1	0	4	2	2	3	5	4
1	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	1
%	11.1	0.0	50.0	0.0	0.0	0.0	0.0	0.0	11.1	0.0	24.6	0.0	0.0	24.6	52.2	0.0	0.0	21.1	0.0	24.1
1	0	0	1	0	0	0	0	0	1	0	1	0	0	1	1	0	0	1	0	1
7	0	3	1	0	3	1	0	0	7	2	3	1	0	3	1	2	4	3	4	3
%	88.9	0.0	100.0	0.0	100.0	100.0	0.0	0.0	88.9	100.0	75.4	100.0	0.0	75.4	47.8	100.0	100.0	78.9	100.0	75.9
7	0	2	1	0	3	1	0	0	7	2	3	1	0	3	1	2	3	4	4	3

ETS (#3782)
 C3C. What influence did it have on the changes you made to your facility design?
 BASE: End User who said class influenced decision

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not		
		Sec-	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Once/	Comp-	Very	Very	
		ific	Arch/	tor	stant	User	<=5	6-25	>25	<=5	>100	more	ly	less	ly	satis	satis	
		Other	Spec-	Con-	Con-	End	<=5	6-25	>25	<=5	>100	less	ly	less	ly	-fied	-fied	
		End-	ific	tor	stant	User	<=5	6-25	>25	<=5	>100	more	ly	less	ly	-fied	-fied	
		Use	ific	tor	stant	User	<=5	6-25	>25	<=5	>100	more	ly	less	ly	-fied	-fied	
		Light	ific	tor	stant	User	<=5	6-25	>25	<=5	>100	more	ly	less	ly	-fied	-fied	
		ing	ific	tor	stant	User	<=5	6-25	>25	<=5	>100	more	ly	less	ly	-fied	-fied	
		HVAC	ific	tor	stant	User	<=5	6-25	>25	<=5	>100	more	ly	less	ly	-fied	-fied	
Total		6	0	1	2	0	3	0	0	6	0	6	1	2	2	4	3	3
	%	100.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Cost awareness/money		2	0	0	1	0	1	0	0	2	0	2	1	1	0	2	0	2
	%	30.7	0.0	0.0	50.0	0.0	33.3	0.0	0.0	30.7	0.0	50.0	50.0	50.0	0.0	44.2	0.0	56.1
Conserve energy using energy efficient prods		2	0	0	0	0	2	0	0	2	0	2	1	1	0	2	0	2
	%	29.3	0.0	0.0	0.0	0.0	66.7	0.0	0.0	29.3	0.0	23.9	37.9	0.0	50.0	47.8	21.1	64.6
DK/RF		2	0	1	1	0	0	0	0	2	0	2	0	0	0	1	1	1
	%	40.0	0.0	100.0	50.0	0.0	0.0	0.0	0.0	40.0	0.0	26.1	62.1	0.0	0.0	52.2	34.6	43.9

ETS (#3782)

C4. Why do you say it had no influence on the equipment you purchased?

BASE: End User who said class had no influence

2006/11/29

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not							
		Other	Light	End	Con-	Con-	Eng/	Arch/	trac	tor	Sec-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Very	Very		
		Use	ing	Use	tant	tor	Const	tor	tor	tor	ific	User	<=5	6-25	>25	<=5	>100	more	ly	ly	ly		
4	0	0	0	0	0	0	0	0	0	0	0	4	2	0	1	0	1	0	1	4	0	3	1
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0
3	0	0	0	0	0	0	0	0	0	0	0	3	2	0	1	0	1	0	1	3	0	2	1
4	0	0	0	0	0	0	0	0	0	0	0	4	2	0	1	0	1	0	1	4	0	3	1
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0
3	0	0	0	0	0	0	0	0	0	0	0	3	2	0	1	0	1	0	1	3	0	2	1

ETS (#3782) 2006/11/29
 C4A. Why do you say it had no influence on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class had no influence

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not			
		Sec-	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Very	Very			
		Other	Arch/	tor	tant	User	<=5	6-25	ior	<=5	>25	more	ly	ly	satis	satis			
		End-	Const	tor	tant	User	<=5	6-25	ior	<=5	>25	less	ly	ly	-fied	-fied			
		Use																	
		Light																	
		ing																	
		HVAC																	
1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0
%	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	0.0
1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0
%	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	0.0
1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0
%	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	0.0

C4B. Why do you say it had not influence on the changes you made the building shell?

BASE: End User who said class had no influence

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
Codes	Standards	Sec-	Other	Light	HVAC	Eng/Const	Con-tor	Con-sul-tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month more	Once/yr less	Comp-ly	Comp-lete	Comp-satis	Very	Not
6	0	1	2	1	2	0	0	0	0	6	0	5	1	0	4	0	2	1	5	3	3
%	100.0	0.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
6	0	1	2	1	2	0	0	0	0	6	0	5	1	0	4	0	2	1	5	3	3
2	0	0	1	0	1	0	0	0	0	2	0	2	0	0	1	0	2	0	2	1	1
%	30.7	0.0	50.0	0.0	50.0	0.0	0.0	0.0	30.7	0.0	35.9	0.0	0.0	21.2	0.0	100.0	0.0	36.6	32.3	29.3	
2	0	0	1	0	1	0	0	0	2	0	2	0	0	0	1	0	2	0	2	1	1
%	69.3	0.0	100.0	50.0	100.0	50.0	0.0	0.0	69.3	0.0	64.1	100.0	0.0	78.8	0.0	0.0	100.0	63.4	67.7	70.7	
4	0	1	1	1	1	0	0	0	4	0	3	1	0	3	0	0	0	1	3	2	2
%	4	0	100.0	50.0	100.0	50.0	0.0	0.0	69.3	0.0	64.1	100.0	0.0	78.8	0.0	0.0	100.0	63.4	67.7	70.7	
4	0	1	1	1	1	0	0	0	4	0	3	1	0	3	0	0	0	1	3	2	2
%	4	0	100.0	50.0	100.0	50.0	0.0	0.0	69.3	0.0	64.1	100.0	0.0	78.8	0.0	0.0	100.0	63.4	67.7	70.7	

ETS (#3782) 2006/11/29
 C4C. Why do you say it had no influence on the changes you made to your facility design?
 BASE: End User who said class had no influence

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not			
Codes	Standards	Other End-Use	Light HVAC	Sec-ific	Eng/Const	Con-trac-tant	Con-sultant	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month more	Once/yr less	Comp-ly	Comp-lete	Very satis-fied	Very	
5	0	1	1	0	1	1	0	0	5	2	3	0	0	2	1	2	2	3	2
%	100.0	0.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5	0	1	1	0	1	0	0	5	2	3	0	0	2	1	2	2	3	2	3
2	0	1	0	0	0	0	0	2	1	1	0	0	1	1	0	1	1	1	1
%	47.3	0.0	100.0	0.0	0.0	0.0	0.0	47.3	57.0	39.3	0.0	0.0	52.3	100.0	0.0	57.0	39.3	62.1	36.8
2	0	1	0	0	1	0	0	2	1	1	0	0	1	1	0	1	1	1	1
3	0	0	1	0	0	0	0	3	1	2	0	0	1	0	2	1	2	1	2
%	52.7	0.0	100.0	0.0	0.0	0.0	0.0	52.7	43.0	60.7	0.0	0.0	47.7	0.0	100.0	43.0	60.7	37.9	63.2
3	0	0	1	0	0	0	0	3	1	2	0	0	1	0	2	1	2	1	2
%	52.7	0.0	100.0	0.0	0.0	0.0	0.0	52.7	43.0	60.7	0.0	0.0	47.7	0.0	100.0	43.0	60.7	37.9	63.2

ETS (#3782)
 C4D. Why do you say it had no influence on the other changes you made?
 BASE: End User who said class had no influence

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED				
Codes	Standards	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Not				
		Light	Other	Sec-	Eng/	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	
HVAC	ing	Use	Use	ific	Const	-tor	tant	End	User	<=5	6-25	>25	<=5	>100	Once/	month	yr or	lete	lete	satis	satis	fyed
7	0	3	1	0	3	1	0	0	0	0	7	2	3	1	0	3	1	2	4	3	4	3
%	100.0	0.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
7	0	2	1	0	3	1	0	0	0	0	7	2	3	1	0	3	1	2	3	4	4	3
6	0	3	1	0	1	1	0	0	0	0	6	2	1	1	0	1	1	0	4	2	4	2
%	77.1	0.0	100.0	0.0	33.3	100.0	0.0	0.0	0.0	0.0	77.1	100.0	40.4	100.0	0.0	40.4	100.0	0.0	100.0	51.1	81.1	71.0
5	0	2	1	0	1	1	0	0	0	0	5	2	1	1	0	1	1	0	3	2	3	2
2	0	0	0	0	2	0	0	0	0	0	2	0	2	0	0	2	0	2	0	2	2	1
%	22.9	0.0	0.0	0.0	66.7	0.0	0.0	0.0	0.0	0.0	22.9	0.0	59.6	0.0	0.0	59.6	0.0	100.0	0.0	48.9	18.9	29.0
2	0	0	0	0	2	0	0	0	0	0	2	0	2	0	0	2	0	2	0	2	2	1

		CTAC BANNER																				
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Light		Other		Eng/Arch		Con/Trac		New		Mid		Sen		Small		Once		Not		
		HVAC		End-Use		Spec-ific		Const		<=5		6-25		>25		<=5		more		ly		
		20	40	75	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		254	20	20	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133
		2	0	0	1	1	1	0	0	0	0	0	1	0	1	1	0	1	1	0	1	1
		0.8	0.0	0.0	2.5	1.3	0.0	0.0	1.4	0.0	0.0	0.0	1.0	0.0	0.7	1.5	0.0	1.0	2.7	0.0	0.9	0.7
		2	0	0	1	1	0	0	1	0	0	0	1	0	1	1	0	1	1	0	1	1
		1	1	0	0	0	0	0	1.2	1.2	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.7	0.0	0.0	0.0	0.5
		3	0	0	1	1	0	0	0	1	1	1	1	1	1	1	1	1	1	0	0	1
		1.2	0.0	0.0	2.5	1.3	0.0	0.0	0.0	1.5	7.5	0.9	1.8	1.8	0.7	1.8	2.7	0.9	0.0	1.9	0.0	2.1
		3	0	0	1	1	0	0	0	1	1	1	1	1	1	1	1	1	0	1	0	3
		2	1	0	0	0	0	0	1	0	0	0	1	1	1	1	1	0	0	0	0	2
		0.8	5.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.0	1.2	2.6	0.6	0.0	3.1	0.0	0.0	0.0	0.0	1.4
		2	1	0	0	0	0	0	1	0	0	0	1	1	1	0	1	0	0	0	0	2
		16	0	3	3	2	6	0	3	4	0	0	9	2	8	6	3	9	2	4	1	15
		6.9	0.0	10.0	7.5	4.0	10.1	0.0	4.8	6.3	0.0	10.1	3.8	6.7	10.3	7.1	9.6	6.5	7.9	0.9	11.4	0.0
		17	0	2	3	3	7	0	3	4	0	0	10	2	9	6	3	9	2	5	1	16
		53	3	7	10	12	10	6	9	17	4	21	8	34	9	5	25	10	11	5	48	0
		22.8	25.0	25.0	27.5	20.0	17.4	31.2	14.7	28.5	27.3	22.6	18.3	27.4	16.1	13.9	27.0	30.6	20.3	5.5	35.7	0.0
		57	5	5	11	15	12	5	9	19	3	24	9	37	10	6	27	11	13	6	51	0
		36	4	4	5	7	9	5	11	9	2	14	9	18	8	6	16	5	6	8	27	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12	10	2	14	10	21	9	6	18	5	7	8	31	0
		15.7	30.0	15.0	12.5	12.0	15.9	25.0	18.1	14.3	12.0	14.7	20.7	14.8	14.9	15.3	17.3	14.9	10.9	8.6	20.2	0.0
		40	6	3	5	9	11	4	12													

ETS (#3782)
 Fl. Overall, how satisfied were you with the class?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED																		
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																						
		Other		Light		HVAC		Eng/Arch/Const		Con-tract		Sul-tant		End User		New		Mid		Sen-ior		Small		Large		Once/		Comp-		Not				
		Use		-ing		-ing		-tor		-tor		-tor		-tor		-tor		-tor		-tor		-tor		-tor		-tor		-tor		-tor				
10-Very satisfied		117	5	12	17	37	33	8	34	29	7	45	24	59	32	22	40	13	32	78	37	117	0											
%		50.5	35.0	45.0	47.5	60.0	56.5	43.7	58.5	48.2	53.2	48.1	52.7	47.8	55.4	57.9	42.6	38.7	59.0	83.2	28.0	100.0	0.0											
		130	7	9	19	45	39	7	39	33	8	49	26	66	36	26	43	15	35	86	42	130	0											
DK/DR		2	0	1	0	1	0	0	0	0	0	1	0	1	0	0	0	1	2	0	1	0	0											
%		1.0	0.0	5.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.7	0.0	0.0	0.9	6.5	0.0	0.9	0.0	0.0	0.0											
		2	0	1	0	1	0	0	0	0	0	1	0	1	0	0	0	2	0	0	1	0	0											
MEAN:		9.0	8.6	9.0	8.8	9.2	9.2	9.1	9.1	8.9	9.0	8.9	9.1	8.9	9.0	9.1	8.8	8.7	9.2	9.7	8.5	10.0	7.9											

F3. Would you recommend this class to a colleague?

COURSE TYPE		CTAC BANNER												ATTENDANCE		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				FREQUENCY		Not		Not					
		Sec-	Eng/	Con-	Con-	Sen-	Mid	Small	Large	Once/	Comp-	Comp-	Very	Very									
		Other	Arch/	trac	sul-	ior	6-25	<=5	>100	month	yr or	lete	lete	satis									
		End-	Const-	-tor	tant	>25	<=5	User	>25	more	less	-ly	-ly	-fied									
		Use																					
		Light	Eng/	Con-	Con-	Sen-	Mid	Small	Large	Once/	Comp-	Comp-	Very	Very									
		ing	Arch/	trac	sul-	ior	6-25	<=5	>100	month	yr or	lete	lete	satis									
		HVAC	Const-	-tor	tant	>25	<=5	User	>25	more	less	-ly	-ly	-fied									
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254	20	20	40	75	69	16	66	68	14	101	101	49	138	63	43	101	36	61	103	147	130	122	
224	12	26	37	60	58	18	57	58	13	92	92	45	120	55	37	88	30	52	93	127	115	107	
%	96.8	90.0	100.0	96.0	100.0	100.0	97.6	96.9	92.5	98.2	98.2	98.2	96.5	96.1	97.3	93.9	90.0	96.5	99.1	95.0	98.8	95.3	
246	18	19	40	72	69	16	64	66	13	99	99	48	133	61	42	95	33	59	102	140	129	116	
No	7	1	1	0	2	0	0	1	2	1	2	1	4	2	1	5	3	2	0	7	1	5	
%	2.9	10.0	5.0	0.0	2.7	0.0	0.0	2.4	3.1	7.5	1.8	1.8	2.9	3.9	2.7	5.2	7.5	3.5	0.0	5.0	1.2	4.7	
7	2	1	0	2	2	0	0	2	2	1	2	1	4	2	1	5	2	2	0	7	1	6	
Dk/RF	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	
%	0.4	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.9	2.5	0.0	0.9	0.0	0.0	0.0	
1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	1	0	1	0	0	0	

F4. How likely are you to attend another class in the next year or two?

COURSE TYPE		CTAC BANNER												ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS									
		Sec-	Other	Eng/	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Not	Very	Very			
		tor	End-	Arch/	trac	<=5	6-25	>25	<=5	>5	month	lete	lete	lete	satis	satis			
		ific	Use	Const-	-tor	User					ly	ly	ly	ly	fy	fy			
		Con-	ing	tant	tant	Con-					more	less	less	less	less	less			
		tor	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					more	less	less	less	less	less			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		ific	ing	tant	tant	tor					ly	ly	ly	ly	ly	ly			
		Con-	ing	tant	tant	tor					ly	ly	ly	ly	ly				

ETS (#3782)
 P5. Why do you say that?
 BASE: Respondents who are not likely to attend another class

	CTAC BANNER													ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
	COURSE TYPE													SIZE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			Not			Not		
	TYPE OF BUSINESS			TYPE OF BUSINESS			TYPE OF BUSINESS			TYPE OF BUSINESS			TYPE OF BUSINESS			TYPE OF BUSINESS			TYPE OF BUSINESS			TYPE OF BUSINESS			
	Eng/Arch/Const	Con-tor	Con-tor	Eng/Arch/Const	Con-tor	Con-tor	Eng/Arch/Const	Con-tor	Con-tor	Eng/Arch/Const	Con-tor	Con-tor	Eng/Arch/Const	Con-tor	Con-tor	Eng/Arch/Const	Con-tor	Con-tor	Eng/Arch/Const	Con-tor	Con-tor	Eng/Arch/Const	Con-tor	Con-tor	
Total	42	3	4	8	10	13	0	9	16	1	17	9	23	9	4	22	5	16	9	33	12	29			
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
47	4	3	9	12	15	15	0	10	19	1	19	10	26	10	4	24	5	19	10	37	14	33			
Too busy/depends on work schedule/timing	9	1	1	0	5	1	0	4	5	0	1	2	5	2	0	6	1	3	5	4	6	4			
%	21.6	25.0	33.3	0.0	50.0	6.7	0.0	44.0	32.5	0.0	4.9	28.7	19.4	22.5	0.0	26.0	24.4	20.3	51.8	13.3	44.7	12.0			
10	1	1	0	6	1	1	0	4	6	0	1	3	5	2	0	6	1	4	5	5	6	4			
More knowledge/benefit from class	3	0	1	0	2	0	0	0	1	0	1	0	3	0	0	3	0	1	0	0	3	0	3		
%	7.2	0.0	33.3	0.0	16.7	0.0	0.0	0.0	5.2	0.0	4.9	0.0	12.9	0.0	0.0	13.8	0.0	5.1	0.0	9.2	0.0	10.3			
3	0	1	0	2	0	0	0	0	1	0	1	0	3	0	0	3	0	1	0	3	0	3			
Depends on topic/subject of class	11	2	1	2	2	3	0	3	4	0	4	1	9	2	2	5	1	2	1	10	3	9			
%	27.0	75.0	33.3	22.2	16.7	26.7	0.0	37.0	24.3	0.0	25.4	9.6	37.5	18.8	51.1	23.8	21.6	14.8	9.2	31.9	20.9	29.6			
13	3	1	2	2	2	4	0	4	5	0	5	1	10	2	2	6	1	3	1	12	3	10			
Location/too far to travel	1	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	1	0	1	0	1		
%	2.0	0.0	0.0	0.0	8.3	0.0	0.0	9.5	0.0	0.0	0.0	9.6	0.0	0.0	21.8	0.0	0.0	5.1	0.0	2.5	0.0	2.8			
1	0	0	0	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0	1			
Budget/too expensive	1	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	1	0	1	0		
%	2.0	0.0	0.0	0.0	8.3	0.0	0.0	0.0	5.2	0.0	0.0	9.6	0.0	0.0	0.0	0.0	0.0	5.1	9.2	0.0	6.7	0.0			
1	0	0	0	1	1	0	0	0	1	0	0	1	0	0	0	0	0	1	1	0	1	0			
Job change/leaving the field	3	0	0	2	0	1	0	0	1	0	2	1	2	0	0	3	1	0	0	3	2	1			
%	6.4	0.0	0.0	22.2	0.0	6.7	0.0	0.0	5.7	0.0	10.3	10.5	7.5	0.0	0.0	12.1	17.4	0.0	0.0	8.1	14.2	3.1			
3	0	0	2	0	0	1	0	0	1	0	2	1	2	0	0	3	1	0	0	3	2	1			
New material/topics for classes	3	1	0	1	1	0	0	0	1	1	2	0	2	1	1	2	0	3	0	3	0	3			
%	8.3	25.0	0.0	11.1	8.3	0.0	0.0	0.0	4.3	100.0	10.2	0.0	10.4	11.6	27.1	6.9	0.0	21.1	0.0	10.6	0.0	11.8			
4	1	0	1	1	1	0	0	0	1	1	2	0	3	1	1	2	0	4	0	4	0	4			
No plans to attend at his time	2	0	0	0	0	1	0	0	0	0	2	1	0	1	0	2	0	2	0	2	0	1			
%	4.5	0.0	0.0	0.0	0.0	6.7	0.0	0.0	0.0	0.0	11.0	11.9	0.0	9.4	0.0	8.5	0.0	11.4	20.6	0.0	6.8				
2	0	0	0	0	0	1	0	0	0	0	2	1	0	1	0	2	0	2	2	0	1				

ETS (#3782)
F5. Why do you say that?
BASE: Respondents who are not likely to attend another class

	CTAC BANNER															ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
	COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not						
	Standards	General	HVAC	Light	Other	Sec-	Eng/	Arch/	Con-	Con-	Con-	tant	User	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Comp-	Comp-	Very	Very
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<=5	>5	more	ly	ly	ly	satis	satis
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<=5	>5	less	less	less	less	less	less
Other	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
%	2.0	0.0	0.0	0.0	6.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.9	0.0	0.0	0.0	9.4	0.0	0.0	0.0	0.0	0.0	5.1	0.0	2.5
	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0
DK/RF	13	0	1	5	1	6	0	1	4	0	0	7	2	8	3	2	8	3	0	6	2	5	1	12	1
%	30.1	0.0	33.3	55.6	8.3	46.7	0.0	9.5	27.1	0.0	43.7	20.1	32.1	28.2	32.1	28.2	32.0	0.0	25.9	36.5	32.0	9.2	35.9	6.8	39.9
	14	0	1	5	1	7	0	1	5	0	8	2	8	3	3	3	6	0	6	2	6	1	13	1	13

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

		CTAC BANNER																					
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY													
Codes	Standards	Light HVAC	Other Eng/Arch/Const	Con-tractor	Con-tact	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >5	Once/month	Once/yr	More	Less	Not	Satisfied							
		-ing Use	ifc	-tor	tant	User <=5	6-25	>25	<=5	>5	more	less	-ly	-ly	Very								
Total	231	14	27	37	62	58	18	58	60	14	94	45	124	57	38	94	34	54	93	133	117	112	
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
254		20	40	75	69	16	66	68	14	101	101	49	138	63	43	101	36	61	103	147	130	122	
More hands on/demonstrations/activities	11	1	0	4	1	3	1	0	5	0	5	3	7	1	1	7	1	2	4	7	2	9	
	%	4.7	5.0	10.0	1.3	5.8	6.3	0.0	7.7	0.0	5.7	6.0	5.5	2.1	2.2	7.9	3.5	4.4	4.0	5.3	1.5	8.1	
12		1	0	4	1	4	1	0	5	0	6	3	8	1	1	8	1	3	4	8	2	10	
Longer classes	6	0	0	0	4	1	0	2	2	0	3	2	4	1	1	4	2	0	2	4	4	2	
	%	2.7	0.0	0.0	6.7	1.4	0.0	3.4	2.8	0.0	3.5	3.7	2.9	1.5	2.2	3.9	7.4	0.0	1.8	3.4	3.1	2.2	
7		0	0	0	5	1	0	2	2	0	4	2	4	1	1	4	3	0	2	5	4	3	
Location	4	1	0	1	2	1	0	2	1	0	1	2	2	1	2	1	0	2	3	1	2	2	
	%	1.8	5.0	2.5	2.7	1.4	0.0	4.1	1.5	0.0	0.9	3.8	1.3	1.2	4.0	1.0	0.0	3.1	3.5	0.6	1.5	2.1	
5		1	0	1	2	1	0	3	1	0	1	2	2	1	2	1	0	2	4	1	2	3	
Reference material/hand-outs	2	1	0	1	1	0	0	0	1	0	1	1	2	0	0	0	2	1	0	1	2	1	
	%	1.1	5.0	2.5	1.3	0.0	0.0	0.0	1.2	0.0	0.9	2.0	1.2	0.0	0.0	1.6	2.5	0.0	1.0	1.0	1.1	0.8	
3		1	0	1	1	0	0	0	1	0	1	1	2	0	0	2	1	0	1	2	1	2	
Additional classes/more often/classes fill fast	10	0	0	1	2	4	1	5	4	1	3	3	5	2	4	2	1	3	5	4	8	2	
	%	4.3	0.0	2.5	4.0	7.2	6.3	7.9	6.2	6.0	2.7	6.3	3.6	4.4	9.6	1.8	2.5	4.8	5.8	3.4	6.8	1.7	
11		0	0	1	3	5	1	5	4	1	3	3	5	3	4	2	1	3	6	5	9	2	
Question and answer time during class	3	0	0	0	0	1	0	1	0	0	2	1	2	0	1	1	0	0	0	0	3	0	
	%	1.4	0.0	0.0	0.0	1.4	0.0	2.0	0.0	0.0	2.1	2.6	1.6	0.0	3.1	0.9	0.0	0.0	0.0	2.4	0.0	2.8	
3		0	0	0	0	1	0	1	0	0	2	1	2	0	1	1	0	0	0	3	0	3	
Have classes specific to trade/field	6	0	0	4	1	1	1	3	3	1	3	2	4	1	2	1	1	3	1	3	6	4	
	%	2.8	0.0	10.0	1.3	1.4	6.3	4.6	4.5	6.0	3.2	3.8	3.1	1.5	4.6	0.9	3.4	4.9	1.0	4.2	3.2	2.4	
7		0	0	4	1	1	1	3	3	1	3	2	4	1	2	1	1	3	1	6	4	3	
Offer more advanced classes	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	
	%	0.4	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.9	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	
1		0	0	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

COURSE TYPE		CTAC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		On/Comp- Not			
		Sec-	Eng/	Con-	Con-	Sen-	New	Mid	ior	Once/	On/	Small	Large	Comp-	Comp-	Very	Very	Not	
		tor	Arch/	trac	sul-	ior	<=5	6-25	>25	more	more	<=5	>100	ly	ly	ly	ly	ly	
		Other	Spec-	Con-	tant	Sen-	<=5	6-25	>25	less	less	<=5	>100	ly	ly	ly	ly	ly	
		End-	ific	tor	tant	ior	<=5	6-25	>25	more	less	<=5	>100	ly	ly	ly	ly	ly	
		Use	ic	-tor	tant	ior	<=5	6-25	>25	less	less	<=5	>100	ly	ly	ly	ly	ly	
		Light	Spec-	Con-	tant	ior	<=5	6-25	>25	less	less	<=5	>100	ly	ly	ly	ly	ly	
		ing	ific	tor	tant	ior	<=5	6-25	>25	less	less	<=5	>100	ly	ly	ly	ly	ly	
		ing	ific	tor	tant	ior	<=5	6-25	>25	less	less	<=5	>100	ly	ly	ly	ly	ly	
		User	ic	tor	tant	ior	<=5	6-25	>25	less	less	<=5	>100	ly	ly	ly	ly	ly	
Offer more beginners	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
classes	%	0.4	0.0	0.0	0.0	0.0	0.9	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.7
More information/detail	6	0	1	2	1	2	1	2	0	3	2	0	4	2	1	1	5	1	5
	%	2.4	0.0	2.7	2.9	0.0	1.9	0.0	2.7	4.0	0.0	4.1	6.5	1.6	0.9	3.6	0.7	4.3	4.3
Smaller classes/more	2	0	0	0	0	0	0	1	1	1	0	2	0	1	0	2	1	1	1
one on one	%	0.9	0.0	0.0	0.0	1.4	0.0	1.2	2.6	0.7	0.0	5.3	0.0	2.5	0.0	1.5	0.7	1.0	1.0
Advertise about classes	5	0	0	1	1	1	1	2	2	2	1	1	1	0	1	3	2	3	2
/send out information	%	2.0	0.0	2.5	0.0	4.3	6.3	1.8	4.3	1.4	1.5	3.0	0.9	0.0	1.6	3.0	1.3	2.4	1.6
Focus more on residential	2	1	0	0	1	0	0	0	0	0	2	1	0	1	0	2	0	1	1
	%	0.7	5.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	2.7	1.8	0.0	2.1	0.0	1.6	0.0	0.6	0.7
Field Trip	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0
	%	0.4	0.0	0.0	1.3	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.7	0.0
Instructors/more knowledgeable	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	%	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
No/Nothing	157	10	25	20	46	38	10	36	42	10	61	28	89	38	43	66	86	82	74
	%	67.9	75.0	90.0	55.0	73.3	65.2	61.7	70.1	75.9	65.4	62.0	71.8	67.1	64.2	72.8	56.9	79.1	71.0
Other	13	1	1	2	3	3	1	4	3	0	6	2	5	7	3	4	2	2	6
	%	5.7	5.0	5.0	5.3	4.3	6.3	7.5	4.7	0.0	6.4	3.7	3.8	11.8	7.4	4.6	5.9	3.2	6.7
		14	1	2	4	3	1	5	3	0	6	2	5	7	3	4	2	2	7

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

CTAC BANNER																				
COURSE TYPE	TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS	ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED										
	Sec- tor	Eng/ Arch/ Const	Con- trac- tant	New <=5	Mid 6-25	Sen- ior >25					Small <=5	Large >100	Once/ month or more	Comp- lete -ly	Not satis- fied					
Standards	0	0	0	2	3	2	3	4	3	4	3	0	4	5	1	2	10	5	6	
General	0.0	0.0	10.0	4.0	5.8	12.5	4.8	3.3	0.0	6.5	5.7	2.9	4.4	4.5	15.3	2.1	1.8	7.6	3.9	5.7
Total	13	0	0	4	3	4	3	2	2	7	3	4	3	5	6	1	2	11	5	7
%	12	0	0	4	2	3	2	3	2	0	6	3	4	3	5	1	2	10	5	6

DK/RF

5.4 SDG&E Education and Training Program (ETP)


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===== ETP BANNER =====
COURSE TYPE      TYPE OF BUSINESS      YEARS OF INDUSTRY      ATTENDANCE      EXPECTATION      SATISFIED
-----
Other Eng/      Con-      Sen-      Once/      Comp-      Not
End- Arch/      trac      lor      month      or      Comp-      Very      Not
Light -ing      Other      Use      Const      tor      tant      User      <=5      6-25      >25      >100      more      less      ly      -ly      -fied      -fied
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--
216 101 24 31 49 28 83 24 80 27 136 51 45 73 40 39 73 142 104 111
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
206 94 38 10 51 29 75 21 77 27 128 49 42 68 41 38 69 136 95 110

216 101 24 31 49 28 83 24 80 27 136 51 45 73 40 39 73 142 104 111
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
206 94 38 10 51 29 75 21 77 27 128 49 42 68 41 38 69 136 95 110

```

Total

ETP

ETS (#3782)
 S2. Which of the following three statements best describes your company?

	ETP BANNER																					
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED									
	Light	ing	Other	Other Eng/	Con-	Con-	End	trac	Con-	Sen-	New	Mid	ior	Small	Large	Once/	Comp-	Comp-	Not	Very	Very	Not
	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	104	111	104	111
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total	216	101	24	31	49	28	83	24	27	136	51	45	73	40	39	73	142	104	111	104	111	104
Provides energy related services/equipment	137	72	12	19	29	28	83	24	0	22	81	32	36	28	20	42	94	64	73	64	73	64
Handles property that we own/manage	29	10	4	3	10	0	0	0	2	20	7	6	10	5	6	8	21	13	16	13	16	13
Occupies space we make equip/space decisions	51	19	8	9	10	0	0	0	4	36	11	2	35	7	13	23	27	27	22	27	22	27

		ETP BANNER																					
		COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED								
		Light	Other Use	End-Use	Other Eng/Const	Arch/trac	Con-sul-tant	Con-tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr or less	Comp-ly	Comp-ly	Very satis	Very -fied	Not	Not	
		ing	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--				
Facility operations or maintenance	%	5	1	0	0	4	2	5	2	0	0	4	1	3	1	2	0	1	4	2	3		
		3.6	1.5	0.0	0.0	13.3	6.9	5.9	7.8	0.0	0.0	4.7	3.3	8.2	3.4	7.1	0.0	2.3	4.2	3.0	4.1		
		5	1	0	0	4	2	5	2	0	0	4	1	3	1	2	0	1	4	2	3		
Energy technology research/consulting	%	24	10	1	6	6	2	5	24	0	2	19	4	9	3	5	1	2	22	10	14		
		17.7	13.4	10.5	33.3	20.0	6.9	6.0	100.0	0.0	7.9	23.3	11.6	23.5	11.0	16.9	5.3	4.8	23.7	15.6	19.6		
		21	9	2	2	6	2	3	21	0	2	17	2	9	1	5	1	2	19	8	13		
Manufacturing equipment	%	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	1	0	1		
		0.7	0.0	0.0	0.0	3.3	0.0	1.1	0.0	0.0	1.2	0.0	0.0	0.0	3.4	0.0	0.0	0.0	1.0	0.0	1.3		
		1	0	0	0	1	0	1	0	0	1	0	0	0	1	0	0	0	1	0	1		
Utility (Gas/Electric/Water)	%	10	2	2	3	2	0	0	0	0	2	6	2	0	3	1	3	3	7	7	3		
		7.2	3.0	15.8	16.7	6.7	0.0	0.0	0.0	0.0	7.3	7.5	6.6	0.0	9.4	2.2	13.3	6.3	7.6	11.0	3.8		
		9	2	3	1	2	0	0	0	0	2	5	2	0	4	1	3	3	6	6	3		
Solar equipment	%	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	1		
		0.5	0.0	5.3	0.0	0.0	0.0	0.0	0.0	0.0	2.9	0.0	0.0	0.0	0.0	0.0	3.2	1.5	0.0	1.0	0.0		
		1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	1	0		
Don't know/Refused	%	3	1	1	0	0	0	0	0	0	2	1	0	0	0	0	1	1	1	1	1		
		1.9	1.5	5.3	0.0	0.0	0.0	0.0	0.0	0.0	2.1	2.7	0.0	0.0	0.0	3.2	2.6	1.6	1.6	1.7	2.0		
		3	1	1	0	0	0	0	0	0	2	1	0	0	0	1	1	1	2	1	2		

2006/11/29

is targeted at residential buildings?

		ETP BANNER																																							
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED																							
		Light		Other Eng/Const		Arch/ trac		Con- sul- tant		End User		New		Mid		Sen-ior		Small		Once/Comp-		Not		Very																	
		ing		-D--		-F--		-G--		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--		-T--							
		-A--		-B--		-C--		-D--		-E--		-F--		-G--		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--		-T--	
		Other Use		Const		tor		tant		User		<=5		6-25		>25		<=5		>5		>100		less		ly		ly		ly		ly		ly		ly					
		19		29		28		83		24		0		22		81		32		36		28		28		20		42		94		64		73		73					
		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0			
		129		67		19		6		30		29		75		21		0		21		75		31		35		27		29		19		40		88		58			
		52		19		4		9		15		12		31		9		0		12		28		11		6		20		10		12		17		35		26			
		37.9		26.9		31.6		53.3		44.8		37.6		36.9		0.0		54.2		34.3		32.5		16.1		72.7		35.7		58.5		39.7		37.6		40.3		35.9			
		48		18		6		3		16		13		28		7		0		10		27		9		6		18		10		17		31		22		26			
		13		5		3		1		1		8		7		0		3		9		1		3		0		3		1		0		13		2		11			
		9.8		7.5		26.3		16.7		3.3		2.3		9.9		28.1		0.0		15.8		10.5		4.6		8.2		0.0		9.8		3.2		0.0		14.3		3.4		15.4	
		13		5		5		1		1		1		7		5		0		4		7		2		4		0		3		1		0		13		2		11	
		5		4		0		0		1		2		2		1		0		1		3		1		0		1		2		1		2		3		4			
		3.8		6.0		0.0		3.3		7.8		2.6		3.9		0.0		4.9		3.8		3.3		0.0		3.8		7.6		5.3		5.1		3.3		6.5		1.5			
		5		4		0		0		1		2		2		1		0		1		3		1		0		1		2		1		2		3		4			
		7		3		2		0		2		3		0		0		0		5		2		1		2		2		0		2		4		4		3			
		5.1		4.5		15.8		0.0		6.7		5.8		3.7		0.0		0.0		6.2		6.3		2.9		7.9		5.6		0.0		4.8		4.2		5.9		4.5			
		8		3		3		0		2		2		3		0		0		6		2		1		3		2		0		2		5		4		4			
		6		3		1		0		1		1		2		3		0		4		0		3		1		1		1		2		4		3		3			
		4.5		4.5		10.5		0.0		3.3		3.4		2.1		11.9		0.0		7.9		5.5		0.0		7.3		4.9		3.2		4.1		4.8		5.4		3.8			
		7		3		2		0		1		1		2		3		0		2		5		0		3		1		2		1		2		5		4			
		12		9		1		0		3		4		7		2		0		1		7		4		4		2		4		2		2		10		4			
		8.8		11.9		5.3		0.0		10.0		14.7		8.7		8.3		0.0		2.9		8.8		13.3		11.5		7.6		14.3		8.5		3.8		11.2		5.9		11.4	
		12		8		1		0		3		4		7		2		0		1		7		4		4		2		4		2		2		10		4			
		1		1		0		0		0		0		1		0		0		1		0		1		0		0		0		0		0		1		0			
		0.8		1.5		0.0		0.0		0.0		1.3		0.0		1.3		0.0		1.3		0.0		2.9		0.0		0.0		0.0		0.0		0.0		1.1		0.0			
		1		1		0		0		0		1		0		1		0		1		0		1		0		0		0		0		0		1		0			

is targeted at residential buildings?

		ETP BANNER													ATTENDANCE			EXPECTATION			SATISFIED		
COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS					FREQUENCY			Not			Very		
		Other	Eng/	Con-	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Once/	Once/	Comp-	Comp-	Comp-	Not	Very	Very	Very	
		Use	Const	tor	tant	User	<=5	6-25	>25	<=5	>5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	
		---D---	---P---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	
71-80%	15	9	0	6	0	2	11	0	0	12	3	6	0	1	0	7	7	7	7	7	7	7	
	%	10.8	11.9	0.0	33.3	0.0	7.8	12.7	0.0	14.3	9.9	17.4	0.0	3.8	0.0	17.6	7.9	11.6	10.1	10.1	10.1	10.1	
		10	8	0	2	0	2	8	0	7	3	4	0	1	0	5	5	5	5	5	5	5	
		E		B																			
81-90%	10	9	0	0	2	0	9	1	1	4	5	5	0	4	2	1	9	4	6	6	6	6	
	%	7.6	11.9	0.0	6.7	0.0	11.3	4.4	0.0	4.9	5.1	16.2	14.4	0.0	15.1	10.7	2.6	10.0	6.4	8.8	8.8	8.8	
		10	8	0	2	0	9	1	0	1	4	5	0	4	2	1	9	4	6	6	6	6	
91-99%	1	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	
	%	0.8	1.5	0.0	0.0	0.0	1.3	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	1.7	0.0	0.0	
		1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	
100%	11	7	1	0	3	3	6	1	0	2	5	4	6	1	2	8	3	7	4	4	4	4	
	%	8.0	10.4	5.3	10.0	11.2	7.6	2.6	0.0	9.3	6.3	11.9	16.2	3.4	10.7	19.8	2.8	11.4	5.1	5.1	5.1	5.1	
		11	7	1	0	3	6	1	0	2	5	4	6	1	2	8	3	7	4	4	4	4	
Don't know/Refused	3	1	1	0	1	1	1	1	0	2	1	1	1	1	0	1	2	1	2	1	2	2	
	%	1.9	1.5	5.3	0.0	3.3	2.3	3.9	0.0	0.0	2.5	2.0	2.9	2.3	0.0	2.6	1.7	1.7	2.2	2.2	2.2	2.2	
		3	1	1	0	1	1	1	0	2	1	1	1	1	0	1	2	1	2	1	2	2	
MEAN:	34.4	44.2	19.2	28.3	25.9	30.2	37.6	19.4	*	20.0	35.1	44.6	56.6	11.0	32.4	27.0	42.7	30.8	36.5	32.6	32.6	32.6	
		CE	B	B	B	B	H	G	L	J	N	M											

ETS (#3782) 2006/11/29
 S4B. Percentage of your business - in terms of overall sales or revenues generated - is targeted at commercial buildings?
 BASE: UMA

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED							
		Other Eng/ Arch/ Const	Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	Other Eng/ Arch/ Const	
137	72	12	19	29	28	83	24	0	22	81	32	36	28	28	20	42	94	64	73												
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
129	67	19	6	30	29	75	21	0	21	75	31	35	27	29	19	40	88	58	71												
21	9	3	0	9	7	13	1	0	2	10	8	7	6	2	4	13	8	12	9												
%	15.2	11.9	21.1	0.0	30.0	23.9	2.6	0.0	9.3	11.8	25.6	19.1	20.4	6.7	20.2	31.1	8.2	18.8	12.0												
22	8	4	0	9	7	13	1	0	2	10	9	7	7	2	4	13	9	12	10												
E				B												R	Q														
15	12	1	0	2	1	12	2	0	1	8	6	6	0	5	3	2	13	6	9												
%	11.0	16.4	5.3	0.0	6.7	13.9	7.4	0.0	4.9	9.5	19.5	17.4	0.0	17.7	13.8	5.1	13.8	9.7	12.1												
15	11	1	0	2	1	11	2	0	1	8	6	6	0	5	3	2	13	6	9												
15	9	1	6	0	4	10	0	0	2	12	2	5	1	0	0	6	8	6	9												
%	11.3	11.9	5.3	33.3	0.0	15.5	12.2	0.0	7.9	14.3	6.6	14.4	3.8	0.0	0.0	15.0	8.5	9.9	12.4												
11	8	1	2	0	4	8	0	0	2	7	2	3	1	0	0	4	6	4	7												
E				B																											
5	2	1	0	2	0	3	1	0	0	4	1	0	2	1	0	1	4	2	3												
%	3.4	3.0	5.3	0.0	6.7	0.0	3.7	0.0	0.0	4.5	3.3	0.0	5.7	3.8	0.0	2.6	3.8	3.2	3.6												
5	2	1	0	2	0	3	1	0	0	4	1	0	2	1	0	1	4	2	3												
2	1	1	0	0	0	0	1	0	1	1	0	1	1	0	1	1	1	1	0												
%	1.2	1.5	5.3	0.0	0.0	0.0	4.4	0.0	2.9	1.3	0.0	2.9	2.3	0.0	3.2	1.5	1.1	2.7	0.0												
2	1	1	0	0	0	0	1	0	1	1	0	1	1	0	1	1	1	1	0												
17	13	3	0	2	4	11	2	0	2	11	4	6	2	7	3	5	12	8	10												
%	12.6	17.9	21.1	0.0	6.7	13.5	8.3	0.0	10.8	13.2	13.3	17.4	8.3	24.1	17.0	13.0	12.6	11.9	13.3												
18	12	4	0	2	4	11	2	0	3	11	4	6	3	7	4	6	12	8	10												
7	2	1	3	1	1	5	4	0	1	6	0	2	0	1	0	1	6	2	5												
%	5.0	3.0	5.3	16.7	3.3	3.4	5.8	17.2	0.0	4.9	7.1	0.0	4.4	0.0	2.2	0.0	2.6	6.1	7.0												
5	2	1	1	1	1	3	2	0	1	4	0	2	0	1	0	1	4	2	3												

Percentage of your business - in terms of overall sales or revenues generated - is targeted at industrial facilities?

		ETP BANNER																				
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Light	Other HVAC	ing	Other Use	Eng/Const	Arch/trac	Con-sul-	Con-tant	End User	New <=5	Mid 6-25	Senior >25	Sen-ior	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Not
		12	19	29	28	83	24	24	0	22	81	32	36	28	28	28	28	20	42	94	64	73
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		129	67	19	6	30	29	75	21	0	21	75	31	35	27	29	19	40	88	58	71	
Total		137	72	12	19	29	28	83	24	0	22	81	32	36	28	28	20	42	94	64	73	
%		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
		129	67	19	6	30	29	75	21	0	21	75	31	35	27	29	19	40	88	58	71	
None		98	51	5	15	21	17	62	13	0	15	59	23	26	20	22	14	33	65	49	49	
%		71.7	71.6	42.1	83.3	73.3	63.3	74.3	55.3	0.0	71.4	72.4	71.3	70.8	70.8	77.1	69.7	77.6	69.8	77.4	66.7	
		89	48	8	5	22	18	55	12	0	14	53	21	25	16	22	12	30	59	43	46	
1-10%		10	9	0	0	1	3	5	3	0	2	5	2	5	1	2	2	1	8	2	7	
%		7.0	11.9	0.0	0.0	3.3	11.2	6.3	12.7	0.0	9.9	6.5	6.6	14.4	3.8	7.1	10.7	2.6	9.0	3.4	10.1	
		9	8	0	0	1	3	5	3	0	2	5	2	5	1	2	2	1	8	2	7	
11-20%		3	2	0	0	1	0	1	2	0	0	2	1	1	0	0	0	0	2	1	2	
%		2.3	3.0	0.0	0.0	3.3	0.0	1.3	8.3	0.0	0.0	2.5	3.3	2.9	0.0	0.0	0.0	0.0	2.2	1.7	2.8	
		3	2	0	0	1	0	1	2	0	0	2	1	1	0	0	0	0	2	1	2	
21-30%		10	3	1	3	3	2	7	4	0	0	7	2	2	2	2	0	1	9	5	6	
%		7.6	4.5	10.5	16.7	10.0	7.3	8.7	16.7	0.0	0.0	9.1	6.6	5.9	8.3	5.6	0.0	2.6	10.0	7.4	7.9	
		9	3	2	1	3	2	5	2	0	0	6	2	2	3	2	0	1	8	5	4	
31-40%		2	1	1	0	0	1	0	0	0	2	0	0	0	0	1	0	1	2	0	0	
%		1.2	1.5	5.3	0.0	0.0	3.9	0.0	0.0	0.0	7.9	0.0	0.0	0.0	2.3	0.0	3.2	4.1	0.0	2.7	0.0	
		2	1	1	0	0	1	0	0	0	2	0	0	0	1	0	1	2	0	2	0	
41-50%		7	4	1	0	1	2	5	1	0	2	4	1	1	1	2	3	2	4	3	2	
%		5.3	6.0	10.5	0.0	3.3	6.2	5.8	3.0	0.0	7.9	5.5	3.3	2.9	5.7	10.2	8.5	9.2	3.6	3.4	7.0	
		8	4	2	0	1	2	5	1	0	2	5	1	1	2	3	2	4	4	2	6	
71-80%		1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	
%		0.5	0.0	5.3	0.0	0.0	0.0	0.8	0.0	0.0	2.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	
		1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED					
		Other Eng/ Arch/ Const		Eng/ trac		Con- sul- tant		Con- tant		End User		New <=5		Mid 6-25		Senior >25		Small <=5		Large >100		Once/ month		Once/ yr or more		Comp- ly		Comp- lete ly		Very satis- fied		Not	
		Light	Other	Eng/ Arch/ Const	Eng/ trac	Con- sul- tant	Con- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- ly	Comp- lete ly	Very satis- fied	Not														
91-99%	1 0	1 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	1 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	
%	0.5 0.0	5.3 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.8 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	
100%	3 0	2 0	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	
%	2.1 0.0	15.8 0.0	3.3 5.8	5.8 1.5	1.5 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.8 6.9	0.0 6.9	0.0 6.8	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7	0.0 4.7
Don't know/Refused	3 1	1 0	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	2 2	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	
%	1.9 1.5	5.3 0.0	3.3 2.3	2.3 1.3	1.3 3.9	3.9 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	2.5 2.0	2.0 2.9	2.3 2.9	2.3 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0
MEAN:	9.2 6.4	36.3 5.0	8.8 13.7	8.4 9.2	8.4 9.2	8.4 9.2	8.4 9.2	8.4 9.2	8.4 9.2	8.4 9.2	7.9 11.9	11.9 5.0	13.3 5.0	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4	7.0 13.4

COURSE TYPE		ETP BANNER																			
		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
		Other Eng/ Arch/ Const	Eng/ trac	Con- sul- tant	Con- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ more	Once/ less	Once/ more	Once/ less	Comp- ly	Comp- ly	Very sats	Very sats	Not -S-	Not -T-
Total	137	72	12	19	29	28	83	24	0	22	81	32	36	28	28	20	42	94	64	73	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	129	67	19	6	30	29	75	21	0	21	75	31	35	27	29	19	40	88	58	71	
None	129	68	11	19	26	25	81	22	0	21	76	31	35	27	28	20	40	90	60	69	
	94.6	95.5	100.0	90.0	90.4	97.4	92.2	92.2	0.0	95.1	94.4	94.7	97.1	95.5	100.0	100.0	94.9	95.6	95.1	94.2	
	121	64	17	6	27	26	73	19	0	20	70	29	34	25	29	19	38	83	55	66	
11-20%	2	1	0	0	1	1	0	1	0	1	1	0	0	0	0	0	1	1	2	0	
	1.5	1.5	0.0	0.0	3.3	3.9	0.0	3.9	0.0	4.9	1.2	0.0	0.0	0.0	0.0	0.0	2.6	1.0	3.2	0.0	
	2	1	0	0	1	1	0	1	0	1	1	0	0	0	0	0	1	1	2	0	
21-30%	2	1	1	0	0	0	1	0	0	0	1	1	0	1	0	0	0	1	0	2	
	1.2	1.5	5.3	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.8	3.3	0.0	2.3	0.0	0.0	0.0	0.7	0.0	2.3	
	2	1	1	0	0	0	1	0	0	0	1	1	0	1	0	0	0	0	1	0	
41-50%	1	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	
	0.7	0.0	0.0	0.0	3.3	3.4	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.3	
	1	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	
Don't know/Refused	3	1	1	0	1	1	1	1	0	0	2	1	1	1	0	0	1	2	1	2	
	1.9	1.5	5.3	0.0	3.3	2.3	1.3	3.9	0.0	0.0	2.5	2.0	2.9	2.3	0.0	0.0	2.6	1.7	1.7	2.2	
	3	1	1	0	1	1	1	1	0	0	2	1	1	1	0	0	1	2	1	2	
MEAN:	1.01	0.76	1.39	0.00	2.41	2.56	0.39	0.82	*	0.99	1.05	1.01	0.00	0.58	0.00	0.00	0.52	0.89	0.65	1.33	

ETS (#3782) 2006/11/29
 S4E. Percentage of your business - in terms of overall sales or revenues generated - is targeted at other business?
 BASE: UMA

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION			SATISFIED											
		Other Eng/ Arch/ Const	Eng/ trac	Con- sul- tant	Con- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more					
137	72	12	19	29	28	83	24	0	22	81	32	36	28	28	28	20	42	94	64	73															
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
129	67	19	6	30	29	75	21	0	21	75	31	35	27	29	19	40	88	58	71																
127	68	11	19	24	25	77	23	0	21	75	31	35	25	27	18	37	89	59	68																
%	92.9	95.5	94.7	100.0	83.3	90.4	92.7	96.1	0.0	95.1	92.7	94.6	97.1	87.6	96.6	89.9	87.7	95.1	93.4	92.5															
119	64	18	6	25	26	69	20	0	20	69	29	34	23	28	17	35	83	54	65																
1	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	1	0	1															
%	0.8	1.5	0.0	0.0	0.0	1.3	0.0	0.0	4.9	0.0	0.0	0.0	0.0	0.0	5.3	0.0	1.1	0.0	1.5																
1	1	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	1	0	1																
1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1															
%	0.8	1.5	0.0	0.0	3.9	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	2.6	0.0	1.7	0.0																
5	0	0	0	4	1	4	0	0	0	3	1	0	3	1	1	3	2	2	3																
5	0	0	0	4	1	4	0	0	0	3	1	0	3	1	1	3	2	2	3																
3	1	1	0	1	1	1	1	1	0	2	1	1	1	1	0	0	1	2	1	2															
3	1	1	0	1	1	1	1	1	0	2	1	1	1	1	0	0	1	2	1	2															
4.5	1.5	0.0	0.0	13.8	7.3	4.9	0.0	*	0.2	4.9	3.5	0.0	10.4	3.4	5.0	9.9	2.1	4.9	4.1																

ETS (#3782)
 S4E. Other ways sales or revenues generated.
 BASE: UMA who have other ways to generate sales or revenue

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
Light	Other	Eng/Const	Arch/Const	Trac	tor	Con-	tant	End User	New	Mid	Senior	<=5	6-25	>25	Small	Large	Once	month	yr	or	lete	Comp-	ly	Not	Very	Not	
ing	Use	Use	Use	Use	Use	tant	tant	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use
7	2	0	0	4	2	5	0	0	1	4	1	0	3	1	2	4	3	1	2	4	3	3	3	3	3	4	
%	100.0	0.0	0.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
7	2	0	0	4	2	5	0	0	1	4	1	0	3	1	2	4	3	1	2	4	3	3	3	3	4		
4	1	0	0	2	2	2	0	0	0	2	1	0	1	1	1	3	1	1	1	1	3	1	2	2	2		
%	57.9	50.0	0.0	50.0	100.0	41.0	0.0	0.0	0.0	51.5	100.0	0.0	33.3	100.0	47.1	76.7	32.0	69.6	48.5	48.5	48.5	48.5	48.5	48.5	48.5		
4	1	0	0	2	2	2	0	0	0	2	1	0	1	1	1	3	1	1	1	1	3	1	2	2			
1	1	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	1		
%	15.2	50.0	0.0	0.0	0.0	21.2	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	52.9	0.0	36.0	0.0	27.3	27.3	27.3	27.3	27.3	27.3	27.3		
1	1	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	1		
2	0	0	0	2	0	2	0	0	0	2	0	0	2	0	0	1	1	1	1	1	1	1	1	1	1		
%	27.0	0.0	0.0	50.0	0.0	37.8	0.0	0.0	0.0	48.5	0.0	0.0	66.7	0.0	0.0	23.3	32.0	30.4	24.2	24.2	24.2	24.2	24.2	24.2	24.2		
2	0	0	0	2	0	2	0	0	0	2	0	0	2	0	0	1	1	1	1	1	1	1	1	1	1		

ETS (#3782)
 S5. What is the main business activity of your firm?
 BASE: End Users who occupy space for which they make equipment/space-related decisions

	ETP BANNER													EXPECTATION			SATISFIED						
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			Not			Very				
	Light	Other	End-Use	Eng/Arch/Const	Eng/Arch/Const	Trac/sul-tor	Con-tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once more	Monthly	Yearly	Not	Comp-ly	Com-lete	Very satis	Not	Very	
Total	51	19	8	9	10	0	0	0	51	4	36	11	2	35	7	13	23	27	27	27	27	27	22
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	48	18	12	3	11	0	0	0	48	4	34	10	3	31	7	13	21	27	23	23	23	23	24
Apartment build/condo/ /other multi-fam build %	1	0	1	0	0	0	0	0	1	0	0	1	1	0	0	1	0	0	1	0	1	0	1
%	1.3	0.0	8.3	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	5.6	27.4	0.0	0.0	4.7	0.0	2.3	0.0	2.3	0.0	0.0	2.8
Commercial office building	3	1	0	0	1	0	0	0	3	1	2	0	0	2	1	0	0	3	1	1	1	2	2
%	6.2	5.6	0.0	0.0	9.1	0.0	0.0	6.2	25.5	6.1	0.0	0.0	0.0	5.8	15.7	0.0	0.0	11.5	4.1	9.0	4.1	9.0	9.0
Government/community services facility	14	2	3	3	4	0	0	0	14	2	7	5	0	10	2	5	9	9	7	7	7	7	7
%	28.5	11.1	41.7	33.3	36.4	0.0	0.0	28.5	54.2	19.5	48.3	0.0	27.9	34.1	23.2	33.0	26.8	31.8	31.8	31.8	31.8	31.8	31.8
Health services	7	3	0	3	1	0	0	0	7	1	6	0	0	5	0	0	1	6	3	4	3	4	4
%	14.3	16.7	0.0	33.3	9.1	0.0	0.0	14.3	28.7	17.4	0.0	0.0	14.8	0.0	0.0	4.6	22.7	11.3	18.6	18.6	18.6	18.6	18.6
Hotel/motel	1	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	1	0	1	0	0
%	2.1	5.6	0.0	0.0	0.0	0.0	0.0	2.1	0.0	3.0	0.0	0.0	3.0	0.0	0.0	4.6	0.0	3.9	0.0	3.9	0.0	0.0	0.0
Manufacturing/ industrial facility	1	0	1	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	1	0	1	0	0
%	1.3	0.0	8.3	0.0	0.0	0.0	0.0	1.3	0.0	1.8	0.0	0.0	1.8	0.0	0.0	2.7	0.0	2.3	0.0	2.3	0.0	0.0	0.0
School, college or university	12	9	1	0	3	0	0	0	12	0	9	3	0	10	2	2	5	7	5	6	5	6	6
%	23.7	44.4	8.3	0.0	27.3	0.0	0.0	23.7	0.0	24.8	28.3	0.0	28.3	31.4	15.1	20.5	26.6	17.5	28.2	28.2	28.2	28.2	28.2
Water company	3	1	1	0	1	0	0	0	3	0	3	0	0	1	1	1	2	1	1	2	1	1	2
%	5.2	5.6	8.3	0.0	9.1	0.0	0.0	5.2	0.0	7.5	0.0	0.0	1.8	9.3	8.0	8.6	2.3	3.5	7.6	7.6	7.6	7.6	7.6

		ETP BANNER												SATISFIED						
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION								
		Other Eng/ Arch/ Const	Eng/ trac	Con- sul- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ more	Once/ less	Comp- ly	Comp- ly	Very satis	Not very				
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---			
		Light	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing			
Engineering/Electrical	%	1.9	0.0	0.0	9.1	0.0	0.0	0.0	1.9	0.0	0.0	8.4	40.9	0.0	0.0	7.1	4.1	0.0	3.5	0.0
Engineering		1	0	0	1	0	0	0	1	0	0	1	1	0	0	1	1	0	1	0
Research and Development	%	10.1	5.6	0.0	33.3	9.1	0.0	0.0	10.1	0.0	14.4	0.0	0.0	14.4	15.7	23.1	21.8	0.0	18.7	0.0
Research and Development		3	1	0	1	1	0	0	3	0	3	0	0	3	1	1	3	0	5	0
Non-Profit Organization	%	1.1	5.6	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0	9.4	0.0	3.0	0.0	8.0	4.6	0.0	3.9	0.0
Non-Profit Organization		1	1	0	0	0	0	0	1	0	0	1	0	1	0	1	1	0	1	0
Other end-user	%	3.0	25.0	0.0	0.0	0.0	0.0	0.0	5.2	17.1	5.6	0.0	31.7	1.8	0.0	0.0	5.4	5.0	4.6	6.2
Other end-user		4	0	3	0	0	0	0	4	1	3	0	1	1	0	0	2	2	2	2

ETS (#3782)
 BIA. For prospective customers or clients, are you involved in recommending new equipment or building design options?
 BASE: UMA

2006/11/29

===== ETP BANNER =====																				
COURSE TYPE	TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED							
	Other Eng/Con- End- Arch/ trac Use Const- tor tant	Eng/Con- Arch/trac Const- tor tant	Con- tant	Con- tant	New <=5	Mid 6-25	Sen- >25	ior	Small <=5	Large >100	Once/ more	Once/ less	Comp- ly	Comp- ly	Very satis- fied	Not -S-				
Total	137	72	12	19	29	28	83	24	0	22	81	32	36	28	28	20	42	94	64	73
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
129	67	19	6	30	29	75	21	21	0	21	75	31	35	27	29	19	40	88	58	71
Yes	113	62	11	12	21	23	65	21	0	16	62	32	28	24	26	17	31	81	55	57
%	82.4	86.6	94.7	66.7	73.3	84.9	78.3	87.8	0.0	75.8	76.7	100.0	78.2	86.0	90.6	84.0	72.8	86.5	87.3	78.2
109	58	18	4	22	25	61	18	18	0	18	58	31	29	23	26	16	31	77	50	59
No	23	9	1	6	8	4	18	2	0	5	18	0	8	4	3	2	10	13	8	15
%	16.8	11.9	5.3	33.3	26.7	15.1	21.7	7.8	0.0	24.2	21.9	0.0	21.8	14.0	9.4	10.7	24.7	13.5	12.7	20.4
19	8	1	2	8	4	14	2	2	0	3	16	0	6	4	3	2	8	11	8	11
DK/DR	1	1	0	0	0	0	0	1	0	0	1	0	0	0	0	1	1	0	0	1
%	0.8	1.5	0.0	0.0	0.0	0.0	4.4	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	5.3	2.6	0.0	0.0	1.5
1	1	0	0	0	0	0	1	1	0	0	1	0	0	0	0	1	1	0	0	1

ETS (#3782)

BIB. Are you involved in installing new equipment at your customers' facilities?

BASE: UMA

2006/11/29

===== ETP BANNER =====																			
COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
Light	Other	End-Use	Eng/Const	Arch/trac	Con-sul-tant	End User	New	Mid	Senior	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Not		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--
137	72	12	19	29	28	83	24	0	22	81	32	28	28	20	42	94	64	73	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
129	67	19	6	30	29	75	21	0	21	75	31	35	27	19	40	88	58	71	
82	44	5	12	18	11	66	5	0	15	43	24	21	22	20	13	26	55	39	43
%	60.1	42.1	66.7	38.2	79.7	21.6	0.0	67.0	52.6	74.9	58.6	77.3	70.4	64.4	62.1	58.8	61.4	59.0	
75	41	8	4	19	11	60	3	0	13	39	22	19	19	20	11	24	50	35	40
										L	K								
55	28	7	6	10	17	17	19	0	7	38	8	15	6	8	7	16	39	25	30
%	39.9	38.8	57.9	33.3	36.7	61.8	20.3	78.4	0.0	33.0	47.4	25.1	41.4	22.7	29.6	35.6	37.9	41.2	38.6
54	26	11	2	11	18	15	18	0	8	36	9	16	8	9	8	16	38	23	31
										L	K								

ETS (#3782)
 BIC. Are you involved in maintaining existing equipment?
 BASE: UMA

===== ETP BANNER =====																				
COURSE TYPE	TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED							
	Other Eng/ Arch/ Const	Eng/ trac	Con- sul- tant	Con- tant	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ more	Once/ less	Comp- ly	Comp- ly	Very satis- fied	Not very					
Total	137	72	12	19	29	28	83	24	0	22	81	32	36	28	28	20	42	94	64	73
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
129	67	19	6	30	29	29	75	21	0	21	75	31	35	27	29	19	40	88	58	71
Yes	79	45	2	12	17	8	63	6	0	14	39	25	19	19	19	14	26	52	36	44
%	57.9	62.7	15.8	66.7	60.0	27.3	76.2	25.5	0.0	66.1	48.6	76.2	52.1	67.1	65.9	68.6	63.1	55.0	56.1	59.5
70	42	3	4	18	8	8	55	4	0	12	35	22	16	15	18	12	24	45	31	39
No	58	27	10	6	11	20	20	18	0	7	42	8	17	9	10	6	15	42	28	30
%	42.1	37.3	84.2	33.3	40.0	72.7	23.8	74.5	0.0	33.9	51.4	23.8	47.9	32.9	34.1	31.4	36.9	45.0	43.9	40.5
59	25	16	2	12	21	21	20	17	0	9	40	9	19	12	11	7	16	43	27	32
											L									
											L									

ETS (#3782)
 BID. At your business, are you involved in identifying and evaluating new equipment needs for the facility?
 BASE: End User

2006/11/29

===== ETP BANNER =====																				
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED							
Light	Other Use	Other Eng/Const	Arch/trac	Con-sul-tant	End User	New	Mid	Senior	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Not				
---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---		
80	29	12	12	20	0	0	0	0	80	6	55	18	8	45	11	19	31	49	41	38
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
77	27	19	4	21	0	0	0	77	6	53	18	7	41	12	19	29	48	48	37	39
73	27	10	12	18	0	0	0	73	6	48	18	7	44	10	15	28	45	45	35	36
%	91.1	92.6	84.2	100.0	0.0	0.0	0.0	91.1	100.0	87.2	100.0	88.7	98.6	90.7	81.0	89.4	92.3	86.8	86.8	95.5
69	25	16	4	19	0	0	0	69	6	45	18	6	40	11	15	25	44	44	31	37
7	2	2	0	2	0	0	0	7	0	7	0	1	1	1	4	3	4	4	5	2
%	8.9	7.4	15.8	0.0	9.5	0.0	0.0	8.9	0.0	12.8	0.0	11.3	1.4	9.3	19.0	10.6	7.7	13.2	4.5	
8	2	3	0	2	0	0	0	8	0	8	0	1	1	1	4	4	4	4	6	2

ETS (#3782)
 BIF. Are you involved in giving final approval for new purchases?
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
Light	Other Use	Other Eng/Const	Arch/trac	Con-	tant	End User	New	Mid	Senior	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	Not	Not	
80	29	12	12	20	0	0	0	0	80	6	55	18	8	45	11	19	31	49	41	38
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
77	27	19	4	21	0	0	0	77	6	53	18	7	41	12	19	29	48	37	39	39
38	15	8	3	8	0	0	0	38	2	25	12	3	26	7	6	16	22	16	22	22
%	47.8	51.9	68.4	25.0	38.1	0.0	0.0	47.8	27.4	45.0	62.5	40.5	57.9	56.6	31.3	51.6	45.3	40.3	56.8	56.8
40	14	13	1	8	0	0	0	40	2	27	11	4	26	7	7	15	25	16	24	24
42	14	4	9	12	0	0	0	42	4	30	7	5	19	5	13	15	27	24	16	16
%	52.2	48.1	31.6	75.0	61.9	0.0	0.0	52.2	72.6	55.0	37.5	59.5	42.1	43.4	68.7	48.4	54.7	59.7	43.2	43.2
37	13	6	3	13	0	0	0	37	4	26	7	3	15	5	12	14	23	21	15	15

===== ETP BANNER =====																												
COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED													
Light	Other Use	End-Use	Eng/Const	Arch/Const	Trac/Const	Con-sul-tant	Con-tant	Sen-ior	New	Mid	End	User	<=5	6-25	>25	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	Not	Not			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	
80	29	12	12	20	0	0	0	0	80	6	55	18	8	45	11	19	31	49	41	38								
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
77	27	19	4	21	0	0	0	77	6	53	18	7	41	12	19	29	48	37	39									
65	25	10	12	14	0	0	0	65	3	45	17	7	42	10	15	25	40	32	33									
%	81.5	85.2	78.9	100.0	71.4	0.0	0.0	81.5	45.9	80.9	94.2	88.7	92.3	83.5	77.7	80.8	81.9	77.9	87.3									
61	23	15	4	15	0	0	0	61	3	41	17	6	37	10	14	22	39	27	34									
15	4	3	0	6	0	0	0	15	3	11	1	1	3	2	4	6	9	9	5									
%	18.5	14.8	21.1	0.0	28.6	0.0	0.0	18.5	54.1	19.1	5.8	11.3	7.7	16.5	22.3	19.2	18.1	22.1	12.7									
16	4	4	0	6	0	0	0	16	3	12	1	1	4	2	5	7	9	10	5									

ETS (#3782)
 BIH. Are you involved in the operation and maintenance of equipment?
 BASE: End User

===== ETP BANNER =====																	
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED				
Light	Other Use	Other Eng/Const	Arch/trac	Con-sul-tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-satis	Not	Not	
80	29	12	12	20	0	0	80	6	55	18	8	45	11	19	31	49	41
%	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
77	27	19	4	21	0	0	77	6	53	18	7	41	12	19	29	48	37
68	24	11	12	16	0	0	68	6	44	17	7	42	9	15	26	42	32
%	84.9	94.7	100.0	81.0	0.0	0.0	84.9	100.0	80.2	94.2	88.7	92.8	74.1	78.8	83.1	86.1	79.7
65	22	18	4	17	0	0	65	6	42	17	6	38	9	15	24	41	29
12	5	1	0	4	0	0	12	0	11	1	1	3	3	4	5	7	8
%	15.1	18.5	0.0	19.0	0.0	0.0	15.1	0.0	19.8	5.8	11.3	7.2	25.9	21.2	16.9	13.9	20.3
12	5	1	0	4	0	0	12	0	11	1	1	3	3	4	5	7	8

Total
 Yes
 No

		ETP BANNER												ATTENDANCE				EXPECTATION				SATISFIED																			
		COURSE TYPE						TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS						FREQUENCY						Not									
		Light		Medium		Heavy		Other Eng/ Arch/ Const		Con- trac- tant		Con- sul- tor		Sen- ior		New Mid		Small <=5		Large >5		Once/ month		Once/ yr		Comp- lete		Comp- lete		Very satis		Not									
		-ing		-ing		-ing		-F--		-G--		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--							
Total		216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
	%	100.0	49.0	11.0	14.0	23.0	10.0	38.0	11.0	37.0	12.0	62.0	24.0	20.0	32.0	13.0	13.0	32.0	63.0	44.0	47.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
Less than 2 years	%	11.7	7.4	0.0	0.0	7.8	6.9	7.4	12.7	1.2	15.6	4.4	0.0	9.1	2.8	7.5	2.4	4.2	5.8	5.0	5.4	11.7	7.4	0.0	0.0	7.8	6.9	7.4	12.7	1.2	15.6	4.4	0.0	9.1	2.8	7.5	2.4	4.2	5.8	5.0	5.4
2 Year	%	12.4	4.3	10.5	0.0	9.8	0.0	4.9	7.4	7.3	10.1	7.0	0.0	4.0	5.1	2.7	6.0	2.6	7.3	4.5	6.0	12.4	4.3	10.5	0.0	9.8	0.0	4.9	7.4	7.3	10.1	7.0	0.0	4.0	5.1	2.7	6.0	2.6	7.3	4.5	6.0
3 years	%	9.2	12.8	5.3	0.0	11.8	13.1	10.2	10.9	6.4	24.1	8.2	4.0	6.9	8.0	7.8	13.1	5.3	11.2	4.8	13.3	9.2	12.8	5.3	0.0	11.8	13.1	10.2	10.9	6.4	24.1	8.2	4.0	6.9	8.0	7.8	13.1	5.3	11.2	4.8	13.3
4 Years	%	10.7	8.5	10.5	30.0	5.9	10.1	12.1	0.0	12.5	19.8	6.5	17.7	15.5	13.0	4.3	4.4	13.8	9.3	14.4	7.4	10.7	8.5	10.5	30.0	5.9	10.1	12.1	0.0	12.5	19.8	6.5	17.7	15.5	13.0	4.3	4.4	13.8	9.3	14.4	7.4
5 Years	%	9.9	8.5	7.9	20.0	5.9	11.2	13.8	11.4	7.4	6.2	13.6	2.1	17.4	5.6	16.3	5.5	12.6	8.6	8.0	11.7	9.9	8.5	7.9	20.0	5.9	11.2	13.8	11.4	7.4	6.2	13.6	2.1	17.4	5.6	16.3	5.5	12.6	8.6	8.0	11.7
6-7 years	%	9.4	9.6	5.3	10.0	7.8	3.9	13.3	0.0	8.3	0.0	13.4	3.8	8.6	10.6	10.4	15.8	5.5	11.4	7.6	11.1	9.4	9.6	5.3	10.0	7.8	3.9	13.3	0.0	8.3	0.0	13.4	3.8	8.6	10.6	10.4	15.8	5.5	11.4	7.6	11.1
8-10 Years	%	11.9	9.6	13.2	20.0	7.8	9.6	8.8	26.0	13.7	6.9	16.2	3.4	7.4	17.2	11.7	16.3	12.8	11.5	11.5	12.4	11.9	9.6	13.2	20.0	7.8	9.6	8.8	26.0	13.7	6.9	16.2	3.4	7.4	17.2	11.7	16.3	12.8	11.5	11.5	12.4

ETS (#3782)
 B2. How long have you been employed by your firm?

	COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
	Light	Other	Other Eng/End- Arch/Const	Con- trac- tor	Con- sul- tant	Con- sul- tant	Other Eng/End- Arch/Const	New Mid-ior	Sen-ior	Small <=5	Large >5	Once/ month	Once/ month	Comp-lete	Comp-lete	Very satis	Not satis				
	9	4	2	0	2	0	3	1	4	1	7	1	2	3	2	2	3	6	5		
11-14 years	%	4.3	4.3	7.9	0.0	3.9	0.0	3.7	2.6	5.3	4.1	5.5	1.3	3.8	3.7	4.3	4.1	4.2	4.3	4.5	4.1
		10	4	3	0	2	0	3	1	4	1	8	1	2	3	2	3	7	5	5	
15-19 years	%	9.3	6.4	13.2	10.0	13.7	3.1	4.9	21.1	12.8	0.0	9.4	14.5	4.8	13.7	2.7	8.2	9.0	9.6	7.4	11.3
		20	6	5	1	7	1	4	3	12	0	14	6	2	9	1	4	7	13	6	14
20-24 years	%	11.2	11.7	10.5	10.0	11.8	19.0	4.6	7.8	14.1	0.0	14.2	9.7	4.5	7.0	11.5	7.9	14.1	9.8	19.2	3.8
		23	11	4	1	6	5	4	2	12	0	18	5	2	6	5	3	10	13	18	5
More than 24 years	%	12.4	17.0	15.8	0.0	9.8	16.3	16.3	0.0	11.1	13.1	1.5	41.7	17.9	13.3	18.5	13.9	14.5	10.6	12.2	12.6
		27	17	4	0	5	4	14	0	9	4	2	21	8	10	7	5	11	15	13	14
		28	16	6	0	5	5	13	0	10	4	2	22	8	11	7	6	11	16	13	15
Refused	%	0.4	0.0	0.0	0.0	2.0	3.4	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	2.4	0.0	1.3	0.0	0.9	0.0
		1	0	0	0	1	1	0	0	0	0	0	1	0	0	1	0	1	0	1	0
DK/DR	%	0.4	0.0	0.0	0.0	2.0	3.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.4	0.0	1.3	0.0	0.9	0.0
		1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0
MEAN:		11.4	12.3	12.5	8.2	11.3	12.8	10.8	8.6	12.2	6.6	9.4	20.0	11.5	11.5	13.4	11.7	12.5	10.7	12.6	10.4

ETS (#3782)
 B3. How long have you worked in this industry?

		ETP BANNER																							
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED							
		Other Eng/ Arch/ Const Other				Con- trac- tor tant				New Mid Ior Sen- ior				Once/ More/ Less				Not Comp- lete ly							
		Use				User				<=5 >25				-O- -P- -Q-				-R- -S- -T-							
		-D- -E- -F- -G- -H- -I-				-J- -K- -L- -M- -N-				-O- -P- -Q-				-R- -S- -T-											
		-A- -B- -C- --				-D- -E- -F- -G- -H- -I-				-J- -K- -L- -M- -N-				-O- -P- -Q-				-R- -S- -T-							
		Light HVAC				Other Use				Const- tor tant				New Mid Ior Sen- ior				Once/ More/ Less				Not Comp- lete ly			
		-ing				-ing				-ing				-ing				-ing							
		-ing				-ing				-ing				-ing				-ing							
Total		216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111				
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
		206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110				
Less than 4 years	%	15	10	2	0	2	2	7	0	5	15	0	0	0	7	4	3	6	9	3	11				
		6.7	9.6	7.9	0.0	3.9	5.8	9.0	0.0	6.1	53.0	0.0	0.0	0.0	9.6	10.4	7.1	8.2	6.0	3.2	10.1				
		15	9	3	0	2	2	7	0	5	15	0	0	0	7	4	3	7	8	4	11				
4-5 years	%	13	5	3	3	2	1	8	2	1	13	0	0	1	2	0	2	5	8	5	8				
		6.0	5.3	10.5	10.0	3.9	3.9	9.1	7.0	1.2	47.0	0.0	0.0	1.4	2.2	0.0	4.1	6.6	5.7	4.6	7.3				
		12	5	4	1	2	1	6	2	1	12	0	0	1	2	0	2	5	7	5	7				
6-8 years	%	25	9	1	6	9	3	11	3	8	0	25	0	8	11	7	5	8	17	12	13				
		11.4	8.5	2.6	20.0	17.6	11.2	13.3	12.7	10.0	0.0	18.1	0.0	18.4	15.6	17.6	13.1	10.9	11.7	11.6	11.4				
		21	8	1	2	9	3	9	3	6	0	21	0	6	10	7	3	8	13	10	11				
9-11 years	%	11	6	1	0	1	0	3	4	4	0	11	0	1	3	0	3	3	8	3	8				
		5.1	6.4	5.3	0.0	2.0	0.0	3.6	15.8	5.2	0.0	8.1	0.0	3.3	3.8	0.0	7.1	4.7	5.3	3.0	7.1				
		12	6	2	0	1	0	3	4	5	0	12	0	2	3	0	3	4	8	4	8				
12-15 years	%	28	10	3	6	9	1	9	2	14	0	28	0	4	9	3	7	8	19	14	13				
		12.7	9.6	13.2	20.0	17.6	3.4	11.3	8.3	17.0	0.0	20.2	0.0	8.8	13.0	6.7	17.5	11.3	13.6	13.5	12.1				
		25	9	5	2	9	1	10	2	10	0	25	0	4	6	3	5	6	19	10	15				
16-20 years	%	31	14	3	3	9	5	10	4	12	0	31	0	6	8	8	6	11	20	22	9				
		14.1	13.8	13.2	10.0	17.6	17.4	11.8	15.3	15.3	0.0	22.4	0.0	12.9	11.1	20.6	16.1	14.9	13.9	20.8	8.1				
		30	13	5	1	9	5	10	4	13	0	30	0	6	9	9	6	11	19	20	10				
21-25 years	%	42	18	4	6	11	4	16	6	18	0	42	0	10	11	6	4	15	27	19	22				
		19.6	18.1	18.4	20.0	23.5	15.1	19.4	25.5	22.0	0.0	31.2	0.0	22.7	15.6	14.1	9.8	21.2	19.0	18.3	20.2				
		40	17	7	2	12	4	12	4	19	0	40	0	8	12	6	5	14	26	20	19				

ETS (#3782)
B3. How long have you worked in this industry?

		ETP BANNER																										
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED										
		Other Eng/ Arch/ Const		Con- trac- tor		Con- sul- tant		End User		New <=5		Mid 6-25		Senior >25		Small <=5		Large >100		Once/ month		Once/ yr or more		Not Com- plete		Very satis- fied		
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--										
26-29 years	%	6.1	6.4	2.6	10.0	3.9	6.9	2.2	4.4	3.3	3.5	0.0	0.0	0.0	25.9	4.8	6.6	6.7	5.2	7.2	5.5	8.8	9.0	3.5	4.4			
30-35 years	%	11.4	13.8	15.8	10.0	2.0	20.9	7.2	0.0	17.7	0.0	0.0	0.0	48.5	15.8	19.3	8.1	15.3	12.3	11.0	11.7	11.2	14.4					
More than 35 years	%	25.9	14.4	3.0	0.0	2.0	8.5	10.2	2.6	2.0	0.0	0.0	0.0	25.6	11.9	3.2	13.4	2.4	2.8	7.0	4.5	7.5	9.9					
DK/DR	%	0.9	0.0	0.0	0.0	3.9	6.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.4	0.0	1.3	0.0	1.7	2.2					
MEAN:		19.2	20.0	20.7	17.1	17.9	22.7	18.5	17.5	19.8	3.3	16.7	34.3	23.2	18.8	20.2	18.3	18.6	19.3	20.1	18.2							

COURSE TYPE	TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
	Other Eng/ Arch/ Const	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Sen- ior	New	Mid	Small	Large	Once/ month	Once/ month	Comp- lete	Comp- lete	Not	Very	Not				
	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use				
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110
None	7	4	1	0	0	1	3	0	1	1	5	1	1	4	3	1	4	3	5	2
%	3.0	4.3	2.6	0.0	0.0	3.9	3.9	0.0	0.8	3.9	3.4	1.7	2.4	4.8	8.1	1.6	5.3	1.9	4.4	1.7
	7	4	1	0	0	1	3	0	1	1	5	1	1	4	3	1	4	3	5	2
1	99	56	8	12	19	18	52	13	23	10	62	27	41	23	17	17	33	65	49	50
%	45.7	55.3	31.6	40.0	39.2	66.5	62.5	53.4	28.9	36.1	45.4	53.2	92.6	30.9	42.6	42.6	45.0	45.6	47.0	44.9
	93	52	12	4	20	19	47	14	20	11	57	25	38	19	17	15	29	63	45	48
2	15	4	4	3	3	1	3	3	7	2	7	6	2	2	7	3	2	7	8	9
%	6.8	4.3	18.4	10.0	5.9	4.6	3.6	12.8	9.2	6.2	5.2	11.7	3.6	10.1	7.0	5.7	9.5	5.5	8.7	5.1
	15	4	7	1	3	2	4	1	8	2	8	5	2	7	3	3	8	7	8	7
3-5	18	4	2	3	8	2	9	5	5	0	15	2	0	5	3	3	3	15	5	13
%	8.3	4.3	7.9	10.0	15.7	6.9	11.0	21.1	6.2	0.0	11.0	4.0	0.0	6.3	7.5	6.8	4.7	10.2	5.3	11.3
	17	4	3	1	8	2	7	3	6	0	14	2	0	5	3	3	4	13	6	11
6-15	24	12	3	6	4	0	6	2	15	5	14	5	1	15	5	5	6	18	8	16
%	11.2	11.7	10.5	20.0	7.8	0.0	7.3	8.8	19.4	19.1	10.3	9.9	1.4	21.0	13.6	12.3	8.3	12.8	8.1	14.3
	21	11	4	2	4	0	4	2	14	3	12	6	1	14	6	5	6	15	7	14
More than 15	22	9	4	0	8	0	6	0	14	4	14	4	0	13	8	2	6	16	8	13
%	10.1	8.5	15.8	0.0	15.7	0.0	7.8	0.0	17.8	13.7	10.1	8.8	0.0	18.4	18.9	6.0	7.9	11.4	7.5	11.9
	24	8	6	0	8	0	7	0	15	4	15	5	0	15	8	3	6	18	8	15
Refused	1	0	0	0	1	1	0	0	0	1	0	0	0	1	1	0	1	0	0	1
%	0.4	0.0	0.0	0.0	2.0	3.4	0.0	0.0	0.0	3.5	0.0	0.0	0.0	1.3	2.4	0.0	1.3	0.0	0.0	0.9
	1	0	0	0	1	1	0	0	0	1	0	0	0	1	1	0	1	0	0	1
MEAN:	7.2	6.6	8.6	2.7	8.9	1.3	5.0	2.6	12.5	8.2	7.3	6.8	1.1	10.9	10.2	5.1	5.0	8.4	5.6	8.0

B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

```

===== ETP BANNER =====
COURSE TYPE      TYPE OF BUSINESS      YEARS OF INDUSTRY  ATTENDANCE  EXPECTATION  SATISFIED
-----
Light            Other Eng/ Con-          New Mid          Once/ Once/  Not
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--
  31 12  3  6  7  4  3  1  14  5  20  5  0  5  0  10  13  18  20  11
  % 14.4 11.7 13.2 20.0 13.7 14.7 3.9 3.9 17.6 17.5 14.6 10.7 0.0 7.2 0.0 25.1 18.1 12.6 19.1 10.1
28 11  5  2  7  4  3  1  13  5  17  5  0  3  0  8  11  17  16  12
Total HVAC      Const -tor tant User  <=5 6-25 >25   Small Large month yr or lete  -ly  -ly  -ly  -ly  -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--
  7.2 6.6 8.6 2.7 8.9 1.3 5.0 2.6 12.5 8.2 7.3 6.8 1.1 10.9 10.2 5.1 5.0 8.4 5.6 8.0
  D  D  D  BCE  D  GI  FI  I  FGH  G  I  I  N  M  P  O  O
MEAN:

```

ETS (#3782)
 B5. How many employees are there at this/these location(s)?

	ETP BANNER																			
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED							
	Light	ing	Other	Other Eng/	Con-	Con-	End	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Not	Very	Not		
	Use	Use	Use	Arch/	trac	trac	User	<=5	6-25	>25	>25	<=5	>100	more	ly	ly	ly	ly		
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--			
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110	
1	16	12	2	0	2	6	7	5	2	1	10	6	16	0	3	0	5	11	9	7
%	7.5	11.7	7.9	0.0	3.9	21.3	8.3	19.3	2.3	2.3	7.4	10.9	36.5	0.0	7.8	0.0	7.2	7.8	9.0	6.2
17	11	3	0	2	6	7	5	2	1	10	6	17	0	3	0	5	12	9	8	
												N	M							
2-5	28	13	2	6	7	3	18	4	7	0	19	9	28	0	7	5	8	20	12	17
%	13.1	12.8	7.9	20.0	13.7	10.8	21.6	15.8	8.3	0.0	14.2	17.6	63.5	0.0	16.3	11.7	11.1	14.2	11.1	15.0
25	12	3	2	7	3	3	16	4	5	0	16	9	25	0	7	5	6	19	12	13
							I		G				N	M						
6-10	18	15	1	0	2	5	9	2	1	2	12	4	0	0	3	5	8	9	9	9
%	8.4	14.9	5.3	0.0	3.9	19.0	10.9	8.8	1.3	8.5	8.5	8.2	0.0	0.0	7.8	12.6	11.0	6.4	8.6	8.3
18	14	2	0	2	5	9	2	2	1	3	11	4	0	0	3	5	8	9	9	9
							I		G											
11-24	14	9	2	0	3	2	7	2	3	6	5	3	0	0	3	1	3	11	4	10
%	6.5	8.5	7.9	0.0	5.9	5.8	8.9	10.1	3.3	21.8	3.7	6.1	0.0	0.0	6.9	2.4	3.8	7.9	3.6	9.3
15	8	3	0	3	2	2	7	3	3	6	6	3	0	0	3	1	3	12	4	11
25-50	16	11	0	0	5	3	8	3	2	1	11	2	0	0	5	3	5	11	8	8
%	7.5	10.6	0.0	0.0	9.8	10.0	10.2	12.7	2.5	3.9	8.4	3.8	0.0	0.0	13.1	7.4	7.2	7.8	8.0	7.2
16	10	0	0	5	3	8	3	2	1	11	2	0	0	0	5	3	5	11	8	8
51-100	20	5	2	6	7	2	11	4	7	4	15	1	0	0	2	4	6	14	7	13
%	9.3	5.3	7.9	20.0	13.7	7.3	13.1	16.7	9.2	14.7	11.0	2.1	0.0	0.0	5.1	9.5	8.3	9.9	6.4	12.0
17	5	3	2	7	2	2	7	2	8	2	14	1	0	0	2	4	6	11	7	10
101-200	10	5	1	0	4	2	4	0	5	1	8	2	0	10	2	3	6	5	5	5
%	4.8	5.3	5.3	0.0	7.8	6.2	4.7	0.0	6.0	2.3	5.7	4.0	0.0	14.3	4.3	8.2	7.9	3.3	4.9	4.8
11	5	2	0	4	2	2	4	0	5	1	8	2	0	11	2	3	6	5	5	6

B5. How many employees are there at this/these location(s)?

		ETP BANNER										ATTENDANCE		EXPECTATION		SATISFIED					
COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY		Not		Very					
		Other	Eng/	Con-	Con-	Sen-	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Comp-	Not	Very	Not			
		End-	Arch/	trac	sub-	ior	<=5	6-25	>25	<=5	>5	>100	more	ly	ly	-ly	-ly	-ly			
		Use	Const	tor	tant	User	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--			
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--			
201-999	23	7	3	6	4	2	5	3	14	3	12	8	0	23	3	5	6	17	13	10	
	%	10.6	7.4	13.2	20.0	7.8	7.3	6.3	12.8	17.1	10.8	9.1	14.9	0.0	31.4	7.8	13.9	8.8	11.6	12.8	8.5
		20	7	5	2	4	2	3	1	15	3	11	6	0	20	3	4	7	13	10	10
1,000+	40	13	7	9	8	1	9	0	27	5	23	12	0	40	10	7	16	24	20	19	
	%	18.3	12.8	28.9	30.0	15.7	4.6	11.1	0.0	33.3	18.1	16.9	23.0	0.0	54.4	25.2	18.0	21.6	16.8	19.4	17.5
		37	12	11	3	8	2	10	0	21	5	21	11	0	37	11	6	13	24	16	21
Refused	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1
	%	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8
		1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1
DK/DR	29	11	4	3	9	2	4	1	13	5	21	4	0	0	2	6	10	20	17	12	
	%	13.5	10.6	15.8	10.0	17.6	7.8	4.9	3.9	16.6	17.5	7.7	0.0	0.0	4.8	16.3	13.2	13.8	16.0	10.4	
		29	10	6	1	9	2	4	1	15	5	20	4	0	2	7	10	19	15	13	
MEAN:	1028	581	2999	1156	907	314	602	64	1756	1169	933	1238	3	2584	1156	1243	1466	809	1209	868	
		C	BE	C	C	I	HI	GI	FGH				N	M							

		ETP BANNER												ATTENDANCE		EXPECTATION		SATISFIED		
		COURSE TYPE						YEARS OF INDUSTRY EXPERIENCE						FREQUENCY		Not		Very		
		Other Eng/ Arch/ Const		Con- trac sul- tant		New Mid or <=5 6-25 >25		Sen- ior		Small Large		Once/ month yr or		Comp- lete		Not		Very		
		End- Use		H- I- J- K- L- M- N- P- Q- R- S- T-		I- J- K- L- M- N- P- Q- R- S- T-		I- J- K- L- M- N- P- Q- R- S- T-		I- J- K- L- M- N- P- Q- R- S- T-		I- J- K- L- M- N- P- Q- R- S- T-		I- J- K- L- M- N- P- Q- R- S- T-		I- J- K- L- M- N- P- Q- R- S- T-		I- J- K- L- M- N- P- Q- R- S- T-		
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
A utility rep	15	6	1	3	4	2	4	2	5	2	11	1	0	7	3	2	5	10	6	9
	%	6.7	6.4	5.3	10.0	7.8	6.9	5.0	8.8	6.4	8.1	2.1	0.0	10.1	7.5	4.4	6.4	7.0	5.5	7.9
Inserted in company's utility bill	2	2	0	0	0	0	0	1	0	1	0	1	0	2	2	0	0	2	1	1
	%	1.0	2.1	0.0	0.0	0.0	0.0	1.3	0.0	1.3	3.9	0.0	2.1	0.0	2.9	5.4	0.0	1.5	1.0	1.0
Letter mailed from utility	27	15	1	3	8	5	11	3	10	3	15	9	13	3	5	3	8	18	12	15
	%	12.7	14.9	2.6	10.0	15.7	17.0	13.8	12.7	12.7	11.3	11.2	18.0	29.1	4.1	12.8	7.6	11.0	12.9	11.7
E-mail from utility	56	28	9	3	9	7	14	10	24	9	32	16	11	26	11	8	15	41	28	28
	%	25.9	27.7	36.8	10.0	17.6	24.4	16.8	40.3	30.4	31.2	23.2	24.6	34.9	28.4	19.4	20.4	28.9	27.0	25.1
Fax from utility	2	2	0	0	0	0	1	0	1	0	1	1	0	1	0	0	0	1	0	2
	%	1.0	2.1	0.0	0.0	0.0	1.3	0.0	1.3	0.0	0.8	2.1	0.0	1.5	0.0	0.0	0.0	0.8	0.0	1.9
Brochure/flyer from utility	48	29	4	3	10	8	23	2	14	3	32	13	14	12	13	6	24	24	23	24
	%	22.1	28.7	18.4	10.0	19.6	28.6	27.4	10.1	17.7	11.7	23.2	25.5	31.8	15.8	15.5	33.2	16.6	22.2	21.3
Utility/Center website	24	12	5	0	7	4	10	1	10	2	15	7	4	6	5	5	9	15	11	12
	%	10.9	11.7	21.1	0.0	13.7	15.1	11.8	2.6	12.6	6.2	10.8	14.1	10.0	7.7	12.8	12.3	10.2	11.0	10.8
Other website	7	0	1	3	3	0	1	2	2	1	7	0	2	2	2	0	1	7	5	2
	%	3.4	0.0	2.6	10.0	5.9	0.0	1.1	7.0	2.0	2.3	4.9	0.0	3.8	2.6	4.8	0.0	4.7	5.2	1.7

ETS (#3782)
 Pl. How did you first hear about center and the classes they offer?

	ETP BANNER										ATTENDANCE			EXPECTATION			SATISFIED						
	COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY	Not		Very		Not					
	Light	ing	Other	Use	End	Con-	Con-	trac	Con-	Sen-	New	Mid	ior	Small	Large	Once/	Comp-	Comp-	Not	Very	Very	Not	
	---A	---B	---C	---D	---E	---F	---G	---H	---I	---J	---K	---L	---M	---N	---O	---P	---Q	---R	---S	---T	---U	---V	
Trade magazine	1	1	0	0	0	1	1	0	0	0	0	0	1	1	1	0	0	0	0	1	0	0	1
%	0.5	1.1	0.0	0.0	0.0	3.9	1.3	0.0	0.0	0.0	0.0	2.1	2.4	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	1.0	1.0
Professional organization	3	0	0	3	0	0	0	0	3	0	0	0	3	0	0	0	0	3	0	3	0	0	0
%	1.4	0.0	0.0	10.0	0.0	0.0	0.0	0.0	3.9	0.0	0.0	6.1	0.0	4.2	0.0	0.0	4.2	0.0	0.0	3.0	0.0	0.0	0.0
Display at trade show	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	1	1	0	1	0	0	0
%	0.4	0.0	0.0	0.0	2.0	0.0	0.0	0.0	1.2	0.0	0.0	0.7	0.0	1.3	0.0	2.4	1.3	0.0	0.9	0.0	0.0	0.0	0.0
A colleague at my company	32	12	3	9	7	1	16	3	11	8	23	2	1	15	2	12	9	23	15	17	17	17	17
%	14.7	11.7	13.2	30.0	13.7	4.6	19.5	10.9	13.8	27.6	16.6	3.1	2.1	20.9	4.0	32.0	12.0	16.2	14.3	15.1	15.1	15.1	15.1
A colleague outside of my company	8	1	1	3	3	1	4	3	3	0	6	1	0	1	0	3	1	7	1	7	1	7	7
%	3.5	1.1	2.6	10.0	5.9	3.4	5.0	12.8	3.2	0.0	4.5	1.3	0.0	0.9	0.0	6.5	1.3	4.7	0.9	6.0	6.0	6.0	6.0
IHACI	3	3	0	0	0	0	3	0	0	0	1	2	2	0	1	0	1	2	2	1	2	1	1
%	1.5	3.2	0.0	0.0	0.0	0.0	3.9	0.0	0.0	0.0	0.8	4.2	4.8	0.0	2.7	0.0	1.5	1.5	2.1	1.0	1.0	1.0	1.0
Other classes	3	0	0	0	3	1	2	1	1	0	3	0	1	1	0	1	1	2	1	2	1	2	2
%	1.3	0.0	0.0	0.0	5.9	3.4	2.3	3.9	1.2	0.0	2.1	0.0	2.1	1.3	0.0	2.4	1.3	1.3	0.9	1.7	1.7	1.7	1.7
DK/DR	4	0	1	0	2	0	2	0	1	1	3	0	0	0	1	0	1	3	1	3	1	3	1
%	1.7	0.0	2.6	0.0	3.9	0.0	1.9	0.0	1.4	2.3	2.2	0.0	0.0	0.0	2.4	0.0	1.3	1.9	2.9	0.6	0.6	0.6	0.6

ETS (#3782)
P2. How did you first hear about the class you attended?

		ETP BANNER												ATTENDANCE		EXPECTATION		SATISFIED		
COURSE TYPE		YEARS OF INDUSTRY EXPERIENCE				TYPE OF BUSINESS				SIZE OF BUSINESS				FREQUENCY		Not		Not		
		Other Eng/ Arch/ Const	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Sen- ior	New	Mid	6-25	>25	Small	Large	Once/ month	yr or more	Comp- lete	Comp- lete	Very	Very		
		---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
A utility rep	9	3	1	3	2	0	1	2	5	1	9	0	0	6	0	2	5	5	5	5
%	4.4	3.2	5.3	10.0	3.9	0.0	1.1	8.8	6.4	2.3	6.5	0.0	0.0	8.8	0.0	4.4	6.4	3.4	4.5	4.3
Letter mailed from utility	22	11	1	3	8	5	9	2	8	1	14	7	14	3	3	3	7	15	10	12
%	10.2	10.6	2.6	10.0	15.7	17.4	11.0	8.3	10.0	3.5	10.4	13.7	31.5	3.9	7.5	7.6	9.5	10.6	9.6	10.8
E-mail from utility	68	30	11	6	15	8	20	13	28	10	42	16	9	25	14	10	16	52	32	35
%	31.4	29.8	44.7	20.0	31.4	27.8	24.6	53.1	34.9	37.0	30.9	30.9	20.5	34.0	35.8	24.5	21.8	36.6	30.8	31.4
Fax from utility	1	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1
%	0.5	1.1	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
Brochure/flyer from utility	56	30	6	6	11	6	24	3	20	4	36	16	13	19	14	6	28	26	28	27
%	25.8	29.8	26.3	20.0	23.5	20.8	28.8	14.0	25.6	14.0	26.2	31.9	28.4	26.0	36.4	15.5	38.9	18.5	27.0	24.0
Utility/Center website	18	9	3	0	7	7	5	0	8	3	10	4	3	4	3	5	7	11	10	9
%	8.5	8.5	13.2	0.0	13.7	25.9	5.8	0.0	9.5	9.7	7.6	8.6	6.9	4.9	7.2	12.0	9.8	7.9	9.4	7.7
Other website	7	1	0	3	3	0	1	0	3	1	6	0	0	2	2	1	1	6	4	3
%	3.2	1.1	0.0	10.0	5.9	0.0	1.3	0.0	3.6	3.9	4.4	0.0	0.0	2.8	5.1	2.4	1.5	4.2	4.0	2.6
Professional organization	1	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	0	1	0
%	0.5	1.1	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	2.1	0.0	0.0	2.7	0.0	1.5	0.0	1.0	0.0

ETS (#3782)
 P3. In general, what is the best way to inform you about future classes?

		ETP BANNER																		
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED		
		Other	Eng/	Con-	Con-	Other	Arch/	Con-	Con-	New	Mid	Sen-	Small	Large	Once/	Comp/	Not	Very	Not	
		Use	Const	tor	tant	End	User	≤5	6-25	>25	≤5	>5	>100	more	less	ly	-ly	-fied	-fied	
		--D--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	
Trade magazine	%	2	1	0	0	1	2	0	0	0	1	0	0	0	1	0	2	0	1	1
		0.9	1.1	0.0	0.0	2.0	7.3	0.0	0.0	0.0	3.5	0.8	0.0	1.3	2.4	0.0	2.8	0.0	1.0	0.9
		2	1	0	0	1	2	0	0	1	1	0	0	0	1	0	2	0	1	1
Instructor	%	2	1	0	0	1	0	2	0	0	0	1	0	0	1	0	0	1	0	2
		0.9	1.1	0.0	0.0	2.0	0.0	2.4	0.0	0.0	0.0	0.7	2.1	0.0	1.3	0.0	0.0	0.7	0.0	1.8
		2	1	0	0	1	0	2	0	0	1	1	0	0	1	0	0	1	0	2
DK/DR	%	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	1	0
		0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.8	1.1	0.0
		1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	1	0

	ETP BANNER										ATTENDANCE		EXPECTATION		SATISFIED					
	COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
	Other Eng/ Arch/ Con- sul- End	Arch/ trac tant User	Con- tant User	Con- tant User	Sen- ior	New Mid <=5	Mid >5	Small <=5	Large >100	Once/ month	Once/ month	Not	Comp- lete	Comp- lete	Very satis	Not				
	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--	---D--- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--			
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110	
Continue education	8	6	1	0	1	0	2	0	5	0	6	2	1	3	2	1	3	5	3	5
%	3.7	6.4	2.6	0.0	2.0	0.0	2.4	0.0	6.2	0.0	4.3	4.2	2.1	4.4	5.4	2.7	4.2	3.5	3.0	4.4
8	6	1	0	1	0	2	0	5	0	6	2	1	3	2	1	3	5	3	5	
Increase/gain knowledge and information	115	62	8	12	28	14	45	16	44	16	79	20	21	38	18	21	44	71	55	60
%	53.1	61.7	34.2	40.0	56.9	52.6	54.0	64.9	55.7	56.5	57.8	38.9	47.8	51.7	44.9	54.8	60.9	49.5	53.1	53.6
109	58	13	4	29	15	40	14	42	16	73	19	19	36	18	20	43	66	51	58	
Job related/required	13	7	0	3	3	1	4	0	7	1	11	1	3	5	1	4	3	10	6	6
%	6.2	7.4	0.0	10.0	5.9	3.4	5.1	0.0	9.1	3.9	8.3	2.1	7.2	7.2	10.9	4.4	7.2	5.9	5.7	6.6
11	7	0	1	3	1	4	0	5	1	9	1	3	3	1	4	3	8	4	4	6
New technology updates	45	20	9	0	14	7	19	4	16	5	28	12	6	19	11	9	11	33	21	24
%	20.6	20.2	36.8	0.0	29.4	26.2	22.6	17.1	19.7	17.5	20.5	23.3	14.3	26.0	27.2	22.0	14.6	23.1	20.0	21.4
49	19	14	0	15	8	19	4	18	5	31	13	7	22	12	10	12	36	23	26	
Instructor/speaker	4	3	0	0	1	1	1	1	1	1	3	0	1	1	1	0	1	3	2	2
%	1.9	3.2	0.0	0.0	2.0	3.9	1.3	3.9	1.3	3.9	2.3	0.0	2.1	1.5	2.4	0.0	1.5	2.2	1.9	1.9
4	3	0	0	1	1	1	1	1	1	1	3	0	1	1	0	1	3	2	2	
Energy efficiency	17	7	5	0	2	1	4	3	8	2	10	5	2	8	2	4	5	12	8	9
%	7.9	7.4	21.1	0.0	3.9	3.9	4.6	11.9	10.5	6.2	7.4	10.6	4.8	10.7	4.5	9.0	7.1	8.4	7.7	8.3
20	7	8	0	2	1	4	3	10	2	12	6	2	9	2	5	7	13	10	10	
Keep up with industry practices	21	14	2	0	4	2	11	2	6	5	8	7	4	3	4	2	7	14	8	12
%	9.6	13.8	7.9	0.0	7.8	5.8	13.7	8.3	7.2	19.8	6.0	14.0	8.6	4.7	10.7	4.4	9.4	9.7	7.9	11.2
21	13	3	0	4	2	11	2	6	6	8	7	4	4	4	2	7	14	8	13	
Learn equipment/how to operate	23	9	0	3	11	6	9	3	9	1	18	3	6	10	9	6	9	14	13	10
%	10.7	8.5	0.0	10.0	23.5	22.0	10.9	12.7	11.2	3.9	13.3	5.9	13.8	13.7	22.1	15.5	12.7	9.7	12.6	9.0
21	8	0	1	12	6	9	3	7	1	16	3	6	8	9	4	7	14	11	10	
E E E BC																				

ETS (#3782)
 P5. What specifically were you expecting to get out of attending this class?

COURSE TYPE	TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS	ATTENDANCE FREQUENCY			EXPECTATION SATISFIED								
	Other Eng/ Arch/ Const/ Other Use	Eng/ Arch/ Const/ Other Use	Con- trac- tant	Con- sul- tant	Con- sul- tant	End User	New <=5	Mid 6-25	Senior >25	Sen-ior	Sen-ior	1-5	6-10	11-15	16-20		21-25	26-30	31-35	36-40	Once/ month	Once/ yr or more	Once/ yr or more	Not Com- pletely	Comp- ly	Very satis- fied	Not very satis- fied	
Keep up to date on Industry standards	9	6	2	0	0	2	2	2	2	4	4	3	3	3	3	3	2	3	2	2	2	2	0	0	9	3	3	6
	4.4	6.4	7.9	0.0	0.0	6.2	2.1	8.8	4.9	11.7	2.2	6.4	4.8	4.5	5.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	0.0	6.6	3.1	5.6	7	
	10	6	3	0	0	2	2	2	2	4	3	4	3	2	3	2	2	2	2	2	2	2	0	10	0	3	7	
Equipment information/updates	16	7	2	0	6	2	7	2	7	8	1	10	5	4	7	5	2	2	2	2	2	2	7	8	7	9	9	
	7.5	7.4	7.9	0.0	11.8	7.3	8.7	7.8	10.1	3.9	7.5	9.7	8.3	9.2	12.2	5.7	9.3	5.8	6.7	8.3	8.3	7	9	7	10	10		
	17	7	3	0	6	2	7	2	7	9	1	11	5	4	7	5	3	7	9	7	9	7	9	7	7	10		
Refresher class/review	6	3	0	0	2	1	4	1	4	0	0	3	3	3	1	1	2	4	2	4	2	4	2	2	4	4		
	2.9	3.2	0.0	0.0	3.9	3.9	4.9	4.4	0.0	0.0	2.2	6.4	6.9	1.3	2.4	5.5	5.6	1.5	2.0	3.7	3.7	2.0	3.7	2.0	3.7	4		
	6	3	0	0	2	1	4	1	4	0	0	3	3	3	1	1	2	4	2	4	2	4	2	2	4	4		
Changes in codes/laws/regulations	12	9	0	3	0	2	4	4	4	2	0	5	6	3	6	4	0	2	10	6	5	4	2	10	6	5		
	5.4	8.5	0.0	10.0	0.0	7.8	5.1	17.2	2.7	0.0	3.9	12.4	7.2	8.6	10.7	0.0	2.9	6.7	6.1	4.8	4.8	6.1	4.8	6.1	4.8			
	9	8	0	1	0	2	4	2	4	2	0	5	4	3	4	4	0	2	7	4	5	4	2	7	4	5		
Learn about lighting	5	0	5	0	0	0	1	0	3	1	3	1	0	3	2	1	0	0	5	1	4	4	0	5	1	4		
	2.4	0.0	21.1	0.0	0.0	0.0	1.5	0.0	4.0	2.3	2.3	2.5	0.0	4.4	4.8	1.6	0.0	3.6	1.2	3.4	3.4	0.0	3.6	1.2	3.4			
	8	0	8	0	0	0	2	0	5	1	5	2	0	5	3	1	0	8	2	6	6	0	8	2	6			
Food/cooking techniques/preparation	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	1	0	1		
	0.3	0.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	0.0	0.5	0.0	0.0	0.0	1.9	0.0	0.0	0.5	0.0	0.7	0.7	0.0	0.5	0.0	0.7			
	1	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	1	1	0	0	1	0	1		
Other	1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	1	0	1	0	0		
	0.3	0.0	2.6	0.0	0.0	0.0	0.0	0.0	0.8	2.3	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.6	0.0	0.0	0.6	0.0	0.6	0.0			
	1	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0		
DK/DR	25	6	1	9	6	4	11	2	9	4	17	3	7	7	2	5	14	10	13	11	11	13	10	13	11			
	11.3	6.4	5.3	30.0	11.8	15.8	13.6	7.8	11.1	15.2	12.5	6.5	16.7	9.2	5.1	13.1	19.6	7.2	12.9	9.9	9.9	7.2	12.9	9.9	9.9			
	19	6	2	3	6	5	7	2	7	2	13	4	6	5	2	3	10	9	11	8	8	10	9	11	8			

COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION SATISFIED		
		Other Eng/	Con-	Con-	End- Arch/	Con-	Sen-	New Mid	ior	Sen-	Small	Large	Once/	Comp-	Comp-	Not			
		End- Use	Const- tor	tant	User	End	Use	<=5	6-25	>25	<=5	>5	more	less	ly	ly	ly	ly	
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	
216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110
1	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	1	0
0.3	0.0	2.6	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.6	0.0
1	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	1	0
1	1	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	1	0	1
0.5	1.1	0.0	0.0	0.0	3.9	0.0	0.0	0.0	0.0	0.0	2.1	2.4	0.0	0.0	0.0	0.0	0.8	0.0	1.0
1	1	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	1	0	1
1	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	1
0.5	1.1	0.0	0.0	0.0	1.3	0.0	1.3	0.0	0.0	0.8	0.0	2.4	0.0	2.7	0.0	0.0	0.8	0.0	1.0
1	1	0	0	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0	1
4	1	0	3	0	0	3	0	1	4	0	0	0	1	0	1	0	4	0	4
1.9	1.1	0.0	10.0	0.0	0.0	3.7	0.0	1.3	15.2	0.0	0.0	0.0	1.5	0.0	2.7	0.0	2.9	0.0	3.7
2	1	0	1	0	0	1	0	1	2	0	0	0	1	0	1	0	2	0	2
7	4	0	0	2	0	2	0	4	1	4	2	2	3	1	0	0	7	1	6
3.2	4.3	0.0	0.0	3.9	0.0	2.6	0.0	4.7	3.5	2.8	4.2	4.0	4.1	2.7	0.0	0.0	4.9	1.0	5.3
7	4	0	0	2	0	2	0	4	1	4	2	2	3	1	0	0	7	1	6
14	6	1	3	2	3	8	4	3	3	9	2	2	3	1	2	0	14	1	13
6.4	6.4	5.3	10.0	3.9	10.1	9.6	17.2	3.8	10.3	6.5	4.2	3.8	4.5	2.7	5.2	0.0	9.7	1.0	11.4
12	6	2	1	2	3	6	2	3	3	7	2	2	3	1	2	0	12	1	11
19	9	4	0	4	3	8	3	7	0	13	6	4	6	3	1	0	19	1	17
8.6	8.5	15.8	0.0	7.8	9.6	9.9	11.4	8.2	0.0	9.5	10.9	8.3	7.6	8.5	3.3	0.0	13.0	0.7	15.1
21	8	6	0	4	3	9	3	7	0	15	6	4	6	4	2	0	21	1	19

		ETP BANNER										ATTENDANCE			EXPECTATION			SATISFIED			
		YEARS OF INDUSTRY					EXPERIENCE					FREQUENCY			Not			Very			
		TYPE OF BUSINESS					Sen-					Once/			Comp-			lete			
		Con-					ior					month			ly			-ly			
		Con-					or					yr or			lete			satis			
		sul-					>25					less			-ly			-fied			
		tant					-L-					-P-			-R-			-S-			
		-I-					-K-					-O-			-Q-			-T-			
		-G-					-J-					-N-			-P-			-Q-			
		-F-					-H-					-M-			-R-			-S-			
		-E-					-I-					-N-			-P-			-Q-			
		-D-					-J-					-N-			-P-			-Q-			
		-C-					-K-					-O-			-R-			-S-			
		-B-					-L-					-P-			-Q-			-T-			
		-A-					-M-					-N-			-P-			-Q-			
		-I-					-J-					-N-			-P-			-Q-			
		-G-					-K-					-O-			-R-			-S-			
		-F-					-L-					-P-			-Q-			-T-			
		-E-					-M-					-N-			-P-			-Q-			
		-D-					-N-					-O-			-R-			-S-			
		-C-					-O-					-P-			-Q-			-T-			
		-B-					-P-					-R-			-S-			-T-			
		-A-					-Q-					-T-			-U-			-V-			
8	61	21	8	12	15	6	20	7	26	4	38	18	13	25	12	12	0	61	24	37	
	%	28.4	21.3	34.2	40.0	31.4	22.7	24.0	27.6	32.8	16.3	28.2	34.7	29.8	33.6	30.2	29.4	0.0	43.2	23.2	33.5
		57	20	13	4	16	7	18	5	24	5	34	17	12	20	13	10	0	57	18	39
																		R	Q		
9	35	18	3	3	8	3	12	9	8	4	25	5	9	8	8	4	0	35	16	18	
	%	16.1	18.1	13.2	10.0	15.7	10.0	14.5	9.6	15.6	18.1	9.7	19.3	10.7	19.8	9.0	0.0	24.4	15.8	16.5	
		34	17	5	1	8	3	12	9	8	4	23	6	9	9	4	0	34	15	19	
																		R	Q		
10 - Completely met all	73	37	7	9	18	12	28	2	31	11	46	16	13	28	13	20	73	0	60	13	
of your expectations	%	33.7	37.2	28.9	30.0	37.3	43.7	33.1	8.3	38.9	39.2	33.7	32.0	29.8	38.2	33.4	50.4	100.0	0.0	57.7	11.6
		69	35	11	3	19	12	25	2	29	12	43	14	11	26	13	19	69	0	58	11
																		R	Q	T	S
DK/DR	1	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	%	0.5	1.1	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
		1	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1
MEAN:	8.4	8.4	8.3	8.1	8.6	8.4	8.2	8.1	8.5	8.0	8.5	8.3	8.2	8.2	8.5	8.5	8.9	10.0	7.5	9.2	7.6
																		R	Q	T	S

P7. In what way didn't the class completely meet all of your expectations?

	ETP BANNER																									
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED					
	Light	ing	Other	Use	Other	Eng/	Arch/	Const	tor	tant	User	End	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Very	Not	
Total	142	62	17	22	30	16	55	22	49	17	90	33	31	45	27	19	0	142	44	97						
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0
136	58	27	7	32	17	49	19	48	15	85	34	31	42	28	19	0	136	37	98							
4	1	1	0	2	0	0	1	0	3	1	2	1	1	0	0	2	0	4	1	3						
%	2.5	1.7	0.0	6.2	0.0	2.0	0.0	5.2	6.4	2.1	1.9	2.0	0.0	0.0	0.0	8.2	0.0	2.5	2.2	2.7						
4	1	1	0	2	0	1	0	3	1	2	1	1	0	0	0	2	0	4	1	3						
7	5	0	0	2	1	4	1	1	0	6	1	1	1	1	1	1	0	7	1	6						
%	5.1	8.6	0.0	6.2	6.9	7.4	4.8	2.2	0.0	6.8	3.2	3.4	2.4	3.6	5.5	0.0	5.1	2.2	6.5							
7	5	0	0	2	1	4	1	1	0	6	1	1	1	1	1	1	0	7	1	6						
9	4	1	0	2	2	2	2	4	2	4	2	1	3	2	1	1	0	9	1	8						
%	6.1	6.9	0.0	6.2	13.0	3.9	8.1	7.7	13.1	4.9	6.0	3.4	6.9	6.4	4.9	0.0	6.1	2.2	7.9							
9	4	1	0	2	2	2	2	4	2	5	2	1	3	2	1	0	9	1	8							
24	10	1	6	6	0	15	4	8	2	19	3	4	10	4	7	0	24	5	19							
%	16.8	15.5	7.4	28.6	18.7	0.0	27.0	18.7	16.7	20.7	9.6	12.3	22.5	14.5	35.2	0.0	16.8	12.0	19.1							
20	9	2	2	6	0	11	2	8	2	15	3	4	8	4	5	0	20	3	17							
7	2	1	3	1	0	0	0	7	1	5	1	1	5	1	2	0	7	5	2							
%	4.8	3.4	3.7	14.3	3.1	0.0	0.0	14.0	6.4	5.2	3.2	3.0	11.6	4.0	10.4	0.0	4.8	10.9	2.1							
5	2	1	1	1	0	0	0	5	1	3	1	1	3	1	2	0	5	3	2							
5	2	1	0	2	0	2	1	2	0	5	0	3	1	4	0	0	5	3	2							
%	3.3	3.4	3.7	0.0	6.2	0.0	3.9	4.3	3.3	0.0	5.2	9.9	1.4	13.6	0.0	0.0	3.3	6.7	1.8							
6	3	1	0	1	0	1	0	0	1	3	2	0	2	1	0	0	6	1	5							
%	4.0	5.2	3.7	0.0	3.1	0.0	5.1	0.0	6.4	2.9	5.8	0.0	3.8	4.0	0.0	0.0	4.0	2.2	4.8							
6	3	1	0	1	0	3	0	0	1	3	2	0	2	1	0	0	6	1	5							
1	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	1	0	1							
%	0.8	0.0	0.0	0.0	0.0	0.0	0.0	2.3	0.0	1.2	0.0	0.0	2.5	0.0	0.0	0.0	0.8	0.0	1.1							
1	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	1	0	1							

	COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED				
	Light	ing	Other Use	Const	tor	tant	Con-	Con-	Other Eng/ Arch/ Const	Eng/ trac	Con-	Con-	Other	Other	Other			
	---D---	---C---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---
Some questions didn't get answered	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Instructor could have been better	4	2	0	0	2	1	0	1	0	1	3	2	1	0	1	0	4	0
Don't remember class	2	0	1	0	1	2	0	0	1	1	2	0	0	0	0	2	0	2
No complaints/nothing	9	1	1	3	4	3	3	0	1	1	5	2	3	2	1	0	9	5
Class was too long	2	0	1	0	1	0	0	0	0	2	0	0	1	0	0	2	1	1
Need more people to attend	6	1	0	3	1	0	2	0	1	5	0	0	3	0	0	6	4	2
Other	9	5	1	3	0	1	6	0	3	3	2	4	1	3	0	0	9	1
DK/DR	50	25	8	3	9	5	16	10	20	4	34	11	14	12	12	5	0	50
	35.1	39.7	48.1	14.3	28.1	33.6	28.6	45.9	41.6	26.8	38.0	33.3	44.2	26.0	46.2	24.3	0.0	35.1
	52	23	13	1	9	6	16	11	20	5	34	13	13	14	13	5	0	52
	17	34	33.6	36.8	33.6	33.6	33.6	33.6	33.6	33.6	33.6	33.6	33.6	33.6	33.6	33.6	33.6	33.6

ETS (#3782) 2006/11/29
 P8A. What percentage of the time did the class include ... Interaction among the attendees or between the students and instructor?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Other Eng/ Arch/ Const	Eng/ Arch/ Const	Con- trac	Con- sul- tant	End User	New <=5	Mid 6-25	Senior >25	Sen- ior	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- lete ly	Comp- lete ly	Not	Not	Very satis- fied	Very satis- fied			
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110				
None	28	6	4	9	5	4	13	1	7	6	16	5	6	5	2	1	11	17	11	16			
%	12.9	6.4	18.4	30.0	9.8	13.5	15.7	2.6	9.0	22.1	11.4	13.4	7.5	4.8	3.3	14.7	12.1	10.3	14.6				
24	6	7	3	5	4	9	1	8	5	13	5	4	6	2	2	9	15	9	14				
C	B																						
1-10%	38	22	2	6	7	6	17	7	10	3	29	6	5	15	8	11	16	22	21	17			
%	17.6	22.3	7.9	20.0	13.7	21.6	20.2	29.4	12.5	11.3	21.2	12.0	11.4	20.2	19.5	27.3	22.2	15.4	20.2	15.3			
34	21	3	2	7	6	16	7	6	6	3	25	6	5	11	8	9	14	20	17	17			
11-20%	21	10	1	0	10	2	10	2	7	5	15	1	5	4	3	4	5	16	12	9			
%	9.8	9.6	5.3	0.0	19.6	6.2	11.6	8.3	8.8	17.5	11.3	1.9	10.5	6.0	7.0	10.0	6.6	11.5	11.3	8.4			
22	9	2	0	10	2	10	2	2	7	5	16	1	5	5	3	4	5	17	12	10			
											L	K											
21-30%	30	18	5	0	4	3	11	3	13	5	17	8	8	10	9	4	14	16	16	14			
%	13.9	18.1	21.1	0.0	7.8	9.6	13.5	11.9	15.9	18.1	12.8	15.1	18.6	13.8	22.7	11.2	19.3	11.2	15.6	12.4			
32	17	8	0	4	3	11	3	14	5	19	8	8	8	11	9	5	15	17	17	15			
31-40%	12	6	1	0	4	1	5	0	6	0	10	2	1	3	2	1	3	8	5	7			
%	5.4	6.4	2.6	0.0	7.8	2.3	6.0	0.0	7.6	0.0	7.3	3.4	2.1	3.8	5.4	2.7	4.1	5.4	4.9	5.9			
12	6	1	0	4	1	5	0	6	6	0	10	2	1	3	2	1	3	8	5	7			
41-50%	31	17	4	0	10	5	8	3	13	4	18	9	5	13	3	9	11	21	14	17			
%	14.5	17.0	15.8	0.0	19.6	18.2	9.5	12.7	16.7	15.2	13.5	17.2	10.7	17.3	8.3	22.7	14.7	14.4	13.4	15.6			
33	16	6	0	10	5	8	3	15	4	20	9	5	14	4	9	11	22	15	18				
51-60%	16	7	3	3	2	2	8	0	6	2	10	3	2	8	2	4	3	13	10	6			
%	7.5	7.4	10.5	10.0	3.9	7.3	9.5	0.0	7.8	6.2	7.4	6.7	4.8	10.3	5.4	10.4	4.7	8.9	10.0	5.2			
15	7	4	1	2	2	2	6	0	7	2	8	4	2	6	2	2	4	11	9	6			

	ETP BANNER																						
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED							
	Light	ing	Other	End-Use	Arch/Const	Eng/Const	Other	Con-tract	Con-sultant	New User	Mid-6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Not-ly	Not-ly	Very satis	Very satis	
	-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-V-	-W-
61-70%	1	0	1	0	0	0	0	0	0	1	0	0	1	1	1	1	1	0	0	1	0	1	
%	0.6	0.0	5.3	0.0	0.0	0.0	0.0	0.0	1.6	0.0	0.0	2.5	1.4	0.9	1.6	1.6	0.0	0.9	0.0	1.1	0.0	1.1	
	2	0	2	0	0	0	0	0	2	0	0	2	1	1	1	1	1	0	2	0	0	2	
	C		B																				
71-80%	11	4	0	3	4	0	5	4	2	1	6	4	2	7	8	0	4	7	6	5	6	5	
%	5.2	4.3	0.0	10.0	7.8	0.0	6.1	16.7	2.5	3.9	4.4	8.2	4.5	9.6	20.3	0.0	5.5	5.0	5.8	4.6	4.6	4.6	
	9	4	0	1	4	0	5	2	2	1	6	2	2	5	8	0	4	5	4	5	4	5	
																P	O						
81-90%	7	3	0	3	1	0	0	0	7	0	6	1	4	1	0	1	1	6	0	7	0	7	
%	3.4	3.2	0.0	10.0	2.0	0.0	0.0	0.0	9.1	0.0	4.5	2.1	9.3	1.5	0.0	2.7	1.3	4.4	0.0	6.5	0.0	6.5	
	5	3	0	1	1	0	0	0	5	0	4	1	2	1	0	1	1	4	0	5	0	5	
							I		G											T		S	
91-99%	5	1	1	3	0	1	0	0	4	0	1	4	0	0	4	0	1	3	2	3	2	2	
%	2.2	1.1	2.6	10.0	0.0	3.9	0.0	0.0	4.7	0.0	0.8	7.4	0.0	5.1	0.0	1.6	4.2	1.2	3.0	1.5	2	2	
	3	1	1	1	0	1	0	0	2	0	1	2	0	2	0	1	1	2	1	2	1	2	
							I		G		L	K											
100%	4	1	1	0	1	1	2	1	1	1	2	2	2	2	1	2	0	0	4	3	1	1	
%	1.9	1.1	5.3	0.0	2.0	2.3	2.1	3.0	1.2	2.3	1.2	3.4	4.5	1.3	5.1	0.0	0.0	2.8	2.7	1.1	1.1	2	
	5	1	2	0	1	1	2	1	1	1	2	2	3	1	2	0	0	5	3	2	3	2	
Don't know/Refused	12	3	1	3	3	4	5	4	2	1	6	5	4	2	0	3	2	10	3	9	3	9	
%	5.3	3.2	5.3	10.0	5.9	15.1	5.8	15.4	2.6	3.5	4.1	9.8	8.6	2.8	0.0	6.5	2.6	6.8	2.9	7.7	7.7	7.7	
	10	3	2	1	3	4	3	2	2	1	4	5	4	2	0	3	2	8	3	7	3	7	
MEAN:	34.5	33.6	36.1	38.8	34.4	31.1	29.1	36.1	41.4	26.7	32.7	44.5	38.0	40.1	40.6	33.5	30.7	36.6	34.1	35.3	34.1	35.3	
							I		G	L	L	JK											

P8B. What percentage of the time did the class include ... Hands-on activities where attendees have the chance to practice skills they are learning?

	COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
	Light	ing	Other	Use	End	Con-	Con-	Con-	Con-	Con-	Sen-	New	Mid	ior	Small	Large	Once/	Comp-	Not	Very	Not	
	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111				
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110		
	90	36	11	12	22	9	33	12	30	16	55	19	14	37	17	19	29	61	42	47		
%	41.6	36.2	47.4	40.0	45.1	34.3	39.3	49.9	38.1	60.0	40.0	37.7	30.5	50.0	43.3	48.4	39.6	43.0	40.4	42.2		
	88	34	18	4	23	11	31	11	30	16	54	18	15	35	18	29	59	39	48			
	52	30	4	9	9	5	26	5	17	4	39	10	14	14	10	11	12	40	24	28		
%	24.2	29.8	15.8	30.0	17.6	19.0	31.7	22.0	20.8	14.0	28.6	19.1	31.8	19.0	25.2	29.1	15.9	27.9	23.2	25.5		
	47	28	6	3	9	5	24	5	14	4	33	10	12	11	10	12	34	20	27			
	20	12	3	0	4	4	4	1	11	1	14	4	3	6	5	1	10	15	5			
%	9.2	11.7	13.2	0.0	7.8	13.5	4.6	3.9	13.4	3.9	10.3	7.6	6.2	7.7	13.6	2.4	13.0	7.3	14.4	4.4		
	21	11	5	0	4	4	4	1	11	1	15	4	3	6	6	1	9	12	15	6		
	15	11	2	0	3	2	6	2	5	3	9	2	3	4	2	2	6	9	6	9		
%	7.1	10.6	7.9	0.0	5.9	7.3	7.4	8.8	6.4	11.7	6.6	4.6	7.2	5.1	5.1	4.1	8.5	6.5	5.9	8.3		
	16	10	3	0	3	2	6	2	6	3	9	3	3	4	2	2	6	10	6	10		
	8	4	1	0	3	0	2	0	6	0	7	1	1	1	3	2	1	4	4	5		
%	3.6	4.3	2.6	0.0	5.9	0.0	2.4	0.0	7.2	0.0	5.0	1.9	2.1	4.1	5.4	2.7	4.9	2.9	4.5	2.8		
	8	4	1	0	3	0	2	0	6	0	7	1	1	3	2	1	4	4	5	3		
	13	3	1	3	5	1	7	0	5	1	6	6	6	4	4	2	7	6	6	7		
%	6.2	3.2	5.3	10.0	9.8	3.4	8.6	0.0	6.7	3.5	4.7	12.0	13.6	4.9	5.1	5.2	9.8	4.4	5.7	6.7		
	12	3	2	1	5	1	5	0	6	1	5	6	4	4	2	2	5	7	6	6		
	1	0	0	0	1	1	0	0	0	1	0	0	0	0	1	1	0	1	0	0		
%	0.4	0.0	0.0	0.0	2.0	3.4	0.0	0.0	0.0	3.5	0.0	0.0	0.0	1.3	2.4	0.0	1.3	0.0	0.0	0.9		
	1	0	0	0	1	1	0	0	0	1	0	0	0	1	1	1	0	1	0	0		

P8B. What percentage of the time did the class include ... Hands-on activities where attendees have the chance to practice skills they are learning?

COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED			
Light	Other	Other Eng/ Arch/ Const	Con- trac- tor	New	Mid	Sen- ior	Small	Large	Once/ month	Comp- lete	Not		
1	2	1	2	1	2	3	1	2	1	2	3		
5	1	3	0	1	0	4	0	0	4	0	1	3	2
2.2	1.1	2.6	10.0	0.0	3.9	0.0	0.0	4.7	0.0	0.8	7.4	0.0	5.1
3	1	1	0	1	0	2	0	2	0	2	0	1	2
12	3	1	3	3	4	5	4	2	0	3	2	10	3
5.3	3.2	5.3	10.0	5.9	15.1	5.8	15.4	2.6	3.5	4.1	9.8	0.0	6.5
10	3	2	1	3	4	3	2	2	1	4	5	4	2
13.5	12.3	13.1	19.3	14.3	17.8	11.3	6.1	17.3	10.1	11.8	20.3	14.1	15.3
MEAN:												13.0	
												R	
												Q	

	ETP BANNER																			
	COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
	Light	ing	Other	Use	Const	Arch	Eng/	Other	Con-	Con-	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Not	Not
	---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110	
None	16	6	2	0	7	3	3	1	10	4	7	5	4	6	5	3	5	11	6	10
%	7.3	6.4	7.9	0.0	13.7	9.2	3.2	3.0	12.3	13.1	5.5	9.2	9.0	7.5	12.5	7.9	6.7	7.6	5.4	9.1
17	6	3	0	7	3	3	1	10	4	8	5	5	6	6	5	3	5	12	6	11
1-10%	11	4	1	3	3	2	3	0	6	0	10	0	3	3	2	2	2	9	3	8
%	5.0	4.3	2.6	10.0	5.9	7.3	3.7	0.0	7.2	0.0	7.3	0.0	6.9	4.1	5.1	5.2	2.8	6.2	3.0	7.0
9	4	1	1	3	2	3	0	4	0	0	8	0	1	3	2	2	7	3	6	
11-20%	11	5	1	3	1	1	2	3	5	1	4	6	3	6	2	1	2	9	7	4
%	5.1	5.3	2.6	10.0	2.0	3.9	2.6	12.8	6.1	3.9	3.1	11.6	6.2	8.5	5.1	1.6	2.9	6.3	7.1	3.3
9	5	1	1	1	1	1	2	1	5	1	4	4	3	4	2	1	2	7	5	4
21-30%	20	10	3	3	5	0	11	2	7	1	14	4	4	10	8	4	7	13	12	9
%	9.3	9.6	10.5	10.0	9.8	0.0	13.6	8.3	8.4	3.9	10.6	8.8	9.3	14.3	19.8	9.6	9.2	9.4	11.0	7.7
19	9	4	1	5	0	9	2	8	1	13	5	4	4	9	8	2	7	12	10	9
31-40%	11	6	3	0	1	1	5	1	3	3	4	4	2	3	1	1	3	7	5	6
%	4.9	6.4	13.2	0.0	2.0	2.3	5.8	4.4	3.7	10.1	3.1	7.1	4.5	4.1	2.7	2.7	4.5	5.1	4.8	5.0
12	6	5	0	1	1	1	5	1	4	3	4	5	2	4	1	1	4	8	6	6
41-50%	32	17	3	3	6	5	13	2	11	3	22	7	7	8	4	5	14	18	16	16
%	14.8	17.0	13.2	10.0	11.8	18.6	15.6	8.3	13.6	11.7	15.8	14.2	15.3	10.4	11.0	13.1	19.5	12.4	15.2	14.5
31	16	5	1	6	5	11	2	12	3	21	7	5	8	5	5	12	19	16	15	
51-60%	19	11	2	0	7	1	8	2	10	0	14	5	5	5	2	7	11	9	11	
%	8.9	10.6	7.9	0.0	13.7	3.9	9.3	8.3	12.0	0.0	10.3	10.3	10.7	7.4	12.0	4.9	9.2	8.1	8.4	9.5
20	10	3	0	7	1	8	2	10	0	15	5	5	6	5	2	7	12	9	11	

ETS (#3782)
 P9B. How would you rate the class on . . . Teaching skill of instructor.

		ETP BANNER																						
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED						
		Other		Eng/ Arch/ Const		Con- trac- tant		Con- sul- tor		Sen- ior		New Mid 6-25		Once/ month yr or more		Comp- lete ly		Not Com- plete ly		Very satis- fied		Not very satis- fied		
		Light	ing	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
		---D--	---E--	---F--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--	---V--	---W--	---X--	---Y--	---Z--
8		46	15	6	12	9	5	19	9	13	7	27	12	10	20	10	8	4	42	14	32			
	%	21.4	14.9	23.7	40.0	17.6	19.3	22.6	35.6	16.8	24.5	19.8	23.0	23.4	27.8	24.1	19.9	5.8	29.5	13.6	28.9			
		41	14	9	4	9	6	15	7	12	6	24	10	8	18	10	6	5	36	10	31			
																		R	Q	T	S			
9		37	18	4	3	11	5	14	7	14	5	22	9	5	12	9	3	9	28	11	26			
	%	16.9	18.1	15.8	10.0	23.5	16.5	16.6	28.1	17.0	19.1	16.0	18.7	11.9	16.0	21.9	8.7	12.0	19.5	10.3	23.1			
		36	17	6	1	12	5	12	5	14	5	20	11	6	13	9	4	9	27	11	25			
																		R	Q	T	S			
10 - Excellent		103	49	11	12	24	12	38	7	42	9	70	23	22	33	20	26	54	49	76	27			
	%	47.4	48.9	47.4	40.0	49.0	42.5	45.3	28.0	52.9	31.1	51.2	45.7	49.9	44.7	51.4	65.4	73.6	34.3	73.0	23.8			
		99	46	18	4	25	12	37	7	40	9	67	22	23	29	21	25	51	48	71	28			
																		R	Q	T	S			
DK/DR		2	1	0	0	1	0	1	0	1	1	1	0	0	0	0	1	0	1	1	0	1		
	%	0.9	1.1	0.0	0.0	2.0	0.0	1.3	0.0	1.2	3.9	0.7	0.0	0.0	0.0	2.7	0.0	1.5	0.7	0.0	1.0			
		2	1	0	0	1	0	1	0	1	1	1	0	0	0	1	0	1	1	1	0	1		
MEAN:		8.82	8.70	8.84	8.80	9.14	8.45	8.75	8.76	8.96	8.60	8.93	8.64	8.74	8.78	9.28	9.27	9.54	8.48	9.51	8.16			
																		R	Q	T	S			

ETS (#3782)
 P9C. How would you rate the class on . . . Providing new information.

	ETP BANNER										ATTENDANCE EXPECTATION SATISFIED																									
	COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED										
	Light	ing	Other	Use	Other	Eng/	Con-	Con-	trac	Con-	End	tor	tant	User	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Comp-	Not	Very	Very	satis	satis	ly	-ly	-fied	-fied	-S-	-T-		
	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111																
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
2	4	4	0	0	0	2	2	0	1	0	2	2	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
%	2.0	4.3	0.0	0.0	7.8	2.6	0.0	1.3	0.0	1.6	4.2	2.4	2.4	2.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
4	4	4	0	0	2	2	0	1	0	2	2	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	4	4	0	0	0	0	2	0	1	0	0	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
%	2.0	4.3	0.0	0.0	0.0	0.0	2.6	0.0	1.3	0.0	0.0	8.4	2.4	1.5	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7
4	4	2	1	0	1	0	2	0	2	0	4	0	0	2	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	1.7	2.1	2.6	0.0	2.0	0.0	2.1	0.0	2.5	0.0	2.7	0.0	0.0	2.8	0.0	1.6	0.0	1.6	0.0	2.6	0.0	2.6	0.0	2.6	0.0	2.6	0.0	2.6	0.0	2.6	0.0	2.6	0.0	2.6	0.0	2.6
5	5	3	0	0	1	0	1	0	3	2	2	1	0	3	2	1	0	3	1	0	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
%	2.4	3.2	0.0	0.0	2.0	0.0	1.3	0.0	3.9	7.9	1.5	2.1	0.0	4.3	2.4	2.7	0.0	3.7	0.0	3.7	0.0	3.7	0.0	3.7	0.0	3.7	0.0	3.7	0.0	3.7	0.0	3.7	0.0	3.7	0.0	3.7
6	16	4	1	6	3	2	8	6	3	6	9	1	1	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
%	7.6	4.3	5.3	20.0	5.9	7.3	9.9	23.7	3.7	21.4	6.3	2.1	1.7	5.1	2.7	2.4	0.0	11.5	1.1	13.8	0.0	13.8	0.0	13.8	0.0	13.8	0.0	13.8	0.0	13.8	0.0	13.8	0.0	13.8	0.0	13.8
7	25	14	5	0	3	4	13	1	7	5	16	3	5	8	7	3	6	19	6	19	3	6	19	6	19	6	19	6	19	6	19	6	19	6	19	6
%	11.3	13.8	21.1	0.0	5.9	13.9	15.9	3.0	9.0	17.9	11.9	6.7	12.2	11.3	16.6	6.8	8.0	13.1	5.8	16.6	6.8	8.0	13.1	5.8	16.6	6.8	8.0	13.1	5.8	16.6	6.8	8.0	13.1	5.8	16.6	6.8
8	54	22	6	9	12	5	19	10	19	7	30	17	20	17	7	6	10	44	20	34	7	6	10	44	20	34	7	6	10	44	20	34	7	6	10	44
%	24.8	22.3	26.3	30.0	25.5	18.8	23.1	42.6	24.2	23.7	22.1	33.5	44.5	23.7	18.2	14.1	13.1	30.9	19.0	30.3	14.1	13.1	30.9	19.0	30.3	14.1	13.1	30.9	19.0	30.3	14.1	13.1	30.9	19.0	30.3	

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED									
		Other	Eng/	Con-	Con-	End-	Arch/	trac	Con-	Con-	End	User	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Comp-	Not	Very	Very	Satis	Satis	
		Use	Const	tor	tant	tant	tant	tant	tant	tant	tant	tant	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	
34	19	3	8	10	8	5	14	2	25	6	11	10	7	13	21	19	15										
%	15.9	19.1	10.5	10.0	15.7	34.7	10.2	19.3	17.3	7.4	18.4	12.7	12.9	15.5	24.3	18.6	18.2	14.9	18.6	13.6							
33	18	4	1	8	10	8	5	12	2	23	7	6	10	10	7	13	20	17	16								
68	26	8	12	20	4	27	3	28	6	47	15	11	24	13	20	41	27	54	14								
%	31.3	25.5	34.2	40.0	41.2	13.5	32.4	11.4	35.5	21.7	34.1	30.2	24.0	33.0	33.2	50.9	56.2	18.8	51.4	12.8							
64	24	13	4	21	4	25	3	27	7	43	14	12	19	14	17	38	26	48	16								
2	1	0	0	1	1	0	0	1	0	2	0	0	0	0	0	1	1	1	0								
%	0.9	1.1	0.0	0.0	2.0	3.9	0.0	0.0	1.2	0.0	1.5	0.0	0.0	0.0	0.0	0.0	1.5	0.7	1.0	0.0							
2	1	0	0	1	1	0	0	1	0	2	0	0	0	0	0	1	1	1	0								
MEAN:	8.16	7.83	8.37	8.50	8.68	7.86	7.99	7.92	8.36	7.66	8.38	7.89	8.19	8.11	8.48	8.80	9.10	7.73	9.01	7.38							

ETP BANNER
 SIZE OF BUSINESS
 BUSINESS
 R Q T S
 R Q T S

ETS (#3782)
 PSD. How would you rate the class on . . . Time for asking questions.

	COURSE TYPE										TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS										ATTENDANCE FREQUENCY										EXPECTATION SATISFIED																															
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10																																
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110																							
1 - Poor	1	1	0	0	0	0	0	0	1	0	1	0	0	0	1	1	0	1	0	1	0	% 0.5	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1	1	0	0	0	0	0	0	1	0	1	0	0	0	1	1	0	1	0	1	0	1	1	0	0	0	0	0	0	1	0	1	0	0	0	1	1	0	1	0	1	0
3	2	2	0	0	0	0	1	0	1	0	1	1	1	1	1	1	1	1	1	1	0	% 1.0	2.1	0.0	0.0	0.0	0.0	1.3	0.0	1.3	0.0	0.8	2.1	2.4	1.5	2.7	0.0	0.0	1.5	0.0	1.9	2	2	0	0	0	0	1	0	1	0	1	1	1	1	1	1	0	0	2	0	2																				
4	6	4	1	0	0	1	2	0	2	1	3	2	0	0	3	2	0	3	2	4	0	% 2.6	4.3	0.0	0.0	0.0	2.3	2.1	0.0	2.7	2.3	2.0	4.2	0.0	3.8	2.7	4.4	2.3	2.7	1.0	4.0	6	4	2	0	0	1	2	0	2	1	3	2	0	3	1	2	2	4	1	5	0	4																			
5	9	5	0	0	1	1	2	1	3	1	3	4	2	2	3	4	2	3	2	0	0	% 3.9	5.3	0.0	0.0	2.0	3.9	2.6	3.9	4.1	4.1	2.3	8.5	4.5	4.5	5.1	0.0	0.0	5.2	1.9	5.8	9	5	0	0	1	1	2	1	3	1	3	4	2	3	2	0	0	7	2	6	0	4																			
6	13	5	3	3	2	2	4	1	7	2	11	0	7	1	0	2	7	11	3	10	0	% 6.0	5.3	10.5	10.0	3.9	7.3	5.0	3.9	8.8	6.2	8.2	0.0	16.0	1.7	0.0	5.7	3.1	7.5	3.2	8.6	12	5	4	1	2	2	4	1	6	2	10	0	5	2	0	3	3	9	4	8	0	10																			
7	19	7	2	3	5	4	8	2	5	6	9	3	1	5	4	3	1	5	4	15	0	% 8.7	7.4	7.9	10.0	9.8	13.5	10.0	7.4	5.7	22.5	6.4	5.9	2.4	6.4	8.8	6.5	2.8	11.8	4.0	13.2	18	7	3	1	5	4	6	2	5	4	10	3	1	5	4	3	2	16	4	14	0	15																			
8	46	22	5	6	9	8	21	3	16	7	24	15	13	18	6	11	13	33	33	33	0	% 21.2	22.3	21.1	20.0	17.6	27.8	25.5	12.7	20.4	25.3	17.6	29.4	28.9	25.0	14.1	27.0	17.4	23.3	12.1	29.9	44	21	8	2	9	8	20	3	15	7	23	14	11	18	6	11	9	35	11	33	0	33																			

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
		Other Eng/ Arch/ Const			Con- trac- sul- tant			New Mid Ior Sen-			Small Large month yr or lete			Once/ Comp- Not			Not						
		-E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--			--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--			--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--			--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--			--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--			--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--						
8	36 11	3	12	9	6	17	5	8	5	18	11	8	14	5	6	8	28	16	20				
	% 16.4	10.6	13.2	40.0	17.6	20.4	20.7	20.2	9.9	18.6	12.9	21.7	18.9	18.8	13.6	15.8	10.8	19.4	15.1	17.9			
	29	10	5	4	9	6	11	3	9	3	14	10	6	11	6	4	6	23	12	17			
9	15 6	3	0	5	4	3	3	6	3	8	4	3	6	3	3	5	10	4	11				
	% 7.0	6.4	13.2	0.0	9.8	14.3	3.1	13.1	7.0	9.7	6.2	8.2	7.1	8.7	6.4	6.6	7.0	7.1	3.9	10.0			
	17	6	5	0	5	4	3	4	6	3	9	5	4	7	3	5	12	4	13				
10 - Excellent	74 34	6	12	18	7	29	8	28	4	56	14	12	20	14	14	40	34	55	19				
	% 34.2	34.0	23.7	40.0	37.3	24.7	34.7	32.4	34.9	15.9	40.8	28.0	27.4	28.1	34.2	36.5	55.2	23.8	53.2	16.8			
	68	32	9	4	19	7	26	6	25	5	51	12	13	17	14	15	39	29	51	17			
DK/DR	6 4	1	0	1	2	0	1	3	0	4	2	2	2	1	2	0	1	5	5	0			
	% 2.7	4.3	2.6	0.0	2.0	7.8	0.0	4.4	3.3	0.0	2.7	4.2	4.8	1.5	5.4	0.0	1.5	3.4	4.7	0.0			
	6	4	1	0	1	2	0	1	3	0	4	2	2	1	2	0	1	5	5	0			
MEAN:	7.46	7.24	7.05	7.50	8.10	7.56	7.35	8.24	7.29	6.58	7.72	7.23	7.10	7.10	7.51	7.23	8.38	7.00	8.43	6.59			

ETS (#3782)
 P10A. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my clients.
 BASE: UMA

2006/11/29

		ETP BANNER																			
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Other Eng/	Con-	Con-	Other Eng/	Con-	Con-	Other Eng/	Con-	Con-	Other Eng/	Con-	Con-	Other Eng/	Con-	Con-	Other Eng/	Con-	Con-	Other Eng/	Con-
		End- Arch/	trac	tant	Const	tor	tant	Const	tor	tant	Const	tor	tant	Const	tor	tant	Const	tor	tant	Const	tor
		Use	Use	User	User	User	User	User	User	User	User	User	User	User	User	User	User	User	User	User	User
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--
9		13	10	3	0	1	3	7	3	0	2	6	5	4	2	5	0	2	11	4	9
	%	9.6	13.4	21.1	0.0	3.3	11.9	8.5	11.4	0.0	9.9	7.2	15.9	10.6	6.8	18.9	0.0	5.1	11.7	6.7	12.1
		14	9	4	0	1	4	7	3	0	2	6	6	4	3	5	0	2	12	4	10
10 - Strongly Agree		67	35	4	6	20	14	42	8	0	10	44	12	17	10	14	11	26	40	42	25
	%	48.9	49.3	31.6	33.3	70.0	50.2	51.0	31.9	0.0	45.8	54.3	37.3	48.2	34.4	51.1	56.4	63.0	43.1	65.3	34.6
		64	33	6	2	21	14	40	8	0	8	43	12	18	10	15	12	26	38	40	24
NA		1	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	1
	%	0.8	1.5	0.0	0.0	0.0	0.0	1.3	0.0	0.0	4.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	1.5
		1	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	1
MEAN:		8.51	8.48	8.16	8.17	9.17	8.82	8.52	8.45	*	8.47	8.73	8.01	8.16	8.08	8.91	8.73	8.77	8.49	9.09	8.01

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
		Other Eng/ Arch/ Const	Eng/ trac	Con- sul- tant	Con- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ month	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	
80	29	12	12	20	0	0	0	80	6	55	18	8	45	11	19	31	49	41	38										
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
77	27	19	4	21	0	0	0	77	6	53	18	7	41	12	19	29	48	37	39										
1	0	1	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	
%	1.7	0.0	5.3	0.0	0.0	0.0	0.0	1.7	0.0	2.5	0.0	8.8	0.0	0.0	0.0	0.0	2.8	0.0	2.8	0.0	3.6	0.0	0.0	3.6	0.0	0.0	3.6	0.0	
2	0	1	0	0	0	0	0	2	0	2	0	1	0	0	0	0	0	2	0	0	2	0	0	2	0	0	2	0	
1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	
%	1.2	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	1.7	0.0	0.0	0.0	1.2	0.0	0.0	1.7	0.0	
9	2	1	3	3	0	0	0	9	1	8	0	4	5	1	3	1	9	1	9	1	9	1	9	1	9	1	9	1	
%	11.8	7.4	10.5	25.0	14.3	0.0	0.0	11.8	16.4	15.2	0.0	48.2	10.4	8.3	14.0	2.1	17.9	1.6	22.9	1.6	22.9	1.6	22.9	1.6	22.9	1.6	22.9	1.6	
8	4	1	0	2	0	0	0	8	3	5	0	0	5	2	2	2	6	4	4	4	4	4	4	4	4	4	4	4	
%	10.0	14.8	5.3	0.0	9.5	0.0	0.0	10.0	54.1	8.7	0.0	0.0	11.0	17.6	11.2	5.1	13.0	8.9	11.3	8.9	11.3	8.9	11.3	8.9	11.3	8.9	11.3	8.9	
6	1	1	0	2	0	0	0	6	0	4	3	0	5	0	1	1	6	2	4	2	4	2	4	2	4	2	4	2	
%	8.1	3.7	10.5	0.0	9.5	0.0	0.0	8.1	0.0	6.9	14.4	0.0	10.9	0.0	5.0	3.1	11.3	5.1	11.6	5.1	11.6	5.1	11.6	5.1	11.6	5.1	11.6	5.1	
7	1	2	0	2	0	0	0	7	0	4	3	0	5	0	1	1	6	2	5	2	5	2	5	2	5	2	5	2	
4	1	1	0	1	0	0	0	4	0	2	2	0	4	1	1	1	3	0	4	1	3	0	4	1	3	0	4	1	
%	5.5	3.7	10.5	0.0	4.8	0.0	0.0	5.5	0.0	3.7	12.9	0.0	9.8	5.5	3.3	3.5	6.9	0.0	11.6	6.9	11.6	0.0	11.6	6.9	11.6	0.0	11.6	6.9	
4	1	1	0	2	0	0	0	4	1	4	0	0	1	3	0	1	4	1	4	1	4	1	4	1	4	1	4	1	
%	5.3	3.7	10.5	0.0	9.5	0.0	0.0	5.3	11.0	6.5	0.0	0.0	1.4	23.1	0.0	2.1	7.4	1.6	9.5	7.4	9.5	1.6	9.5	7.4	9.5	1.6	9.5	7.4	
5	1	2	0	2	0	0	0	5	1	4	0	0	1	3	0	1	4	1	4	1	4	1	4	1	4	1	4	1	
5	1	2	0	1	0	0	0	5	0	2	3	0	5	1	1	1	4	0	5	1	4	0	5	1	4	0	5	1	
4	1	2	0	1	0	0	0	4	0	2	3	0	4	1	1	1	3	0	4	1	3	0	4	1	3	0	4	1	
%	5.5	3.7	10.5	0.0	4.8	0.0	0.0	5.5	0.0	3.7	12.9	0.0	9.8	5.5	3.3	3.5	6.9	0.0	11.6	6.9	11.6	0.0	11.6	6.9	11.6	0.0	11.6	6.9	
4	1	1	0	2	0	0	0	4	1	4	0	0	1	3	0	1	4	1	4	1	4	1	4	1	4	1	4	1	
%	5.3	3.7	10.5	0.0	9.5	0.0	0.0	5.3	11.0	6.5	0.0	0.0	1.4	23.1	0.0	2.1	7.4	1.6	9.5	7.4	9.5	1.6	9.5	7.4	9.5	1.6	9.5	7.4	
5	1	2	0	2	0	0	0	5	1	4	0	0	1	3	0	1	4	1	4	1	4	1	4	1	4	1	4	1	
5	1	2	0	2	0	0	0	5	1	4	0	0	1	3	0	1	4	1	4	1	4	1	4	1	4	1	4	1	

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

COURSE TYPE		ETP BANNER										ATTENDANCE		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY		Not		Very		
		Other Eng/	Con-	Con-	Con-	Sen-	New Mid	ior	Small	Large	Once/	Once/	Comp-	Comp-	Not	Very	Very	
		Arch/ trac	tor	tant	tant	ior	<=5	>25	<=5	>100	more	less	ly	ly	-S-	-T-	-T-	
		Const -or	Use	---H-	---I-	---J-	---K-	---L-	---M-	---N-	---O-	---P-	---Q-	---R-	---S-	---T-	---T-	
		Use	---E-	---G-	---F-	---I-	---K-	---L-	---M-	---N-	---O-	---P-	---Q-	---R-	---S-	---T-	---T-	
43	19	5	9	0	0	0	43	1	29	13	4	25	5	12	26	17	32	11
%	54.4	66.7	42.1	75.0	42.9	0.0	54.4	18.5	52.0	72.7	43.0	56.5	45.5	61.5	84.2	35.4	79.0	29.6
	39	18	8	3	9	0	39	1	26	12	4	20	5	11	23	16	27	12
	2	0	1	0	1	0	2	0	2	0	0	0	0	1	0	2	2	0
%	2.0	0.0	5.3	0.0	4.8	0.0	2.0	0.0	2.9	0.0	0.0	0.0	0.0	5.0	0.0	3.3	3.9	0.0
	2	0	1	0	1	0	2	0	2	0	0	0	0	1	0	2	2	0
MEAN:	8.32	8.81	8.06	8.75	7.95	*	8.32	6.90	8.13	9.31	6.80	8.50	8.54	8.56	9.51	7.54	9.37	7.41
						*		L	L	JK					R	Q	T	S

ETS (#3782) 2006/11/29
 P10F. As a result of the class, I am better able to implement energy efficient technologies or solutions
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED					
		Other Eng/ Arch/ Const		Eng/ trac		Con- sul- tant		Con- tant		New User		Mid 6-25		Senior >25		Small <=5		Large >100		Once/ month		Once/ yr or more		Comp- ly		Comp- lete ly		Very satis- fied		Not			
		Light	Other	Use	Const	Eng	Arch	Const	tor	User	End	New	Mid	ior	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- ly	Comp- lete ly	Very satis- fied	Not	Comp- ly	Comp- lete ly	Very satis- fied	Not						
80	29	12	12	20	0	0	0	0	0	80	6	55	18	8	45	11	19	31	49	41	38												
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
77	27	19	4	21	0	0	0	0	77	6	53	18	7	41	12	19	29	48	37	39													
1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	1		
%	0.8	5.3	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	1.3	0.0	1.7	0.0	1.7	0.0	1.7	0.0		
1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	1		
%	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	1.3	0.0	8.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.5	0.0	1.9	0.0	1.9	0.0	1.9	0.0		
1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	1		
%	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	2.0	0.0	2.8	0.0	2.8	0.0	2.8	0.0		
1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0		
%	1.3	3.7	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	1.9	0.0	0.0	2.4	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	2.2	0.0	2.8	0.0	2.8	0.0	2.8	0.0	2.8	0.0	
1	1	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	1		
%	1.4	5.1	0.0	0.0	0.0	0.0	0.0	0.0	1.4	2.1	2.8	1.0	5.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	2.1	0.0	2.8	0.0	2.8	0.0	2.8	0.0	2.8	0.0	
14	5	1	3	3	0	0	0	0	14	2	10	2	5	8	2	3	1	13	2	12													
%	17.2	18.5	10.5	25.0	14.3	0.0	0.0	0.0	17.2	34.9	17.2	11.6	61.0	17.6	14.0	2.1	26.8	4.3	31.3														
12	5	2	1	3	0	0	0	0	12	2	8	2	3	8	2	3	1	11	2	10													
7	2	1	0	3	0	0	0	0	7	2	5	0	0	4	0	3	2	5	2	5													
%	8.5	7.4	5.3	0.0	14.3	0.0	0.0	0.0	8.5	35.6	8.5	0.0	0.0	8.6	0.0	14.0	5.1	10.6	3.9	13.5													
7	2	1	0	3	0	0	0	0	7	2	5	0	0	4	0	3	2	5	2	5													
3	1	1	0	1	0	0	0	0	3	0	2	2	0	3	0	1	2	1	2	1													
%	4.1	3.7	10.5	0.0	4.8	0.0	0.0	0.0	4.1	0.0	3.1	8.6	0.0	7.3	0.0	3.3	6.5	2.6	2.3	6.1													
4	1	2	0	1	0	0	0	0	4	0	2	2	0	4	0	1	2	2	1	3													

ETS (#3782)
 P10F. As a result of the class, I am better able to implement energy efficient technologies or solutions
 BASE: End User

2006/11/29

COURSE TYPE		ETP BANNER										ATTENDANCE		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY		Not		Very		
		Other Eng/	Con- trac	Con- sul-	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ more	Once/ less	Comp- ly	Comp- ly	Not	Comp- ly	Very satis	
19	3	6	4	0	0	0	19	1	12	6	0	12	3	2	6	12	13	6
%	23.4	11.1	26.3	50.0	19.0	0.0	23.4	11.0	21.4	33.1	0.0	27.2	22.1	9.0	20.6	25.1	31.0	15.8
	16	3	5	2	4	0	16	1	10	5	0	9	3	2	5	11	9	7
5	3	1	0	1	0	0	5	0	3	2	0	2	1	1	1	4	1	4
%	6.0	11.1	5.3	0.0	4.8	0.0	6.0	0.0	4.8	11.6	0.0	3.8	5.5	5.6	3.5	7.7	2.6	9.8
	5	3	1	0	1	0	5	0	3	2	0	2	1	1	1	4	1	4
10 - Strongly Agree	28	13	4	3	7	0	28	1	20	7	3	15	6	9	19	8	21	7
%	34.6	44.4	31.6	25.0	33.3	0.0	34.6	18.5	36.0	35.2	30.2	33.0	54.8	49.2	62.2	17.0	51.8	17.0
	27	12	6	1	7	0	27	1	19	7	3	13	6	8	18	9	20	7
NA	2	0	1	0	1	0	2	0	2	0	0	0	0	1	0	2	2	0
%	2.0	0.0	5.3	0.0	4.8	0.0	2.0	0.0	2.9	0.0	0.0	0.0	0.0	5.0	0.0	3.3	3.9	0.0
	2	0	1	0	1	0	2	0	2	0	0	0	0	1	0	2	2	0
MEAN:	7.80	8.11	7.78	7.75	7.70	*	7.80	6.61	7.72	8.39	6.25	7.83	8.62	8.32	9.05	6.97	8.87	6.82
							*								R	Q	T	S

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED				
		Other Eng/ Arch/ Const	Eng/ Arch/ Const	trac sul- tor	Con- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ month	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	Once/ less	Once/ more	
80	29	12	12	20	0	0	0	80	6	55	18	8	45	11	19	31	49	41	38									
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
77	27	19	4	21	0	0	0	77	6	53	18	7	41	12	19	29	48	37	39									
1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
%	1.2	0.0	0.0	4.8	0.0	0.0	0.0	1.2	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
%	0.8	0.0	5.3	0.0	0.0	0.0	0.0	0.8	0.0	1.2	0.0	0.0	1.4	0.0	3.3	2.1	0.0	1.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	0	1	0	0	0	0	0	1	0	1	0	0	1	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0
1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0
%	1.3	3.7	0.0	0.0	0.0	0.0	0.0	1.3	18.5	0.0	0.0	0.0	2.4	0.0	5.6	0.0	2.2	0.0	2.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	1	0	0	0	0	0	0	1	1	0	0	0	1	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0
4	1	0	0	2	0	0	0	4	1	3	0	2	2	0	1	1	3	1	3	1	3	1	3	1	3	1	3	1
%	4.7	3.7	0.0	9.5	0.0	0.0	0.0	4.7	16.4	5.0	0.0	21.5	4.2	0.0	5.0	3.1	5.7	2.3	7.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
4	1	0	0	2	0	0	0	4	1	3	0	2	2	0	1	1	3	1	3	1	3	1	3	1	3	1	3	1
5	2	0	0	3	0	0	0	5	0	5	0	0	3	0	1	0	5	0	5	0	0	0	0	0	0	0	0	0
%	6.3	7.4	0.0	14.3	0.0	0.0	0.0	6.3	0.0	9.0	0.0	6.9	0.0	5.0	0.0	10.3	0.0	13.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
5	2	0	0	3	0	0	0	5	0	5	0	0	3	0	1	0	5	0	5	0	0	0	0	0	0	0	0	0
8	2	1	3	0	0	0	0	8	0	8	0	3	4	0	3	1	7	3	5	0	0	0	0	0	0	0	0	0
%	10.2	7.4	5.3	25.0	0.0	0.0	0.0	14.6	0.0	14.6	0.0	36.9	8.7	0.0	14.6	2.1	15.3	7.0	13.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
6	2	1	1	0	0	0	0	6	0	6	0	1	4	0	3	1	5	3	3	0	0	0	0	0	0	0	0	0
15	5	2	0	6	0	0	0	15	2	8	5	0	8	2	2	6	10	7	8	0	0	0	0	0	0	0	0	0
%	19.1	18.5	15.8	0.0	28.6	0.0	0.0	19.1	35.6	15.0	26.2	0.0	18.9	16.5	9.0	18.2	19.6	16.5	22.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
16	5	3	0	6	0	0	0	16	2	9	5	0	9	2	2	6	10	7	9	0	0	0	0	0	0	0	0	0

ETS (#3782)
 P12. Prior to attending the class, would you say that you were...?

		ETP BANNER																			
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
		Other Eng/ Arch/ Const		Con- trac- tor		Con- sul- tant		Sen- ior		New Mid		Small Large		Once/ month		Comp- lete		Not			
		End- Use	Const	Eng/ Arch	Con- trac	Con- sul	Sen- ior	New	Mid	<=5	>5	<=5	>5	Once/ month	Comp- lete	Comp- lete	Very	Very	Not		
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---		
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110		
More knowledgeable	103	45	11	19	24	15	41	15	34	14	67	22	27	30	18	16	40	62	44	58	
%	47.8	44.7	44.7	60.0	49.0	55.6	49.8	60.5	42.5	52.8	48.8	44.1	59.5	40.8	44.3	39.8	54.8	43.8	42.7	52.1	
96	42	17	6	25	16	35	13	30	30	14	61	21	23	28	18	15	35	60	42	53	
About as knowledgeable	83	40	10	6	22	12	25	4	40	8	55	19	13	29	16	15	24	59	41	42	
%	38.3	39.4	42.1	20.0	45.1	42.1	29.5	14.9	49.6	27.4	40.2	36.9	29.6	40.0	39.8	37.3	32.7	41.5	39.3	37.6	
83	37	16	2	23	12	25	4	40	40	7	54	20	14	29	17	16	24	59	38	45	
Not very well informed about energy efficiency	30	16	3	6	3	1	17	6	6	5	15	10	5	14	6	9	9	21	19	11	
%	13.9	16.0	13.2	20.0	5.9	2.3	20.7	24.6	7.9	19.8	11.0	19.0	11.0	19.2	15.8	22.9	12.6	14.7	17.9	10.3	
27	15	5	2	3	1	15	4	4	7	6	13	8	5	11	6	7	10	17	15	12	

COURSE TYPE	ETP BANNER										ATTENDANCE EXPECTATION SATISFIED									
	YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED				
	Other Eng/ Arch/ Const	Con- trac	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ month	Once/ yr or less	Comp- ly	Comp- ly	Not sats	Not sats	Very sats	Very sats			
	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--			
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110	
Trade journals	71	36	6	9	16	13	27	9	19	8	40	22	21	21	14	9	19	51	29	42
% 32.8	36.2	23.7	30.0	33.3	46.4	32.8	37.7	24.1	27.8	29.7	43.3	47.7	28.5	34.2	22.9	25.9	35.9	28.1	37.5	
67	34	9	3	17	13	23	10	20	6	37	23	20	22	14	10	17	49	28	39	
Manufacturers reps	99	48	11	15	22	14	45	9	29	16	57	25	17	28	17	13	34	63	44	55
% 45.7	47.9	44.7	50.0	45.1	51.0	53.7	39.0	36.2	59.4	42.0	49.9	39.2	37.9	41.5	33.8	47.2	44.5	41.9	49.7	
93	45	17	5	23	15	38	8	29	16	51	26	16	16	28	17	14	33	59	41	52
Distributors or other sales staff	50	26	3	9	10	3	22	8	13	7	27	16	7	13	9	9	18	31	27	23
% 23.2	25.5	13.2	30.0	19.6	11.2	26.1	31.2	15.8	26.8	19.8	31.4	16.5	17.8	23.8	23.2	24.5	22.0	26.2	20.6	
45	24	5	3	10	3	19	6	13	6	25	14	7	12	10	9	18	26	24	21	
Training classes/seminars or workshops	42	13	5	6	13	6	18	8	11	5	30	7	10	13	11	3	13	27	20	22
% 19.2	12.8	21.1	20.0	27.5	20.4	21.7	32.8	13.8	17.1	21.7	14.4	21.9	18.0	26.9	8.4	18.4	19.0	18.8	19.7	
40	12	8	2	14	6	16	9	12	3	29	8	10	15	11	4	14	25	18	22	
Colleagues within my company	16	2	1	9	4	0	1	3	9	1	15	0	4	6	3	4	5	11	9	7
% 7.3	2.1	2.6	30.0	7.8	0.0	1.1	10.5	11.7	2.3	11.2	0.0	9.1	8.3	7.5	10.7	7.2	7.5	8.9	5.9	
10	2	1	3	4	0	0	1	3	5	1	9	0	2	4	3	2	3	7	5	5
Colleagues outside my company	8	3	1	0	3	0	3	3	3	2	7	0	1	3	2	1	3	5	5	3
% 3.9	3.2	5.3	0.0	5.9	0.0	3.7	10.5	3.5	6.2	4.9	0.0	2.1	4.3	5.1	2.7	4.4	3.7	5.1	2.9	
9	3	2	0	3	0	3	3	3	2	7	0	1	3	2	1	3	6	5	4	
Consultants	22	7	3	0	9	1	5	3	13	3	15	3	2	13	5	7	9	13	9	13
% 10.3	7.4	13.2	0.0	17.6	3.4	6.1	13.5	16.1	12.2	11.3	6.8	3.8	17.3	11.5	17.4	12.1	9.4	9.1	11.4	
24	7	5	0	9	1	5	4	14	4	16	4	2	13	5	7	9	15	10	14	
Utility company	10	4	1	0	5	3	3	3	3	1	9	1	3	2	5	2	4	7	6	5
% 4.8	4.3	5.3	0.0	9.8	11.2	3.6	14.4	3.3	2.3	6.3	2.1	6.7	2.3	12.5	4.4	5.1	4.6	5.4	4.2	
11	4	2	0	5	3	3	4	3	1	9	1	3	2	5	2	4	7	6	6	5

P13. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

		ETP BANNER																					
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED					
		Other	Eng/ Arch/ Const	Other	End-Use	Con-tract	Con-sultant	Con-tractor	Con-tractor	Sen-ior	New	Mid	6-25	25	Small	Large	Once/month	Once/month	Comp-lete	Comp-lete	Not	Not	
		---D---	---F---	---E---	---I---	---G---	---H---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---
Internet		31	13	6	0	9	6	13	5	9	7	20	3	6	7	6	5	9	21	15	16		
	%	14.1	12.8	26.3	0.0	17.6	20.4	15.2	21.4	11.8	23.7	14.6	6.3	12.3	9.0	14.4	13.6	12.6	15.0	14.2	14.2		
		34	12	10	0	9	6	13	6	11	7	22	4	6	6	6	6	10	24	16	18		
Professional organization		2	0	1	0	1	1	1	1	1	1	2	0	1	0	0	0	0	2	0	2	0	0
	%	1.0	0.0	5.3	0.0	2.0	3.4	1.1	3.9	1.6	2.3	1.2	0.0	2.1	0.0	0.0	0.0	3.1	0.0	2.1	0.0	2.1	0.0
		3	0	2	0	1	1	1	1	2	1	2	0	1	0	0	0	0	3	0	3	0	0
		C		B														R	Q				
Self research		2	2	0	0	0	0	0	1	1	1	0	1	0	0	0	0	0	0	2	0	2	0
	%	1.0	2.1	0.0	0.0	0.0	0.0	0.0	4.4	1.3	3.9	0.0	2.1	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.9	0.0	1.9
		2	2	0	0	0	0	0	1	1	1	0	1	0	0	0	0	0	0	2	0	2	0
Other		5	4	1	0	0	2	3	0	1	0	2	3	3	3	2	1	0	1	4	1	4	4
	%	2.3	4.3	2.6	0.0	0.0	7.8	3.9	0.0	0.8	0.0	1.3	6.3	7.2	2.3	2.7	0.0	1.5	2.7	1.0	3.5	3.5	4
		5	4	1	0	0	2	3	0	1	0	2	3	3	3	2	1	0	1	4	1	4	4
DK/DR		12	2	1	6	2	0	5	0	8	0	9	3	2	8	1	4	5	7	8	3	3	3
	%	5.7	2.1	5.3	20.0	3.9	0.0	5.6	0.0	9.5	0.0	6.7	6.1	4.0	10.8	2.7	11.2	6.6	5.2	7.6	3.0	3.0	4
		9	2	2	2	2	0	3	0	6	0	8	1	2	4	1	3	3	6	6	4	4	4

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

COURSE TYPE	TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION			SATISFIED		
	Other Eng/ Arch/ Const/ Other Use	End- Arch/ Const/ Other Use	Con- trac- tor	Con- sul- tant	Con- trac- tor	Con- sul- tant	Con- sul- tant	Con- sul- tant	Con- sul- tant	Con- sul- tant	Con- sul- tant	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- lete	Comp- lete	Not	Very satis	Very satis	Not	
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110						
1 - Strongly Disagree	3	2	1	0	0	0	3	0	0	1	2	1	2	1	2	1	2	1	3	1	2				
%	1.6	2.1	5.3	0.0	0.0	0.0	3.3	0.0	0.0	2.3	1.3	2.1	3.8	0.9	4.3	1.6	0.9	1.9	1.2	1.9					
4	2	2	0	0	0	0	3	0	0	1	2	1	2	1	2	1	2	1	3	2					
2	2	1	0	0	0	0	1	0	1	0	2	0	1	1.7	1.5	0.0	2.7	0.0	1.3	0.0	1.6				
%	0.8	1.1	0.0	0.0	0.0	0.0	1.3	0.0	0.9	0.0	1.3	0.0	1.7	1.5	0.0	2.7	0.0	1.3	0.0	1.6					
2	1	0	0	0	0	0	1	0	1	0	2	0	1	1	1	0	1	0	2	0					
4	0	0	0	3	1	0	3	0	1	0	4	0	1	3	0	4	0	4	0	4					
%	1.9	0.0	0.0	10.0	2.0	0.0	3.7	0.0	1.2	0.0	3.0	0.0	2.1	4.2	0.0	10.4	0.0	2.8	3.0	0.9					
2	0	0	1	1	0	0	1	0	1	0	2	0	1	1	0	2	0	2	1	1					
2	1	0	0	0	0	0	0	0	2	1	1	0	0	2	0	0	0	0	2	0					
%	1.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	2.7	4.1	0.8	0.0	0.0	3.0	0.0	0.0	0.0	1.5	0.0	2.0					
2	1	0	0	0	0	0	0	0	2	1	1	0	0	2	0	2	0	2	0	2					
24	13	3	3	5	1	10	3	9	7	12	5	5	5	6	2	4	2	21	5	19					
%	11.1	12.8	10.5	10.0	9.8	3.9	12.2	10.9	11.3	24.1	8.9	10.5	11.5	8.0	5.1	9.5	2.3	15.0	4.5	17.4					
23	12	4	1	5	1	10	3	7	7	11	5	3	6	2	4	2	20	5	18						
13	5	2	0	5	2	4	4	1	6	1	8	4	3	3	1	3	6	7	7	7					
%	6.1	5.3	7.9	0.0	9.8	6.2	5.0	3.9	7.9	3.5	6.2	7.4	6.9	3.7	2.7	7.1	7.7	5.3	6.3	5.9					
14	5	3	0	5	2	4	4	1	7	1	9	4	3	3	1	3	6	8	7	7					
25	10	2	3	10	5	9	8	5	3	19	1	6	5	5	5	2	5	20	7	17					
%	11.5	9.6	7.9	10.0	19.6	18.1	11.0	31.2	6.7	11.3	13.7	2.5	12.4	6.4	12.8	4.9	6.4	14.2	6.3	15.6					
24	9	3	1	10	5	7	6	6	6	3	17	2	6	5	5	2	5	19	7	16					

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED						
		Other	Eng/	Con-	Con-	End	Arch/	trac	Con-	tor	tant	User	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Not	Very	Very	Very	Satis	Satis	
		Use	Const	-or	tant	User	<=5	6-25	>25	<=5	>25	>25	<=5	>100	more	less	ly	ly	-P-	-Q-	-R-	-S-	-T-	-U-	-V-	-W-	
8	29	16	4	0	7	4	13	5	9	3	19	8	8	11	6	5	7	22	11	18							
	%	13.5	16.0	18.4	0.0	13.7	12.7	15.1	21.5	10.9	9.7	13.9	14.9	17.9	15.3	15.7	12.0	9.3	15.7	10.6	16.3						
	31	15	7	0	7	4	13	5	10	3	19	9	8	13	7	5	7	24	11	20							
9	15	5	1	6	1	0	3	3	3	8	0	9	6	0	8	3	4	4	11	6	9						
	%	7.0	5.3	2.6	20.0	2.0	0.0	3.3	12.8	10.5	0.0	6.6	12.0	0.0	10.9	7.8	10.7	5.7	7.7	6.0	8.0						
	11	5	1	2	1	0	3	1	6	0	7	4	0	4	3	2	9	2	9	2	9						
10 - Strongly Agree	98	46	11	15	21	15	37	5	38	12	60	26	20	34	21	16	48	49	64	34							
	%	45.1	45.7	47.4	50.0	43.1	55.2	45.0	19.7	47.9	45.1	43.7	50.5	43.7	46.1	51.6	41.1	66.1	34.7	61.1	30.5						
	92	43	18	5	22	16	33	5	37	11	57	24	18	32	21	18	45	47	59	33							
DK/DR	1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0						
	%	0.5	1.1	0.0	0.0	0.0	3.9	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.0	0.0						
	1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0						
MEAN:	8.11	8.13	8.05	8.30	8.10	8.71	7.86	7.80	8.28	7.67	8.07	8.49	7.79	8.17	8.48	7.66	9.04	7.66	8.73	7.54							

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

		ETP BANNER																			
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
		Other Eng/ Arch/ Con- sul- End- ing Use				Const- tor tant User				New Mid ior Sen- <=5 6-25 >25				Once/ Once/ month yr or Comp- Comp- less -ly -ly -ly				Not Not Very very satis sats			
		--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--				--C-- --E-- --B				--A--				--R-- --Q-- --P-- --O-- --N-- --M-- --L-- --K-- --J-- --I-- --H-- --G-- --F-- --E-- --D--				--S-- --T-- --R-- --Q-- --P-- --O-- --N-- --M-- --L-- --K-- --J-- --I-- --H-- --G-- --F-- --E-- --D--			
Total		216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206		94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110	
1 - Strongly Disagree	%	17.3	11.7	18.4	20.0	25.5	11.9	20.6	26.7	15.2	16.3	18.6	15.0	14.3	15.0	16.3	22.0	9.1	20.9	15.5	19.2
		36	11	7	2	13	4	13	5	13	5	23	8	7	10	7	7	28	15	21	
2		15	11	0	0	4	1	8	2	3	1	13	1	4	4	4	2	2	13	2	12
	%	7.0	10.6	0.0	0.0	7.8	3.9	10.0	8.3	3.5	3.9	9.6	2.1	8.8	5.5	10.4	5.5	2.8	9.3	2.1	10.9
		15	10	0	0	4	1	8	2	3	1	13	1	4	4	4	2	2	13	2	12
3		5	4	1	0	0	0	3	1	1	2	3	0	2	3	1	1	1	4	2	3
	%	2.3	4.3	2.6	0.0	0.0	0.0	3.3	4.4	1.3	7.8	2.0	0.0	4.8	3.8	2.7	2.7	1.5	2.7	2.1	2.5
		5	4	1	0	0	0	3	1	1	2	3	0	2	3	1	1	1	4	2	3
4		9	3	3	0	2	1	1	1	5	2	6	0	0	3	1	1	1	7	2	7
	%	4.1	3.2	10.5	0.0	3.9	4.6	1.1	4.4	6.1	8.7	4.7	0.0	0.0	4.7	2.4	2.7	1.7	5.3	1.6	6.3
		10	3	4	0	2	2	1	1	5	3	7	0	0	4	1	1	2	8	2	8
5		47	20	6	9	10	6	18	5	14	4	24	18	11	13	7	7	10	37	22	25
	%	21.6	20.2	23.7	30.0	19.6	20.1	21.8	21.1	17.9	15.2	17.6	34.8	24.6	18.1	17.1	18.5	13.3	26.1	21.4	22.0
		43	19	9	3	10	6	18	3	14	4	22	16	9	12	7	8	10	33	19	24
6		6	3	1	0	1	1	3	0	1	1	1	4	1	1	0	2	1	5	1	5
	%	2.6	3.2	2.6	0.0	2.0	3.9	3.7	0.0	0.8	3.9	0.7	7.2	2.4	0.9	0.0	4.4	1.5	3.2	0.9	4.2
		6	3	1	0	1	1	3	0	1	1	1	4	1	1	0	2	1	5	1	5
7		17	6	4	0	6	5	5	3	6	0	13	3	4	7	4	1	7	10	7	10
	%	7.9	6.4	15.8	0.0	11.8	18.5	6.3	10.5	7.7	0.0	9.4	6.5	9.5	9.7	10.4	1.6	10.2	6.7	7.0	8.7
		19	6	6	0	6	5	6	3	7	0	14	4	5	8	5	1	8	11	8	11

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED					
		Other	Eng/	Con-	Con-	End-	Arch/	Const-	tor	tant	User	End	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Not	Very	Not	
		Use	Arch-	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac	trac
27	11	4	6	5	2	8	3	14	5	14	8	4	10	1	8	16	11	19	8					
%	12.3	10.6	15.8	20.0	9.8	7.3	9.5	12.7	17.4	19.4	10.0	14.9	8.3	13.9	2.7	20.7	21.3	7.7	17.9	7.1				
24	10	6	2	5	2	8	3	11	6	12	6	4	7	1	7	12	15	9						
4	3	0	0	1	1	3	0	1	0	3	1	2	0	1	0	1	3	2						
%	1.9	3.2	0.0	0.0	2.0	3.9	3.7	0.0	1.3	0.0	2.4	1.9	4.5	0.0	2.7	0.0	1.5	2.2	1.9	1.9				
4	3	0	0	1	1	3	0	1	0	3	1	2	0	1	0	1	3	2						
49	27	2	9	9	7	17	3	22	7	34	8	10	20	13	9	27	22	31	18					
%	22.7	26.6	7.9	30.0	17.6	25.9	19.9	11.9	27.9	24.9	16.4	22.7	27.4	33.7	21.8	37.1	15.5	29.5	16.5					
43	25	3	3	9	7	12	3	20	5	30	8	8	18	13	9	25	18	29	14					
C	B																							
1	0	1	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1	0	1	0	1	0	0	1
%	0.3	0.0	2.6	0.0	0.0	0.0	0.0	0.8	0.0	0.0	1.3	0.0	0.9	1.6	0.0	0.0	0.4	0.0	0.6					
1	0	1	0	0	0	0	0	1	0	0	1	0	1	1	0	0	1	0	1	0	1	0	0	1
MEAN:	5.78	6.03	5.32	6.30	5.22	6.44	5.39	4.73	6.35	5.85	5.71	5.89	6.11	6.06	5.66	7.28	5.04	6.50	5.12					

P14C. What is your honest opinion about the following statement . . . It's valuable to me to interact with the instructor and other students.

		ETP BANNER																			
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED			
		Other	Eng/	Con-	Con-	Other	Arch/	Con-	Con-	Sen-	New	Mid	ior	Small	Large	Once/	Comp-	Comp-	Not	Not	
		End-	Arch/	trac	sul-	End	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	
		Use	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-V-	-W-	-X-
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110		
2	2	0	0	0	0	0	2	0	0	0	1	1	1	0	1	0	0	2	1	1	
%	1.0	2.1	0.0	0.0	0.0	2.6	0.0	0.0	0.0	0.8	2.1	2.4	0.0	2.7	0.0	0.0	1.5	1.0	1.0		
2	2	0	0	0	0	2	0	0	0	1	1	1	1	0	1	0	0	2	1	1	
%	1.0	2.1	0.0	0.0	0.0	2.6	0.0	0.0	0.0	1.1	1.1	1.1	1.1	0.0	1.0	0.0	0.0	2.0	1.0	1.0	
2	1	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	2	0	1	
%	0.9	1.1	0.0	2.0	0.0	0.0	0.0	1.2	0.0	0.7	2.1	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	1.0	
2	1	0	0	1	0	0	0	1	0	1	1	1	0	0	0	0	0	2	0	1	
%	0.9	1.1	0.0	2.0	0.0	0.0	0.0	1.2	0.0	0.7	2.1	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	1.0	
3	1	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	2	0	1	
%	1.3	1.1	0.0	2.0	3.4	1.3	0.0	0.9	3.9	1.2	3.0	1.7	1.5	0.0	0.0	0.0	1.9	0.0	0.0	2.5	
3	1	0	0	1	1	1	1	0	1	2	0	1	1	1	0	0	0	3	0	3	
%	1.3	1.1	0.0	2.0	3.4	1.3	0.0	0.9	3.9	1.2	3.0	1.7	1.5	0.0	0.0	0.0	1.9	0.0	0.0	2.5	
12	5	2	3	2	0	7	3	2	2	9	2	3	6	4	4	4	2	10	8	5	
%	5.7	5.3	7.9	10.0	3.9	8.2	13.2	2.8	5.8	6.3	4.2	7.2	8.6	10.4	9.6	3.1	7.0	7.3	4.2		
11	5	3	1	2	0	5	3	3	2	7	2	3	5	4	2	3	8	6	6	5	
%	5.7	5.3	7.9	10.0	3.9	8.2	13.2	2.8	5.8	6.3	4.2	7.2	8.6	10.4	9.6	3.1	7.0	7.3	4.2		
7	2	2	0	0	1	0	1	5	1	4	2	0	0	4	1	1	0	7	0	7	
%	3.2	2.1	7.9	0.0	2.3	0.0	3.0	6.3	4.1	3.1	3.4	0.0	6.0	1.9	1.6	0.0	4.9	0.0	6.3		
8	2	3	0	0	1	0	1	5	1	5	2	0	4	1	1	0	8	0	8		
%	3.2	2.1	7.9	0.0	2.3	0.0	3.0	6.3	4.1	3.1	3.4	0.0	6.0	1.9	1.6	0.0	4.9	0.0	6.3		
17	6	1	3	5	2	7	1	9	2	11	3	5	4	3	4	2	14	4	12		
%	7.7	6.4	5.3	10.0	9.8	6.9	8.6	3.9	10.8	7.8	7.9	5.6	10.5	5.8	7.8	9.2	2.8	9.5	4.0	11.2	
15	6	2	1	5	2	7	1	7	2	9	3	3	4	3	4	2	12	4	11		
%	7.7	6.4	5.3	10.0	9.8	6.9	8.6	3.9	10.8	7.8	7.9	5.6	10.5	5.8	7.8	9.2	2.8	9.5	4.0	11.2	
39	17	6	3	10	6	19	4	14	6	25	8	7	15	7	5	10	29	17	22		
%	18.1	17.0	26.3	10.0	19.6	20.8	22.3	16.6	17.8	20.2	18.2	15.4	16.2	20.3	16.8	13.1	13.7	20.5	16.4	19.9	
40	16	10	1	10	6	19	4	14	6	24	9	7	15	7	6	11	29	16	24		
%	18.1	17.0	26.3	10.0	19.6	20.8	22.3	16.6	17.8	20.2	18.2	15.4	16.2	20.3	16.8	13.1	13.7	20.5	16.4	19.9	

P14C. What is your honest opinion about the following statement . . . It's valuable to me to interact with the instructor and other students.

		ETP BANNER																																					
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED																	
		Light	ing	Other	Use	End	Con-	Con-	Con-	trac	tor	Eng/	Arch/	Eng/	Other	Use	End	New	Mid	ior	Sen-	Small	Large	Once/	Once/	Once/	Comp-	Comp-	Comp-	Very	Very	Very							
		-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-V-	-W-	-X-	-Y-	-Z-	-AA-	-AB-	-AC-	-AD-	-AE-	-AF-						
9	%	9.1	10.6	10.5	0.0	9.8	12.7	1.3	24.2	9.8	10.1	9.2	8.6	10.5	6.7	10.1	4.9	8.8	10.1	4.9	8.8	9.4	7.5	10.7	20	11	3	0	5	4	5	4	2	6	13	8	12		
		21	10	4	0	5	4	1	6	8	3	13	5	5	6	4	2	7	14	8	13																		
		I																																					
		114	53	10	22	26	14	46	9	40	13	71	30	23	37	20	24	51	62	65	48																		
	%	52.5	53.2	42.1	70.0	52.9	49.9	55.7	39.0	50.4	48.1	51.8	58.6	51.6	51.2	50.3	61.6	70.3	43.8	62.9	43.3																		
		103	50	16	7	27	14	40	6	38	12	65	26	22	33	21	23	45	58	59	44																		
		R Q T S																																					
		1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	%	0.5	1.1	0.0	0.0	0.0	3.9	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.0	0.0																		
		1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		DK/DR																																					
MEAN:		8.67	8.67	8.50	9.00	8.76	8.91	8.56	8.53	8.69	8.58	8.67	8.76	8.58	8.60	8.49	8.87	9.39	8.31	9.01	8.39																		
		R Q T S																																					

		ETP BANNER										ATTENDANCE			EXPECTATION			SATISFIED				
COURSE TYPE		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY			Not			Very				
		Other Eng/ Arch/ Const		Con- trac- tant		Con- sul- tor		New Mid 6-25		Sen- ior >25		Once/ month yr or more			Comp- lete ly			Not				
		--E-- --D-- --C--		--F-- --G-- --H-- --I--		--J-- --K-- --L--		--M-- --N-- --O--		--P-- --Q-- --R--			--S-- --T--									
Total		216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
2	2	2	0	0	0	0	0	2	0	0	0	2	0	0	0	1	0	0	0	2	1	
%	1.0	2.1	0.0	0.0	0.0	2.6	0.0	2.6	0.0	0.0	0.0	1.6	0.0	0.0	0.0	2.7	0.0	0.0	1.5	1.0	1.0	
2	2	2	0	0	0	2	0	0	2	0	0	2	0	0	0	1	0	0	2	1	1	
2	1	1	1	0	0	0	1	0	0	1	1	2	0	1	1	0	1	1	2	1	2	
%	1.1	1.1	2.6	0.0	0.0	3.9	0.0	3.9	0.0	0.9	2.3	1.3	0.0	1.7	0.9	0.0	1.6	0.9	1.3	0.6	1.6	
3	1	1	1	0	0	1	0	0	0	1	1	2	0	1	1	0	1	1	2	1	2	
%	1.5	3.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	0.8	4.2	0.0	2.9	0.0	0.0	0.0	2.3	0.0	2.9	
3	3	3	0	0	0	0	0	0	0	2	0	1	2	0	2	0	0	0	3	0	3	
%	1.5	3.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	0.8	4.2	0.0	2.9	0.0	0.0	0.0	2.3	0.0	2.9	
4	1	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	0	1	
%	0.4	0.0	0.0	0.0	2.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.9	
1	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	1	
5	13	6	3	3	0	0	0	5	1	5	0	9	4	8	2	1	4	1	12	1	11	
%	5.9	6.4	13.2	10.0	0.0	0.0	0.0	5.9	4.4	6.3	0.0	6.3	8.0	17.0	3.2	3.2	11.5	1.5	8.2	1.2	10.3	
12	6	5	1	0	0	0	0	5	1	4	0	7	5	6	3	2	5	1	11	2	10	
E					C									N	M					T	S	
6	6	4	1	0	0	0	0	1	2	2	3	3	0	1	0	0	3	0	6	1	4	
%	2.6	4.3	5.3	0.0	0.0	0.0	0.0	1.3	7.0	2.7	10.1	2.0	0.0	2.4	0.0	0.0	7.1	0.0	3.9	1.0	4.0	
6	4	2	0	0	0	1	0	1	2	2	3	3	0	1	0	0	3	0	6	1	5	
7	21	7	4	0	6	5	7	2	8	4	11	4	4	2	8	4	3	1	19	3	18	
%	9.7	7.4	15.8	0.0	11.8	17.3	8.3	7.4	9.5	14.2	8.4	7.7	4.5	10.8	9.3	7.6	1.7	13.2	2.6	16.6		
23	7	6	0	6	6	7	2	2	8	4	13	4	2	2	9	4	3	2	20	3	20	
																		R	Q	T	T	S

P14D. What is your honest opinion about the following statement . . . Classes like this provides unbiased or objective information

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED					
		Other	Eng/	Con-	Con-	End	Arch/	Con-	trac	Con-	tor	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Not	Very	Not	
		Use	Const	tant	tant	User	End	tor	tant	tant	Use	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	
		---D	---E	---F	---G	---H	---I	---J	---K	---L	---M	---N	---O	---P	---Q	---R	---S	---T	---U	---V	---W	---X	---Y
8	36	14	4	3	12	2	13	5	16	7	21	8	4	14	7	1	10	26	14	22			
	%	16.5	13.8	18.4	10.0	25.5	6.9	15.5	19.3	20.5	15.4	15.5	8.1	19.7	18.7	3.3	13.4	18.3	13.4	13.4	19.6		
	36	13	7	1	13	2	13	5	16	7	20	9	4	14	8	2	10	26	12	24			
9	14	7	2	0	4	6	7	2	2	2	1	8	5	4	5	3	5	9	5	9			
	%	6.5	7.4	7.9	0.0	7.8	22.1	8.3	7.8	2.7	3.9	6.1	9.3	10.5	4.9	11.5	6.6	6.6	6.5	4.6	8.3		
	15	7	3	0	4	6	8	2	2	2	1	9	5	4	5	3	5	10	5	10			
10 - Strongly Agree	117	55	8	25	25	14	47	13	43	12	77	28	25	42	22	24	55	62	78	39			
	%	54.0	54.3	34.2	80.0	51.0	49.9	56.9	54.0	53.5	41.9	56.7	55.4	55.9	57.5	60.8	75.0	43.7	74.9	35.0			
	103	51	13	8	26	14	38	9	41	10	69	24	23	35	21	20	49	54	69	34			
DK/DR	2	0	1	0	1	0	0	0	1	1	1	0	0	0	0	1	1	1	1	1	0		
	%	0.7	0.0	2.6	0.0	2.0	0.0	0.0	1.2	2.3	0.7	0.0	0.0	0.0	0.0	1.6	0.9	0.7	0.6	0.6	0.0		
	2	0	1	0	1	0	0	0	1	1	1	0	0	0	0	1	1	1	1	1	0		
MEAN:	8.60	8.44	7.95	9.30	8.92	8.81	8.71	8.81	8.58	8.40	8.63	8.67	8.52	8.80	8.83	8.63	9.47	8.16	9.36	7.89			
	DE		C	C	C																		

P15. How often do you attend classes like the class you attended? Would you say you attend similar classes ...?

COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED				
		Other	Eng/	Con-	Con-	Sen-	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Comp-	Not					
		Use	Const	tor	tant	tor	5	6-25	>25	<=5	<=5	>100	more	less	ly	ly					
		---D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--					
		Light	ing	Other	Use	End	User	End	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-					
Total	216	101	24	31	49	28	83	24	49	27	136	51	45	73	40	39	73	142	104	111	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110		
Very frequently (once a month or more)	40	24	3	0	12	4	21	5	11	4	24	11	10	15	40	0	13	27	22	18	
%	18.4	23.4	13.2	0.0	25.5	13.8	25.3	19.7	14.4	15.2	17.2	22.1	21.5	20.8	100.0	0.0	18.3	18.6	21.1	16.0	
41	22	5	0	13	4	21	5	12	4	25	11	10	16	41	0	13	28	22	19		
Somewhat frequently, (once a season/year)	138	60	15	25	28	18	52	18	49	19	88	31	31	42	0	0	40	97	60	77	
%	63.5	59.6	60.5	80.0	56.9	64.6	62.5	75.9	61.7	68.9	64.5	60.3	68.3	57.7	0.0	0.0	54.7	67.8	57.2	69.1	
127	56	23	8	29	19	46	15	46	18	81	28	27	39	0	0	37	89	53	73		
Infrequently (once every other year)	27	11	5	3	8	3	7	0	14	4	16	6	5	11	0	27	10	18	13	15	
%	12.6	10.6	21.1	10.0	15.7	10.4	8.4	0.0	17.9	13.6	12.0	12.4	10.2	15.5	0.0	70.0	13.1	12.5	12.0	13.3	
28	10	8	1	8	3	5	5	0	16	4	16	7	5	10	0	28	11	17	12	16	
No at all (first time)	12	6	1	3	1	3	3	1	5	1	8	3	0	4	0	12	10	2	10	2	
%	5.4	6.4	5.3	10.0	2.0	11.2	3.9	4.4	6.0	2.3	6.2	5.2	0.0	6.0	0.0	30.0	13.9	1.1	9.6	1.5	
10	6	2	1	1	3	3	3	1	3	1	6	3	0	3	0	10	8	2	8	2	
															P	O	R	Q	T	S	

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Other Eng/Const	Arch/Const	Eng/Const	Trac/Const	Con-sul-tant	End User	New User	Mid <=5	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-ly	Comp-ly	Not	Very	Not	Very		
18	10	3	0	4	1	11	4	3	3	10	5	2	2	6	0	3	14	6	6	12		
%	8.8	10.2	11.1	0.0	8.0	4.4	13.7	16.6	4.2	12.3	7.6	10.3	4.8	2.3	14.4	0.0	5.0	9.8	6.6	10.7		
19	9	4	0	4	1	11	4	4	4	10	5	2	2	6	0	3	15	6	6	13		
17	10	1	3	3	0	6	0	10	2	9	6	4	6	6	0	8	9	9	9	8		
%	8.3	10.2	2.8	11.1	6.0	0.0	7.3	0.0	13.8	8.0	6.9	12.7	8.6	9.0	14.4	0.0	13.1	6.3	10.0	7.0		
15	9	1	1	3	0	6	0	8	2	9	4	4	4	6	0	6	9	7	7	8		
17	10	1	3	4	2	9	4	4	2	15	1	7	4	6	0	8	9	9	9	7		
%	8.4	10.2	2.8	11.1	8.0	7.8	11.6	17.9	5.0	6.4	11.3	2.0	16.3	6.1	15.5	0.0	12.4	6.7	9.5	6.6		
15	9	1	1	4	2	7	4	4	2	12	1	5	4	6	0	6	9	9	9	5		
16	5	2	6	2	2	6	1	8	3	11	2	3	6	2	1	4	12	10	7	7		
%	8.0	5.7	8.3	22.2	4.0	7.0	4.6	10.2	11.6	8.9	4.2	6.9	9.2	5.1	3.9	6.6	8.7	10.6	5.9	5.9		
13	5	3	2	2	2	4	1	6	1	10	2	3	4	2	1	4	9	8	8	5		
MEAN:	5.55	6.18	4.73	5.29	5.15	4.99	6.33	7.08	4.94	5.27	5.74	5.44	6.32	4.58	7.40	2.29	6.30	5.19	6.19	4.94		

U1. Are you aware of any programs offered by your Utility to help businesses promote energy efficiency?

		ETP BANNER												ATTENDANCE		EXPECTATION		SATISFIED			
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				FREQUENCY		Not		Very			
		Other	Eng/	Con-	Con-	Other	Arch/	Con-	Sen-	New	Mid	ior	Small	Large	Once/	Comp-	Comp-	lete	lete	Very	Not
		End-	Arch-	trac	trac	Const	tor	tant	ior	<=5	6-25	>25	<=5	>100	more	less	ly	ly	satis	very	
		Use	Use	tant	tant	User	<=5	>25	>25	<=5	>25	>25	<=5	>100	less	ly	ly	-fied	-fied	-T-	
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--			
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110	
Yes	133	59	17	12	36	24	44	21	46	15	84	32	27	43	27	15	40	92	64	68	
%	61.5	58.5	71.1	40.0	74.5	85.3	52.4	87.3	57.9	55.2	61.3	63.8	60.8	59.2	67.1	38.4	54.9	64.6	61.3	61.4	
	133	55	27	4	38	25	42	18	48	17	82	32	29	44	28	17	42	90	60	72	
No	81	41	6	19	12	4	38	3	32	12	51	17	16	29	13	22	33	48	39	41	
%	37.2	40.4	26.3	60.0	25.5	14.7	45.6	12.7	40.7	44.8	37.4	34.1	36.8	39.3	32.9	57.3	45.1	33.5	37.7	37.1	
	70	38	10	6	13	4	31	3	28	10	44	16	12	23	13	19	27	43	34	36	
DK/RF	3	1	1	0	0	0	2	0	1	0	2	1	1	1	0	2	0	3	1	2	
%	1.3	1.1	2.6	0.0	0.0	0.0	2.1	0.0	1.4	0.0	1.3	2.1	2.4	1.5	0.0	4.4	0.0	2.0	1.1	1.5	
	3	1	1	0	0	0	2	0	1	0	2	1	1	1	0	2	0	3	1	2	

U2. Has your business participated in any of these programs since attending the class?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Other Eng/Const	Arch/trac	Con-sul-tant	Eng/Const	Trac	Use	End User	New	Mid	Senior	<=5	6-25	>25	Small	Large	Once/month	Once/yr	Comp-ly	Comp-ly	Very satis	Very	Not
133	59	17	12	36	24	44	21	46	15	84	32	27	43	27	15	40	92	64	68				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
133	55	27	4	38	25	42	18	48	17	82	32	29	44	28	17	42	90	60	72				
87	33	13	9	26	14	29	12	33	7	55	24	13	36	18	10	27	60	39	48				
%	65.1	56.4	77.8	71.1	58.4	66.1	57.8	71.6	48.7	65.4	73.0	47.4	83.3	66.1	69.6	67.0	65.1	61.3	69.6				
87	31	21	3	27	15	28	8	34	9	54	23	14	36	19	12	29	58	38	49				
34	20	3	0	8	8	13	9	9	7	22	4	12	4	9	4	10	24	18	17				
%	25.9	34.5	18.5	0.0	21.1	32.5	28.9	42.2	19.9	44.2	26.7	13.8	44.7	8.4	33.9	24.1	25.5	26.3	27.5	24.7			
36	19	5	0	8	8	12	10	10	7	23	5	13	4	9	4	10	26	17	19				
12	5	1	3	3	2	2	0	4	1	7	4	2	4	0	1	3	8	7	4				
%	9.0	9.1	3.7	25.0	7.9	9.1	4.9	0.0	8.5	7.1	7.9	13.2	7.9	8.4	0.0	6.3	7.4	8.6	11.2	5.6			
10	5	1	1	3	2	2	0	4	1	5	4	2	4	0	1	3	6	5	4				

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	ETP BANNER										ATTENDANCE			EXPECTATION			SATISFIED			
	COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY	EXPECTATION		SATISFIED				
	Light	Other HVAC	Other Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ month	Comp- lete	Comp- lete	Very satis- fied	Not	Not			
Incentive program for distributors or other vendors of energy efficient equipment	9	3	3	0	2	1	2	1	2	4	3	2	1	2	1	3	1	7	3	6
	6.8	5.5	18.5	0.0	5.3	4.0	3.9	6.5	5.8	12.6	4.8	9.5	5.1	5.4	3.6	17.7	1.6	8.0	4.6	8.9
	11	3	5	0	2	1	2	2	3	3	5	3	2	3	1	3	1	9	4	7
Other rebate/financial incentive program	10	3	1	3	2	2	5	4	4	1	5	4	1	1	0	1	1	8	2	8
	7.5	5.5	3.7	25.0	5.3	8.1	11.8	19.1	8.4	7.1	5.6	13.0	3.5	2.6	0.0	6.3	2.4	8.6	3.0	11.8
	8	3	1	1	2	2	3	2	4	1	3	4	1	1	0	1	1	6	2	6
Incentive program for renewable power and distributed generation projects	5	3	2	0	0	1	1	0	2	2	1	3	0	4	0	1	1	4	1	4
	3.8	5.5	11.1	0.0	0.0	2.7	2.5	0.0	4.6	11.3	0.8	8.6	0.0	9.4	0.0	4.2	1.6	4.9	1.0	6.6
	6	3	3	0	0	1	1	0	2	2	1	3	0	5	0	1	1	5	1	5
Other renewable/self-generation program	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	1	0	1
	0.7	0.0	0.0	0.0	2.6	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	0.0	1.0	0.0	1.4
	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	1	0	1
Interruptible rate/service program	1	0	1	0	0	0	0	0	0	1	1	0	0	1	0	1	1	1	1	1
	1.0	0.0	7.4	0.0	0.0	0.0	0.0	0.0	4.2	0.8	0.0	0.0	0.0	2.9	0.0	4.2	1.6	0.7	1.0	0.9
	2	0	2	0	0	0	0	0	0	1	1	0	0	2	0	1	1	1	1	1
Demand bidding program	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1
	0.5	0.0	3.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	1.5	0.0	0.0	0.0	0.7	0.0	0.9
	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1
Other demand response/interruptible rate prog	5	2	0	3	0	0	1	4	0	0	1	4	1	3	1	1	1	4	3	2
	3.9	3.6	0.0	25.0	0.0	0.0	2.5	19.7	0.0	0.0	1.3	12.9	3.9	7.2	4.0	7.1	2.7	4.5	4.9	3.1
	3	2	0	1	0	0	1	2	0	0	1	2	1	1	1	1	1	2	1	2

U3. Which programs are you aware of?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION			SATISFIED	
Light	Other	Eng/Const	Arch/Const	Trac/tor	Con-tor	Con-tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once more	Once less	Once/Or more	Comp-ly	Comp-ly	Not	Very satis	Very	Not		
2	0	1	0	0	0	1	0	1	2	0	0	1	1	0	0	0	0	0	2	0	2		
1.3	0.0	3.7	0.0	0.0	0.0	1.5	0.0	2.4	11.5	0.0	0.0	2.3	2.6	0.0	0.0	0.0	1.9	0.0	2.6	0.0	2.6		
2	0	1	0	0	1	0	1	1	2	0	0	1	1	0	0	0	2	0	2	0	2		
7	1	3	0	3	2	3	0	3	1	5	0	1	2	1	2	3	4	5	2	2	3		
5.3	1.8	18.5	0.0	7.9	6.8	6.1	0.0	6.2	8.4	5.8	0.0	3.9	3.7	3.6	10.6	7.1	4.6	7.7	3.3	3.3	3.3		
9	1	5	0	3	2	3	0	4	2	6	0	1	2	1	2	4	5	6	3	3	3		
3	2	0	0	1	2	0	0	1	1	0	2	2	1	0	0	0	3	1	2	1	2		
2.3	3.6	0.0	0.0	2.6	9.1	0.0	0.0	2.1	6.3	0.0	6.6	7.9	2.2	0.0	0.0	0.0	3.4	1.7	3.0	1.7	3.0		
3	2	0	0	1	2	0	0	1	1	0	2	2	1	0	0	0	3	1	2	1	2		
25	13	3	3	4	2	11	1	12	1	18	6	3	9	4	3	6	19	10	14	10	14		
18.6	21.8	18.5	25.0	10.5	8.6	24.3	3.0	25.0	7.1	21.6	17.4	12.5	20.2	14.4	22.8	15.4	20.2	16.3	21.0	16.3	21.0		
24	12	5	1	4	2	10	1	11	1	16	7	4	8	4	4	6	18	8	16	8	16		

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

	ETP BANNER																						
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED		
	Light	Other HVAC	Light	Other HVAC	Other Eng/ Arch/ Const	Con- trac- tor	Con- stant User	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ more	Once/ more	Once/ more	Once/ more	Once/ more	Once/ more	Once/ more	Not Satis	Very Satis	
Total	87	33	13	9	26	14	29	12	33	7	55	24	13	36	18	10	27	60	39	48			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Prescriptive rebate program for standard energy efficient measures at existing facilities	19	4	4	0	10	1	8	3	5	0	15	4	3	8	5	1	7	13	8	11			
%	22.4	12.9	28.6	0.0	37.0	9.3	29.3	24.2	16.3	0.0	27.5	18.6	25.6	22.4	28.8	9.1	24.2	21.7	20.5	24.1			
Custom incentive program for more complex energy efficient projects at existing facilities	15	9	3	0	4	2	7	2	5	0	10	5	2	3	3	1	3	12	4	10			
%	17.2	25.8	19.0	0.0	14.8	15.6	24.1	15.5	15.2	0.0	17.5	22.6	16.6	9.5	17.5	6.1	10.3	20.3	11.5	21.9			
Incentive and technical assistance program for new construction	18	5	2	3	8	7	4	5	2	2	11	4	3	7	7	1	6	12	9	9			
%	20.7	16.1	14.3	33.3	29.6	48.0	15.2	41.8	5.8	23.1	20.6	17.1	20.6	20.4	37.3	10.2	21.4	20.4	22.9	18.9			
Agricultural incentives and pumping services	2	2	0	0	0	0	2	0	0	0	1	1	1	0	1	0	0	2	1	1			
%	2.5	6.5	0.0	0.0	0.0	0.0	7.4	0.0	0.0	0.0	2.0	4.5	8.3	0.0	6.1	0.0	0.0	3.6	2.7	2.2			
Incentive program for multi-family properties	4	1	0	3	0	0	4	3	0	0	4	0	0	0	0	0	0	4	0	4			
%	4.8	3.2	0.0	33.3	0.0	0.0	14.5	25.3	0.0	0.0	7.6	0.0	0.0	0.0	0.0	0.0	0.0	7.0	0.0	8.8			

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

	ETP BANNER												ATTENDANCE		EXPECTATION		SATISFIED	
	COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		FREQUENCY		Not		Very			
	Light	Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >5	Once/ month	Once/ yr or more	Comp- ly	Comp- ly	Very satis- fied	Not satis- fied	
%	5.2	6.5	1.0	3.7	6.9	1.0	1.0	1.0	4.0	15.9	4.9	7.8	0.0	15.2	0.0	9.2	2.4	9.5
	6.2	2.0	1.0	1.0	2.0	0.0	3.0	1.0	1.0	4.0	1.0	3.0	0.0	2.0	0.0	6.0	1.0	5.0
	2.0	0.0	0.0	2.0	1.0	0.0	1.0	0.0	1.0	1.0	0.0	0.0	1.0	1.0	0.0	2.0	2.0	0.0
	2.2	0.0	0.0	7.4	6.9	0.0	2.9	0.0	1.7	4.0	0.0	0.0	5.4	9.1	0.0	3.2	4.9	0.0
	2.0	0.0	0.0	2.0	1.0	0.0	1.0	0.0	1.0	1.0	0.0	0.0	1.0	1.0	0.0	2.0	2.0	0.0
	1.0	0.0	0.0	1.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0
	1.1	0.0	0.0	3.7	0.0	0.0	2.9	12.9	0.0	0.0	0.0	0.0	0.0	0.0	3.5	0.0	2.4	0.0
	1.0	0.0	0.0	1.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0
	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	0.7	0.0	4.8	0.0	0.0	0.0	1.9	0.0	1.2	0.0	0.0	0.0	0.0	0.0	2.4	0.0	1.6	0.0
	1.0	0.0	1.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0
	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0
	1.2	3.2	0.0	0.0	0.0	0.0	8.7	0.0	2.0	0.0	0.0	0.0	0.0	10.2	4.0	0.0	0.0	2.2
	1.0	1.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0
	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	1.3	0.0	0.0	0.0	0.0	0.0	3.4	15.1	0.0	0.0	0.0	3.1	0.0	0.0	1.9	0.0	0.0	2.3
	1.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0
	3.0	0.0	1.0	2.0	0.0	2.0	1.0	1.0	2.0	0.0	0.0	0.0	0.0	0.0	1.0	3.0	3.0	1.0
	3.7	0.0	9.5	0.0	7.4	0.0	5.5	7.8	1.9	17.2	3.5	0.0	0.0	0.0	2.4	4.2	6.5	1.3
	4.0	2.0	2.0	2.0	2.0	1.0	2.0	2.0	2.0	2.0	0.0	0.0	0.0	0.0	1.0	3.0	3.0	1.0
	7.0	4.0	1.0	2.0	1.0	2.0	0.0	5.0	0.0	6.0	2.0	1.0	5.0	2.0	2.0	6.0	1.0	7.0
	8.6	12.9	9.5	0.0	7.4	4.6	6.6	0.0	14.9	0.0	10.5	7.2	8.3	14.8	5.9	9.8	1.6	14.3
	8.0	4.0	2.0	2.0	1.0	2.0	0.0	5.0	0.0	6.0	2.0	1.0	6.0	2.0	2.0	6.0	1.0	7.0
	8.0	4.0	2.0	2.0	1.0	2.0	0.0	5.0	0.0	6.0	2.0	1.0	6.0	2.0	2.0	6.0	1.0	7.0

ETS (#3782)

U4. Which programs, if any, have you participated in the past two years?

BASE: Respondents who have participated in any programs

2006/11/29

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===== ETP BANNER =====
COURSE TYPE          TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE          EXPECTATION          SATISFIED
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Light                Other Eng/ Con-            New Mid lor Sen-      Once/ Once/ Comp-   Not
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T--
21 12 2 3 3 2 2 7 0 10 2 15 4 3 10 3 3 8 13 11 10
% 23.9 35.5 14.3 33.3 11.1 15.6 25.2 0.0 29.2 23.1 26.8 18.5 24.0 28.2 15.7 32.7 29.4 21.5 28.1 20.5
19 11 3 1 3 2 7 0 0 8 2 12 5 3 9 3 4 8 11 9 10

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Don't know

US. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		ETP BANNER													ATTENDANCE		EXPECTATION		SATISFIED		
		COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			FREQUENCY		Not		Very		Not	
		Light	Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large 6-25	Very Large >25	Once/ month	Once/ yr	Comp- lete	Comp- lete	Very satis	Very satis	Not	Not
Total	133	59	17	12	36	24	44	21	46	15	84	32	27	43	27	15	40	92	64	68	68
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	133	55	27	4	38	25	42	18	48	17	82	32	29	44	28	17	42	90	60	72	72
Prescriptive rebate program for standard energy efficient measures at existing facilities	23	3	4	3	10	1	6	2	9	2	18	4	3	11	5	2	7	16	10	13	13
%	17.5	5.5	25.9	25.0	26.3	5.4	14.2	9.5	20.1	11.5	20.9	12.3	10.5	24.4	17.1	10.6	18.6	17.2	16.2	18.9	18.9
	24	3	7	1	10	2	7	2	10	2	17	5	4	12	5	2	8	16	9	15	15
Custom incentive program for more complex energy efficient projects at existing facilities	17	7	2	3	4	3	5	1	5	4	12	2	2	5	4	1	5	12	10	7	7
%	13.1	12.7	11.1	25.0	10.5	13.1	12.2	5.0	10.5	24.6	13.8	6.7	7.9	10.9	15.1	7.1	13.1	13.2	15.9	10.6	10.6
	16	7	3	1	4	3	6	1	5	4	10	2	2	5	4	1	5	11	8	8	8
Incentive and technical assistance program for new construction	9	4	1	0	4	5	4	0	2	0	7	1	3	2	3	1	5	4	5	5	5
%	7.0	7.3	7.4	0.0	10.5	22.2	10.0	0.0	4.1	0.0	8.8	3.3	10.2	3.7	13.1	7.1	12.8	4.6	7.5	6.7	6.7
	10	4	2	0	4	5	5	0	2	0	8	1	3	2	4	1	5	5	5	5	5
Incentive program for multi-family properties	1	1	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1
%	0.8	1.8	0.0	0.0	0.0	0.0	2.5	0.0	0.0	0.0	0.0	3.3	3.9	0.0	0.0	0.0	0.0	1.2	0.0	1.6	1.6
	1	1	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0	1
Incentive program for distributors or other vendors of energy efficient equipment	3	2	1	0	0	1	1	0	1	0	1	2	1	2	1	0	0	3	1	2	2
%	2.1	3.6	3.7	0.0	0.0	4.5	2.5	0.0	2.3	0.0	0.8	6.6	3.9	4.0	2.4	0.0	0.0	3.0	1.0	3.1	3.1
	3	2	1	0	0	1	1	0	1	0	1	2	1	2	1	0	0	3	1	2	2

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	ETP BANNER												ATTENDANCE			EXPECTATION			SATISFIED									
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			FREQUENCY			Not			Very									
	Light	Other	End-Use	Eng/Const	Arch/trac	Con-sul-tant	End-User	New	Mid	Senior	<=5	6-25	>25	<=5	6-25	>25	Small	Large	Once	More	Less	Comp-ly	Comp-ly	Comp-ly	Very	Very	Very	
	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing
Other rebate/financial incentive program	5	2	0	0	0	0	0	0	0	0	0	0	5	0	3	1	0	0	0	0	0	0	0	0	0	4	3	2
	3.9	3.6	0.0	25.0	0.0	4.9	14.6	0.0	0.0	0.0	16.2	0.0	16.2	0.0	7.2	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.5	4.9	3.1	
Incentive program for renewable power and distributed generation projects	2	0	0	0	2	1	0	0	1	0	1	1	1	0	0	0	0	0	0	2	0	0	0	0	1	1	2	0
	1.4	0.0	0.0	5.3	4.0	0.0	0.0	2.1	0.0	1.1	2.9	0.0	0.0	0.0	0.0	7.1	0.0	0.0	0.0	0.0	0.0	2.4	1.0	3.0	0.0	0.0	0.0	
Other renewable/self-generation program	1	1	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	0.8	1.8	0.0	0.0	0.0	0.0	0.0	2.3	0.0	1.3	0.0	3.9	0.0	1	0	0	0	0	0	0	0	0	0	0	1.2	0.0	1.6	
Demand bidding program	2	1	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1
	1.3	1.8	3.7	0.0	0.0	3.9	0.0	0.0	4.2	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	1.7	0.9	
Other demand response/interruptible rate prog	2	1	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2
	1.5	1.8	0.0	0.0	2.6	0.0	0.0	0.0	0.0	2.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.1	2.7	1.0	0.0	0.0	3.0		
Flex Your Power	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	0.8	1.8	0.0	0.0	0.0	2.5	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	1.6	
Rebate programs (not specified)	4	2	0	0	2	1	2	1	2	1	2	1	1	1	1	1	1	1	1	1	0	0	0	2	2	2	2	2
	3.0	3.6	0.0	0.0	5.3	4.0	4.6	4.5	4.4	7.1	2.3	3.3	3.5	2.5	4.0	0.0	0.0	5.0	0.0	0.0	0.0	2.2	3.2	3.0	0.0	0.0	0.0	

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		ETP BANNER																
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Other Eng/Const	Arch/trac	Con-sul-tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once more	Once/yr	Comp-ly	Comp-ly	Not	Very satis	Not	
2	1	0	0	1	0	0	0	0	2	2	0	0	0	0	0	2	0	2
%	1.3	0.0	0.0	4.5	0.0	3.0	0.0	5.3	6.3	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	2.5
2	1	0	0	1	0	0	0	0	2	2	0	0	0	0	0	2	0	0
	16	10	3	5	2	5	4	2	10	3	6	4	5	2	3	13	8	7
%	11.8	16.4	14.8	21.3	4.9	21.6	8.8	14.7	11.7	8.6	23.6	9.8	18.3	13.5	6.9	14.1	13.2	10.7
17	9	4	0	3	6	2	5	4	3	10	6	5	5	2	3	14	8	9
	53	22	7	6	13	6	20	7	22	6	35	11	8	18	7	8	16	36
%	39.6	38.2	40.7	50.0	36.8	25.3	46.8	32.1	47.5	42.1	41.9	34.9	30.1	42.7	26.0	54.5	40.9	39.5
52	21	11	2	14	6	18	5	23	7	33	12	9	19	7	10	18	34	24
	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27

ETS (#3782)
 U6. Did the class provide you with information about any of these programs?
 BASE: Respondents who aware of the programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Other Eng/	Con-	Con-	Con-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	
		Const	Arch/	Eng/	Other	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
133	59	17	12	36	24	44	21	46	15	84	32	27	43	27	15	40	92	64	68			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
133	55	27	4	38	25	42	18	48	17	82	32	29	44	28	17	42	90	60	72			
84	33	11	9	24	14	28	18	27	8	52	22	16	31	21	6	24	59	39	45			
%	63.1	56.4	66.7	75.0	58.7	65.0	83.0	59.0	53.7	61.9	68.4	58.4	71.3	80.4	41.8	60.4	63.9	61.5	65.5			
84	31	18	3	25	15	27	14	30	9	52	21	17	32	23	7	25	58	37	47			
34	17	4	3	8	7	7	4	15	5	20	9	8	8	4	5	11	22	17	17			
%	25.4	29.1	22.2	25.0	21.1	28.2	16.9	33.2	30.9	24.0	28.3	27.9	18.8	16.0	35.4	28.7	24.3	26.8	24.5			
33	16	6	1	8	7	7	4	14	5	18	10	8	7	4	6	12	21	15	18			
15	9	2	0	5	3	8	0	4	2	12	1	4	4	1	3	4	11	7	7			
%	11.4	14.5	11.1	0.0	13.2	13.1	18.1	7.8	15.5	14.1	3.3	13.7	9.8	3.6	22.8	10.9	11.8	11.7	10.0			
16	8	3	0	5	3	8	0	4	3	12	1	4	5	1	4	5	11	8	7			

		ETP BANNER																			
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Other Eng/ Arch/ Const	Eng/ trac	Con- sul- tant	Con- trac- tor	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ month	Once/ yr	Once/ more	Comp- ly	Comp- lete	Not	Very satis	Not	Very	
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
Total	84	33	11	9	24	14	28	18	27	8	52	22	16	31	21	6	24	59	39	45	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Prescriptive rebate program for standard energy efficient measures at existing facilities	36	13	4	3	13	6	12	10	8	4	27	5	9	10	9	1	11	25	19	17	
%	42.5	38.7	33.3	33.3	56.0	44.6	41.5	54.5	27.7	44.4	51.3	20.4	53.7	31.6	43.5	15.2	44.9	42.2	47.9	37.7	
Custom incentive program for more complex energy efficient projects at existing facilities	36	12	6	1	14	7	12	10	8	4	26	5	9	11	10	1	11	25	17	19	
%	20.7	22.6	33.3	33.3	8.0	19.3	17.7	27.3	11.5	28.8	24.9	9.8	30.2	11.2	27.3	17.1	12.8	24.4	26.7	15.5	
Incentive and technical assistance program for new construction	15	3	4	0	7	5	4	0	5	1	11	2	3	7	7	0	6	9	6	9	
%	17.9	9.7	38.9	0.0	28.0	33.0	13.9	0.0	19.5	13.1	21.3	9.1	18.7	21.4	31.6	0.0	25.1	15.3	16.3	19.4	
Agricultural incentives and pumping services	2	0	1	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	2	
%	2.1	0.0	5.6	0.0	0.0	0.0	0.0	0.0	4.1	13.7	1.2	0.0	0.0	5.7	0.0	0.0	3.0	0.0	0.0	3.9	
Incentive program for multi-family properties	5	1	1	3	0	0	4	3	0	0	4	1	1	1	0	0	0	5	0	5	
%	3.1	3.2	5.6	33.3	0.0	0.0	14.7	17.6	0.0	0.0	7.2	4.8	6.7	2.1	0.0	0.0	8.2	0.0	10.7	0.0	
Research America Inc	3	1	1	1	0	0	2	1	0	0	2	1	1	1	0	0	0	3	0	3	
Sig Testing at 95% BCDE/FGHI/JKLMN/OP/QR/ST																					

ETS (#3782)
 U7. Which programs?
 BASE: Respondents who said the class provided information about program

	ETP BANNER												ATTENDANCE			EXPECTATION			SATISFIED				
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			FREQUENCY			Not			Very				
	Light	Other	End-Use	Eng/Const	Arch/Trac	Con-sul-tant	End User	New	Mid	Senior	Small	Large	Once	More	Once	More	Less	Comp-ly	Comp-ly	Not	Very	Very	
	3.0	0.0	22.2	0.0	0.0	0.0	0.0	1.0	0.0	3.0	0.0	0.0	3.0	3.0	0.0	0.0	2.6	3.3	1.2	3.2	3.2	2.8	
Incentive program for distributors or other vendors of energy efficient equipment	3	0	4	0	0	0	0	1	0	4	0	0	3	4	1	0	0	1	2	1	2	1	1
Other rebate/financial incentive program	3	1	1	0	1	0	1	0	2	1	0	2	1	1	1	1	1	1	2	1	2	1	2
Incentive program for renewable power and distributed generation projects	5	2	1	0	2	0	1	3	2	2	1	2	1	2	1	0	0	2	3	1	3	2	2
Other renewable/self-generation program	1	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	1	1	1	1	1	1
Demand bidding program	2	1	1	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1
Other demand response/interruptible rate program	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
"20/20" program	1	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0

2006/11/29

		ETP BANNER																					
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
Light	Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- lete ly	Comp- lete ly	Very satis- fied	Not very satis- fied							
27	10	5	0	10	0	0	0	0	0	0	27	3	16	8	1	17	7	3	10	17	11	17	
%	100.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
30	9	8	0	10	0	0	0	0	0	0	30	3	18	9	1	18	7	4	11	19	12	18	
12	3	3	0	5	0	0	0	0	0	0	12	2	6	4	0	9	4	2	5	8	5	8	
%	45.1	33.3	0.0	50.0	0.0	0.0	0.0	0.0	45.1	64.8	40.1	48.4	0.0	52.2	55.6	67.5	45.6	44.8	42.9	46.5	46.5	46.5	
14	3	5	0	5	0	0	0	0	14	2	7	5	0	10	4	3	5	9	5	9	5	9	
12	5	1	0	4	0	0	0	0	12	1	8	3	1	6	2	1	4	9	4	8	4	8	
%	45.1	55.6	25.0	40.0	0.0	0.0	0.0	0.0	45.1	35.2	50.1	38.8	100.0	37.5	30.2	32.5	37.3	49.7	41.1	47.8	41.1	47.8	
13	5	2	0	4	0	0	0	0	13	1	9	3	1	6	2	1	4	9	5	8	5	8	
3	1	1	0	1	0	0	0	0	3	0	2	1	0	2	1	0	2	1	0	2	1	2	
%	9.8	11.1	0.0	10.0	0.0	0.0	0.0	9.8	0.0	9.8	0.0	12.8	0.0	10.3	14.2	0.0	17.1	5.5	16.1	5.7	16.1	5.7	
3	1	1	0	1	0	0	0	0	3	0	2	1	0	2	1	0	2	1	0	2	1	2	

ETS (#3782) 2006/11/29
 CIC. Since attending the class, have you made any major changes to the design of your facility, such as adding more space or remodeling existing space?
 BASE: End User

===== ETP BANNER =====																					
COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
Light	Other Use	Other Eng/Const	Arch/trac	Con-sul-tant	Con-tor	Eng/Const	Use	New	Mid	Senior	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	Not	Not	
ing	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--				
27	10	5	0	10	0	0	0	0	27	3	16	8	1	17	7	3	10	17	11	17	
%	100.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
30	9	8	0	10	0	0	0	30	3	18	9	1	18	7	4	11	19	12	12	18	
17	4	3	0	9	0	0	0	17	3	11	3	0	11	6	2	7	10	7	10	10	
%	63.0	44.4	0.0	90.0	0.0	0.0	0.0	63.0	100.0	68.4	40.8	0.0	66.3	84.0	48.2	69.1	59.5	63.8	62.5	62.5	
19	4	5	0	9	0	0	0	19	3	12	4	0	12	6	2	8	11	8	11	11	
10	5	2	0	1	0	0	0	10	0	5	5	1	6	1	2	3	7	4	4	6	
%	37.0	55.6	0.0	10.0	0.0	0.0	0.0	37.0	0.0	31.6	59.2	100.0	33.7	16.0	51.8	30.9	40.5	36.2	37.5	37.5	
11	5	3	0	1	0	0	0	11	0	6	5	1	6	1	2	3	8	4	4	7	

ETS (#3782) 2006/11/29
 CID. Have you made any other major changes to the energy-using equipment or space at your facility since attending the class?
 BASE: End User

COURSE TYPE		ETP BANNER										ATTENDANCE		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY		Not		Very					
		Other Eng/	Con-	Con-	Con-	Sen-	New	Mid	ior	Small	Once/	Once/	Comp-	Comp-	Not	Comp-	Very	Not			
		Arch/	trac	tant	tant	ior	<=5	6-25	>25	<=5	more	less	ly	ly	ly	ly	ly	ly			
		Const	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor			
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use			
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use			
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use			
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use			
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use			
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use			
Total	27	10	5	0	10	0	0	0	0	27	3	16	8	1	17	7	3	10	17	11	17
	%	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	30	9	8	0	10	0	0	0	30	3	18	9	1	18	7	4	11	19	12	12	18
Yes	9	0	2	0	6	0	0	0	9	1	6	1	0	5	3	1	2	7	3	3	6
	%	32.1	0.0	37.5	0.0	60.0	0.0	0.0	32.1	41.2	39.3	15.2	0.0	31.6	42.6	38.7	15.9	41.5	23.9	37.4	37.4
	10	0	3	0	6	0	0	0	10	1	7	2	0	6	3	2	2	8	3	3	7
No	13	4	3	0	4	0	0	0	13	2	8	4	1	9	2	1	7	6	6	6	7
	%	48.2	44.4	62.5	0.0	40.0	0.0	0.0	48.2	58.8	47.4	46.4	100.0	55.5	25.5	28.9	73.4	33.6	56.0	43.3	43.3
	15	4	5	0	4	0	0	0	15	2	9	4	1	10	2	1	8	7	7	7	8
Dk/RF	5	5	0	0	0	0	0	0	5	0	2	3	0	2	2	1	1	4	2	2	3
	%	19.7	55.6	0.0	0.0	0.0	0.0	0.0	19.7	0.0	13.3	38.3	0.0	12.9	31.9	32.5	10.7	24.9	20.1	19.4	19.4
	5	5	0	0	0	0	0	0	5	0	2	3	0	2	2	1	1	4	2	2	3

ETS (#3782) 2006/11/29
 C2A. Did the class in any way influence the decision you made about ... the changes you made to your equipment operation or maintenance?
 BASE: End User who made major changes to operation or maintenance of equipment

===== ETP BANNER =====																					
COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
Light	Other Use	Other Eng/Const	Arch/Const	trac-tor	Con-tant	Con-sul-tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	Not	Not	
12	3	0	5	0	0	0	0	2	6	4	0	0	9	4	2	5	8	5	8	5	8
%	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
14	3	5	0	5	0	0	14	2	7	5	0	10	4	3	5	9	5	5	9	5	9
10	3	0	4	0	0	0	10	1	5	4	0	6	4	2	4	6	4	4	6	4	6
%	78.0	100.0	80.0	0.0	0.0	0.0	78.0	36.4	75.4	100.0	0.0	68.8	100.0	100.0	79.1	77.3	79.1	77.3	79.1	77.3	77.3
11	3	4	0	4	0	0	11	1	5	5	0	7	4	3	4	7	4	7	4	7	7
3	0	1	0	1	0	0	3	1	2	0	0	3	0	0	1	2	1	2	1	2	2
%	22.0	0.0	20.0	0.0	0.0	0.0	22.0	63.6	24.6	0.0	0.0	31.2	0.0	0.0	20.9	22.7	20.9	22.7	20.9	22.7	22.7
3	0	1	0	1	0	0	3	1	2	0	0	3	0	0	1	2	1	2	1	2	2

ETS (#3782) 2006/11/29
 C2B. Did the class in any way influence the decision you made about . . . the changes you made to the building shell
 BASE: End User who made change to the building shell

===== ETP BANNER =====																							
COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED									
Light	Other Use	Other Eng/Const	Arch/trac	Con-sul-tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	Not	Not					
6	0	1	0	4	0	0	0	0	0	0	6	1	4	1	0	3	3	0	1	5	2	4	
%	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
6	0	1	0	4	0	0	0	0	0	0	6	1	4	1	0	3	4	0	1	5	2	4	
2	0	1	0	1	0	0	0	0	0	0	2	0	1	1	0	1	1	0	1	1	1	1	
%	28.6	0.0	100.0	0.0	25.0	0.0	25.0	100.0	0.0	23.6	18.3	0.0	100.0	13.8	0.0	100.0	13.8	0.0	100.0	50.0	50.0	17.4	
2	0	1	0	1	0	0	0	1	0	1	1	1	1	0	1	1	1	0	1	1	1	1	
4	0	0	0	3	0	0	0	0	0	0	4	1	3	0	2	3	3	0	0	4	1	3	
%	71.4	0.0	0.0	75.0	0.0	0.0	71.4	100.0	0.0	76.4	81.7	0.0	0.0	86.2	0.0	86.2	50.0	0.0	86.2	50.0	82.6	82.6	
4	0	0	0	3	0	0	4	1	0	2	3	0	3	0	2	3	3	0	0	4	1	3	

ETS (#3782) 2006/11/29
 C2C. Did the class in any way influence the decision you made about . . . the changes you made to your facility design
 BASE: End User who made changes to facility design

COURSE TYPE		ETP BANNER										ATTENDANCE		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY		Not		Very					
		Other Eng/	Con- trac	Con- sul-	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >5	Once/ more	Once/ less	Comp- ly	Comp- ly	Not	Comp- ly	Very satis				
		Const	tor	tant	Use	U--J--	K--L--	I--M--	U--N--	O--P--	Q--R--	S--T--									
Total	17	4	3	0	9	0	0	0	0	17	3	11	3	0	11	6	2	7	10	7	10
	%	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	19	4	5	0	9	0	0	0	0	19	3	12	4	0	12	6	2	8	11	8	11
Yes	6	3	1	0	2	0	0	0	0	6	1	4	2	0	2	3	0	3	3	4	2
	%	37.3	75.0	40.0	0.0	22.2	0.0	0.0	0.0	37.3	23.6	32.7	62.7	0.0	19.5	54.9	0.0	47.7	30.2	62.6	20.7
	7	3	2	0	2	0	0	0	0	7	1	4	2	0	2	3	0	4	3	5	2
No	10	1	2	0	6	0	0	0	0	10	2	6	1	0	9	2	2	4	6	3	7
	%	57.2	25.0	60.0	0.0	66.7	0.0	0.0	0.0	57.2	76.4	58.6	37.3	0.0	80.5	28.2	100.0	52.3	60.5	37.4	70.1
	11	1	3	0	6	0	0	0	0	11	2	7	2	0	10	2	2	4	7	3	8
Dk/RF	1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	1	0	0	1	0	1
	%	5.6	0.0	0.0	11.1	0.0	0.0	0.0	0.0	5.6	0.0	8.6	0.0	0.0	0.0	16.9	0.0	0.0	9.3	0.0	9.2
	1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	1	0	0	1	0	1

ETS (#3782) 2006/11/29
 C2D. Did the class in any way influence the decision you made about . . . the other changes you made?
 BASE: End User who made other changes

COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Light	Other Use	Other Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ more	Comp- ly	Comp- ly	Very satis- fied	Not	
9	0	2	0	6	0	0	0	0	0	0	5	3	1	2	7	3
%	100.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
10	0	3	0	6	0	10	1	7	2	0	6	3	2	8	3	7
2	0	0	0	2	0	2	0	2	0	0	1	2	0	0	2	1
%	21.8	0.0	0.0	33.3	0.0	21.8	0.0	30.0	0.0	18.2	66.7	0.0	0.0	26.6	37.5	15.4
2	0	0	0	2	0	2	0	2	0	1	2	0	0	2	1	1
7	0	2	0	4	0	7	1	4	1	0	4	1	1	2	5	2
%	78.2	0.0	100.0	0.0	66.7	78.2	100.0	70.0	100.0	0.0	81.8	33.3	100.0	73.4	62.5	84.6
8	0	3	0	4	0	8	1	5	2	0	5	1	2	6	2	6

ETS (#3782)
 C3. What influence did it have on the new equipment you purchased?
 BASE: End User who said class influenced decision

		ETP BANNER																	
		COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Light	Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ more	Once/ less	Comp- ly	Comp- ly	Very satis- fied	Not very	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Total		13	5	3	0	4	0	0	0	13	2	5	7	0	8	4	2	6	7
	%	100.0	100.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		15	5	0	4	0	0	0	15	2	6	7	0	9	4	2	7	8	7
More energy efficient	%	32.5	40.0	40.0	0.0	25.0	0.0	0.0	32.5	0.0	18.7	51.5	0.0	28.4	17.7	40.1	16.0	45.5	13.8
		5	2	2	0	1	0	0	5	0	1	4	0	3	1	1	1	4	1
Cost savings/purchase energy efficient equip	%	54.5	60.0	40.0	0.0	75.0	0.0	0.0	54.5	36.4	68.7	48.5	0.0	58.1	82.3	59.9	73.3	39.6	77.0
		8	3	2	0	3	0	0	8	1	4	3	0	5	3	1	5	3	6
More aware of energy efficient equip	%	31.6	20.0	40.0	0.0	50.0	0.0	0.0	31.6	0.0	62.5	16.2	0.0	20.7	52.7	0.0	39.4	25.4	47.7
		5	1	2	0	2	0	0	5	0	4	1	0	2	2	0	3	2	4
DK/RF	%	8.3	0.0	0.0	0.0	0.0	0.0	0.0	8.3	63.6	0.0	0.0	0.0	13.5	0.0	0.0	0.0	14.8	0.0
		1	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	1	0

		ETP BANNER																		
		COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED					
		Light	Other	Eng/Const	Arch/Const	Trac/Const	Con-tant	Con-sul-tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Not
		ing	Use	---P---	---I---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	
Total		10	3	3	0	4	0	0	0	10	1	5	4	0	6	4	2	4	6	4
	%	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		11	3	4	0	4	0	0	11	1	5	5	0	7	4	3	4	7	4	7
More energy efficient		3	0	2	0	1	0	0	3	1	1	1	0	1	1	1	1	1	2	1
	%	29.9	0.0	75.0	0.0	25.0	0.0	0.0	29.9	100.0	19.5	31.5	0.0	21.4	17.1	28.6	17.7	37.4	17.7	37.4
		4	0	3	0	1	0	0	4	1	1	2	0	2	1	1	1	3	1	3
Maintenance on better schedule/more aware		2	0	1	0	1	0	0	2	1	1	1	0	2	1	1	1	2	1	2
	%	23.3	0.0	50.0	0.0	25.0	0.0	0.0	23.3	100.0	19.5	15.7	0.0	26.7	25.5	28.6	17.7	26.7	17.7	26.7
		3	0	2	0	1	0	0	3	1	1	1	0	2	1	1	1	2	1	2
Other		2	1	1	0	0	0	0	2	0	0	2	0	2	1	1	1	1	1	1
	%	17.8	33.3	25.0	0.0	0.0	0.0	0.0	17.8	0.0	0.0	42.1	0.0	28.7	28.7	28.6	29.6	10.7	29.6	10.7
		2	1	1	0	0	0	0	2	0	0	2	0	2	1	1	1	1	1	1
DK/RF		4	2	0	0	2	0	0	4	0	3	1	0	2	1	1	2	2	2	2
	%	42.3	66.7	0.0	0.0	50.0	0.0	0.0	42.3	0.0	61.0	26.4	0.0	33.9	28.7	42.7	52.7	35.9	52.7	35.9
		4	2	0	0	2	0	0	4	0	3	1	0	2	1	1	2	2	2	2

ETS (#3782)
 C3B. What influence did it have on the changes you made the building shell?
 BASE: End User who said class influenced decision

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
Light	Other	Eng/Const	Arch/Const	trac-tor	Con-sultant	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/more	Comp-ly	Comp-ly	Very satis	Not	
2	0	1	0	0	0	2	0	1	1	0	1	1	0	1	1	1	1
%	100.0	0.0	100.0	0.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0
2	0	1	0	0	0	2	0	1	1	0	1	1	0	1	1	1	1
1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0
%	59.9	0.0	100.0	0.0	0.0	59.9	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0
1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0
%	40.1	0.0	100.0	0.0	0.0	40.1	0.0	100.0	0.0	100.0	100.0	100.0	0.0	0.0	100.0	0.0	100.0
1	0	1	0	0	0	1	0	0	1	0	1	1	0	0	1	0	1

ETS (#3782)
 C3C. What influence did it have on the changes you made to your facility design?
 BASE: End User who said class influenced decision

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION			SATISFIED			
Light	Other	Eng/Const	Arch/Const	Trac	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor		
6	3	1	0	2	0	0	0	0	0	0	0	6	1	4	2	0	2	3	0	3	0	3	3	4	2
%	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
7	3	2	0	2	0	0	0	0	0	0	7	1	4	2	0	2	3	0	4	3	0	4	3	5	2
----- ETP BANNER -----																									
Conserve energy using																									
3	1	0	0	2	0	0	0	0	0	0	3	0	2	1	0	1	2	0	0	2	0	2	1	3	0
%	46.5	33.3	0.0	100.0	0.0	0.0	0.0	46.5	0.0	52.7	50.0	0.0	50.0	65.4	0.0	61.3	30.8	70.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other																									
1	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0
%	10.0	0.0	50.0	0.0	0.0	0.0	0.0	10.0	0.0	17.7	0.0	0.0	0.0	0.0	0.0	19.3	0.0	15.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DK/RF																									
3	2	1	0	0	0	0	0	0	0	0	3	1	1	1	0	1	1	0	0	1	0	1	2	1	2
%	43.5	66.7	50.0	0.0	0.0	0.0	0.0	43.5	100.0	29.6	50.0	0.0	50.0	34.6	0.0	19.3	69.2	15.0	100.0	0.0	0.0	1	2	1	2

ETS (#3782)
 C3D. What influence did it have on the other changes you made?
 BASE: End User who said class influenced decision

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Light	Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ month	Once/ more	Comp- lete	Comp- ly	Very satis- fied	Not	Very
2	0	0	2	0	0	2	0	0	0	1	2	0	0	2	1	1
%	100.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0
2	0	0	2	0	0	2	0	0	0	1	2	0	0	2	1	1
1	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	0
%	50.0	0.0	50.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	100.0	0.0
1	0	0	1	0	0	1	0	0	0	0	1	0	0	1	1	0
%	50.0	0.0	50.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	100.0	0.0
1	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	0
%	50.0	0.0	50.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	100.0	0.0

ETS (#3782)
 C4. Why do you say it had no influence on the equipment you purchased?
 BASE: End User who said class had no influence

COURSE TYPE		ETP BANNER										ATTENDANCE EXPECTATION			SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY			Not					
		Other Eng/ Arch/ Const	Eng/ trac	Con- sul- tant	Con- tant	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ more	Once/ less	Once/ more	Comp- ly	Comp- ly	Comp- ly	Very satis	Very satis	Not -S-
6	1	0	0	0	0	0	1	5	0	1	3	0	0	0	2	4	0	0	0	6
%	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	0.0	0.0	100.0	0.0
6	1	0	0	0	0	0	1	5	0	1	3	0	0	0	2	4	0	0	0	6
1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1	1
%	16.9	0.0	0.0	0.0	0.0	16.9	0.0	20.4	0.0	0.0	32.0	0.0	0.0	0.0	0.0	26.5	0.0	0.0	16.9	0.0
1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1	1
1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1
%	16.9	0.0	0.0	0.0	0.0	16.9	0.0	20.4	0.0	0.0	0.0	0.0	0.0	0.0	47.1	0.0	0.0	0.0	16.9	0.0
4	1	0	0	0	0	0	1	3	0	1	2	0	0	0	1	3	0	0	4	4
%	66.1	0.0	0.0	0.0	0.0	66.1	100.0	59.2	0.0	100.0	68.0	0.0	0.0	0.0	52.9	73.5	0.0	0.0	66.1	0.0
4	1	0	0	0	0	0	1	3	0	1	2	0	0	0	1	3	0	0	4	4

ETS (#3782) 2006/11/29
 C4A. Why do you say it had no influence on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class had no influence

===== ETP BANNER =====																		
COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Light	Other	Eng/Const	Arch/Const	Trac/Const	Con-tor	Con-tor	End User	New	Mid	Senior	Small	Large	Once	Comp	Not	Very	Not	
0	0	0	0	0	0	0	0	<=5	6-25	>25	<=5	>100	more	ly	ly	ly	ly	
3	0	1	0	0	0	0	0	3	1	2	0	0	0	0	1	2	1	2
%	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0
3	0	1	0	1	0	0	0	3	1	2	0	0	0	0	1	2	1	2
1	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	1	0	1
%	41.2	0.0	0.0	0.0	0.0	0.0	41.2	100.0	0.0	0.0	0.0	41.2	0.0	0.0	0.0	63.6	0.0	63.6
1	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	1	0	1
2	0	1	0	1	0	0	0	2	0	2	0	0	0	0	1	1	1	1
%	58.8	0.0	100.0	0.0	0.0	0.0	58.8	0.0	100.0	0.0	0.0	58.8	0.0	0.0	100.0	36.4	100.0	36.4
2	0	1	0	1	0	0	2	0	2	0	0	0	2	0	1	1	1	1

C4B. Why do you say it had not influence on the changes you made the building shell?

BASE: End User who said class had no influence

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION			SATISFIED		
Light	Other	Eng/Const	Arch/Const	Trac/Const	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor	Con-tor
4	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	100.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
4	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	24.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	24.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	52.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	24.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	24.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

ETS (#3782) 2006/11/29
 C4C. Why do you say it had no influence on the changes you made to your facility design?
 BASE: End User who said class had no influence

===== ETP BANNER =====																												
COURSE TYPE			TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED										
Light	Other	End-Use	Other Eng/Const	Arch/Const	trac-tor	Con-tant	Con-sul-tant	End-User	New	Mid	Senior	Small	Large	Once	Month	yr	or	lete	Comp-lete	Not	Very	Satis	fy	Not	Very	Satis	fy	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--									
10	1	2	0	6	0	0	0	0	10	2	6	1	0	9	2	2	4	6	3	7								
%	100.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
11	1	3	0	6	0	0	0	11	2	7	2	0	10	2	2	4	7	3	8									
3	0	0	0	2	0	0	0	3	1	2	0	0	3	1	0	0	3	0	3									
%	30.8	0.0	0.0	33.3	0.0	0.0	0.0	30.8	53.9	29.4	0.0	0.0	34.1	59.9	0.0	0.0	48.7	0.0	41.5									
3	0	0	0	2	0	0	0	3	1	2	0	0	3	1	0	0	3	0	3									
7	1	2	0	4	0	0	0	7	1	5	1	0	6	1	2	4	3	3	4									
%	69.2	100.0	0.0	66.7	0.0	0.0	0.0	69.2	46.1	70.6	100.0	0.0	65.9	40.1	100.0	100.0	51.3	100.0	58.5									
8	1	3	0	4	0	0	0	8	1	5	2	0	7	1	2	4	4	3	5									

ETS (#3782)
 C4D. Why do you say it had no influence on the other changes you made?
 BASE: End User who said class had no influence

===== ETP BANNER =====																	
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED				
Light	Other	Eng/Const	Arch/Const	trac-tor	Con-tant	Con-sultant	New User	Mid <=5	Senior >25	Small <=5	Large >100	Once more	Comp-ly	Comp-ly	Very satis	Not -fied	
7	0	2	0	4	0	0	0	7	1	4	1	4	1	1	2	5	2
%	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
8	0	3	0	4	0	0	8	1	5	2	0	5	1	2	6	2	6
2	0	1	0	0	0	0	2	1	1	0	0	1	0	0	1	1	1
%	25.6	0.0	33.3	0.0	0.0	0.0	25.6	100.0	14.3	0.0	0.0	25.9	0.0	0.0	40.1	21.2	40.1
2	0	1	0	0	0	0	2	1	1	0	0	1	0	0	1	1	1
5	0	1	0	4	0	0	5	0	4	1	0	3	1	1	4	1	4
%	74.4	0.0	66.7	0.0	100.0	0.0	74.4	0.0	85.7	100.0	0.0	74.1	100.0	100.0	59.9	78.8	59.9
6	0	2	0	4	0	0	6	0	4	2	0	4	1	2	5	1	5

ETS (#3782)
 Fl. Overall, how satisfied were you with the class?

2006/11/29

		ETP BANNER										ATTENDANCE			EXPECTATION			SATISFIED		
		YEARS OF INDUSTRY					EXPERIENCE					FREQUENCY								
		TYPE OF BUSINESS					BUSINESS					Once/			Comp-			Not		
		Other Eng/ Con-					ior Sen-					month yr or			lete			Very		
		End- Arch/ trac sul-					New Mid lor					more less			ly			-R-		
		Const-tor tant					<=5 >25					-O--P--			-Q--			-S--		
		--E--F--G--H--I--J--K--L--M--N--					--O--P--Q--R--S--T--													
		COURSE TYPE					SIZE OF BUSINESS					ATTENDANCE			EXPECTATION			SATISFIED		
		Light					Small Large					Once/			Comp-			Not		
		-ing					<=5 >25					month yr or			lete			Very		
		Other Use					User					more less			ly			-R-		
		--D--E--F--G--H--I--J--K--L--M--N--					--O--P--Q--R--S--T--													
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110	
1	1	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	1	0	1
%	0.5	1.1	0.0	0.0	3.9	0.0	0.0	0.0	0.0	0.0	2.1	2.4	0.0	0.0	0.0	0.0	0.0	0.8	0.0	1.0
1	1	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	1	0	1
3	2	0	0	0	0	2	0	1	0	2	1	2	0	1	0	0	2	0	0	3
%	1.3	2.1	0.0	0.0	0.0	2.6	0.0	0.9	0.0	1.3	2.1	4.0	0.0	2.7	0.0	0.0	1.3	0.0	2.6	
3	2	0	0	0	0	2	0	1	0	2	1	2	0	1	0	0	2	0	0	3
3	0	0	3	0	0	3	0	0	0	3	0	0	0	0	0	0	0	3	0	3
%	1.4	0.0	10.0	0.0	0.0	3.7	0.0	0.0	11.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	2.8	
1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1
9	3	0	3	3	0	6	0	2	1	7	1	3	3	3	0	1	3	6	0	9
%	4.2	3.2	0.0	10.0	5.9	0.0	7.4	0.0	2.4	3.5	5.2	6.9	4.1	0.0	2.7	4.2	4.3	0.0	8.2	
7	3	0	1	3	0	4	0	2	1	5	1	1	3	0	1	1	6	0	7	
5	3	1	0	0	1	1	1	3	2	3	0	0	3	0	2	0	5	0	5	
%	2.3	3.2	2.6	0.0	0.0	3.9	0.8	4.1	7.9	2.0	0.0	0.0	4.5	0.0	4.4	0.0	3.5	0.0	4.5	
5	3	1	0	0	1	1	1	3	2	3	0	0	3	0	2	0	5	0	5	
17	10	2	3	2	2	9	5	4	3	10	4	2	3	1	3	2	15	0	17	
%	7.6	9.6	7.9	10.0	3.9	6.2	10.8	21.6	4.7	10.1	7.3	3.8	4.2	2.7	7.9	2.8	10.2	0.0	14.8	
15	9	3	1	2	2	7	3	4	3	8	4	2	3	1	3	2	13	0	15	
51	26	8	0	13	7	20	7	18	8	29	14	9	19	14	7	6	45	0	51	
%	23.7	25.5	31.6	0.0	27.5	26.2	23.7	30.6	23.1	27.6	21.3	20.5	26.5	34.4	16.6	8.3	31.8	0.0	46.1	
55	24	12	0	14	8	20	8	20	8	31	15	10	21	15	7	6	49	0	55	

ETS (#3782)
 Fl. Overall, how satisfied were you with the class?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED									
		Other	Eng/	Con-	Con-	End-	Arch/	Const	-tor	tant	Con-	trac	Con-	End	User	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Comp-	Not	Very	Very	satis	satis	
		Use	Arch	struc	struc	Use	tor	tant	tant	tant	tant	tant	tant	tant	tant	5	6-25	ior	ior	ior	ior	ior	ior	ior	ior	ior	ior	ior	ior	
9	22	9	5	3	5	4	6	2	10	3	15	4	7	6	2	4	2	21	0	22										
	%	10.3	8.5	21.1	10.0	9.8	14.6	7.1	7.0	12.7	10.1	10.9	7.6	15.3	7.7	5.1	10.6	2.3	14.5	0.0	20.1									
		23	8	1	5	5	6	2	9	3	14	5	5	7	2	5	2	21	0	23										
		C		B														R	Q	T	S									
10-Very satisfied	104	47	9	19	25	12	37	10	41	8	70	26	21	39	22	23	60	44	104	0										
	%	48.1	46.8	36.8	60.0	51.0	45.3	43.9	50.9	29.5	51.2	51.5	47.0	53.0	55.1	57.7	82.3	30.9	100.0	0.0										
		95	44	14	6	26	12	34	37	9	64	22	21	31	22	20	58	37	95	0										
		R	Q	T	S													R	Q	T	S									
DK/DR	1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	%	0.4	0.0	0.0	0.0	2.0	0.0	0.0	1.2	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
		1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
MEAN:	8.7	8.6	8.8	8.5	8.9	8.7	8.3	8.7	8.9	7.9	8.8	8.7	8.5	8.9	9.0	9.0	9.5	8.3	10.0	7.4										
		I		G	K	J												R	Q	T	S									

ETS (#3782)
 F2. In what way were not entirely satisfied with the class?
 BASE: Respondents who rated class overall less than 9

	ETP BANNER																			
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
	Light	Other HVAC	Light HVAC	Other Eng/Const	Arch/Const	Trac/Const	Con-sul-tant	End User	New User	Mid 6-25	Senior >25	Small <=5	Large >5	Once/month	More less	Comp-ly	Not-satis	Very-ly	Not-satis	
Total	89	45	10	9	18	11	41	13	28	17	51	21	17	29	16	12	11	77	0	89
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0
87	42	16	3	19	12	35	11	30	15	49	22	16	30	17	13	9	77	0	87	
Too much detail/technical	4	1	0	2	0	2	0	2	1	2	1	1	1	1	0	1	1	3	0	4
%	4.1	2.4	0.0	10.5	0.0	5.0	0.0	5.7	6.5	3.8	3.1	3.8	3.3	0.0	5.1	8.5	3.5	0.0	4.1	
Always room for improvement/not a ten	3	1	0	1	1	0	0	2	0	2	1	1	2	0	0	1	0	3	0	3
%	3.0	2.4	0.0	5.3	8.6	0.0	0.0	6.1	0.0	4.0	3.1	5.6	6.0	0.0	5.1	0.0	3.5	0.0	3.0	
Already knew information/too basic/simple	5	4	1	0	0	3	0	2	0	4	1	0	2	0	0	1	0	4	0	5
%	5.5	9.5	6.3	0.0	0.0	7.9	0.0	6.1	0.0	7.6	5.2	0.0	7.5	0.0	8.6	0.0	5.0	0.0	5.5	
Have more detail/covered more material	17	7	2	0	7	4	10	1	4	2	9	6	2	8	4	3	1	16	0	17
%	18.9	16.7	18.8	0.0	36.8	34.8	24.3	5.8	15.8	12.2	18.2	26.7	12.7	28.1	27.4	21.5	8.5	20.6	0.0	18.9
Didn't apply to my specific field/job	4	1	0	3	0	0	3	3	1	1	3	0	0	1	0	1	0	4	0	4
%	4.7	2.4	0.0	33.3	0.0	0.0	7.6	24.4	3.8	6.5	6.1	0.0	3.7	0.0	8.6	0.0	5.4	0.0	4.7	
Should've been a longer class/too short/2 days	6	2	1	0	3	2	2	0	2	1	3	2	0	3	2	1	2	4	0	6
%	6.3	4.8	6.3	0.0	15.8	14.4	4.7	0.0	7.6	5.7	8.2	0.0	8.9	12.0	8.6	18.1	4.7	0.0	6.3	
More hands on class	5	4	1	0	0	4	0	4	0	3	2	0	1	2	1	0	0	5	0	5
%	5.5	9.5	6.3	0.0	0.0	9.4	0.0	3.8	16.7	4.2	0.0	3.8	7.5	6.8	0.0	0.0	6.4	0.0	5.5	
Lack of handouts and reference material	2	0	0	0	1	0	0	2	0	2	0	0	0	1	0	0	1	1	0	2
%	2.3	0.0	0.0	0.0	5.3	0.0	0.0	7.4	0.0	4.1	0.0	0.0	3.9	0.0	0.0	0.0	1.4	0.0	2.3	

ETS (#3782)
 F2. In what way were not entirely satisfied with the class?
 BASE: Respondents who rated class overall less than 9

		ETP BANNER																															
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED											
		Light		Other		Eng/ Arch/ Const		Con- trac- tor		Con- sul- tant		End User		New <=5		Mid 6-25		Senior >25		Small <=5		Large >100		Once/ month		Once/ yr or more		Comp- lete ly		Not sats- fied		Very sats- fied	
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2		
Some questions didn't get answered	%	2.3	2.4	0.0	0.0	5.3	0.0	2.6	0.0	3.4	0.0	4.0	0.0	6.4	3.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	2.3		
More explanation on laws	%	2.4	4.8	0.0	0.0	0.0	0.0	5.2	0.0	0.0	0.0	2.1	5.2	6.4	0.0	13.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.8	0.0	0.0	2.4			
Instructor could have been better	%	5.9	7.1	12.5	0.0	15.4	0.0	0.0	0.0	12.5	0.0	4.8	13.4	10.7	9.7	0.0	5.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.8	0.0	0.0	5.9			
Don't remember class	%	1.2	2.4	0.0	0.0	0.0	0.0	0.0	0.0	3.8	0.0	2.1	0.0	6.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	1.2			
No complaints/nothing	%	2.3	2.4	0.0	0.0	5.3	8.6	2.6	0.0	0.0	0.0	0.0	5.2	0.0	0.0	6.8	7.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	2.3			
Class was too long	%	0.7	0.0	6.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.7			
Too Crowded	%	2.4	4.8	0.0	0.0	0.0	0.0	5.2	0.0	0.0	0.0	2.1	5.2	12.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.8	0.0	0.0	2.4			
Other	%	6.2	4.8	12.5	0.0	5.3	0.0	1.6	15.9	10.1	6.7	5.2	8.2	3.8	7.6	4.0	8.6	9.6	5.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.7	0.0	0.0	6.2			
DK/RF	%	32.29	16.15	3.5	6.2	4.3	21.1	24.0	34.0	53.8	27.2	34.7	33.2	40.5	27.0	36.3	25.9	46.8	34.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	34.9	0.0	0.0	36.0			

ETS (#3782)
 F3. Would you recommend this class to a colleague?

	ETP BANNER																		
	COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED								
	Light	Other	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- ior >25	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- lete- ly	Comp- lete- ly	Very satis- fied	Not very satis- fied	Not	
Total	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	206	94	38	10	51	29	77	27	128	49	42	68	41	38	69	136	95	110	
Yes	24	28	47	27	77	24	80	24	133	50	43	71	39	38	72	136	104	104	
%	96.4	97.4	96.1	96.1	92.7	100.0	100.0	88.7	97.4	97.9	95.2	97.4	97.3	98.4	98.7	95.2	100.0	93.0	
	200	37	9	49	28	71	77	26	124	48	40	66	40	37	68	131	95	104	
No	6	1	0	3	2	0	0	3	3	0	1	2	1	0	1	5	0	6	
%	2.8	1.1	0.0	3.9	0.0	7.3	0.0	11.3	2.2	0.0	2.4	2.6	2.7	0.0	1.3	3.6	0.0	5.4	
	4	1	0	1	2	0	0	1	3	0	1	2	1	0	1	3	0	4	
Dk/RF	2	1	0	0	1	0	0	0	1	1	1	0	0	1	0	2	0	2	
%	0.8	1.1	0.0	0.0	3.9	0.0	0.0	0.0	0.5	2.1	2.4	0.0	0.0	1.6	0.0	1.2	0.0	1.5	
	2	1	0	0	1	0	0	0	1	1	1	0	0	1	0	2	0	2	

ETS (#3782)
 F4. How likely are you to attend another class in the next year or two?

	COURSE TYPE										TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS										ATTENDANCE FREQUENCY										EXPECTATION SATISFIED									
	Light	ing	Other	Use	Const	tor	tant	User	End	Other	Eng/	Arch/	trac	Con-	Con-	Other	24	28	31	49	80	83	24	80	27	136	51	45	73	40	39	73	142	104	111																									
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111	206	94	38	10	51	29	75	21	77	27	128	49	42	68	41	38	69	136	95	110																				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0																				
1 - Not at all likely	2	0	1	0	1	0	1	0	1	0	1	1	1	0	1	0	1	0	1	0	1	0	1	1	1	0	1	0	0	0	1	1	0	0	1	1	0	2																						
%	0.7	0.0	2.6	0.0	2.0	0.0	0.8	0.0	1.2	2.3	0.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4																					
2	0	1	0	1	0	1	0	1	0	1	1	1	0	1	0	1	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2																					
%	1.0	2.1	0.0	0.0	0.0	0.0	2.6	0.0	0.0	3.9	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9																					
3	2	2	0	0	0	0	2	0	0	0	1	1	0	0	1	0	0	0	1	0	0	0	1	1	0	0	1	0	2	0	0	2	0	2	0	2	0	2																						
%	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7																						
4	1	0	0	0	0	0	0	0	1	0	1	0	1	0	1	0	0	0	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1																						
%	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.5	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7																						
5	7	3	1	0	3	2	2	0	3	1	3	2	2	2	2	2	2	2	3	1	3	2	2	2	2	2	2	2	1	4	0	6	1	6	1	6																								
%	3.1	3.2	2.6	0.0	5.9	5.8	2.6	0.0	3.7	3.9	2.2	3.4	4.5	2.3	2.7	10.0	0.0	4.0	0.9	5.2	5.2	5.2	5.2	5.2	5.2	5.2	5.2	1	4	0	6	1	6	1	6																									
6	1	0	0	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	1	0	0	1	0	1	0	1	0	1	0	0	0	1	0	0	1	0	0																							
%	0.4	0.0	0.0	0.0	2.0	0.0	0.0	3.9	0.0	0.0	0.7	0.0	2.1	0.0	2.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0																							
7	5	2	1	0	1	3	0	2	1	1	3	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	2	4	2	4	2	4																								
%	2.4	2.1	5.3	0.0	2.0	9.3	0.0	8.3	0.8	3.9	1.9	2.9	0.0	1.7	0.0	2.2	2.3	2.5	1.6	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	0	1	2	4	2	4	2	4																									
8	19	7	4	0	4	1	8	1	9	2	10	7	4	4	9	3	4	4	4	14	6	13	13	13	13	13	13	4	4	14	6	13	13	13	13	13																								
%	8.6	7.4	18.4	0.0	7.8	3.9	9.2	5.7	10.8	7.9	7.2	13.2	8.8	12.4	8.5	10.4	6.0	10.1	5.5	11.7	11.7	11.7	11.7	11.7	11.7	11.7	4	4	14	6	13	13	13	13	13																									
21	7	7	0	4	1	8	2	10	2	11	8	5	10	4	5	16	5	16	7	14	14	14	14	14	14	14	5	5	16	7	14	14	14	14	14	14																								

F4. How likely are you to attend another class in the next year or two?

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED				
		Other	Eng/	Con-	Con-	Other	Arch/	Con-	Con-	Sen-	Small	Large	Once/	Once/	Once/	Comp-	Comp-	Comp-	Not	Not		
		End-	Arch/	trac	sub-	End	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly		
		Use	Const	-tor	tant	Use	-I-	-H-	-G-	-F-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--				
9	11	4	1	3	3	4	2	3	3	0	7	4	2	4	0	2	3	8	6	5		
	5.0	4.3	2.6	10.0	5.9	13.5	2.4	12.8	3.9	0.0	4.9	8.2	4.8	5.5	0.0	5.2	4.2	5.5	6.1	4.1		
	9	4	1	1	3	4	2	1	3	0	7	2	2	2	0	2	3	6	4	5		
10 - Very likely	166	81	16	25	36	19	68	17	60	21	107	37	34	53	34	22	60	106	85	79		
	76.6	80.9	65.8	80.0	74.5	67.5	81.7	69.3	74.8	78.0	78.3	72.3	76.7	72.2	86.4	57.2	81.9	74.5	82.0	71.3		
	155	76	25	8	38	19	59	15	57	21	98	35	30	50	35	22	57	98	79	75		
DK/DR	4	0	1	3	0	0	1	0	3	0	4	0	0	3	0	4	3	1	3	1		
	1.7	0.0	2.6	10.0	0.0	0.0	0.8	0.0	3.9	0.0	2.7	0.0	0.0	4.2	0.0	9.6	4.2	0.4	3.0	0.6		
	2	0	1	1	0	0	1	0	1	0	2	0	0	1	0	2	1	1	1	1		
MEAN:	9.37	9.44	9.05	9.89	9.18	9.22	9.41	9.35	9.35	9.05	9.45	9.40	9.24	9.40	9.60	8.66	9.63	9.27	9.69	9.06		
	D	D	D	BCE	D										P	O				T	S	

	ETP BANNER																					
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED					
	Light	ing	Other	Use	End User	Con- tant	Con- sul-	Con- trac-	Eng/ Arch-	Other	End	New	Mid	ior	Sen-	Small	Large	Once/ month	Comp- lete	Not	Very	
	4	3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total	216	101	24	31	49	28	83	24	80	27	136	51	45	73	40	39	73	142	104	111		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
206	94	38	10	51	29	75	21	77	128	49	42	68	41	38	69	136	95	110				
More hands on/demonstra- -tions/activities	11	4	1	0	5	1	6	1	2	3	7	1	2	2	2	1	2	1	2	9	5	6
%	5.1	4.3	0.0	9.8	2.3	7.3	3.0	2.5	12.0	4.9	2.1	4.0	3.0	5.1	1.6	3.1	6.2	5.1	6.2	5.1	5.2	6
12	4	2	0	5	1	6	1	2	4	7	1	2	3	2	1	3	9	6	6			
Longer classes	8	3	0	3	2	0	1	0	7	0	7	1	3	0	2	0	2	6	2	6		
%	3.8	3.2	0.0	10.0	3.9	0.0	1.1	0.0	9.1	0.0	5.2	2.1	6.9	0.0	5.1	0.0	2.8	4.3	1.9	5.6		
6	3	0	1	2	0	0	1	0	5	0	5	1	1	0	2	0	2	4	2	4		
Shorter classes	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	1	0	
%	0.4	0.0	0.0	2.0	0.0	0.0	3.9	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.9	0.0		
1	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	1	0	
Location	3	1	1	0	1	1	1	1	0	0	1	1	1	1	1	0	2	2	1	3	0	
%	1.2	1.1	2.6	0.0	2.0	3.4	1.3	0.0	0.0	2.3	0.8	1.9	2.4	0.9	0.0	4.1	2.3	0.7	2.6	0.0		
3	1	1	0	1	1	1	1	0	0	1	1	1	1	1	0	2	2	1	3	0		
Reference material/ hand-outs	3	3	0	0	1	1	1	0	2	0	1	2	1	2	0	0	0	3	0	3		
%	1.5	3.2	0.0	0.0	3.9	1.3	0.0	2.7	0.0	0.8	4.2	2.4	2.9	0.0	0.0	0.0	2.3	0.0	2.9			
3	3	0	0	1	1	1	0	2	0	1	2	1	2	0	0	0	3	0	3			
Additional classes/more offer/classes fill fast%	7	5	0	0	1	1	4	0	2	0	5	2	0	3	1	1	2	5	2	5		
3.4	5.3	0.0	0.0	2.0	3.9	5.1	0.0	2.6	0.0	3.9	4.2	0.0	4.3	2.7	2.4	2.8	3.8	1.9	4.8			
7	5	0	0	1	1	4	0	2	0	5	2	0	3	1	1	2	5	2	5			
Question and answer time during class	2	0	1	0	1	1	1	0	0	1	1	0	0	2	0	0	1	1	0	2		
%	0.7	0.0	2.6	0.0	2.0	2.3	1.1	0.0	0.0	2.3	0.7	0.0	0.0	2.2	0.0	0.0	0.9	0.7	0.0	1.4		
2	0	1	0	1	1	1	0	0	0	1	1	0	0	2	0	0	1	1	0	2		
Have classes specific to trade/field	7	3	1	0	2	1	1	0	5	2	4	1	1	4	0	4	2	5	2	5		
%	3.2	3.2	2.6	0.0	3.9	3.9	1.3	0.0	5.9	7.8	2.7	2.1	2.4	5.6	0.0	9.5	2.2	3.7	1.5	4.7		
7	3	1	0	2	1	1	1	0	5	2	4	1	1	4	0	4	2	5	2	5		

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

COURSE TYPE	ETP BANNER											ATTENDANCE		EXPECTATION		SATISFIED	
	TYPE OF BUSINESS			YEARS OF INDUSTRY			SIZE OF BUSINESS			FREQUENCY		Not		Very			
Light	Other	Eng/ Arch/ Const	Con- trac sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once more	Once less	Comp- ly	Comp- ly	Not	Very	Not	
2	2	0	0	2	0	0	1	1	0	1	0	1	0	1	0	0	2
%	1.0	2.1	0.0	0.0	0.0	0.8	2.1	0.0	1.5	0.0	2.7	0.0	0.8	0.0	0.0	1.9	
2	2	0	0	2	0	0	1	1	0	1	0	1	0	1	0	2	
2	1	0	0	1	0	1	0	1	0	0	0	0	0	1	0	2	
%	0.9	1.1	0.0	2.0	0.0	0.7	2.1	0.0	0.0	0.0	0.0	0.0	0.7	0.0	1.8		
2	1	0	0	1	0	1	0	1	0	0	0	0	0	1	0	2	
2	0	0	0	1	0	2	0	0	2	0	0	0	1	1	1	1	
%	1.0	0.0	0.0	2.0	0.0	1.5	0.0	0.0	2.8	0.0	0.0	1.3	0.8	1.1	0.9		
2	0	0	0	1	0	2	0	0	2	0	0	1	1	1	1		
5	4	0	0	4	0	4	0	3	0	1	0	0	0	5	1	4	
%	2.4	4.3	0.0	2.0	0.0	3.1	0.0	7.2	0.0	2.7	0.0	0.0	3.7	0.9	3.8		
5	4	0	0	4	0	4	0	3	0	1	0	0	0	5	1	4	
4	2	0	0	3	0	3	0	2	1	2	1	3	1	3	1	1	
%	1.9	2.1	0.0	3.9	0.0	3.9	1.4	2.1	1.5	5.4	2.4	4.2	0.7	3.0	0.9		
4	2	0	0	2	0	2	1	1	1	2	1	3	1	3	1	1	
2	1	0	0	1	0	0	1	1	0	0	2	1	1	0	2		
%	0.9	1.1	0.0	2.0	0.0	0.7	2.1	0.0	0.0	0.0	5.2	1.5	0.7	0.0	1.8		
2	1	0	0	1	0	1	1	1	0	0	2	1	1	0	2		
2	1	0	0	1	0	1	1	1	0	1	0	0	0	2	0	2	
%	0.8	1.1	0.0	3.9	0.0	0.5	2.1	2.4	0.0	1.9	0.0	0.0	1.3	0.0	1.6		
2	1	0	0	1	0	1	1	1	1	0	1	0	0	2	0	2	
141	60	19	25	30	19	54	16	54	31	27	28	53	88	77	64		
%	65.1	59.6	78.9	80.0	62.7	64.4	57.3	67.6	61.2	68.7	71.4	72.1	62.0	73.5	57.8		
133	56	30	8	32	20	46	14	53	32	27	26	48	85	69	64		
	C	B													T	S	
17	11	3	0	3	2	9	2	5	6	5	4	1	6	11	5	11	
%	8.0	10.6	10.5	0.0	5.9	6.2	10.9	8.8	5.9	7.8	6.6	11.9	11.0	7.5	11.3	2.7	8.5
18	10	4	0	3	2	9	2	5	2	10	6	5	6	12	5	12	

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

===== ETP BANNER =====														
COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Eng/	Con-	Other	Arch/	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Not
		Arch/	trac	Use	trac	Mid	ior	ior	ior	<=5	>5	yr or	Comp-	Very
		Const	tant	tant	tant	6-25	>25	>25	>25	<=5	>100	more	ly	ly
		-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-
11	3	1	3	3	1	4	2	4	4	2	4	1	2	5
4.9	3.2	2.6	10.0	5.9	10.8	0.8	16.7	2.3	2	7.4	3.2	8.2	3.8	5.5
9	3	1	1	3	3	1	2	2	2	2	2	2	2	2
Total	HVAC	-ing	Other	Use	tant	tant	tant	tant	tant	tant	tant	tant	tant	tant
-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-

DK/RF

5.5 SCG Energy Resource Center

COURSE TYPE				ERC BANNER							ATTENDANCE				EXPECTATION				SATISFIED											
				YEARS OF INDUSTRY EXPERIENCE							FREQUENCY				Not				Very											
				TYPE OF BUSINESS							SIZE OF BUSINESS				Once/Comp-				lete-				satis							
				Eng/Con-							Small Large				month yr or				lete-				satis							
				Arch/trac							or				less				-ly				-U-							
				Const-tor							Sen-				-P-				-R-				-S-							
				-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--							-O--				-P--				-Q--				-R--				-S--			
				Use ific							New Mid				Once/Comp-				lete-				satis							
				-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--							ior				-P-				-R-				-S-							
				Other							ior				-P-				-R-				-S-							
				End- Spec							ior				-P-				-R-				-S-							
				-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--							ior				-P-				-R-				-S-							
				Codes							ior				-P-				-R-				-S-							
				Stand -ards HVAC							ior				-P-				-R-				-S-							
				-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--							ior				-P-				-R-				-S-							
Total	486	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171									
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0									
	328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117									
Cooking	82	82	0	0	0	0	4	16	4	56	16	35	30	25	17	14	16	42	39	59	22									
	17.0	100.0	0.0	0.0	0.0	0.0	5.7	7.7	12.1	32.2	17.6	14.3	21.8	16.9	16.3	11.4	14.5	17.8	15.9	18.9	13.1									
	66	66	0	0	0	0	3	13	3	45	13	28	24	20	14	11	13	34	31	47	18									
	DEF	B	B	B	B	B	J	J	J	GH																				
Energy Codes/Standards	13	0	13	0	0	0	5	6	0	2	4	7	2	6	3	2	4	5	8	6	7									
	2.7	0.0	100.0	0.0	0.0	0.0	6.9	2.9	0.0	0.9	4.1	2.8	1.7	4.1	2.8	1.3	3.4	1.9	3.4	2.0	4.0									
	17	0	17	0	0	0	6	8	0	2	5	9	3	8	4	2	5	6	11	8	9									
							J	J		G																				
General	19	0	0	0	0	0	4	1	11	4	11	4	4	3	12	7	4	5	13	8	11									
	3.9	0.0	0.0	0.0	0.0	0.0	1.9	4.4	6.2	4.4	4.4	2.9	1.8	11.3	5.6	3.6	2.3	5.5	2.6	6.3	8									
	14	0	0	0	0	0	3	1	8	3	8	3	2	9	5	3	4	10	6	8										
							HJ	HJ	GH																					
HVAC	241	0	0	241	0	0	34	147	10	53	39	135	60	99	27	72	55	123	118	159	82									
	49.6	0.0	0.0	100.0	0.0	0.0	51.3	69.3	31.2	30.4	41.9	55.3	43.8	67.0	24.8	60.0	49.6	51.7	48.4	51.2	47.8									
	100	0	0	100	0	0	14	61	4	22	16	56	25	41	11	30	23	51	49	66	34									
	D	BEF	D	D	D	D	HJ	HJ	GH																					
Other	24	0	0	0	0	0	7	12	0	5	7	10	5	7	5	5	5	10	12	10	10									
	4.9	0.0	0.0	0.0	0.0	0.0	10.9	5.6	0.0	2.7	7.8	3.9	3.5	4.8	4.4	4.0	4.3	4.0	4.9	3.8	5.6									
	10	0	0	0	0	0	3	5	0	2	3	4	2	3	2	2	2	4	5	5	4									
							J	J		G																				
Other End-Use	82	0	0	0	82	0	14	19	15	32	19	36	25	6	35	15	24	39	43	48	34									
	16.8	0.0	0.0	0.0	100.0	0.0	20.7	9.0	49.9	18.2	20.7	14.9	18.5	4.3	33.1	12.1	21.1	16.4	17.5	15.5	19.6									
	90	0	0	0	90	0	15	21	17	35	21	40	28	7	39	16	26	43	47	53	37									
	E	E	BDF	E	E	E	H	HJ	H	H																				
Sector Specific	23	0	0	0	0	23	2	6	1	16	3	11	9	0	8	7	4	14	9	19	5									
	4.8	0.0	0.0	0.0	100.0	2.4	2.9	2.5	9.3	3.4	4.4	6.8	0.0	7.2	5.8	3.5	5.9	3.8	6.0	2.7	6									
	30	0	0	0	30	2	8	1	21	4	14	12	0	10	9	5	18	12	24	6	6									
	F	F	F	F	BDE	J	J			H																				
Software/Analysis	1	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	1									
	0.3	0.0	0.0	0.0	0.0	0.0	2.2	0.7	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0									
	1	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	1									

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===== ERC BANNER =====
COURSE TYPE                                     YEARS OF INDUSTRY   ATTENDANCE   EXPECTATION   SATISFIED
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Codes      Other      Eng/   Con-   TYPE OF BUSINESS   YEARS OF INDUSTRY   ATTENDANCE   EXPECTATION   SATISFIED
Standards HVAC Use  ific Const-tor tant sul- End  New Mid  for Sen-   SIZE OF BUSINESS   ATTENDANCE   EXPECTATION   SATISFIED
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
Sec-      Other      Eng/   Con-   TYPE OF BUSINESS   YEARS OF INDUSTRY   ATTENDANCE   EXPECTATION   SATISFIED
tor      Stand-   Spec-   Arch/   trac   sul-   Con-   End  New Mid  for Sen-   SIZE OF BUSINESS   ATTENDANCE   EXPECTATION   SATISFIED
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--

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Course Type	Standards	HVAC	Use	Other	Sec	Eng/Arch	Con-trac	Con-sul	Con-tant	Con-sul	End	New	Mid	for	Sen	Size of Business	Attendance	Expectation	Satisfied		
486	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117	
ERC	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117	

	ERC BANNER											ATTENDANCE EXPECTATION				SATISFIED					
	YEARS OF INDUSTRY EXPERIENCE											FREQUENCY				Not					
	TYPE OF BUSINESS											SIZE OF BUSINESS				Comp-					
COURSE TYPE											New Mid for Sen-				Once/ Comp-				lete		
Other Eng/ Con- Con-											Small Large month yr or lete-				ly			satis			
Stand Arch/ trac sul- tant User <=5 >25 >25											<=5 >100 more less				-ly			-fied			
Cook End- Spec- Arch/ trac sul- tant User <=5 >25 >25											<=5 >100 more less				-ly			-fied			
Total -ing HVAC Use ific Const -tor tant User <=5 >25 >25											<=5 >100 more less				-ly			-fied			
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--											<=5 >100 more less				-ly			-fied			
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68
Construction	33	2	2	22	2	1	33	16	1	0	6	13	8	16	4	6	5	16	16	22	9
%	10.6	9.5	20.0	11.5	3.6	11.1	50.0	7.4	2.9	0.0	11.4	7.9	7.8	13.5	7.8	6.7	8.0	10.3	10.1	11.2	8.5
	19	2	3	9	2	1	19	10	1	0	3	7	6	9	3	4	2	7	11	11	7
Engineering or architectural design	48	2	2	19	14	2	48	15	1	0	11	18	15	17	4	6	15	22	26	27	21
%	15.4	9.5	20.0	10.3	27.3	22.2	72.7	7.1	2.9	0.0	21.5	11.3	15.1	14.0	8.7	6.3	24.4	14.3	16.5	13.5	18.9
	34	2	3	8	15	2	34	11	1	0	5	15	12	10	5	5	11	16	18	20	14
Lighting design assist/sales/installation	19	0	0	14	3	1	6	19	2	0	5	8	6	6	1	5	1	9	10	14	6
%	6.2	0.0	0.0	7.7	5.5	11.1	9.8	9.1	7.8	0.0	9.8	5.1	6.6	5.2	1.5	5.0	1.5	5.9	6.6	6.9	5.0
	11	0	0	6	3	1	5	11	1	0	2	4	5	3	1	2	1	5	6	7	4
HVAC equipment sales/install./repair/maint.	155	1	2	130	10	3	16	155	3	0	14	84	52	58	18	56	33	79	76	97	59
%	49.9	4.8	20.0	69.2	20.0	44.4	23.8	73.3	10.7	0.0	28.7	53.2	54.1	48.1	35.6	57.7	55.2	52.0	48.4	48.4	53.3
	77	1	3	54	11	4	10	77	2	0	9	40	26	27	10	25	17	38	39	49	28
Refrigeration equipment sales/install/repair	33	11	1	12	0	2	4	33	2	0	6	20	6	11	1	8	2	16	17	23	10
%	10.6	42.9	6.7	6.4	0.0	33.3	6.4	15.5	7.8	0.0	12.6	13.0	6.4	9.0	1.5	8.5	4.2	10.4	10.8	11.6	8.7
	22	9	1	5	0	3	4	22	1	0	4	12	6	7	1	5	2	11	11	15	7
Motor/ASD equipment sales/install/repair	7	1	1	2	1	1	5	7	1	0	1	3	1	1	1	1	1	1	4	4	4
%	2.4	4.8	6.7	1.3	1.8	11.1	6.9	3.5	2.9	0.0	1.6	2.1	0.9	1.1	1.5	0.9	1.3	2.4	2.4	1.8	3.4
	6	1	1	1	1	1	3	6	1	0	1	3	1	1	1	1	1	2	4	4	2
Pumping/hydraulic equipment sales/install/repair	10	0	0	5	3	2	3	10	1	0	0	5	5	2	2	4	1	4	6	6	4
%	3.2	0.0	0.0	2.6	5.5	33.3	3.9	4.7	2.9	0.0	0.0	3.0	5.3	2.0	3.3	4.3	1.5	2.7	3.7	2.9	3.7
	8	0	0	2	3	3	3	8	1	0	0	4	4	1	2	3	1	3	5	5	3
Other equipment sales/install/repair	19	10	1	0	3	2	1	19	1	0	4	7	7	5	5	6	5	11	7	14	4
%	5.9	38.1	6.7	0.0	5.5	33.3	1.2	8.7	2.9	0.0	8.5	4.3	7.7	3.8	10.1	6.5	7.8	7.3	4.7	7.2	3.8
	17	8	1	0	3	3	1	17	1	0	4	6	7	4	5	6	4	10	7	13	4
	E	D																			

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp-		Not		Very				
		TYPE OF BUSINESS		Sen-		Small		Once/		More		ly		ly		ly				
		Eng/	Con-	Con-	tor	New	Mid	ior	Large	month	yr	or	lete	lete	lete	lete	lete			
		Arch/	trac	sul-	End	6-25	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly			
		Const-	tor	tant	User	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--			
		Eng/	Con-	Con-	tor	6-25	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly			
		Const-	tor	tant	User	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--			
		Eng/	Con-	Con-	tor	6-25	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly			
		Const-	tor	tant	User	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--			
8	1	2	2	1	0	0	0	0	0	6	3	1	4	2	2	1	8	4	5	
2.7	4.8	13.3	1.3	1.8	0.0	0.0	0.0	0.0	3.5	3.0	0.6	7.2	2.5	3.3	0.5	4.9	2.0	4.1	3	
6	1	2	1	1	0	0	0	0	3	3	1	2	1	2	1	5	3	3		
31	4	0	10	15	1	1	4	31	0	4	17	10	8	14	13	1	22	9	25	6
9.9	14.3	0.0	5.1	30.9	11.1	1.4	2.0	100.0	0.0	9.0	10.6	10.1	7.1	27.4	13.1	1.5	14.4	5.7	12.4	5.7
26	3	0	4	17	1	1	3	26	0	5	11	10	4	14	11	1	17	9	20	6
5	0	0	2	3	0	1	5	0	0	4	1	2	0	0	0	2	2	3	4	1
1.7	0.0	0.0	1.3	5.5	0.0	1.4	2.4	0.0	0.0	2.7	0.9	2.0	0.0	4.0	1.6	1.7	2.1	0.8		
4	0	0	1	3	0	1	4	0	0	3	1	1	0	0	1	1	3	3	1	
21	2	1	5	9	1	1	3	2	0	6	11	4	5	7	10	3	11	9	16	5
6.6	9.5	6.7	2.6	18.2	11.1	1.2	1.5	5.9	0.0	11.7	6.8	4.2	4.0	14.0	10.1	4.5	7.4	6.0	8.1	4.1
18	2	1	2	10	1	1	2	2	0	6	8	4	2	7	6	3	10	8	15	3
12	1	1	7	0	0	0	0	0	0	2	5	5	8	0	5	0	5	7	5	7
3.7	4.8	6.7	3.8	0.0	0.0	0.0	0.0	0.0	0.0	4.1	3.0	5.0	7.0	0.0	5.0	0.0	3.2	4.3	2.4	6.2
6	1	1	3	0	0	0	0	0	0	2	2	2	4	0	2	0	2	4	2	4

Percentage of your business - in terms of overall sales or revenues generated - is targeted at residential buildings?

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/yr or more		Comp-lete		Very satis-fied					
		New		Mid		Sen-		Small		Large		Once/yr or more		Comp-lete		Very satis-fied					
		<=5		6-25		>25		<=5		>5		Once/yr or more		Comp-lete		Very satis-fied					
		--K--		--L--		--M--		--N--		--O--		--P--		--R--		--S--					
		--J--		--I--		--H--		--G--		--F--		--E--		--D--		--C--					
		Other		Eng/Arch/Const		Con-tractor		Con-sultant		Sul-tant		End-User		Sen-		Not					
		End-Use		Spec-ific		Arch-Const		Eng/Const		Con-tractor		Con-sultant		Sul-tant		End-User					
		Cook-ing		HVAC		Stand-ards		Stand-ards		Codes		Stand-ards		Cook-ing		HVAC					
		--B--		--D--		--C--		--E--		--F--		--G--		--H--		--I--					
		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--					
		--R--		--S--		--T--		--U--		--V--		--W--		--X--		--Y--					
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68
None	70	10	2	22	24	3	18	42	9	0	16	29	19	15	16	16	22	30	39	39	30
%	22.3	38.1	20.0	11.5	47.3	44.4	27.6	19.8	28.5	0.0	33.0	18.4	20.0	12.7	31.8	17.1	36.0	19.7	25.1	19.6	27.6
	55	8	3	9	26	4	15	31	9	0	15	21	17	9	15	13	18	24	31	32	23
1-10%	15	1	0	10	5	0	4	12	1	0	2	9	4	2	0	3	4	7	9	8	8
%	5.0	4.8	0.0	5.1	9.1	0.0	6.4	5.8	2.9	0.0	3.7	5.9	4.4	2.0	0.0	3.4	7.0	4.3	5.6	3.9	6.9
	10	1	0	4	5	0	3	7	1	0	2	5	3	1	0	2	3	4	6	5	5
11-20%	9	1	0	5	3	0	3	3	2	0	0	6	3	2	2	2	0	5	3	9	0
%	2.8	4.8	0.0	2.6	5.5	0.0	5.0	1.6	7.0	0.0	0.0	3.8	2.8	2.0	4.3	2.5	0.0	3.6	2.1	4.4	0.0
	6	1	0	2	3	0	2	2	2	0	0	3	3	1	2	1	0	4	2	6	0
21-30%	37	2	0	19	12	1	4	24	6	0	10	12	15	8	10	11	6	25	11	27	10
%	11.8	9.5	0.0	10.3	23.6	11.1	6.4	11.3	20.5	0.0	21.0	7.4	15.3	6.6	20.7	11.3	9.5	16.6	7.2	13.3	9.3
	25	2	0	8	13	1	3	13	7	0	6	8	11	5	10	7	3	16	9	19	6
31-40%	4	1	0	0	3	0	1	0	2	0	0	2	2	0	3	3	1	2	2	2	2
%	1.3	4.8	0.0	0.0	5.5	0.0	1.4	0.0	7.0	0.0	0.0	1.1	2.2	0.0	6.1	3.2	1.5	1.2	1.4	0.9	2.0
	4	1	0	0	3	0	1	0	2	0	0	2	2	0	3	3	1	2	2	2	2
41-50%	22	0	1	17	1	0	5	16	0	0	2	10	9	5	6	4	8	13	9	13	9
%	7.2	0.0	6.7	9.0	1.8	0.0	7.3	7.6	0.0	0.0	4.9	6.6	9.8	4.0	12.2	3.9	13.3	8.4	6.0	6.4	8.6
	11	0	1	7	1	0	2	8	0	0	1	5	5	2	3	2	4	6	5	6	5
51-60%	18	0	1	14	0	0	2	14	0	0	1	10	5	10	0	10	2	12	6	12	6
%	5.7	0.0	6.7	7.7	0.0	0.0	3.6	6.8	0.0	0.0	1.6	6.1	5.0	8.0	0.0	10.0	4.0	7.9	3.6	6.0	5.1
	8	0	1	6	0	0	1	6	0	0	1	4	2	4	0	4	1	5	3	5	3

COURSE TYPE		ERC BANNER										ATTENDANCE EXPECTATION										SATISFIED									
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION					SATISFIED									
		TYPE OF BUSINESS		Sen-ior		New Mid-6-25		Small <=5		Large >100		Once/month		More/less		Comp-ly		Not-ly		Very-satis		Not-ly		Very-satis							
		Eng/Arch/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor	Eng/Const	Con-trac-tor						
61-70%		12	0	1	10	0	0	0	0	10	2	7	0	5	0	5	0	5	7	6	6	6	6	6	6						
	%	3.8	0.0	6.7	5.1	0.0	0.0	0.0	0.0	6.1	2.3	5.8	0.0	5.0	0.0	3.2	4.5	2.8	5.7	3.3	13.7	13.3	13.3	13.7							
		6	0	1	4	0	0	0	0	4	2	4	0	2	0	2	4	3	4	3	3	3	3	3							
71-80%		42	0	4	31	1	1	4	37	0	2	25	15	22	10	18	3	13	29	27	15	15	15	15							
	%	13.4	0.0	33.3	16.7	1.8	11.1	6.0	17.4	0.0	3.4	15.6	15.7	18.0	19.1	19.1	5.3	8.4	18.3	13.3	13.3	13.3	13.7								
		22	0	5	13	1	1	3	18	0	2	13	7	11	6	9	2	6	16	13	9	9	9								
81-90%		27	1	2	24	0	0	8	20	2	3	13	11	15	0	5	3	13	13	15	10	10	10	10							
	%	8.6	4.8	13.3	12.8	0.0	0.0	11.5	9.5	7.8	6.5	8.1	11.2	12.4	0.0	5.0	5.3	8.4	8.2	7.6	9.5	9.5	9.5	9.5							
		13	1	2	10	0	0	5	9	1	2	6	5	8	0	2	2	6	6	7	5	5	5	5							
91-99%		12	2	0	10	0	0	0	7	2	1	8	2	11	1	7	2	7	5	8	4	4	4	4							
	%	3.9	9.5	0.0	5.1	0.0	0.0	0.0	3.5	7.8	0.0	2.5	5.4	9.1	2.5	7.5	4.0	4.7	3.1	4.2	3.3	3.3	3.3	3.3							
		6	2	0	4	0	0	0	4	1	1	4	1	5	1	3	1	3	3	4	2	2	2	2							
100%		32	2	2	22	0	2	14	19	0	7	19	5	21	1	7	8	14	18	24	8	8	8	8							
	%	10.2	9.5	13.3	11.5	0.0	33.3	20.6	8.9	0.0	14.8	12.2	5.4	17.4	1.5	7.2	14.1	9.0	11.5	11.9	7.3	7.3	7.3	7.3							
		18	2	2	9	0	3	7	12	0	3	11	4	11	1	4	4	8	10	14	4	4	4	4							
Don't know/Refused		13	4	0	5	3	0	1	10	1	4	5	3	2	1	5	0	7	5	11	1	1	1	1							
	%	4.1	14.3	0.0	2.6	5.5	0.0	1.9	4.5	2.9	8.6	3.2	3.4	2.0	1.8	4.7	0.0	4.7	3.5	5.7	1.1	1.1	1.1	1.1							
		9	3	0	2	3	0	1	6	1	3	4	2	1	1	3	0	5	4	8	1	1	1	1							
MEAN:		48.4	33.1	64.0	58.8	13.6	44.4	47.9	50.5	36.7	*	38.6	53.4	47.0	65.7	34.5	52.7	39.5	47.1	49.3	50.0	45.2	45.2	45.2							
		CD	BE	BE	BE	CD	CD					O		O	N																

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Sec	Other Eng/ Con-	Arch/ trac sul-	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large >100	Once/ month	Once/ less	Comp- ly	Not comp- ly	Very satis	Very sats	Not	Very	Not	Very		
		ific	Const	tor	tant	Use	6-25	>25	<=5	>100	more	less	ly	ly	fy	fy	ly	ly	ly	ly		
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68	
None	56	5	2	29	12	2	20	31	3	0	11	37	7	25	4	8	11	24	31	38	17	
%	17.9	19.0	13.3	15.4	23.6	33.3	29.8	14.5	8.8	0.0	22.9	23.7	7.2	21.2	8.7	8.5	18.6	15.9	20.0	19.2	15.7	
	37	4	2	12	13	3	12	21	3	0	7	24	6	14	5	5	7	16	21	26	11	
1-10%	35	2	2	27	1	0	5	26	6	0	5	19	11	20	4	13	6	15	19	22	12	
%	11.1	9.5	20.0	14.1	1.8	0.0	7.4	12.2	18.5	0.0	10.6	11.9	10.9	16.4	8.7	13.5	9.3	10.0	12.3	11.1	11.3	
	18	2	3	11	1	0	4	13	3	0	4	9	5	10	3	6	3	7	11	11	7	
11-20%	36	2	3	24	5	1	6	26	4	0	3	19	14	20	5	11	4	18	17	21	14	
%	11.5	9.5	26.7	12.8	10.9	11.1	9.3	12.2	12.4	0.0	5.3	12.0	14.8	17.0	9.4	11.8	6.8	11.5	10.9	10.4	12.5	
	23	2	4	10	6	1	5	14	4	0	3	11	9	11	5	6	3	11	11	13	9	
21-30%	43	1	1	22	12	2	9	26	9	0	4	21	18	16	13	14	2	19	24	32	11	
%	13.9	4.8	6.7	11.5	23.6	22.2	13.6	12.1	30.2	0.0	8.1	13.4	18.7	13.7	26.7	14.6	4.0	12.4	15.4	16.1	10.0	
	29	1	1	9	13	2	6	15	7	0	4	12	13	9	10	9	1	11	18	21	8	
31-40%	29	0	1	22	3	0	2	22	2	0	1	18	8	12	3	14	8	17	12	17	12	
%	9.3	0.0	6.7	11.5	5.5	0.0	3.6	10.2	5.9	0.0	1.6	11.2	8.2	10.0	6.3	14.8	13.6	11.2	7.5	8.6	10.7	
	15	0	1	9	3	0	1	9	2	0	1	8	5	5	3	7	4	9	6	9	6	
41-50%	35	4	2	19	4	2	4	24	4	0	4	15	16	7	10	9	12	16	19	22	13	
%	11.2	14.3	13.3	10.3	7.3	22.2	6.2	11.5	11.3	0.0	8.3	9.6	16.0	5.9	19.0	9.5	19.6	10.7	11.8	10.8	12.0	
	22	3	2	8	4	2	3	15	3	0	3	9	10	4	8	6	8	10	12	14	8	
51-60%	2	0	0	2	0	0	0	2	0	0	0	2	0	0	2	0	0	2	0	2	0	
%	0.8	0.0	0.0	1.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	1.5	0.0	0.0	4.8	0.0	4.0	0.0	1.5	1.2	0.0	
	1	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	1	0	1	1	0	

ETS (#3782) 2006/11/29
 S4B. Percentage of your business - in terms of overall sales or revenues generated - is targeted at commercial buildings?
 BASE: UMA

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp-ly			Not comp-ly			Very satis-fied			
		Type of Business		Sen-ior		New		Small		Large		month yr or			lete			satis			
		Eng/Arch/Const		Con-sultant		User		<=5		>5		less			-ly			-fied			
		Eng/Arch/Const		Con-sultant		User		<=5		>5		month yr or			lete			satis			
		Eng/Arch/Const		Con-sultant		User		<=5		>5		month yr or			lete			satis			
		Eng/Arch/Const		Con-sultant		User		<=5		>5		month yr or			lete			satis			
		Eng/Arch/Const		Con-sultant		User		<=5		>5		month yr or			lete			satis			
		Eng/Arch/Const		Con-sultant		User		<=5		>5		month yr or			lete			satis			
		Eng/Arch/Const		Con-sultant		User		<=5		>5		month yr or			lete			satis			
61-70%	14	0	0	12	2	0	3	13	0	7	2	4	4	8	0	5	1	12	2	13	1
%	4.5	0.0	0.0	6.4	3.6	0.0	5.0	6.1	0.0	14.8	1.5	4.4	6.8	0.0	5.0	1.5	7.9	1.2	6.5	0.8	
	7	0	0	5	2	0	2	6	0	3	1	3	4	0	2	1	5	2	6	1	
71-80%	19	2	0	14	1	0	5	15	0	5	7	7	5	4	6	5	7	12	7	12	
%	6.2	9.5	0.0	7.7	1.8	0.0	7.3	7.3	0.0	10.2	4.6	7.2	4.0	7.4	6.4	8.0	4.9	7.5	3.7	10.7	
	10	2	0	6	1	0	2	8	0	3	3	4	2	2	3	2	4	6	4	6	
81-90%	6	0	0	5	1	0	1	6	0	0	6	0	2	0	2	1	3	2	3	2	
%	1.8	0.0	0.0	2.6	1.8	0.0	1.4	2.7	0.0	0.0	3.6	0.0	2.0	0.0	2.5	1.5	2.2	1.5	1.7	2.2	
	3	0	0	2	1	0	1	3	0	0	3	0	1	0	1	1	2	1	2	1	
91-99%	2	0	0	0	2	0	1	0	1	2	0	0	0	0	0	1	1	1	1	1	
%	0.6	0.0	0.0	0.0	3.6	0.0	1.4	0.0	2.9	0.0	3.7	0.0	0.0	0.0	0.9	1.5	0.6	0.6	0.5	0.8	
	2	0	0	0	2	0	1	0	1	0	2	0	0	0	1	1	1	1	1	1	
100%	22	5	2	7	5	1	9	12	2	0	3	6	9	1	4	8	7	12	10	9	
%	7.2	19.0	13.3	3.8	10.9	11.1	13.1	5.4	7.0	0.0	6.0	3.7	9.0	1.0	7.2	7.8	11.5	8.1	6.4	4.6	
	17	4	2	3	6	1	6	9	2	0	3	5	7	1	4	6	7	10	7	8	
Don't know/Refused	13	4	0	5	3	0	1	10	1	0	4	5	3	2	1	5	0	7	5	11	
%	4.1	14.3	0.0	2.6	5.5	0.0	1.9	4.5	2.9	0.0	8.6	3.2	3.4	2.0	1.8	4.7	0.0	4.7	3.5	5.7	
	9	3	0	2	3	0	1	6	1	0	3	4	2	1	1	3	0	5	4	8	
MEAN:	35.2	43.1	32.0	34.4	36.5	30.0	36.4	36.3	31.3	*	40.1	29.4	39.0	26.0	38.0	38.8	41.9	37.6	33.1	32.5	

Percentage of your business - in terms of overall sales or revenues generated - is targeted at industrial facilities?

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp-		Not		Very						
		Type of Business		New		Mid		Large		Small		Less		More		ly						
		Eng/Arch/Const	Con/Trac/Const	Other/Spec/Use	End User	New <=5	Mid 6-25	Sen >25	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68	
None	196	15	10	140	10	4	39	139	14	0	30	102	56	98	17	71	34	103	91	124	70	
%	62.9	57.1	86.7	74.4	20.0	55.6	59.8	65.6	44.0	0.0	60.9	64.6	58.3	81.5	33.6	73.9	56.4	67.7	57.9	62.0	64.1	
	107	12	13	58	11	5	25	73	8	0	19	53	32	50	12	36	22	55	51	67	39	
1-10%	24	1	1	17	2	0	8	16	1	0	2	13	10	7	7	7	3	3	21	9	15	
%	7.9	4.8	6.7	9.0	3.6	0.0	12.4	7.7	4.0	0.0	3.4	8.2	10.1	6.0	13.2	7.7	5.5	2.2	13.4	4.5	14.0	
	13	1	1	7	2	0	4	8	1	0	2	6	5	3	5	4	2	2	11	5	8	
11-20%	7	2	0	0	4	0	0	3	4	0	3	2	3	0	5	2	0	4	3	4	3	
%	2.4	9.5	0.0	0.0	7.3	0.0	0.0	1.4	12.8	0.0	5.3	1.4	2.8	0.0	10.5	2.3	0.0	2.9	1.9	2.2	2.8	
	7	2	0	0	4	0	0	3	4	0	2	2	3	0	5	2	0	4	3	4	3	
21-30%	27	1	0	12	13	1	7	16	5	0	5	10	12	7	9	4	9	13	14	16	10	
%	8.6	4.8	0.0	6.4	25.5	11.1	10.1	7.8	14.7	0.0	9.3	6.4	12.5	5.8	17.1	3.8	15.1	8.3	9.0	8.2	9.5	
	21	1	0	5	14	1	4	10	5	0	3	8	10	4	8	4	5	9	12	13	8	
31-40%	12	1	0	2	6	0	4	4	3	0	2	4	7	1	5	1	2	6	6	11	1	
%	4.0	4.8	0.0	1.3	12.7	0.0	6.4	2.0	8.8	0.0	3.7	2.3	7.1	0.8	10.2	0.9	4.0	3.9	4.1	5.7	0.8	
	10	1	0	1	7	0	3	3	3	0	2	2	6	1	4	1	1	5	5	9	1	
41-50%	18	1	1	10	2	2	1	15	1	0	2	13	3	4	5	5	8	10	8	13	5	
%	5.7	4.8	6.7	5.1	3.6	22.2	1.2	7.3	4.4	0.0	3.4	8.4	2.9	3.1	10.0	4.7	12.9	6.4	5.0	6.5	4.3	
	12	1	1	4	2	2	1	10	1	0	2	7	3	2	5	3	5	6	6	8	4	
61-70%	1	0	0	0	1	0	1	0	0	0	0	0	1	0	1	1	1	0	0	1	0	
%	0.3	0.0	0.0	0.0	1.8	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.9	0.0	1.8	0.9	0.0	0.0	0.6	0.5	0.0	
	1	0	0	0	1	0	1	0	0	0	0	0	1	0	1	1	0	0	0	1	0	

COURSE TYPE		ERC BANNER										ATTENDANCE EXPECTATION			SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY			Not							
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100		Once/monthly		Comp-lete		Very satis-fied				
		Eng/Arch/Const	Con-trac-tor	Con-sultant	End-User	Sen-ior >25	Mid-6-25	New <=5	Small <=5	Large >100	Once/monthly	Comp-lete	Very satis-fied	Not	Very	Not	Very	Not				
71-80%		3	0	0	0	2	1	0	2	1	0	0	0	0	0	1	2	1	3	0		
	%	0.8	0.0	0.0	0.0	3.6	11.1	1.4	0.9	2.5	0.0	3.4	0.6	0.0	0.0	1.5	1.1	0.6	1.3	0.0		
81-90%		3	0	0	0	2	1	0	2	1	0	0	0	0	0	1	2	1	3	0		
	%	0.3	0.0	0.0	0.0	1.8	0.0	1.4	0.4	2.9	0.0	0.0	0.0	0.9	0.0	0.9	0.0	0.6	0.5	0.0		
100%		10	0	0	2	7	0	3	5	1	0	1	8	1	1	0	3	4	5	6	4	
	%	3.1	0.0	0.0	1.3	14.5	0.0	4.1	2.4	2.9	0.0	1.9	5.0	0.9	0.8	1.8	0.0	4.5	2.8	3.5	3.0	3.3
Don't know/Refused		9	0	0	1	8	0	3	4	1	0	1	7	1	1	0	3	3	6	5	4	
	%	4.1	0.0	0.0	2.6	5.5	0.0	1.9	4.5	2.9	0.0	8.6	3.2	3.4	2.0	1.8	4.7	0.0	4.7	3.5	5.7	1.1
MEAN:		12.5	9.2	4.0	6.8	37.9	22.8	14.4	11.3	20.8	*	12.8	13.5	11.8	4.7	20.4	6.5	18.1	11.9	13.2	14.0	10.1

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Code	Standards	Other End-Use	Secific	Eng/Const	Con-tractor	Con-sultant	Eng/Arch	Trac	Con-tor	Con-tor	New User	Mid <=5	Sen >25	Small <=5	Large >100	Once/yr	Comp-lete	Not	Very	Satis		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21		
311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68		
279	20	11	181	34	6	59	199	22	0	43	144	85	115	41	88	59	139	139	179	99		
%	89.7	76.2	100.0	96.2	67.3	88.9	93.8	72.5	0.0	87.0	91.1	88.1	96.2	81.6	91.5	98.5	90.9	88.5	89.6	89.9		
165	16	15	75	37	8	38	110	17	0	31	78	53	59	32	48	38	79	85	106	58		
7	0	0	2	5	0	3	1	2	0	0	4	3	0	4	2	0	2	5	3	4		
%	2.2	0.0	0.0	1.3	9.1	0.0	5.0	0.4	5.9	0.0	2.7	2.8	0.0	7.2	1.9	0.0	1.2	3.3	1.4	3.8		
6	0	0	1	5	0	2	1	2	0	0	3	3	0	4	2	0	2	4	3	3		
3	0	0	0	3	0	1	0	2	0	0	1	2	0	1	0	0	3	0	3	0		
%	0.9	0.0	0.0	5.5	0.0	1.4	0.0	5.9	0.0	0.0	0.6	1.9	0.0	1.8	0.0	0.0	1.8	0.0	1.4	0.0		
7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
%	2.1	4.8	0.0	0.0	9.1	11.1	2.8	1.2	2.9	0.0	2.5	1.6	1.8	3.3	1.9	1.5	0.6	3.6	1.4	3.5		
7	1	0	0	0	0	1	2	3	1	0	1	3	2	2	2	1	1	6	3	4		
1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0		
%	0.4	4.8	0.0	0.0	0.0	0.0	0.0	4.0	0.0	0.0	0.8	0.0	0.0	2.5	0.0	0.0	0.8	0.0	0.6	0.0		
1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0		
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
%	0.3	0.0	0.0	1.8	0.0	0.0	0.0	2.9	0.0	1.9	0											

ETS (#3782) 2006/11/29
 S4D. Percentage of your business - in terms of overall sales or revenues generated - is targeted at agricultural?
 BASE: UMA

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===== ERC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY   ATTENDANCE   EXPECTATION   SATISFIED
                    EXPERIENCE          FREQUENCY
-----
Codes              New Mid Ior Small Large month yr or lete-   Not
Stand              <=5 6-25 >25 <=5 >100 more less ly -ly -   Very
ards HVAC          --E-- --P-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
13      4      0      5      3      0      1      10      1      0      4      5      3      2      1      5      0      7      5      11      1
%      4.1  14.3  0.0  2.6  5.5  0.0  1.9  4.5  2.9  0.0  8.6  3.2  3.4  2.0  1.8  4.7  0.0  4.7  3.5  5.7  1.1
9      3      0      2      3      0      1      6      1      0      3      4      2      1      1      3      0      5      4      8      1

MEAN:  1.50  3.61  0.00  0.04  7.21  2.78  1.31  0.39  8.16  *  1.71  1.03  2.28  0.50  4.42  0.69  0.45  1.00  2.00  1.06  2.29
      E      E      CD
  
```

ETS (#3782) 2006/11/29
 SAE. Percentage of your business - in terms of overall sales or revenues generated - is targeted at other business?
 BASE: UMA

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp- month yr or lete-		Not comp- ly -ly -S-		Very satis- fied -T-						
		TYPE OF BUSINESS		Sen-ior 6-25 >25		New Mid <=5 6-25 >25		Small Large <=5 >100		more less -P-- --Q-		ly -ly -S-		Very satis- fied -T-								
		Sec-	Eng/ Arch/ trac	Con- sul-	End User	Eng/ Const- tor	Con- tant	Eng/ Const- tor	Con- tant	Eng/ Const- tor	Con- tant	Eng/ Const- tor	Con- tant	Eng/ Const- tor	Con- tant							
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68	
None	291	20	11	183	45	7	65	199	29	0	42	149	94	114	48	90	60	142	148	184	106	
%	93.5	76.2	100.0	89.1	100.0	100.0	98.1	93.9	94.1	0.0	85.1	93.9	96.6	95.0	94.6	94.0	100.0	92.7	94.2	91.7	96.7	
	178	16	15	76	49	9	43	111	24	0	30	83	62	59	39	51	39	82	95	111	66	
41-50%	1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	1	0	1	0	
%	0.3	0.0	0.0	0.0	1.8	0.0	0.0	0.4	0.0	0.0	0.0	0.6	0.0	0.0	1.8	0.0	0.0	0.6	0.0	0.5	0.0	
	1	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0	
100%	7	2	0	0	2	0	0	2	1	0	3	4	0	4	1	1	0	3	4	4	2	
%	2.2	9.5	0.0	0.0	3.6	0.0	0.0	1.2	2.9	0.0	6.3	2.3	0.0	3.0	1.8	1.3	0.0	2.0	2.3	2.2	2.2	
	5	2	0	0	2	0	0	2	1	0	3	2	0	2	1	1	0	3	2	4	1	
Don't know/Refused	13	4	0	5	3	0	1	10	1	0	4	5	3	2	1	5	0	7	5	11	1	
%	4.1	14.3	0.0	2.6	5.5	0.0	1.9	4.5	2.9	0.0	8.6	3.2	3.4	2.0	1.8	4.7	0.0	4.7	3.5	5.7	1.1	
	9	3	0	2	3	0	1	6	1	0	3	4	2	1	1	3	0	5	4	8	1	
MEAN:	2.4	11.1	0.0	0.0	4.8	0.0	0.0	1.5	3.0	*	6.9	2.7	0.0	3.1	2.7	1.4	0.0	2.4	2.4	2.5	2.2	

ETS (#3782)
 S4E. Other ways sales or revenues generated.
 BASE: UMA who have other ways to generate sales or revenue

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/ month yr or more less		Comp-lete ly		Very satis-fied	
		TYPE OF BUSINESS		Sen-ior >25		New <=5		Small <=5		Large >100		Once/ month yr or more less		Comp-lete ly		Very satis-fied	
		Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month yr or more less	Comp-lete ly	Very satis-fied	Not	Very	Not	Very
		Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month yr or more less	Comp-lete ly	Very satis-fied	Not	Very	Not	Very
8	2	0	0	3	0	0	3	5	0	4	2	1	0	4	4	5	2
%	100.0	0.0	0.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0
6	2	0	0	3	1	0	3	3	0	2	2	1	0	4	2	5	1
1	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	1	0
%	11.9	0.0	33.3	0.0	0.0	29.6	0.0	0.0	0.0	50.0	0.0	0.0	22.9	0.0	17.4	0.0	0.0
1	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	1	0
%	11.9	0.0	33.3	0.0	0.0	29.6	0.0	0.0	0.0	50.0	0.0	0.0	22.9	0.0	17.4	0.0	0.0
6	2	0	1	0	0	0	2	4	0	4	0	1	0	2	4	3	2
%	76.1	100.0	0.0	0.0	0.0	70.4	80.0	0.0	100.0	0.0	100.0	0.0	54.3	100.0	65.2	100.0	100.0
4	2	0	1	0	0	0	2	2	0	2	0	1	0	2	2	3	1
%	76.1	100.0	0.0	0.0	0.0	70.4	80.0	0.0	100.0	0.0	100.0	0.0	54.3	100.0	65.2	100.0	100.0

	ERC BANNER													ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			Once/ month yr or more less			Not comp-lete-ly -S-			Very satis-fied --T--			
	Sec-	Other End-Use	Eng/Arch/Const	Con-tractor	Con-sultant	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large 6-25	Very large >25	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total	121	50	1	27	21	12	0	0	0	121	33	57	31	19	43	20	35	56	62	77	41	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	97	40	1	11	23	16	0	0	0	97	22	48	27	15	35	17	27	50	46	63	33	
Apartment build/condo/ /other multi-fam build %	4	0	0	0	1	1	0	0	0	4	4	0	0	0	0	0	2	2	0	2	0	0
%	3.4	0.0	0.0	4.3	6.3	0.0	0.0	0.0	0.0	3.4	12.4	0.0	0.0	0.0	0.0	4.9	3.0	0.0	0.0	2.2	0.0	0.0
Commercial office building	5	1	0	0	2	0	0	0	0	5	2	3	0	0	3	0	0	4	1	5	0	0
%	4.5	2.5	0.0	8.7	0.0	0.0	0.0	0.0	0.0	4.5	7.2	5.4	0.0	0.0	7.6	0.0	0.0	7.5	2.0	7.1	0.0	0.0
	4	1	0	0	2	0	0	0	0	4	1	3	0	0	2	0	0	3	1	4	0	0
Government/community services facility	23	2	1	10	7	2	0	0	0	23	1	16	5	1	12	4	6	8	14	13	10	
%	18.6	5.0	100.0	36.4	34.8	18.8	0.0	0.0	0.0	18.6	2.8	28.2	17.8	4.7	26.9	21.9	17.5	14.3	23.3	16.6	23.5	
	18	2	1	4	8	3	0	0	0	18	1	13	4	1	9	3	5	7	11	9		
Retail Sales	1	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1	1	0	0
%	1.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	4.1	0.0	0.0	0.0	3.6	0.0	2.0	1.6	0.0	0.0
	1	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1	1	0	0
Grocery store/ convenience store	3	1	0	0	0	0	0	0	0	3	1	1	0	0	3	1	0	1	1	3	0	0
%	2.2	2.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	4.1	2.2	0.0	0.0	6.0	6.7	0.0	2.2	2.2	3.4	0.0	0.0
	2	1	0	0	0	0	0	0	0	2	1	1	0	0	2	1	0	1	1	2	0	0
Restaurant/deli/tavern	18	14	0	0	2	1	0	0	0	18	4	7	7	6	3	2	5	9	9	10	7	
%	14.6	27.5	0.0	0.0	8.7	6.3	0.0	0.0	0.0	14.6	11.4	12.7	21.7	32.5	6.8	9.0	13.4	15.9	14.1	13.6	17.5	
	15	11	0	0	2	1	0	0	0	15	3	6	6	5	3	2	4	8	7	9	6	
Health services	14	9	0	0	3	2	0	0	0	14	1	7	5	2	5	2	5	9	4	12	2	
%	11.4	17.5	0.0	0.0	13.0	18.8	0.0	0.0	0.0	11.4	3.8	12.7	17.2	11.2	11.8	8.3	14.7	16.8	7.0	15.1	5.2	
	13	7	0	0	3	3	0	0	0	13	1	7	5	2	5	2	5	9	4	11	2	
Hotel/motel	5	2	0	2	0	0	0	0	0	5	2	0	2	0	2	1	4	5	0	5	0	0
%	4.1	5.0	0.0	9.1	0.0	0.0	0.0	0.0	0.0	4.1	7.3	0.0	8.1	0.0	5.8	6.2	10.6	8.7	0.0	6.4	0.0	
	3	2	0	1	0	0	0	0	0	3	1	0	2	0	2	1	2	3	0	3	0	0

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not						
		Sec	Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- lete	Not	Very satis	Very satis				
		Use	Use	Use	Use	User	User	User	User	User	less	less	ly	ly	ly	ly	ly				
		End	End	End	End	End	End	End	End	End	End	End	End	End	End	End	End				
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use				
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use				
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use				
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use				
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use				
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use				
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68
Yes	236	14	5	152	40	2	46	164	28	0	27	116	89	98	39	79	39	111	126	144	92
%	75.9	52.4	40.0	80.8	80.0	33.3	70.5	77.5	90.5	0.0	54.5	73.4	91.6	81.3	76.8	81.7	64.4	72.4	79.9	72.1	83.8
	140	11	6	63	44	3	31	87	23	0	18	63	57	48	32	44	24	63	77	84	56
No	74	12	6	36	10	5	19	48	3	0	22	41	8	22	11	18	21	42	31	56	17
%	23.8	47.6	53.3	19.2	20.0	66.7	28.3	22.5	9.5	0.0	45.5	26.1	8.4	18.7	21.7	18.3	35.6	27.6	19.6	27.9	15.5
	52	10	8	15	11	6	12	33	3	0	18	26	7	14	9	11	15	28	23	40	11
DK/DR	1	0	1	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	1	0
%	0.2	0.0	6.7	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.0	0.5	0.0	0.0	1.5	0.0	0.0	0.0	0.5	0.0	0.7
	1	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	0	1	0	1

2006/11/29

ETS (#3782)
 BIB. Are you involved in installing new equipment at your customers' facilities?
 BASE: UMA

===== ERC BANNER =====																					
COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED							
Codes	Standards	Other	Sec	Eng/Arch/Const	Con/Trac	Con/sul	End User	New	Mid	Sen	Small	Large	Once	Comp	Not						
Standards	Use	End-Use	ific	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly						
--A--	--B--	--D--	--E--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--			
311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68	
156	2	5	113	18	2	26	125	8	0	15	82	56	74	13	58	30	72	83	94	60	
%	50.1	9.5	40.0	60.3	36.4	33.3	39.4	59.0	25.8	0.0	30.5	52.0	61.9	25.2	60.7	49.2	47.1	52.6	47.1	54.9	
86	2	6	47	20	3	18	66	5	0	10	43	32	37	10	29	18	38	47	52	33	
			E	D		H	G			LM	K	K	O	N							
155	24	7	75	32	5	40	87	23	0	34	76	41	46	38	38	30	81	75	106	50	
%	49.9	90.5	60.0	39.7	63.6	66.7	60.6	41.0	74.2	0.0	69.5	48.0	41.9	38.1	74.8	39.3	50.8	52.9	47.4	52.9	45.1
107	19	9	31	35	6	26	54	21	0	26	47	32	25	32	26	21	53	54	72	35	
			E	D		H	G			LM	K	K	O	N							

ETS (#3782)
 BIC. Are you involved in maintaining existing equipment?
 BASE: UMA

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very					
		Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- ly	Comp- lete- ly	Very satis- fied	Not	Very				
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68
Yes	187	6	5	123	31	4	29	145	14	0	21	95	68	75	26	67	37	93	93	119	68
%	60.0	23.8	46.7	65.4	61.8	55.6	44.3	68.4	44.4	0.0	42.6	60.1	70.5	62.2	51.7	69.1	61.9	61.2	59.3	59.2	62.1
	111	5	7	51	34	5	20	79	13	0	15	51	44	36	23	34	24	55	56	72	39
No	125	20	6	65	19	3	37	67	17	0	28	63	29	45	24	30	23	59	64	82	42
%	40.0	76.2	53.3	34.6	38.2	44.4	55.7	31.6	55.6	0.0	57.4	39.9	29.5	37.8	48.3	30.9	38.1	38.8	40.7	40.8	37.9
	82	16	8	27	21	4	24	41	13	0	21	39	20	26	19	21	15	36	45	52	29

ETS (#3782) 2006/11/29
 BID. At your business, are you involved in identifying and evaluating new equipment needs for the facility?
 BASE: End User

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not						
		Sec	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Other End-Use	Eng/ Arch/ Const	Mid 6-25	New <=5	Sen-ior >25	Small <=5	Large >100	Once/ month	Once/ more	Comp- ly	Comp- lete- ly	Very satis- fied	Very satis- fied				
Total	174	56	2	53	32	16	0	0	0	174	43	86	41	28	57	24	52	85	87	111	61	
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	135	45	2	22	35	21	0	0	0	135	29	69	34	20	47	20	38	69	65	85	49	
Yes	115	34	2	39	24	8	0	0	0	115	23	64	23	17	42	16	27	56	59	69	45	
%	65.7	60.0	100.0	72.7	74.3	47.6	0.0	0.0	0.0	65.7	53.3	74.5	56.4	62.0	74.9	65.2	51.2	65.4	67.9	62.8	73.6	
	88	27	2	16	26	10	0	0	0	88	15	52	18	12	34	13	20	43	45	53	35	
No	60	22	0	14	8	9	0	0	0	60	20	22	18	10	14	8	25	29	28	41	16	
%	34.3	40.0	0.0	27.3	25.7	52.4	0.0	0.0	0.0	34.3	46.7	25.5	43.6	38.0	25.1	34.8	48.8	34.6	32.1	37.2	26.4	
	47	18	0	6	9	11	0	0	0	47	14	17	16	8	13	7	18	26	20	32	14	

2006/11/29

ETS (#3782)
BIF. Are you involved in giving final approval for new purchases?
BASE: End User

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not					
		Sec	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	Con- trac- tor	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- lete	Comp- lete	Very satis- fied	Very satis- fied				
Total	174	56	2	53	32	16	0	0	0	174	43	86	41	28	57	24	52	85	87	111	61
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	135	45	2	22	35	21	0	0	0	135	29	69	34	20	47	20	38	69	65	85	49
Yes	85	29	1	29	13	5	0	0	0	85	15	50	16	15	26	13	17	40	44	49	35
%	48.5	51.1	50.0	40.0	33.3	0.0	0.0	0.0	0.0	48.5	35.1	57.9	40.1	53.2	45.6	54.7	32.2	47.2	51.2	44.7	57.3
	63	23	1	12	14	7	0	0	0	63	11	36	14	11	21	9	13	32	31	39	24
No	90	27	1	24	19	11	0	0	0	90	28	36	24	13	31	11	35	45	42	61	26
%	51.5	48.9	50.0	45.5	60.0	66.7	0.0	0.0	0.0	51.5	64.9	42.1	59.9	46.8	54.4	45.3	67.8	52.8	48.8	55.3	42.7
	72	22	1	10	21	14	0	0	0	72	18	33	20	9	26	11	25	37	34	46	25

BIG. Are you involved in selecting a supplier or vendor to install new equipment?

BASE: End User

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very		
		Sec	Other	Eng/Arch/Const	Con/Trac	Con/Trac	End User	New	Mid	Sen	Small	Large	Once	Comp	Not	Very	Not	Very
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use
Total	174	56	32	16	0	0	174	43	86	41	28	57	24	52	85	87	111	61
%	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	135	45	22	35	21	0	135	29	69	34	20	47	20	38	69	65	85	49
Yes	106	30	20	8	0	0	106	21	58	25	16	44	16	25	51	56	64	42
%	61.0	53.3	62.9	47.6	0.0	0.0	61.0	47.9	67.3	60.5	57.4	78.1	66.2	49.1	59.4	64.3	58.3	68.4
	80	24	15	22	10	0	80	13	45	20	11	35	12	19	39	41	49	31
No	68	26	17	12	9	0	68	22	28	16	12	12	8	26	35	31	46	19
%	39.0	46.7	50.0	31.8	37.1	52.4	39.0	52.1	32.7	39.5	42.6	21.9	33.8	50.9	40.6	35.7	41.7	31.6
	55	21	7	13	11	0	55	16	24	14	9	12	8	19	30	24	36	18

ETS (#3782)
 BIH. Are you involved in the operation and maintenance of equipment?
 BASE: End User

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS														
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New User		Small <=5		Large >100		Once/month		Once/yr or less		Comp-lete		Very satis-fied	
		Eng/Arch/Const	Con-trac-tor	Con-sul-tant	Other	Sec-tor	Eng/Arch/Const	Con-trac-tor	Con-sul-tant	End User	New	Mid-6-25	Sen-ior	Small <=5	Large >100	Once/month	Once/yr or less	Comp-lete	Very satis-fied	Not	Very
Total	174	56	2	53	32	16	0	0	0	174	43	86	41	28	57	24	52	85	87	111	61
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	135	45	2	22	35	21	0	0	0	135	29	69	34	20	47	20	38	69	65	85	49
Yes	115	34	1	41	23	9	0	0	0	115	29	64	20	14	36	18	29	55	61	68	48
%	66.1	60.0	50.0	77.3	71.4	57.1	0.0	0.0	0.0	66.1	67.4	74.5	48.4	52.0	63.8	73.3	56.3	64.0	70.0	61.2	77.4
	87	27	1	17	25	12	0	0	0	87	20	50	16	11	28	13	21	42	45	51	36
No	59	22	1	12	9	7	0	0	0	59	14	22	21	13	21	7	23	31	26	43	14
%	33.9	40.0	50.0	22.7	28.6	42.9	0.0	0.0	0.0	33.9	32.6	25.5	51.6	48.0	36.2	26.7	43.7	36.0	30.0	38.8	22.6
	48	18	1	5	10	9	0	0	0	48	9	19	18	9	19	7	17	27	20	34	13

ETS (#3782)
 B2. How long have you been employed by your firm?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED																
		Sec			Eng/Arch/Const			Con/Trac/Inst			New			Sen			Small			Once/Comp/Not			Very														
		Use			Spec			Other			End			Mid			ior			Large			Month			ly											
		F			H			I			J			K			L			M			N			O			P			Q					
		E			G			H			J			K			L			M			N			O			P			Q					
		D			F			I			J			K			L			M			N			O			P			Q					
		C			E			H			I			J			K			L			M			N			O			P			Q		
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J			K			L			M			N			O			P			Q					
		B			F			H			J			K			L			M			N			O			P			Q					
		A			F			H			J																										

ETS (#3782)
 B2. How long have you been employed by your firm?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Sec	Other	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Not	
		ific	Use	Const	tor	tant	User	<=5	>5	>25	<=5	>5	>25	<=5	>5	>100	more	less	ly	ly	ly	
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
11-14 years		41	9	2	14	7	5	4	21	2	13	1	23	18	8	13	16	6	21	20	20	21
	%	8.5	10.6	11.8	6.0	8.9	23.3	5.8	10.0	8.1	7.2	0.8	9.3	12.8	5.5	11.8	13.4	5.1	8.9	8.2	6.6	12.1
		32	7	2	6	8	7	4	12	2	13	LM	16	15	5	11	12	4	16	16	17	15
					F	F	DE						K	K								
15-19 years		46	6	3	22	5	4	7	20	1	20	2	32	13	9	17	4	18	13	33	29	17
	%	9.6	7.6	23.5	9.0	6.7	16.7	11.2	9.3	2.5	11.4	1.7	13.0	9.5	6.0	16.1	3.7	16.2	5.6	13.5	9.4	10.1
		32	5	4	9	6	5	5	10	1	16	LM	2	23	7	10	5	11	11	21	20	12
												LM	K	K	O	N	Q	P	S	R		
20-24 years		51	7	0	27	15	2	3	9	12	22	1	33	17	19	13	13	8	32	18	36	14
	%	10.5	9.1	0.0	11.0	18.9	6.7	4.7	4.4	38.0	12.5	1.0	13.7	12.1	13.2	11.9	10.7	7.2	13.4	7.3	11.6	8.1
		36	6	0	11	17	2	3	7	8	16	1	21	14	10	14	6	7	21	14	25	10
									J		H	LM	K	K								
More than 24 years		53	11	2	22	15	1	4	33	5	13	1	10	42	18	11	13	9	30	23	37	16
	%	10.8	13.6	11.8	9.0	17.8	3.3	5.4	15.5	14.7	7.6	1.0	4.0	30.4	11.9	10.4	11.0	8.1	12.4	9.4	11.8	9.2
		39	9	2	9	16	1	3	20	5	12	1	8	30	10	11	8	5	21	18	28	11
						F	E	E	J		H	M	M	KL								
Refused		7	0	0	7	0	0	5	2	0	2	0	0	0	0	0	0	0	2	2	5	0
	%	1.5	0.0	0.0	3.0	0.0	0.0	7.3	1.1	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	2.2	1.0	2.0	0.0	4.2
		3	0	0	3	0	0	2	1	0	1	0	0	0	0	0	0	1	1	2	0	3
								HU	G		G										U	T
DK/DR		13	1	0	5	3	1	7	6	0	4	2	5	2	5	4	6	0	4	10	10	3
	%	2.7	1.5	0.0	2.0	3.3	3.3	10.0	2.6	0.0	2.0	2.5	2.0	1.2	3.2	3.7	5.2	0.0	1.5	4.0	3.2	1.9
		9	1	0	2	3	1	4	3	0	3	2	2	2	2	4	5	0	2	7	7	2
								HU	G		G						Q	P				
MEAN:		11.3	11.8	10.8	10.7	13.9	10.6	9.3	11.7	15.2	10.6	3.5	10.8	17.2	10.9	12.2	11.9	9.7	11.7	10.9	11.6	10.7
					E	DF	E	I		GJ	I	LM	KM	KL								

ETS (#3782)
 B3. How long have you worked in this industry?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Sec	Eng/	Con-	Eng/	Con-	Arch/	trac	sul-	Con-	End	New	Mid	ior	Sen-	Small	Large	month	yr or	lete	lete	Not	
		Use	ific	Const	tor	tant	User	<=5	>5	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	
		---D--	---F--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--	---V--	---W--	---X--	---Y--	---Z--
Total	486	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171		
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117		
Less than 4 years	50	6	3	27	8	2	7	15	2	23	50	0	0	19	9	7	17	19	29	26	22		
	10.4	7.6	23.5	11.0	10.0	6.7	10.9	7.3	5.9	13.4	54.7	0.0	0.0	13.0	8.3	5.8	15.5	8.0	11.8	8.5	12.6		
	33	5	4	11	9	2	3	10	2	15	33	0	0	10	7	4	14	14	18	18	14		
4-5 years	42	10	1	12	11	2	6	11	3	20	42	0	0	15	12	6	12	23	18	29	13		
	8.6	12.1	5.9	5.0	13.3	6.7	9.9	5.1	8.4	11.3	45.3	0.0	0.0	10.1	11.4	4.8	10.7	9.8	7.5	9.3	7.4		
	32	8	1	5	12	2	4	8	3	14	32	0	0	10	9	5	8	17	15	21	11		
6-8 years	38	5	1	24	5	4	7	19	1	13	0	38	0	9	2	10	7	17	21	21	18		
	7.9	6.1	5.9	10.0	5.6	16.7	9.9	8.7	2.9	7.5	0.0	15.7	0.0	6.3	1.6	8.6	6.2	7.1	8.8	6.6	10.3		
	25	4	1	10	5	5	4	10	1	11	0	25	0	5	2	5	4	12	13	14	11		
9-11 years	33	5	0	19	5	2	6	16	2	8	0	33	0	11	11	8	8	17	16	21	12		
	6.7	6.1	0.0	8.0	6.7	6.7	8.7	7.7	7.0	4.8	0.0	13.4	0.0	7.2	9.9	6.8	7.1	7.2	6.4	6.6	7.0		
	21	4	0	8	6	2	3	9	2	7	0	21	0	6	8	4	5	11	10	13	8		
12-15 years	44	5	1	22	8	1	5	26	2	10	0	44	0	18	10	7	10	17	27	30	14		
	9.0	6.1	5.9	9.0	10.0	3.3	7.6	12.1	7.8	5.7	0.0	18.0	0.0	11.9	9.4	5.5	9.2	7.1	11.0	9.7	8.0		
	28	4	1	9	9	1	4	13	1	9	0	28	0	8	9	4	6	10	18	19	9		
16-20 years	78	15	3	43	8	2	4	32	3	35	0	78	0	25	18	20	17	43	36	55	23		
	16.1	18.2	23.5	18.0	10.0	10.0	6.0	15.3	10.7	20.1	0.0	32.1	0.0	16.9	16.4	16.6	15.3	17.9	14.6	17.7	13.6		
	50	12	4	18	9	3	3	17	2	26	0	50	0	14	12	13	13	27	23	36	14		
21-25 years	51	5	2	27	10	2	5	20	8	20	0	51	0	14	10	11	6	25	27	33	18		
	10.5	6.1	17.6	11.0	12.2	10.0	7.2	9.3	25.8	11.2	0.0	21.0	0.0	9.3	9.0	8.9	5.7	10.3	10.9	10.6	10.7		
	35	4	3	11	11	3	5	10	5	16	0	35	0	7	9	6	5	16	19	20	15		

B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

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===== ERC BANNER =====
COURSE TYPE ----- TYPE OF BUSINESS ----- YEARS OF INDUSTRY ----- ATTENDANCE EXPECTATION SATISFIED
-----
Codes Other Eng/ Con- sul- End New Mid or Small Large month yr or lete-lete Very Not
Stand ards HVAC Use ific Const-tor tant User <=5 >25 >25 <=5 >100 more less -ly -ly -filed satis very
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
41 11 1 7 13 5 3 12 1 20 10 18 11 2 7 12 7 16 23 25 14
% 8.5 13.6 5.9 3.0 15.6 23.3 4.7 5.5 2.5 11.3 10.9 7.6 8.2 1.6 6.7 9.7 6.3 6.8 9.3 8.0 8.1
36 9 1 3 14 7 3 9 1 18 9 16 10 1 8 11 7 15 20 23 12
D B E F D D
MEAN: 5.27 4.88 3.81 5.14 7.39 4.78 2.99 5.28 9.80 5.07 3.11 4.54 7.28 1.08 9.38 7.35 5.36 5.24 5.32 5.86 4.22
I M K O N

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ETS (#3782)
 B5. How many employees are there at this/these location(s)?

COURSE TYPE	TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED		
	Codes	Standards	HVAC	Use	Other	Sec	Eng/Arch/Const	Con/trac	Con/sul	End User	New	Mid	Senior	Small	Large	Once/month	Once/yr	Comp/lete	Comp/lete	Very satis	Not
Total	486	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171	
% 100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117	
1	54	11	2	36	1	0	12	29	4	11	13	25	16	54	0	13	18	22	31	36	18
% 11.0	13.6	11.8	15.0	1.1	0.0	18.0	13.6	11.8	6.2	14.2	10.0	11.7	36.4	0.0	11.0	15.8	9.3	12.9	11.4	10.6	
29	9	2	15	1	0	6	14	2	8	7	13	9	29	0	6	9	13	16	19	10	
EF	BD	BD	BD	BD	BD	J	J	J	GH				O	N							
2-5	94	14	5	63	5	0	15	52	5	17	21	52	19	94	0	26	20	57	36	65	28
% 19.3	16.7	35.3	26.0	6.7	0.0	22.7	24.6	15.6	9.6	22.8	21.1	13.8	63.6	0.0	21.7	17.8	23.8	14.7	20.8	16.3	
53	11	6	26	6	0	10	27	2	12	13	27	12	53	0	13	13	31	21	35	17	
EF	BD	BD	BD	BD	BD	J	J	J	GH				O	N							
6-10	56	5	3	34	5	4	8	25	3	22	8	29	19	0	14	11	35	22	42	15	
% 11.6	6.1	23.5	14.0	5.6	16.7	12.1	11.7	10.7	12.6	9.2	11.8	13.8	0.0	0.0	11.4	9.6	14.6	8.9	13.4	8.6	
35	4	4	14	5	5	4	14	2	15	6	16	13	0	0	9	7	22	13	25	10	
11-24	33	4	1	22	5	1	4	18	1	10	6	24	2	0	14	1	14	19	17	16	
% 6.8	4.5	5.9	9.0	5.6	3.3	6.4	8.4	2.9	5.7	6.9	10.0	1.6	0.0	0.0	11.5	1.2	6.0	7.7	5.4	9.5	
20	3	1	9	5	1	3	9	1	7	5	13	2	0	0	8	1	7	13	10	10	
E											M	L			Q	P					
25-50	41	14	0	19	5	1	5	24	0	11	5	21	15	0	9	12	22	18	31	10	
% 8.4	16.7	0.0	8.0	5.6	3.3	6.9	11.1	0.0	6.5	5.1	8.6	10.9	0.0	0.0	7.7	10.6	9.4	7.5	9.8	5.9	
26	11	0	8	5	1	3	13	0	9	4	13	9	0	0	5	7	13	13	18	8	
E				B																	
51-100	27	4	0	5	13	3	5	10	4	11	8	12	7	0	3	5	10	14	12	12	
% 5.5	4.5	0.0	2.0	15.6	13.3	7.8	4.8	11.7	6.4	8.5	4.8	5.3	0.0	0.0	2.1	4.1	4.3	5.8	4.0	7.0	
24	3	0	2	14	4	4	8	4	10	7	11	6	0	0	3	5	11	12	13	10	
E			EF	BD	D																
101-200	30	5	1	10	7	3	2	11	4	14	5	13	11	0	30	4	10	14	16	22	8
% 6.1	6.1	5.9	4.0	8.9	13.3	3.7	5.3	11.7	7.7	5.9	5.4	8.1	0.0	27.8	3.4	9.0	5.7	6.6	7.2	4.4	
24	4	1	4	8	4	1	6	4	13	4	9	11	0	24	4	7	12	12	18	6	
													O	N							

Pl. How did you first hear about center and the classes they offer?

COURSE TYPE	ERC BANNER										ATTENDANCE			EXPECTATION			SATISFIED			
	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			FREQUENCY			Not			
	Sec	Eng/	Con-	Con-	Con-	Sen-	New	Mid	ior	Sen-	Small	Large	month	yr	or	Comp-	comp-	Very	Not	
486	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117
A utility rep	25	4	1	7	8	2	6	2	10	4	8	7	4	4	7	10	11	13	12	12
%	5.1	4.5	3.0	10.0	10.0	11.7	2.9	5.4	5.6	4.6	3.4	5.4	3.0	4.1	5.5	8.9	4.8	5.4	4.0	7.2
20	3	1	3	9	3	5	5	2	9	5	7	6	3	5	4	7	9	11	10	10
Codes	E	D				H	G													
Inserted in company's utility bill	2	0	0	0	1	1	0	0	1	0	0	2	0	2	2	0	1	1	2	0
%	0.3	0.0	0.0	1.1	3.3	1.4	0.0	0.0	0.4	0.0	0.0	1.2	0.0	1.6	1.4	0.0	0.3	0.4	0.5	0.0
2	0	0	1	1	1	1	0	0	1	0	0	2	0	2	2	0	1	1	2	0
Letter mailed from utility	37	7	2	17	6	4	5	21	1	11	3	12	22	10	8	11	5	21	16	27
%	7.7	9.1	11.8	7.0	7.8	16.7	7.9	10.0	2.9	6.3	3.3	5.0	16.2	7.1	7.1	9.1	4.8	8.7	6.4	8.6
28	6	2	7	7	5	4	13	1	11	3	10	15	6	6	7	8	5	15	12	19
										M	M	KL								
E-mail from utility	82	16	2	29	15	5	7	31	8	31	16	44	21	27	23	14	12	39	43	53
%	16.9	19.7	11.8	12.0	17.8	23.3	10.1	14.4	24.7	17.9	17.4	17.8	15.6	18.3	21.9	11.3	10.6	16.5	17.5	16.9
59	13	2	12	16	7	4	18	6	27	10	29	19	15	21	10	9	26	33	35	24
Fax from utility	5	0	0	2	1	0	2	0	1	1	2	1	0	0	1	1	1	2	2	5
%	1.0	0.0	0.0	1.0	1.1	0.0	1.1	0.0	0.8	1.5	1.0	0.7	0.0	1.3	1.1	0.8	1.0	0.9	1.5	0.0
3	0	0	1	1	1	0	1	0	1	1	1	1	0	1	1	1	1	1	2	3
Brochure/flyer from utility	99	16	3	51	17	5	12	43	7	34	17	59	23	29	17	21	25	48	52	61
%	20.4	19.7	23.5	21.0	21.1	20.0	19.0	20.4	22.5	19.3	18.5	24.1	17.1	19.8	16.2	17.1	22.7	20.1	21.1	19.6
67	13	4	21	19	6	9	22	6	29	11	37	19	16	16	14	16	33	34	40	27
Utility/Center website	40	1	2	24	8	2	5	19	4	14	8	21	10	10	10	13	10	30	10	34
%	8.1	1.5	17.6	10.0	10.0	7.6	9.2	13.2	8.2	8.9	8.8	7.2	6.6	9.0	10.5	8.9	12.4	4.0	11.0	3.2
27	1	3	10	9	3	4	12	4	9	4	17	6	6	7	7	8	20	7	23	4
	DE		B	B														S	R	U
Other website	11	0	1	7	2	0	4	1	1	5	1	7	1	0	3	1	0	8	3	8
%	2.3	0.0	5.9	3.0	2.2	0.0	6.2	0.6	2.9	2.8	1.0	2.8	0.7	0.0	3.1	0.8	0.0	3.3	1.4	2.5
7	0	1	3	2	0	3	1	1	2	1	4	1	0	2	1	0	5	2	5	2
							H	G												

Pl. How did you first hear about center and the classes they offer?

COURSE TYPE		ERC BANNER										ATTENDANCE		EXPECTATION		SATISFIED			
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY							
		TYPE OF BUSINESS		Sen-ior		New Mid		Small		Large		Once/ month		Comp-lete		Very satis			
		Eng/ Arch/ trac		Con-sul-tant		User		<=5		>5		more		ly		-filed			
		Sec-tor		H-VAC		Use		-K-		-L-		-M-		-N-		-O-		-P-	
		-E-		-F-		-G-		-H-		-I-		-J-		-K-		-L-		-M-	
		-D-		-E-		-F-		-G-		-H-		-I-		-J-		-K-		-L-	
		-C-		-D-		-E-		-F-		-G-		-H-		-I-		-J-		-K-	
		-B-		-C-		-D-		-E-		-F-		-G-		-H-		-I-		-J-	
		-A-		-B-		-C-		-D-		-E-		-F-		-G-		-H-		-I-	
27	7	2	7	5	2	1	13	3	10	3	14	11	11	5	7	12	8	19	14
5.6	9.1	11.8	3.0	5.6	6.7	1.2	6.2	9.9	5.5	2.8	5.7	8.0	7.4	4.8	5.4	10.6	3.6	7.8	4.4
21	6	2	3	5	2	1	9	3	7	3	10	8	6	5	5	7	7	14	11
%																			

DK/DR

ETS (#3782)
P2. How did you first hear about the class you attended?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED			
		Sec	Other	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Con-	Sen-	New	Mid	ior	Small	Large	Once/	Comp-	Not		
		tor	Arch/	trac	tor	tant	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
		Use	ific	Const	tor	tant	User	<=5	>5	>25	<=5	>100	more	less	ly	filed	filed	ly	filed	filed		
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
Total	486	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117		
A utility rep	21	2	1	7	7	2	5	3	4	7	3	10	5	2	6	6	9	6	15	8	14	
%	4.4	3.0	5.9	3.0	8.9	10.0	8.1	1.6	12.7	4.1	3.6	4.2	3.9	1.4	5.4	5.3	8.1	2.6	6.3	2.5	8.0	
18	2	1	3	8	3	4	4	4	4	6	4	9	4	2	6	5	6	5	13	7	11	
Inserted in company's utility bill	2	0	0	0	1	1	1	0	0	1	0	0	2	0	2	2	0	1	1	2	0	
%	0.3	0.0	0.0	0.0	1.1	3.3	1.4	0.0	0.0	0.4	0.0	0.0	1.2	0.0	1.6	1.4	0.0	0.3	0.4	0.5	0.0	
2	0	0	0	1	1	1	0	0	0	1	0	0	2	0	2	2	0	1	1	2	0	
Letter mailed from utility	50	7	2	27	7	5	12	18	2	17	9	19	22	18	10	10	9	22	26	35	14	
%	10.2	9.1	11.8	11.0	8.9	23.3	18.9	8.3	5.9	9.8	9.6	7.7	16.0	12.0	9.1	8.1	8.0	9.4	10.6	11.1	8.0	
35	6	2	11	8	7	7	10	2	2	16	6	15	14	9	9	7	6	17	17	24	10	
E-mail from utility	88	17	2	31	19	8	10	31	10	32	18	42	28	31	21	17	16	43	46	64	24	
%	18.2	21.2	17.6	13.0	23.3	33.3	14.9	14.5	31.6	18.3	19.3	17.2	20.1	21.3	19.5	14.3	14.7	18.0	18.7	20.7	14.1	
68	14	3	13	21	10	6	20	8	8	28	12	29	26	18	20	15	12	31	37	46	22	
Fax from utility	4	0	0	2	0	0	0	2	0	1	1	2	0	0	0	1	1	0	2	1	4	
%	0.8	0.0	0.0	1.0	0.0	0.0	0.0	1.1	0.0	0.8	1.5	1.0	0.0	0.0	1.3	1.1	0.0	1.0	0.6	1.2	0.0	
2	0	0	1	0	0	0	1	0	0	1	1	1	0	0	1	1	0	1	1	2	0	
Brochure/flyer from utility	109	26	3	51	17	5	10	46	5	43	16	54	39	31	20	29	26	52	57	65	45	
%	22.5	31.8	23.5	21.0	21.1	20.0	15.5	21.8	17.6	24.6	17.6	22.2	28.2	20.8	18.3	23.9	23.4	22.0	23.3	20.8	26.1	
75	21	4	21	19	6	6	8	25	6	35	10	37	28	18	18	17	17	37	38	44	31	
Utility/Center website	51	6	2	34	7	0	5	22	2	23	13	29	9	16	11	11	12	31	20	41	10	
%	10.5	7.6	11.8	14.0	8.9	0.0	8.1	10.5	5.9	13.2	13.8	11.9	6.8	10.6	10.1	9.0	10.7	13.1	8.2	13.3	5.8	
30	5	2	14	8	0	4	11	2	2	14	7	18	5	9	7	5	8	20	10	24	6	
Other website	15	0	2	7	4	1	8	6	1	2	1	8	3	0	4	2	1	6	8	8	7	
%	3.0	0.0	11.8	3.0	4.4	3.3	12.4	2.9	2.9	1.4	1.0	3.3	2.3	0.0	3.8	1.5	0.7	2.6	3.4	2.6	3.8	
11	0	2	3	4	1	1	6	5	1	1	1	7	2	0	3	2	1	5	6	7	4	

ETS (#3782)
 P2. How did you first hear about the class you attended?

	COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED		
	Codes	Standards	Sec- tor	Eng/ Arch/ Const- tor	Con- sul- tant	Con- tract	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	More less	Comp- lete	Comp- lete	Very satis- fied	Very satis- fied			
Trade magazine	22	0	1	19	2	0	2	16	5	1	14	4	11	0	2	0	13	9	6	16	
%	4.5	0.0	5.9	8.0	2.2	0.0	3.7	7.6	15.6	0.5	1.0	5.9	3.0	7.7	0.0	2.0	0.0	5.4	3.7	1.8	9.5
	11	0	1	8	2	0	1	8	2	1	6	3	6	0	1	0	6	5	3	8	
	D		B				J			H		O	N							U	T
Professional organization	12	1	0	5	0	1	2	6	0	6	2	5	2	4	1	5	3	7	4	10	1
%	2.4	1.5	0.0	2.0	0.0	3.3	3.6	2.8	0.0	3.2	2.2	2.0	1.7	2.5	0.7	4.0	2.8	3.0	1.8	3.3	0.7
	6	1	0	2	0	1	1	3	0	3	2	2	1	2	1	2	2	3	3	5	1
Display at trade show	1	1	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	1	0	1
%	0.3	1.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	1.4	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.5	0.0	0.7
	1	1	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	1	0	1
A colleague at my company	59	11	0	24	15	1	4	25	1	28	24	26	9	8	23	10	23	25	32	35	21
%	12.1	13.6	0.0	10.0	18.9	3.3	6.4	11.9	2.9	16.1	26.2	10.5	6.5	5.6	21.7	8.3	20.3	10.4	12.9	11.2	12.5
	40	9	0	10	17	1	3	15	1	19	17	16	7	5	15	6	17	19	20	26	13
				F	E					LM	K	K	O	N	Q	Q	P				
A colleague outside of my company	18	5	0	10	4	0	0	13	1	5	5	7	6	8	2	12	3	8	10	11	7
%	3.8	6.1	0.0	4.0	4.4	0.0	0.0	6.0	2.9	2.7	5.7	3.0	4.2	5.7	2.0	10.1	2.7	3.3	4.3	3.6	4.1
	12	4	0	4	4	0	0	7	1	4	5	3	4	4	2	6	3	5	7	8	4
IHACI	27	0	0	27	0	0	5	17	0	7	0	14	12	5	5	10	5	17	10	19	7
%	5.5	0.0	0.0	11.0	0.0	0.0	7.3	8.0	0.0	4.1	0.0	5.9	8.8	3.3	4.5	8.0	4.3	7.1	4.0	6.2	4.2
	11	0	0	11	0	0	2	7	0	3	0	6	5	2	2	4	2	7	4	8	3
	D		BE	D						LM	K	K									
Other classes	3	2	0	0	1	0	0	0	0	3	0	3	0	1	1	0	1	2	1	2	1
%	0.7	3.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	2.0	0.0	1.4	0.0	0.8	0.8	0.0	1.1	1.0	0.4	0.8	0.5
	3	2	0	0	1	0	0	0	0	3	0	3	0	1	1	0	1	2	1	2	1
Instructor	3	1	0	0	0	0	1	1	0	1	0	0	1	1	0	0	0	1	1	1	1
%	0.6	1.5	0.0	0.0	0.0	0.0	2.2	0.7	0.0	0.7	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.5	0.6	0.4	0.8
	2	1	0	0	0	0	1	1	0	1	0	0	1	1	0	0	0	1	1	1	1
Calendar	2	2	0	0	0	0	0	1	0	1	0	2	0	0	1	0	0	1	1	2	0
%	0.5	3.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.7	0.0	1.0	0.0	0.0	1.2	0.0	0.0	0.5	0.6	0.5	0.8
	2	2	0	0	0	0	0	1	0	1	0	2	0	0	1	0	0	1	1	2	0

COURSE TYPE										ERC BANNER															
TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED					
Codes		Other Eng/Con-		Sec- Arch/trac-		Con- sul-		End User		New Mid		Sen-ior		Small <=5		Large >5		Once/monthly		Comp-lete		Very satis		Not filed	
Standards	HVAC	Use	ific	Const	tor	tant	tant	tant	tant	<=5	>25	>25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--
Total	486	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
A utility rep	2	0	0	2	0	0	0	0	0	2	0	2	0	0	2	0	0	0	2	0	2	0	2	0	0
%	0.5	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	1.0	0.0	0.0	2.3	0.0	0.0	0.0	0.0	0.0	1.0	0.8	0.0	0.0	
Inserted in company's utility bill	5	0	0	0	3	0	3	2	0	2	0	1	2	2	2	3	0	2	3	4	1				
%	1.1	0.0	0.0	0.0	3.3	0.0	5.0	1.1	0.0	1.0	0.0	0.4	0.7	1.6	1.7	2.7	0.0	1.0	1.1	1.4	0.5				
Letter mailed from utility	83	14	4	51	7	4	9	55	2	22	12	35	36	35	6	28	20	50	32	59	23				
%	17.1	16.7	29.4	21.0	8.9	16.7	14.3	26.0	7.8	12.8	13.1	14.5	25.9	23.9	5.1	23.4	17.6	20.9	13.1	19.1	13.2				
E-mail from utility	67.2	75.8	52.9	62.0	75.6	73.3	81.7	57.4	70.2	68.9	69.6	66.1	68.3	63.4	77.3	59.8	67.0	64.2	70.2	67.0	67.6				
%	13.8	16.7	17.6	12.0	10.0	13.3	1.4	10.6	5.4	19.0	16.0	12.3	9.6	9.1	12.1	12.6	14.3	9.9	15.0	9.8	17.4				
Fax from utility	5	0	0	5	0	0	0	5	0	0	0	5	0	0	0	0	0	5	0	5	0				
%	1.0	0.0	0.0	2.0	0.0	0.0	0.0	2.3	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	1.6	0.0				
Brochure/flyer from utility	60	14	2	29	8	3	1	23	2	33	15	30	13	13	13	15	16	24	37	30	30				
%	12.4	16.7	17.6	12.0	10.0	13.3	1.4	10.6	5.4	19.0	16.0	12.3	9.6	9.1	12.1	12.6	14.3	9.9	15.0	9.8	17.4				
Utility/Center website	24	0	0	12	6	0	4	17	3	3	6	8	10	9	4	9	5	18	6	20	3				
%	4.9	0.0	0.0	5.0	7.8	0.0	6.3	7.8	8.8	1.9	6.2	3.3	7.2	5.9	3.4	7.5	4.6	7.5	2.3	6.5	1.9				
Other website	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	1				
%	0.2	0.0	0.0	0.0	1.1	0.0	1.4	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.4	0.0	0.5				

	COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED					
	Standards	Use	Sec	Eng/Arch/Const	Con/trac	Eng/Const	Con/tor	Eng/Const	Con/tor	Eng/Const	Con/tor	Eng/Const	Con/tor	Eng/Const	Con/tor	Eng/Const	Con/tor	Eng/Const	Con/tor	Eng/Const	Con/tor	Eng/Const	Con/tor	Eng/Const	Con/tor		
Total	486	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171						
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117							
Continue education	38	2	0	17	14	5	4	18	2	10	8	11	18	13	9	8	12	19	18	26	12						
%	7.8	3.0	0.0	7.0	16.7	20.0	5.3	8.7	5.9	6.0	9.0	4.6	13.1	9.0	8.8	6.5	10.7	8.2	7.5	8.4	6.8						
30	2	0	7	15	6	4	12	2	10	6	9	15	6	11	5	8	17	13	21	9							
EF	BD	BD																									
Increase/gain knowledge and information	217	34	7	128	24	7	28	114	10	72	42	116	60	57	46	51	60	112	105	143	74						
%	44.7	40.9	52.9	53.0	28.9	30.0	42.4	53.8	30.9	41.0	45.1	47.3	43.5	38.6	42.8	42.7	54.0	47.1	43.0	46.1	43.0						
135	27	9	53	26	9	17	61	6	53	26	70	39	31	35	29	38	66	69	85	50							
EF	D	D																									
Job related/required	42	2	2	22	12	3	5	19	2	17	11	23	8	12	7	9	7	16	26	23	19						
%	8.6	3.0	11.8	9.0	14.4	13.3	7.6	9.0	5.9	9.5	11.6	9.4	6.1	7.9	6.9	7.5	6.0	6.5	10.9	7.4	11.1						
31	2	2	9	13	4	4	11	2	13	8	17	6	6	6	6	7	5	10	21	16	15						
E																											
Related to work/business	9	0	0	5	2	0	0	6	2	0	0	3	6	5	2	7	0	6	3	6	3						
%	1.9	0.0	0.0	2.0	2.2	0.0	0.0	2.7	5.9	0.0	0.0	1.3	4.2	3.2	1.7	5.5	0.0	2.4	1.3	1.8	1.9						
5	0	0	2	2	2	0	0	3	2	0	0	2	3	2	2	4	0	3	2	3	2						
New technology updates	65	14	1	34	12	1	12	31	2	23	13	28	20	20	8	10	19	39	26	49	15						
%	13.3	16.7	5.9	14.0	14.4	3.3	17.9	14.7	7.3	13.2	14.2	11.4	14.8	13.3	7.9	8.7	17.2	16.2	10.6	15.8	9.0						
42	11	1	14	13	1	6	18	2	18	10	19	11	11	11	7	7	14	27	15	32	10						
Instructor/speaker	12	4	0	5	1	0	0	4	6	2	1	6	5	5	2	5	1	9	2	12	0						
%	2.4	4.5	0.0	2.0	1.1	0.0	0.0	1.7	18.5	1.4	1.4	2.5	3.3	3.3	2.0	4.0	1.1	4.0	1.0	3.8	0.0						
7	3	0	2	1	1	0	0	2	3	2	1	3	3	2	2	2	1	6	1	7	0						
Energy efficiency	26	4	0	10	10	2	3	9	4	13	5	13	6	5	5	8	8	11	15	16	11						
%	5.4	4.5	0.0	4.0	12.2	6.7	4.1	4.1	11.3	7.5	5.2	5.2	4.6	3.3	5.1	6.3	7.4	4.8	6.1	5.0	6.3						
21	3	0	4	11	2	3	6	4	10	5	10	5	5	3	6	5	5	10	11	13	8						
E	D																										
Title 24 information	7	0	2	2	0	0	3	4	0	0	0	2	3	5	0	5	1	4	3	5	2						
%	1.5	0.0	17.6	1.0	0.0	0.0	4.8	1.8	0.0	0.0	0.0	0.6	2.3	3.2	0.0	4.0	0.7	1.6	1.3	1.5	1.4						
5	0	3	1	0	0	0	2	3	0	0	0	2	2	4	0	2	1	3	2	4	1						

COURSE TYPE	ERC BANNER										ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED				
	YEARS OF INDUSTRY EXPERIENCE		TYPE OF BUSINESS		SIZE OF BUSINESS		Once/ month yr or more		Comp-lete ly					Not			
	Sec- tor	Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	Sen- ior	New	Mid	6-25	>25	Small	Large	Once/ month yr or more	Comp-lete ly	Very satis- fied	Not	
Learn how to design systems	3	0	1	2	0	0	0	2	0	3	0	3	0	0	3	0	3
%	0.7	0.0	5.9	1.0	0.0	0.0	0.4	0.0	1.4	0.0	1.3	0.0	0.0	2.8	0.0	1.3	0.0
Food/Cooking techniques /Preparation/safety	9	6	0	0	0	2	0	8	0	4	5	2	0	2	0	6	2
%	1.8	7.6	0.0	0.0	10.0	0.0	0.4	0.0	4.5	0.0	1.5	3.5	1.7	0.0	1.9	0.0	2.6
Other	8	5	0	0	0	3	0	7	0	3	5	2	0	3	0	6	2
%	1.7	6.1	5.9	0.0	1.1	0.0	1.0	2.9	2.2	1.1	2.5	0.8	5.1	1.8	0.7	1.5	1.8
DK/DR	29	5	0	12	5	1	6	7	1	10	9	10	6	5	8	11	15
%	6.1	6.1	0.0	5.0	6.7	3.3	9.7	3.4	2.9	6.4	4.2	6.4	6.1	3.9	7.5	4.7	6.0

ETS (#3782)
P5. What specifically were you expecting to get out of attending this class?

COURSE TYPE										ERC BANNER														
TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED									
Sec		Eng/ Con		Con- sul		End User		New <=5		Mid 6-25		Sen- >25		Small <=5		Large >100		Once/ month		Comp-lete		Not very		
Codes	Stand	Other	End-Use	Arch/Const	Eng/Const	Con-tractor	Con-tant	End User	New	Mid	Sen-	New	Small	Large	Once/ month	Comp-lete	Not very	Very satis	Expectation	Satisfied	Expectation	Satisfied	Expectation	Satisfied
10	2	2	0	2	0	5	7	1	1	4	0	3	6	0	3	2	6	3	7	3	7	3	7	3
2.0	3.0	11.8	0.0	2.2	0.0	6.9	3.1	2.9	0.7	4.4	0.0	2.4	3.9	0.0	2.7	1.8	2.6	1.4	2.2	1.7	1.7	1.7	1.7	
8	2	2	0	2	0	3	5	1	1	4	0	3	4	0	2	2	5	3	5	3	5	3	3	
23	2	1	12	8	0	4	11	5	3	3	17	4	6	6	7	0	9	14	17	6	17	6	6	
4.8	3.0	5.9	5.0	10.0	0.0	6.2	5.0	14.7	2.0	3.6	6.8	2.6	3.8	5.9	5.5	0.0	4.0	5.8	5.5	3.8	5.5	3.8		
17	2	1	5	9	0	3	5	5	3	2	11	4	3	7	4	0	8	9	13	4	13	4	4	
13	0	1	10	2	1	1	10	0	2	1	7	5	2	1	2	4	6	7	8	5	7	8	5	
2.7	0.0	5.9	4.0	2.2	3.3	1.4	4.9	0.0	1.0	0.8	3.0	3.5	1.6	0.8	2.0	3.7	2.3	3.0	2.6	2.9	2.6	2.9		
8	0	1	4	2	1	1	5	0	2	1	5	2	1	1	1	3	3	5	4	4	3	5	4	
38	1	3	22	5	5	7	19	3	9	4	22	13	15	6	10	10	22	16	29	9	29	16	29	
7.9	1.5	23.5	9.0	5.6	23.3	11.0	9.1	10.7	4.9	4.4	8.8	9.3	10.3	5.3	8.6	9.3	9.3	6.6	9.4	5.3	9.4	6.6	9.4	
27	1	4	9	5	7	5	12	2	8	3	14	10	7	7	9	7	15	12	20	7	20	12	20	
DF	BF	BF	F	F	BDE																			
1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	1	0	1	
0.2	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.5	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.0	0.5	0.0	0.4	0.5	
1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	1	0	1	
24	22	0	0	0	2	0	2	1	19	6	8	10	5	7	6	5	14	10	18	6	18	10	18	
4.9	27.3	0.0	0.0	0.0	6.7	0.0	1.2	4.0	10.9	6.3	3.4	7.3	3.4	7.0	4.8	4.0	5.9	4.1	5.7	3.6	5.7	4.1	5.7	
20	18	0	0	0	2	0	2	1	16	5	7	8	4	6	5	4	12	8	15	5	15	8	15	
DEF	BF	BF	BF	BDE	J	J	J	J	GH															
12	1	1	2	4	1	1	6	1	4	1	6	4	2	1	3	2	9	3	9	3	9	3	9	
2.4	1.5	5.9	1.0	4.4	3.3	1.2	2.9	2.9	2.0	1.5	2.5	3.0	1.4	0.7	2.8	1.6	3.6	1.2	2.8	1.7	1.2	2.8	1.7	
10	1	1	1	4	1	1	5	1	3	1	6	3	2	1	2	2	7	3	7	3	7	3	7	
66	10	1	34	9	4	17	30	3	17	19	30	14	23	9	10	15	36	27	37	25	37	27	37	
13.6	12.1	5.9	14.0	11.1	16.7	26.3	14.0	8.8	9.5	21.1	12.3	10.4	15.8	8.2	8.4	13.5	15.0	10.9	12.0	14.7	12.0	14.7		
42	8	1	14	10	5	12	16	3	13	12	19	10	14	6	6	11	22	18	25	15	25	18	25	

COURSE TYPE										ERC BANNER														
TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED				
Sec	Eng/	Con-	Con-	Con-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-	Sen-				
Other	Arch/	trac	tor	tant	End	New	Mid	ior	Small	Large	month	yr	or	lete	lete	lete	lete	lete	lete	lete				
Use	ific	Const	tor	tant	User	<=5	>5	>25	<=5	>5	>100	more	less	ly	-ly	-ly	-ly	-ly	-ly	-ly				
---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---				
486	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117				
2	0	1	0	1	0	2	0	0	0	0	1	1	2	0	0	1	0	2	0	2				
%	0.3	0.0	5.9	0.0	1.1	0.0	2.5	0.0	0.0	0.0	0.3	0.7	1.1	0.0	0.0	0.8	0.0	0.7	0.0	1.0				
2	0	1	0	1	0	2	0	0	0	0	1	1	2	0	0	1	0	2	0	2				
%	0.3	0.0	5.9	0.0	1.1	0.0	2.5	0.0	0.0	0.0	0.3	0.7	1.1	0.0	0.0	0.8	0.0	0.7	0.0	1.0				
1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	1	0				
%	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.6	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.6	0.0				
2	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0				
%	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0				
2	0	0	0	0	0	1	2	0	0	0	1	1	1	0	0	0	0	0	0	1				
%	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0				
7	0	0	0	4	2	1	1	0	5	0	4	2	0	4	0	3	0	7	0	7				
%	1.3	0.0	0.0	4.4	6.7	1.4	0.4	0.0	2.8	0.0	1.7	1.6	0.0	3.7	0.0	2.8	0.0	2.7	0.0	3.8				
7	0	0	0	4	2	1	1	0	5	0	5	2	0	4	0	3	0	7	0	7				
%	1.3	0.0	0.0	4.4	6.7	1.4	0.4	0.0	2.8	0.0	1.7	1.6	0.0	3.7	0.0	2.8	0.0	2.7	0.0	3.8				
12	1	1	7	2	1	0	6	0	3	1	8	3	6	1	7	2	0	12	0	12				
%	2.4	1.5	5.9	3.0	2.2	3.3	0.0	2.7	0.0	1.7	0.8	3.2	4.1	0.8	6.0	1.9	0.0	4.8	0.0	6.9				
8	1	1	3	2	1	0	3	0	3	1	5	2	3	1	3	2	0	8	0	8				
%	2.4	1.5	5.9	3.0	2.2	3.3	0.0	2.7	0.0	1.7	0.8	3.2	4.1	0.8	6.0	1.9	0.0	4.8	0.0	6.9				
37	2	1	19	4	2	5	11	0	19	13	17	3	11	13	8	10	0	37	7	29				
%	7.5	3.0	5.9	8.0	4.4	6.7	7.3	5.3	0.0	11.0	13.8	7.1	2.3	7.1	11.8	6.2	8.8	0.0	15.0	2.4				
22	2	1	8	4	2	2	6	0	13	7	10	3	5	9	4	6	0	22	6	16				
%	7.5	3.0	5.9	8.0	4.4	6.7	7.3	5.3	0.0	11.0	13.8	7.1	2.3	7.1	11.8	6.2	8.8	0.0	15.0	2.4				
114	25	3	65	16	2	17	52	4	41	21	63	28	32	28	17	26	0	114	54	60				
%	23.4	30.3	23.5	27.0	20.0	6.7	25.3	24.5	12.8	23.4	22.6	20.3	21.9	26.6	14.2	23.2	0.0	46.6	17.3	35.0				
73	20	4	27	18	2	10	30	4	28	16	36	20	18	21	11	14	0	73	35	38				
%	23.4	30.3	23.5	27.0	20.0	6.7	25.3	24.5	12.8	23.4	22.6	20.3	21.9	26.6	14.2	23.2	0.0	46.6	17.3	35.0				
F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F				

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
		Sec	Other	Eng/	Con-	Con-	End	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Very	Not			
		ific	Use	Arch/	trac	tant	User	tor	5	6-25	ior	<=5	>100	more	ly	lete	lete	satis	satis	filed			
		---F---	---E---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---			
9	70	10	3	27	15	4	10	35	5	18	13	31	26	15	20	22	13	0	70	32	38		
	%	14.4	12.1	23.5	11.0	18.9	16.7	15.1	16.5	16.1	10.2	14.0	12.7	19.0	10.4	18.7	11.3	0.0	28.7	10.4	22.1		
	51	8	4	11	17	5	8	22	5	15	9	24	18	8	18	16	7	0	51	23	28		
10 - Completely met all of your expectations	238	42	5	123	39	14	29	105	22	85	43	118	71	79	40	67	57	238	0	217	21		
	%	49.0	51.5	35.3	51.0	47.8	60.0	44.3	49.5	71.1	48.9	46.2	48.4	51.8	53.5	37.2	55.2	51.2	100.0	0.0	70.0		
	160	34	6	51	43	18	19	56	17	69	31	76	50	44	35	41	44	160	0	145	15		
DK/DR	4	1	0	0	0	0	1	0	0	2	2	0	1	1	0	0	0	0	0	0	0		
	%	0.7	1.5	0.0	0.0	0.0	1.9	0.0	0.0	1.4	2.6	0.0	0.9	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
	2	1	0	0	0	0	1	0	0	1	1	0	1	1	0	0	0	0	0	0	0		
MEAN:	8.91	9.11	8.41	8.99	8.81	9.03	8.70	8.99	9.58	8.82	8.93	8.85	9.03	8.92	8.62	9.11	8.88	10.00	7.85	9.48	7.89		
							I	I	I	GHJ	I							S	R	R	U		

COURSE TYPE		TYPE OF BUSINESS										EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
		Sec					Eng/ Arch/ trac					New Mid Ior Sen			Small Large month yr or lete-lete			Once/ Comp- comp- Not					
		tor					Const-tor tant					6-25 >25			<=5 >100 more less			-P--Q--R--S--T--U--					
		-F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--					-H--I--J--K--L--M--N--O--P--Q--R--S--T--U--					-M--N--O--P--Q--R--S--T--U--			-M--N--O--P--Q--R--S--T--U--								
		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--					-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--					-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--			-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--								
Total	244	39	8	118	43	9	35	107	9	87	47	126	65	67	67	54	55	0	244	93	151		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0		
	166	31	11	49	47	12	24	64	9	65	33	83	47	37	54	34	33	0	166	64	102		
Too much detail/technical	5	0	0	2	0	0	0	2	0	0	0	5	0	2	0	0	0	0	5	0	5		
%	2.0	0.0	0.0	2.0	0.0	0.0	0.0	2.2	0.0	0.0	3.8	0.0	0.0	3.5	0.0	0.0	0.0	0.0	2.0	0.0	3.2		
	2	0	0	1	0	0	0	1	0	0	2	0	0	1	0	0	0	0	2	0	2		
Always room for improvement/not a ten	26	1	1	22	3	0	4	16	0	7	6	11	9	8	6	2	8	0	26	2	24		
%	10.8	3.2	9.1	18.4	6.4	0.0	12.5	15.1	0.0	7.6	11.9	9.1	14.4	11.9	8.5	4.5	15.5	0.0	10.8	2.6	15.9		
	14	1	1	9	3	0	3	8	0	4	3	6	5	4	3	1	4	0	14	1	13		
Already knew information/too basic/simple	2	0	1	0	1	0	0	2	0	0	1	0	1	0	2	0	2	0	2	1	1		
%	0.7	0.0	9.1	0.0	2.1	0.0	0.0	1.6	0.0	0.0	1.6	0.0	1.4	0.0	2.5	0.0	3.1	0.0	0.7	0.8	0.6		
	2	0	1	0	1	0	0	2	0	0	1	0	1	0	2	0	2	0	2	1	1		
Could have had more detail/covered more	36	1	1	19	11	2	8	16	1	10	5	22	6	13	11	7	6	0	36	18	18		
%	14.8	3.2	9.1	16.3	25.5	16.7	23.0	14.8	10.1	11.0	11.3	17.1	9.1	19.2	15.8	12.1	10.4	0.0	14.8	19.0	12.2		
	25	1	1	8	12	2	4	9	1	9	6	12	5	6	10	4	3	0	25	11	14		
Didn't apply to my specific field/job	15	1	0	5	3	2	2	2	0	9	2	5	8	2	8	2	5	0	15	4	11		
%	6.2	3.2	0.0	4.1	6.4	25.0	6.6	2.1	0.0	10.2	4.3	4.1	12.4	3.5	11.7	4.5	9.2	0.0	6.2	4.4	7.4		
	12	1	0	2	3	3	2	2	0	7	2	5	5	2	6	1	4	0	12	3	9		
Should've been a longer class/too short/2 days	21	2	2	12	3	0	2	10	0	10	1	14	7	11	1	3	10	0	21	6	15		
%	8.7	6.5	18.2	10.2	6.4	0.0	4.7	9.1	0.0	11.2	1.9	10.9	10.1	16.5	1.9	5.9	19.0	0.0	8.7	6.8	9.8		
	13	2	2	5	3	0	2	6	0	5	1	7	5	6	1	2	5	0	13	5	8		
More hands on class	3	0	0	2	1	0	1	3	1	0	0	2	1	2	0	1	0	0	3	3	0		
%	1.4	0.0	0.0	2.0	2.1	0.0	2.6	3.1	10.1	0.0	1.9	1.4	3.6	0.0	1.7	0.0	0.0	0.0	1.4	3.6	0.0		
	2	0	0	1	1	0	1	2	1	0	0	1	1	1	0	1	0	0	2	2	0		
Lack of handouts and reference material	5	1	0	2	0	0	2	2	1	0	0	0	5	0	3	3	0	0	5	0	5		
%	2.1	3.2	0.0	2.0	0.0	0.0	6.8	2.2	13.9	0.0	0.0	7.7	0.0	3.9	4.8	0.0	0.0	2.1	0.0	3.3			
	3	1	0	1	0	0	1	1	1	0	0	0	3	0	2	2	0	0	3	0	3		

P7. In what way didn't the class completely meet all of your expectations?

	COURSE TYPE											TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED	
	Codes	Standards	HVAC	Use	End-Use	Other	Secific	Eng/Arch	Constr	Constr	Constr	Constr	New	Mid	Senior	Small	Large	Once	More	Not	Very				
Total	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21				
Some questions didn't get answered	3	0	1	2	0	0	0	1	2	2	0	0	0	0	3	0	1	0	2	0	3	0			
More explanation on laws	2	0	0	2	0	0	2	2	2	0	0	0	0	0	2	0	0	0	0	0	2	0			
Instructor could have been better	7	0	0	7	0	0	0	0	5	0	2	0	5	2	0	5	0	5	0	0	7	0			
Don't remember class	10	1	0	7	2	0	0	0	6	0	5	3	7	0	3	7	0	2	2	0	10	5			
No complaints/nothing	9	2	0	2	4	0	0	1	4	1	3	2	5	1	2	5	1	2	2	0	9	3			
Class was too long	5	0	0	2	1	2	1	2	1	2	0	0	3	2	0	2	0	2	0	2	5	3			
Need more people to attend	7	0	0	5	1	0	0	0	6	1	0	3	4	0	0	0	0	4	0	0	7	1			
Travel/Distance/Too far away	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	1	0			
Other	8	2	0	2	3	0	1	3	0	4	4	2	1	2	1	3	1	2	4	0	8	6			

P7. In what way didn't the class completely meet all of your expectations?

COURSE TYPE		ERC BANNER										ATTENDANCE		EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY		Not		Very						
		TYPE OF BUSINESS		Sen-ior		New Mid		Sen-ior		Small		Once/ month		Comp-lete		Not						
		Eng/ Arch/ trac		Con-sul-tant		User		<=5		5-25		>25		less		more						
		-G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-F--		-E--		-D--		-C--		-B--		-A--								
DK/DR	89	25	3	29	13	4	12	32	4	37	19	45	23	22	24	21	18	0	89	40	48	
	%	36.4	64.5	36.4	29.8	41.7	34.4	29.4	45.5	42.4	40.8	35.3	34.7	32.1	35.6	38.1	32.1	0.0	36.4	43.3	32.1	
		64	20	4	12	14	5	7	20	4	29	12	33	18	13	19	13	11	0	64	29	35

P8A. What percentage of the time did the class include ... Interaction among the attendees or between the students and instructor?

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		month yr or Comp- Not		
		Eng/Con-		Con-		New Mid		Sen-		Small Large		Once/Comp-		month yr or Comp-		ly -ly		
		Arch/trac		tant		User		ior		<=5 >25		more less		ly -ly		-S-		
		-G--H--		-I--		-J--K--L--M--		-N--O--P--Q--R--		-S--T--U--								
		-F--		-E--D--		-C--		-A--										
		Sec-		Other		End-		Use		Codes		Stand		Cook		Total		
		tor		End-		Use		Codes		Stand		Cook		Total		-		
		-F--		-E--D--		-C--		-A--										
61-70%	11	1	0	5	5	0	1	1	2	6	4	6	0	5	2	2	8	3
	2.2	1.5	0.0	2.0	5.6	0.0	1.4	0.4	7.8	3.7	4.6	2.6	0.0	3.3	1.7	2.0	1.6	3.3
	8	1	0	2	5	0	1	1	1	5	3	5	0	2	2	1	2	5
											M							
71-80%	36	10	1	14	5	1	4	15	3	12	5	15	13	10	4	15	8	15
	7.4	12.1	5.9	6.0	5.6	3.3	5.8	7.3	9.9	6.7	5.6	6.2	9.4	6.8	3.3	12.7	7.1	6.2
	24	8	1	6	5	1	2	8	3	9	5	10	8	6	3	10	5	11
81-90%	4	0	0	2	2	0	1	0	0	3	0	0	4	0	2	3	1	2
	0.9	0.0	0.0	1.0	2.2	0.0	1.4	0.0	0.0	1.9	0.0	0.0	3.1	0.0	1.7	2.8	0.8	1.0
	3	0	0	1	2	0	1	0	0	2	0	0	3	0	2	2	1	1
													M					
91-99%	3	1	0	0	0	0	0	1	0	1	0	3	0	0	0	0	0	1
	0.5	1.5	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.7	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.6
	2	1	0	0	0	0	0	1	0	1	0	2	0	0	0	0	0	1
100%	28	6	0	17	3	1	6	11	2	12	7	17	4	12	6	8	4	14
	5.8	7.6	0.0	7.0	3.3	3.3	9.2	5.1	8.1	7.0	8.1	6.9	2.7	8.2	5.5	6.9	3.3	5.9
	17	5	0	7	3	1	3	5	2	9	4	11	2	6	4	5	2	9
Don't know/Refused	21	7	0	10	1	1	0	7	0	14	9	8	4	5	9	2	8	7
	4.4	9.1	0.0	4.0	1.1	3.3	0.0	3.4	0.0	8.0	10.2	3.4	2.7	3.3	8.7	2.0	7.1	3.1
	13	6	0	4	1	1	0	3	0	10	6	5	2	3	6	1	4	4
											LM	K	K					
MEAN:	34.7	39.1	21.8	33.8	36.0	27.9	37.9	32.9	41.4	36.6	33.5	34.8	34.1	32.3	33.4	40.3	26.3	33.4
			C	BE												Q	P	

P8C. What percentage of the time did the class include ... Lecturing with little or no interaction or hands-on demonstrations?

	COURSE TYPE										ERC BANNER										ATTENDANCE EXPECTATION SATISFIED									
	TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not									
	Sec	Eng/	Con-	Other	End-	Eng/	Con-	Arch/	trac	sul-	Con-	New	Mid	ior	Sen-	Small	Large	month	yr or	lete-	lete	Very	Not							
	Use	ific	Const-	tor	tant	User	<=5	>25	>25	<=5	>100	more	less	ly	-R-	-S-	-T-	-U-	-U-	-U-	-U-	-U-	-U-							
Total	486	82	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171									
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0							
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117										
None	38	9	1	17	5	2	12	11	2	16	9	18	9	11	10	7	5	17	21	24	14									
%	7.9	10.6	5.9	7.0	6.7	6.7	17.9	5.0	8.1	9.4	10.3	7.3	6.4	7.4	9.3	5.7	4.9	7.2	8.7	7.8	8.3									
26	7	1	7	6	2	6	6	6	2	13	6	13	6	6	8	5	4	11	15	15	11									
1-10%	24	6	0	14	3	1	2	10	2	9	3	15	6	11	3	7	3	12	12	18	6									
%	5.0	7.6	0.0	6.0	3.3	3.3	3.7	4.9	7.0	5.3	3.6	6.1	4.4	7.4	2.9	6.1	3.0	5.2	4.8	5.9	3.4									
15	5	0	6	3	1	1	5	2	2	7	2	10	3	5	3	4	2	8	7	11	4									
11-20%	21	6	0	10	4	0	2	9	0	7	5	11	5	5	1	8	2	8	13	14	7									
%	4.3	7.6	0.0	4.0	4.4	0.0	3.7	4.3	0.0	4.1	5.8	4.5	3.3	3.3	1.3	6.9	2.2	3.2	5.5	4.5	4.1									
14	5	0	4	4	0	0	1	6	0	5	5	6	3	2	1	5	1	5	9	10	4									
21-30%	55	5	2	34	8	2	9	27	6	14	2	30	18	23	6	20	9	32	23	37	17									
%	11.2	6.1	17.6	14.0	10.0	6.7	13.4	12.8	18.5	8.2	2.0	12.3	13.1	15.5	5.3	16.6	7.7	13.3	9.4	12.1	10.0									
34	4	3	14	9	2	6	15	3	11	2	18	12	12	12	6	12	6	19	15	24	10									
31-40%	39	5	2	14	9	1	8	18	4	13	8	13	18	9	11	13	8	17	22	20	19									
%	8.0	6.1	17.6	6.0	11.1	3.3	12.6	8.3	11.7	7.7	8.9	5.2	13.2	6.2	10.7	10.9	7.6	7.1	9.1	6.6	10.9									
28	4	3	6	10	1	6	11	4	10	5	10	13	7	7	9	10	7	13	15	18	10									
41-50%	64	10	2	27	17	4	5	26	4	26	9	34	20	16	18	13	15	31	33	47	18									
%	13.2	12.1	11.8	11.0	21.1	16.7	7.8	12.0	11.7	14.8	10.1	13.9	14.5	10.7	17.1	11.1	13.3	13.0	13.7	15.0	10.4									
48	8	2	11	19	5	4	16	4	21	8	23	16	10	17	9	11	24	24	35	13										
51-60%	38	7	1	14	6	2	4	13	6	17	5	23	8	15	10	5	15	23	15	28	10									
%	7.8	9.1	5.9	6.0	7.8	6.7	6.4	6.0	18.5	9.6	5.8	9.2	5.7	9.9	9.1	3.8	13.8	9.5	6.3	9.2	5.6									
26	6	1	6	7	2	3	7	3	13	3	13	4	15	6	7	8	3	11	16	10	19									

P8C. What percentage of the time did the class include ... Lecturing with little or no interaction or hands-on demonstrations?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED									
		Sec	Other	Eng/	Con-	Con-	Eng/	Arch/	trac	Con-	tan	tant	User	New	Mid	ior	Sen-	Small	Large	month	yr	or	Com-	comp-	Not	SATISFIED				
Codes	Stand	End-	Spec	ific	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	-R--	-S--	-T--	-U--	-V--	-W--	-X--	-Y--	-Z--	-AA--	-AB--	-AC--		
61-70%	37	5	1	19	5	2	5	14	2	10	6	16	16	6	11	10	3	15	21	15	21	21	21	21	21	21	21	21	21	
	%	7.6	6.1	5.9	8.0	5.6	10.0	7.9	6.8	7.3	5.7	6.2	6.4	11.4	4.1	10.5	8.7	3.0	6.2	8.6	6.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7	
71-80%	52	10	0	31	7	4	2	33	4	14	7	28	18	8	15	9	12	24	28	36	17	17	17	17	17	17	17	17	17	17
	%	10.8	12.1	0.0	13.0	8.9	16.7	3.3	15.4	11.3	8.1	7.2	11.4	13.2	5.7	14.1	7.7	11.1	10.1	11.6	11.4	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9
81-90%	45	4	2	27	8	4	12	20	1	13	12	24	8	18	5	10	13	26	18	26	19	19	19	19	19	19	19	19	19	19
	%	9.2	4.5	17.6	11.0	10.0	16.7	18.6	9.4	2.9	7.5	12.6	9.8	5.6	12.5	4.7	7.9	12.0	11.1	7.4	8.4	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8
91-99%	31	3	3	11	9	5	7	12	1	11	8	15	7	12	4	6	8	17	14	14	14	14	14	14	14	14	14	14	14	14
	%	1.5	3.0	0.0	1.0	1.1	0.0	0.0	2.4	0.0	1.2	1.4	0.9	2.7	1.6	2.3	2.0	1.1	0.6	2.4	0.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4
100%	45	6	2	22	7	2	3	19	1	20	16	23	5	18	6	13	15	25	18	27	15	15	15	15	15	15	15	15	15	15
	%	9.2	7.6	17.6	9.0	8.9	10.0	4.9	9.2	2.9	11.2	17.4	9.6	3.9	12.3	5.2	10.7	13.1	10.4	7.3	8.7	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0
Don't know/Refused	20	6	0	10	1	1	0	7	0	13	8	8	4	5	8	2	8	7	13	11	9	9	9	9	9	9	9	9	9	9
	%	4.1	7.6	0.0	4.0	1.1	3.3	0.0	3.4	0.0	7.3	8.8	3.4	2.7	3.3	7.6	2.0	7.1	3.1	5.2	3.4	5.5	5.5	5.5	5.5	5.5	5.5	5.5	5.5	5.5
MEAN:	53.5	49.4	58.5	54.1	53.7	62.9	46.6	56.2	47.1	52.6	59.1	53.5	51.5	53.4	54.4	51.4	60.3	54.5	52.0	52.3	54.9	54.9	54.9	54.9	54.9	54.9	54.9	54.9	54.9	54.9

ETS (#3782)
 P9B. How would you rate the class on . . . Teaching skill of instructor.

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
		Sec	Other	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Con-	Sen-	Sen-	Sen-	Small	Large	Once/	Once/	Once/	Not	Not	Not	
		tor	tor	Arch/	trac	sul-	Arch/	trac	sul-	tor	tor	ior	ior	ior	<=5	>5	month	yr or	Comp-	Comp-	Comp-		
		Use	ific	Const-	tor	tant	Use	User	Use	User	<=5	>25	>25	<=5	>100	more	less	ly	ly	ly	ly		
		---D--	---E--	---F--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--	---V--	---W--	---X--	
8	60	11	2	31	9	2	9	26	3	26	13	35	12	13	20	13	11	13	14	46	23	37	
	%	12.4	13.6	11.8	13.0	11.1	6.7	13.9	12.1	10.2	14.9	14.2	8.6	13.3	12.0	9.0	11.5	6.1	18.7	7.6	21.4		
	40	9	2	13	10	2	6	13	3	20	8	21	11	11	11	9	6	10	10	30	15	25	
																			S	R	U	T	
9	79	14	4	34	15	5	15	35	4	28	14	35	27	19	28	14	19	19	60	33	47		
	%	16.3	16.7	29.4	14.0	17.8	20.0	22.8	16.6	14.2	15.8	14.8	14.3	19.9	12.6	26.2	11.4	16.8	8.1	24.6	10.5	27.2	
	57	11	5	14	16	6	12	20	5	22	11	26	18	10	22	11	13	17	40	27	30		
														O	N				S	R	U	T	
10 - Excellent	295	54	6	152	49	14	36	123	21	104	58	146	84	95	59	83	70	191	103	238	56		
	%	60.7	65.2	47.1	63.0	60.0	60.0	54.5	58.0	67.7	59.5	63.0	59.9	61.4	64.2	54.8	68.9	62.4	80.2	42.1	76.5	32.6	
	197	43	8	63	54	18	21	72	17	79	41	93	60	53	50	52	46	125	71	157	39		
																			S	R	U	T	
DK/DR	12	2	0	2	1	2	3	6	0	7	3	3	3	0	4	2	2	2	7	4	5		
	%	2.5	3.0	0.0	1.0	1.1	6.7	4.8	2.6	0.0	3.8	3.4	1.4	2.3	0.0	3.5	2.0	1.5	1.0	3.0	1.4	3.1	
	8	2	0	1	1	2	2	3	0	5	2	3	2	0	4	1	2	1	2	6	3	4	
MEAN:	9.22	9.45	8.82	9.22	9.12	9.39	9.23	9.13	9.42	9.26	9.36	9.10	9.32	9.23	9.33	9.41	9.14	9.58	8.86	9.53	8.64		
																			S	R	U	T	

ETS (#3782)
 P9C. How would you rate the class on . . . Providing new information.

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED				
		Sec	Other	Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Very				
		tor	End-	Arch/	trac	Arch/	trac	Arch/	trac	Arch/	trac	6-25	26-50	51-75	<=5	>100	month	ly	ly	ly	ly				
		Use	ific	Const	tor	tant	User	<=5	>100	more	less	-P--	-Q--	-R--	-S--	-T--	-U--	-V--	-W--	-X--	-Y--	-Z--			
		---D--	---E--	---F--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--	---V--	---W--	---X--	---Y--	---Z--	
8	80	19	2	34	15	4	13	25	3	38	19	35	23	20	23	11	12	27	53	31	49				
	%	16.4	22.7	11.8	14.0	18.9	16.7	19.2	11.9	8.4	22.0	20.3	14.2	16.5	13.4	21.7	9.4	11.2	11.2	21.7	9.9	28.6			
	57	15	2	14	17	5	9	16	2	30	13	24	18	13	18	8	12	21	36	23	34				
									J																
9	96	15	2	43	18	4	15	42	10	27	18	49	29	25	28	18	23	29	68	57	39				
	%	19.8	18.2	17.6	18.0	22.2	16.7	22.2	19.6	32.9	15.6	19.4	20.2	21.1	17.0	25.8	14.7	20.8	12.1	27.7	18.4	22.8			
	65	12	3	18	20	5	8	25	11	20	13	33	19	13	24	12	13	22	43	39	26				
10 - Excellent	218	34	5	123	33	12	30	100	16	74	42	113	61	70	40	72	52	161	56	194	23				
	%	45.0	40.9	41.2	51.0	40.0	53.3	45.2	47.1	52.8	45.8	46.1	44.4	47.5	37.7	59.6	46.8	67.6	23.0	62.6	13.2				
	143	27	7	51	36	16	21	54	11	58	28	70	44	38	33	44	35	102	40	126	16				
DK/DR	6	2	0	0	1	0	0	0	0	5	4	1	1	0	0	0	1	0	3	0	0				
	%	1.2	3.0	0.0	0.0	1.1	0.0	0.0	0.0	2.8	3.9	0.5	0.7	0.0	0.0	0.0	0.8	0.0	1.4	1.1	0.0				
	4	2	0	0	1	0	0	0	0	3	2	1	1	0	0	0	1	0	3	3	0				
MEAN:	8.70	8.56	8.12	8.94	8.56	8.93	8.86	8.73	9.33	8.52	9.02	8.64	8.71	8.67	8.72	9.05	8.56	9.26	8.14	9.24	7.72				
									I	HJ	I								S	R	U				

ETS (#3782)
 P9D. How would you rate the class on . . . Time for asking questions.

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED											
		Sec		Other		Eng/ Arch/ Spec		Con- trac sul- tant		New Mid or		Sen-ior		Small		Large		Once/ month		Comp- or		Not		Very		Satis		fied							
		-F-		-E-		-G-		-H-		-I-		-J-		-K-		-L-		-M-		-N-		-O-		-P-		-Q-		-R-		-S-		-T-		-U-	
9	89	16	2	39	17	5	15	23	9	35	22	39	28	30	19	13	18	31	58	48	41														
	%	18.3	19.7	11.8	16.0	21.1	23.3	23.4	11.0	27.9	20.3	23.5	15.8	20.2	20.3	18.0	16.3	13.0	23.7	15.3	24.1														
	62	13	2	16	19	7			9	15	8	27	14	28	19	15	17	11	10	21	41	33	29												
									H	GJ																									
10 - Excellent	265	46	7	133	45	15	39	123	18	91	43	132	83	76	58	76	68	169	94	218	46														
	%	54.5	56.1	52.9	55.0	55.6	63.3	58.8	58.1	57.8	52.2	46.8	54.0	60.1	51.4	54.2	62.8	60.7	71.2	38.6	70.0	26.9													
	181	37	9	55	50	19	26	69	14	73	34	85	59	45	47	47	48	115	65	147	33														
DK/DR	7	0	0	5	0	0	2	5	0	2	5	2	0	5	0	0	0	2	2	2	2														
	%	1.5	0.0	0.0	2.0	0.0	0.0	3.7	2.3	0.0	1.4	5.2	1.0	0.0	3.3	0.0	0.0	1.0	1.0	0.8	1.4														
	3	0	0	2	0	0	1	2	0	1	2	1	0	2	0	0	0	1	1	1	1														
MEAN:	8.98	8.95	8.88	8.96	9.02	9.40	9.39	8.99	9.41	8.88	9.00	8.88	9.19	8.89	9.14	9.05	8.93	9.40	8.56	9.42	8.16														
							HJ	GI	HJ	GI									S	R	U														

COURSE TYPE		ERC BANNER										ATTENDANCE		EXPECTATION		SATISFIED				
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS					BUSINESS					Once/Comp/		Not						
		Eng/Con/					Small Large					month yr or		lete		Very				
		Arch/trac					or					less		-ly		-filed				
		Con-tor					<=5					more		-Q--		-R--				
		Sul-tant					-N--					-O--		-P--		-Q--				
		User					-M--					-R--		-S--		-T--				
		-J--					-K--					-L--		-M--		-N--				
		-I--					-J--					-K--		-L--		-M--				
		-H--					-I--					-J--		-K--		-L--				
		-G--					-H--					-I--		-J--		-K--				
		-F--					-G--					-H--		-I--		-J--				
		-E--					-F--					-G--		-H--		-I--				
		-D--					-E--					-F--		-G--		-H--				
		-C--					-D--					-E--		-F--		-G--				
		-B--					-C--					-D--		-E--		-F--				
		-A--					-B--					-C--		-D--		-E--				
Total	486	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117
10	1	1	7	1	0	1	8	0	2	3	5	2	3	0	0	3	0	10	1	9
%	2.1	5.9	3.0	1.1	0.0	1.2	3.8	0.0	1.2	3.4	2.0	1.6	2.2	0.0	0.0	3.0	0.0	4.2	0.4	5.2
6	1	1	3	1	0	1	4	0	2	2	2	2	2	0	0	2	0	6	1	5
8	0	0	5	1	0	0	8	0	0	1	7	0	6	0	2	2	0	8	2	6
%	1.7	0.0	2.0	1.1	0.0	0.0	3.8	0.0	0.0	1.0	2.9	0.0	3.9	0.0	2.0	2.1	0.0	3.3	0.8	3.3
4	0	0	2	1	0	0	4	0	0	1	3	0	3	0	1	1	0	4	1	3
7	2	0	2	2	0	0	0	0	5	0	7	0	1	0	0	2	2	5	3	3
%	1.4	3.0	0.0	1.0	2.2	0.0	0.0	0.0	2.6	0.0	2.8	0.0	0.8	0.0	0.0	1.9	0.9	1.9	1.1	1.9
5	2	0	1	2	0	0	0	0	3	0	5	0	1	0	0	2	2	3	3	2
12	1	1	7	3	0	3	6	0	5	1	4	2	3	0	3	4	3	9	2	10
%	2.5	5.9	3.0	3.3	0.0	5.0	2.6	0.0	3.1	1.0	1.7	1.6	2.2	0.0	2.8	3.7	1.3	3.6	0.6	5.8
8	1	1	3	3	0	2	3	0	4	1	3	2	2	0	2	3	2	6	2	6
53	4	2	31	13	2	4	23	1	23	9	32	11	19	17	13	17	18	35	27	26
%	10.9	4.5	17.6	13.0	15.6	6.7	6.4	10.9	2.9	13.5	10.3	7.8	12.6	16.1	11.1	15.1	7.7	14.2	8.6	15.3
36	3	3	13	14	2	3	12	1	17	8	20	7	10	14	6	12	12	24	16	20
21	2	1	10	5	2	2	14	0	6	3	10	7	5	7	5	4	8	13	11	10
%	4.4	3.0	5.9	4.0	6.7	2.8	6.4	0.0	3.4	3.0	4.0	5.4	3.3	6.6	4.0	3.8	3.5	5.3	3.5	6.1
16	2	1	4	6	2	2	8	0	6	3	7	5	2	6	2	5	7	9	8	8
34	7	0	17	4	3	6	15	1	12	6	15	13	12	7	5	12	16	18	15	19
%	7.0	9.1	0.0	7.0	4.4	13.3	8.7	7.1	2.5	7.0	6.8	9.5	8.0	6.7	4.1	10.3	6.6	7.4	4.9	10.8
23	6	0	7	4	4	3	8	1	11	5	10	8	6	5	3	7	12	11	12	12

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED													
		Sec		Eng/ Arch/ trac		Con- sul- tant		End User		New <=5		Mid 6-25		Sen- >25		Small <=5		Large >100		Once/ month		Comp- ly		Not sate										
		-D--		-F--		-G--		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--		-T--		
8	75	14	4	36	12	4	14	26	3	29	12	42	21	18	18	10	29	45	41	34														
	%	15.4	16.7	29.4	15.0	14.4	16.7	21.3	12.2	10.2	16.4	13.4	17.1	15.0	13.3	16.8	15.2	9.1	12.4	18.6	13.0	20.1												
9	47	11	1	17	9	3	8	21	5	18	9	23	12	11	17	19	3	19	29	21	26													
	%	9.7	13.6	5.9	7.0	11.1	13.3	12.1	10.0	15.8	10.1	9.5	8.9	7.4	16.2	16.1	2.3	7.8	11.7	6.9	15.1													
	34	9	1	7	10	4	4	12	5	15	8	16	9	6	14	11	3	12	22	16	18													
10 - Excellent	205	37	4	104	31	9	24	89	21	70	42	97	64	64	37	52	50	138	66	179	25													
	%	42.2	45.5	29.4	43.0	37.8	40.0	36.1	42.0	68.6	40.1	45.7	39.6	46.4	43.1	34.8	42.8	45.0	58.1	26.9	57.7	14.4												
	135	30	5	43	34	12	16	52	16	52	28	62	44	37	31	36	31	90	44	118	16													
DK/DR	13	1	0	5	2	1	4	2	0	4	5	3	5	5	3	2	4	4	7	8	3													
	%	2.8	1.5	0.0	2.0	2.2	3.3	6.4	1.1	0.0	2.5	1.3	3.9	3.2	2.9	2.0	3.8	1.7	2.8	2.5	1.9													
	8	1	0	2	2	1	3	1	0	3	2	2	4	2	3	1	3	3	4	5	2													
MEAN:	8.04	8.45	7.35	7.89	7.83	8.48	8.24	7.81	9.42	8.02	8.25	7.84	8.42	7.89	8.18	8.34	7.70	8.79	7.30	8.71	6.83													

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/ month yr or more		Comp-lete ly		Very satis-fied				
		TYPE OF BUSINESS		Sen-ior		New Mid 6-25		Small <=5		Large >100		Once/ month yr or more		Comp-lete ly		Very satis-fied				
		Sec-	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month yr or more	Comp-lete ly	Very satis-fied	Not	Very				
		Other End-Use	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month yr or more	Comp-lete ly	Very satis-fied	Not	Very				
311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68
1 - Strongly Disagree	4	2	1	0	1	0	2	0	0	0	2	2	3	1	0	1	1	3	2	2
%	1.3	9.5	6.7	0.0	1.8	0.0	1.2	0.0	0.0	0.0	1.3	2.2	2.4	2.5	0.0	1.5	0.8	1.9	1.2	1.5
4	2	1	0	1	0	2	2	0	0	0	2	2	3	1	0	1	1	3	2	2
9	0	1	2	1	0	1	6	0	0	0	6	2	3	2	2	4	2	7	2	7
%	2.8	0.0	6.7	1.3	1.8	0.0	1.4	2.6	0.0	0.0	4.1	2.5	2.7	4.7	2.5	6.8	1.1	4.6	0.8	6.5
5	0	1	1	1	0	1	3	0	0	0	4	1	2	1	1	3	2	3	2	3
%	3.7	14.3	0.0	1.3	10.9	0.0	5.0	2.5	4.0	0.0	8.1	3.5	3.8	6.7	1.3	3.6	3.8	3.7	3.4	4.4
5	0	0	1	6	0	2	5	1	1	4	4	2	3	3	1	2	4	6	5	5
12	4	0	2	5	0	3	5	1	0	4	5	2	5	3	1	2	6	6	7	5
%	3.7	14.3	0.0	1.3	10.9	0.0	5.0	2.5	4.0	0.0	8.1	3.5	3.8	6.7	1.3	3.6	3.8	3.7	3.4	4.4
10	3	0	1	6	0	2	5	1	1	4	4	2	3	3	1	2	4	6	5	5
12	0	0	12	0	0	2	10	0	0	5	7	0	10	2	5	2	2	10	0	12
%	3.9	0.0	6.4	0.0	0.0	3.7	4.5	0.0	0.0	9.8	4.6	0.0	8.0	4.8	5.0	4.0	1.6	6.1	0.0	11.0
5	0	0	5	0	0	1	4	0	0	2	3	0	4	1	2	1	1	4	0	5
25	2	2	12	2	2	2	4	9	0	2	6	7	4	4	6	4	5	11	9	7
%	7.9	9.5	13.3	6.4	3.6	22.2	9.9	6.8	0.0	7.7	6.7	8.0	5.3	10.8	7.6	8.3	5.4	10.3	6.8	9.9
16	2	2	5	2	2	4	9	0	0	2	6	7	4	4	6	4	5	11	9	7
38	2	2	27	4	0	9	24	8	0	8	18	12	19	4	9	8	19	19	18	18
%	12.1	9.5	20.0	14.1	7.3	0.0	13.9	11.1	25.8	0.0	15.8	11.6	12.0	15.9	7.5	8.9	13.1	12.2	12.1	9.7
22	2	3	11	4	0	6	12	5	0	5	10	7	9	4	4	5	9	13	10	12
20	4	2	12	2	1	6	15	1	0	3	7	10	5	1	7	1	8	12	10	10
%	6.4	14.3	13.3	6.4	3.6	11.1	9.7	7.2	2.9	0.0	6.7	4.3	10.1	4.3	1.8	7.5	2.1	5.0	7.8	4.9
13	3	2	5	2	1	4	10	1	0	3	4	6	4	1	3	1	5	8	7	6

COURSE TYPE		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED									
Codes	Standards	Eng/Arch/Const	Con/Trac/Const	New	Mid	Sen	Small	Large	Once	Comp	Not	Very	Not								
Standards	Use	Const	tor	User	6-25	ior	<=5	>100	month	ly	ly	satis	ly								
Standards	Use	Const	tor	User	6-25	ior	<=5	>100	month	ly	ly	satis	ly								
Standards	Use	Const	tor	User	6-25	ior	<=5	>100	month	ly	ly	satis	ly								
Standards	Use	Const	tor	User	6-25	ior	<=5	>100	month	ly	ly	satis	ly								
10 - Strongly Agree	176	5	31	128	20	0	22	89	60	65	30	60	32	100	75	137	38				
%	56.7	40.0	61.5	66.7	47.0	60.5	64.3	0.0	45.2	56.5	62.0	54.5	59.4	62.4	53.0	65.4	47.8	68.4	34.7		
	108	6	48	36	6	21	71	18	0	18	50	38	31	26	35	19	59	48	83	24	
NA	14	2	0	5	2	0	4	6	1	0	2	11	1	2	1	4	3	6	8	6	
%	4.5	9.5	0.0	2.6	3.6	0.0	1.8	0.0	4.9	6.7	0.9	2.0	1.8	3.8	5.5	3.8	5.1	4.1	4.1	5.2	
	8	2	0	2	2	0	2	3	1	0	1	6	1	1	2	2	4	4	5	3	
DK/DR	2	1	0	0	1	0	1	1	1	0	1	1	0	1	1	1	1	1	1	1	
%	0.7	4.8	0.0	0.0	1.8	0.0	1.4	0.6	0.0	0.0	1.9	0.8	0.0	0.0	0.9	2.1	0.8	0.6	0.6	0.8	
	2	1	0	0	1	0	1	1	1	0	1	1	0	1	1	1	1	1	1	1	
MEAN:	8.76	7.44	8.07	9.04	8.83	9.22	8.52	8.89	9.23	*	8.49	8.71	8.95	8.54	8.45	9.06	8.47	9.11	8.41	9.18	7.97
DF				B	B												S	R	R	U	T

ETS (#3782)
 P10B. As a result of the class, I recommend energy efficient technologies and solutions to my clients more often.
 BASE: UMA

2006/11/29

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		New Mid 6-25 >25					Small Large <=5 >100					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25					Once/ month yr or more less			Comp-lete ly -ly -S--T--U-							
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	200	110
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
193	21	15	78	55	9	44	120	26	0	36	90	64	62	42	55	39	91	101	124	68		
1 - Strongly Disagree	16	4	1	7	2	0	3	12	0	4	5	7	10	4	5	7	5	11	3	13		
%	5.1	14.3	6.7	3.8	3.6	0.0	3.9	5.7	0.0	7.5	3.4	7.2	8.2	7.2	5.0	11.0	3.0	7.2	1.7	11.4		
10	3	1	3	2	0	3	6	0	0	2	4	4	7	2	2	4	3	7	3	7		
2	5	0	0	2	0	0	2	2	0	0	2	2	0	0	2	0	0	0	5	5	0	
%	1.5	0.0	0.0	1.3	0.0	0.0	3.7	1.1	0.0	0.0	1.5	2.5	0.0	0.0	2.5	0.0	0.0	0.0	3.0	2.4	0.0	
2	0	0	1	0	0	1	1	1	0	0	1	1	0	0	1	0	0	0	2	2	0	
3	1	0	0	0	0	1	1	1	0	0	0	0	0	1	0	0	0	0	1	0	1	
%	0.2	0.0	0.0	0.0	0.0	11.1	1.2	0.4	0.0	0.0	0.0	0.8	0.0	1.5	0.0	0.0	0.0	0.0	0.5	0.0	0.7	
1	0	0	0	0	0	1	1	1	0	0	0	0	1	0	1	0	0	0	1	0	1	
4	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	1	
%	0.3	0.0	0.0	0.0	1.8	0.0	0.0	0.4	0.0	1.9	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.8	
1	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	1	
5	21	2	0	10	6	0	6	9	2	5	8	8	6	5	5	1	3	18	6	15		
%	6.7	9.5	0.0	5.1	12.7	0.0	8.7	4.3	5.9	9.3	5.3	8.1	5.1	10.8	5.7	2.1	2.0	11.3	3.2	13.2		
14	2	0	4	7	0	3	6	2	0	3	6	5	3	4	4	1	3	11	5	9		
6	12	1	2	5	2	1	8	6	0	5	4	2	6	2	1	0	6	6	7	5		
%	3.7	4.8	13.3	2.6	3.6	11.1	12.0	2.8	0.0	10.9	2.6	2.3	5.2	4.6	0.8	0.0	3.8	3.7	3.3	4.7		
9	1	2	2	2	1	5	4	0	0	4	3	2	3	3	1	0	3	6	4	5		
7	18	1	1	10	3	0	13	6	0	4	6	3	0	5	1	8	5	13	5	13		
%	5.8	4.8	6.7	5.1	5.5	0.0	19.3	2.7	0.0	9.2	3.6	3.2	0.0	9.2	1.4	13.1	3.1	8.5	2.3	12.2		
11	1	1	4	3	0	7	3	0	0	3	3	3	0	3	1	5	3	8	3	8		
							H	G					O	N	Q	P						

ETS (#3782)
 P10B. As a result of the class, I recommend energy efficient technologies and solutions to my clients more often.
 BASE: UMA

2006/11/29

COURSE TYPE		ERC BANNER										ATTENDANCE EXPECTATION SATISFIED									
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					SATISFIED				
		TYPE OF BUSINESS					Sen-ior					Once/ month yr or more					Not				
		Eng/ Arch/ trac					New Mid					Small Large					Comp-lete				
		Con-stant					6-25 >25					Less					ly				
		Eng/ Arch/ trac					New Mid					Small Large					Comp-lete				
		Con-stant					6-25 >25					Less					ly				
		Eng/ Arch/ trac					New Mid					Small Large					Comp-lete				
		Con-stant					6-25 >25					Less					ly				
		Eng/ Arch/ trac					New Mid					Small Large					Comp-lete				
		Con-stant					6-25 >25					Less					ly				
8	34	2	2	24	4	0	6	23	3	0	7	16	11	18	2	12	3	13	22	21	14
	%	11.1	9.5	13.3	12.8	7.3	0.0	8.5	10.8	10.2	0.0	15.1	10.1	11.4	15.3	4.5	12.7	5.5	8.4	13.8	10.3
		20	2	2	10	4	0	3	13	3	0	5	8	7	9	2	6	2	7	13	12
9	20	1	1	14	2	2	5	14	4	0	2	15	3	8	2	7	3	9	11	9	10
	%	6.4	4.8	7.7	3.6	22.2	7.3	6.7	13.2	0.0	3.4	9.4	3.4	6.7	3.6	6.8	5.3	5.8	6.9	4.7	9.5
		12	1	6	2	2	2	9	3	0	2	8	2	4	2	4	2	5	7	7	5
10 - Strongly Agree	167	9	5	111	27	4	20	129	21	0	19	91	54	67	29	57	35	104	61	136	30
	%	53.5	33.3	40.0	59.0	54.5	55.6	31.0	60.7	67.7	0.0	39.0	57.6	55.6	56.1	59.6	58.7	68.2	38.8	67.8	27.0
		100	7	6	46	30	5	16	70	17	0	14	50	35	33	24	32	60	39	81	18
NA	15	5	2	2	4	0	3	7	1	0	2	10	3	3	1	3	3	9	6	9	6
	%	4.8	19.0	13.3	1.3	7.3	0.0	4.4	3.3	2.9	0.0	3.7	6.5	3.0	2.6	1.8	3.0	4.3	5.7	3.9	4.4
		12	4	2	1	4	0	3	5	1	0	2	7	3	2	1	3	3	7	5	7
DK/DR	2	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	0
	%	0.8	0.0	0.0	1.3	0.0	0.0	1.1	0.0	0.0	0.0	0.0	2.5	0.0	0.0	2.5	0.0	0.0	1.5	0.0	2.2
		1	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	1
MEAN:	8.34	7.12	8.08	8.67	8.31	8.56	7.42	8.59	9.35	*	7.61	8.72	8.14	8.34	8.08	8.59	8.28	9.11	7.59	9.00	7.08
							HI	GI	GH		L	K					S	R	U		T

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/ month yr or more		Comp-lete ly		Very satis-fied						
		TYPE OF BUSINESS		Sen-ior		New Mid 6-25		Sen-ior >25		Small <=5		Large >100		less		more						
		Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor	Eng/ Arch/ Const	Con- trac- tor					
		Sec- tor	Other End-Use	Spec-ific	Use	End-User	End-User	End-User	End-User	End-User	End-User	End-User	End-User	End-User	End-User	End-User	End-User					
Total	311	26	11	188	50	7	66	212	31	0	49	158	97	120	51	96	60	153	157	200	110	
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1 - Strongly Disagree	9	2	1	5	1	0	4	5	0	0	0	7	2	2	5	1	0	1	4	5	7	2
	%	2.9	9.5	6.7	2.6	1.8	0.0	6.2	2.3	0.0	4.3	2.2	4.4	2.5	0.0	0.0	1.5	2.4	3.4	3.7	1.5	
2	2	0	0	0	0	2	0	2	0	0	0	2	0	1	0	0	0	1	1	1	1	
	%	0.6	0.0	0.0	3.6	0.0	2.8	0.0	0.0	0.0	1.1	0.0	0.8	0.0	0.0	0.0	1.5	0.6	0.6	0.5	0.8	
4	3	0	1	2	0	0	2	3	0	0	0	1	0	0	0	0	0	1	3	0	2	
	%	1.0	0.0	6.7	1.3	0.0	3.7	1.5	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.0	1.3	2.1	0.0	0.4	2.2	
5	19	1	1	7	5	1	1	15	0	0	5	7	8	4	8	8	5	1	18	5	14	
	%	6.2	4.8	6.7	3.8	9.1	11.1	1.2	7.1	0.0	10.2	4.2	8.0	3.4	15.3	8.3	7.6	0.6	11.7	2.5	13.1	
6	13	1	1	3	5	1	1	10	0	0	4	4	5	3	5	4	3	1	12	4	9	
	%	4.2	3.2	3.4	5.5	1.6	1.5	3.6	3.2	0.0	1.3	1.3	1.3	6.0	0.0	0.0	4.0	2.4	3.8	0.6	7.7	
7	10	2	0	5	0	0	2	7	0	0	4	5	1	7	0	0	0	2	4	6	1	
	%	3.1	9.5	0.0	2.6	0.0	3.7	3.4	0.0	0.0	7.5	3.0	1.3	6.0	0.0	0.0	4.0	2.4	3.8	0.6	7.7	
8	28	4	0	19	3	1	7	17	3	0	6	11	9	12	3	3	7	11	17	13	15	
	%	9.0	14.3	0.0	10.3	5.5	11.1	10.6	8.2	10.7	12.8	6.7	8.9	10.1	6.3	3.5	11.6	6.9	11.0	6.5	13.5	
9	16	3	0	8	3	1	4	9	2	0	4	5	6	6	3	3	4	6	10	7	9	
	%	5.1	2.6	2.6	2.6	0.9	1.2	2.6	2.9	0.0	1.3	1.3	1.3	2.6	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
10	46	2	2	27	7	2	10	31	4	0	6	23	17	17	8	11	16	14	32	21	25	
	%	14.7	9.5	13.3	14.1	14.5	22.2	14.8	14.5	13.2	12.0	14.3	17.9	13.9	15.6	11.2	25.8	9.2	20.2	10.5	22.6	
11	29	2	2	11	8	2	7	18	4	0	5	14	10	8	7	6	9	10	19	14	15	
	%	9.3	6.4	3.6	8.0	2.6	2.2	5.8	1.3	0.0	1.6	3.9	3.0	2.3	2.3	1.5	2.3	2.9	6.1	4.3	4.3	

COURSE TYPE	TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
	Sec	Other	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	Eng/Arch/Const	Con/Trac/Const	
9	26	0	1	17	3	1	8	17	3	0	3	17	6	11	6	6	6	0	11	15	15	15	12	12	
%	8.4	0.0	6.7	9.0	5.5	11.1	12.1	7.9	8.4	0.0	6.5	10.5	6.7	9.2	12.6	6.4	0.0	7.4	9.5	7.3	10.6	7.3	10.6	7	
10 - Strongly Agree	158	11	7	104	27	2	28	112	20	0	24	82	49	60	23	63	27	100	56	131	25	131	25	25	
%	50.6	42.9	60.0	55.1	54.5	33.3	43.1	53.0	64.8	0.0	49.2	51.8	50.6	50.3	46.0	65.9	45.2	65.6	35.6	65.5	22.8	65.5	22.8	17	
NA	97	9	9	43	30	3	20	63	16	0	18	46	32	31	20	36	18	57	39	79	17	79	17	17	
%	2.4	9.5	0.0	0.0	5.5	0.0	1.9	0.6	2.9	0.0	1.9	3.1	1.9	2.0	1.8	2.2	1.5	2.8	2.1	2.2	3.0	2.2	3.0	2	
DK/DR	3	0	0	2	0	1	0	3	0	0	0	1	2	0	0	2	0	0	0	3	1	2	1	1	
%	1.0	0.0	0.0	1.3	0.0	11.1	0.0	1.5	0.0	0.0	0.0	0.5	2.5	0.0	0.0	2.5	0.0	0.0	0.0	2.0	0.4	2.2	0.4	2.2	
MEAN:	8.50	7.68	8.33	8.70	8.50	8.38	8.02	8.56	9.31	*	8.48	8.52	8.59	8.43	8.36	9.15	8.24	8.99	8.00	8.96	7.62	8.96	7.62	7.62	

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS															
		TYPE OF BUSINESS		Sen-ior		New Mid 6-25		Small <=5		Large >100		Once/ month yr or less		Comp-lete ly		Not very satis- fied						
		Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	Sen-ior >25	New 6-25	Mid 6-25	Small <=5	Large >100	Once/ month yr or less	Comp-lete ly	Not very satis- fied									
		Sec- tor	Other End-Use	Spec-ific	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	Sen-ior >25	New 6-25	Mid 6-25	Small <=5	Large >100	Once/ month yr or less	Comp-lete ly	Not very satis- fied						
9		22	4	0	14	3	1	0	0	0	22	9	10	2	6	5	0	10	7	15	15	7
	%	12.5	6.7	0.0	27.3	8.6	4.8	0.0	0.0	0.0	12.5	20.7	12.1	5.9	20.8	9.4	0.0	19.6	8.2	17.0	13.6	10.9
		13	3	0	6	3	1	0	0	0	13	5	7	1	3	4	0	6	4	9	8	5
10 - Strongly Agree		70	20	2	22	16	5	0	0	0	70	14	35	21	9	22	17	18	45	25	58	12
	%	40.2	35.6	100.0	40.9	51.4	33.3	0.0	0.0	0.0	40.2	31.4	41.1	51.9	33.8	38.3	67.8	35.4	52.8	28.8	52.1	20.3
		55	16	2	9	18	7	0	0	0	55	10	28	17	8	17	14	14	35	20	43	12
NA		15	9	0	0	1	2	0	0	0	15	2	9	2	1	3	0	5	11	3	10	5
	%	8.4	15.6	0.0	0.0	2.9	14.3	0.0	0.0	0.0	8.4	3.6	10.9	6.1	4.5	6.0	0.0	10.4	13.3	3.9	8.9	7.9
		13	7	0	0	1	3	0	0	0	13	2	8	2	1	3	0	5	10	3	9	4
DK/DR		2	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0
	%	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	5.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
		1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
MEAN:		8.2	8.0	10.0	8.5	8.4	7.0	*	*	*	8.2	8.5	8.1	8.3	8.1	7.9	9.0	8.3	8.8	7.7	8.7	7.3
		C	BDEF	C	C	C	C												S	R	U	T

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/ month yr or more less			Comp-lete ly -ly -S-							
		TYPE OF BUSINESS					Sen-ior >25 <=5 >100					--P-- --R-- --S--			Not very satis-fied -U-							
		Eng/ Arch/ trac Con- sul- tant					New Mid 6-25 >25					--Q-- --R-- --S--			--T-- --U--							
		Sec- tor Eng/ Arch/ trac Con- sul- tant					Sen-ior >25 <=5 >100					--Q-- --R-- --S--			--T-- --U--							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25 <=5 >100					--Q-- --R-- --S--			--T-- --U--							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25 <=5 >100					--Q-- --R-- --S--			--T-- --U--							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25 <=5 >100					--Q-- --R-- --S--			--T-- --U--							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25 <=5 >100					--Q-- --R-- --S--			--T-- --U--							
		Eng/ Arch/ trac Con- sul- tant					Sen-ior >25 <=5 >100					--Q-- --R-- --S--			--T-- --U--							
8	22	6	1	5	2	3	0	0	0	0	22	6	10	6	4	13	1	4	11	12	12	10
	%	12.7	11.1	9.1	5.7	19.0	0.0	0.0	0.0	12.7	14.1	11.2	15.8	13.3	23.3	5.1	8.3	12.5	13.2	10.8	16.7	
		18	5	1	2	4	0	0	0	18	3	9	6	2	11	1	4	9	9	10	8	
9	21	5	0	12	3	1	0	0	0	21	7	12	2	4	6	0	11	2	18	9	11	
	%	11.8	8.9	0.0	22.7	8.6	4.8	0.0	0.0	11.8	15.1	13.5	5.9	13.3	11.0	0.0	22.1	2.5	21.2	8.4	18.4	
		13	4	0	5	3	1	0	0	13	4	8	1	2	5	0	7	2	11	5	8	
10 - Strongly Agree	75	20	1	24	18	7	0	0	0	75	13	41	21	8	22	18	21	49	26	64	11	
	%	43.1	35.6	50.0	45.5	57.1	42.9	0.0	0.0	43.1	29.5	48.0	51.6	28.0	38.1	74.7	39.8	57.1	30.5	57.6	18.5	
		59	16	1	10	20	9	0	0	59	10	32	17	7	17	16	15	38	21	48	11	
NA	23	17	0	2	0	2	0	0	0	23	7	9	7	11	4	0	10	14	9	14	9	
	%	13.1	31.1	0.0	4.5	0.0	9.5	0.0	0.0	13.1	16.3	10.2	17.3	40.5	6.6	0.0	19.9	16.6	10.0	12.7	14.2	
		18	14	0	1	0	2	0	0	18	6	6	6	8	3	0	8	12	6	12	6	
DK/DR	2	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	
	%	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	5.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
		1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	
MEAN:	8.45	8.61	9.00	8.62	8.20	7.89	*	*	8.45	8.30	8.55	8.85	8.92	8.18	9.14	8.93	8.95	8.00	8.99	7.48		

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp/		Not		Very	
		TYPE OF BUSINESS		Sen-ior		New Mid		Small Large		yr or		ly		ly		ly	
		Eng/Arch/Con-		tor		6-25		<=5		month		less		ly		ly	
		Const-tor		Con-		User		>25		or		-P-		-R-		-T-	
		-G-		-H-		-I-		-M-		-O-		-Q-		-S-		-U-	
		-F-		-P-		-J-		-K-		-L-		-N-		-R-		-T-	
		-E-		-D-		-C-		-A-		-B-		-G-		-H-		-I-	
		Use		End-Use		End-Use		End-Use		End-Use		End-Use		End-Use		End-Use	
		HVAC		Stand-ards		Stand-ards		Stand-ards		Stand-ards		Stand-ards		Stand-ards		Stand-ards	
		Codes		Other		Sec-		tor		Eng/Arch/Con-		tor		Con-		tor	
		Stand-ards		Use		End-Use		End-Use		End-Use		End-Use		End-Use		End-Use	
		Cook-stand-ards		HVAC		Stand-ards		Stand-ards		Stand-ards		Stand-ards		Stand-ards		Stand-ards	
		--A--		--B--		--C--		--D--		--E--		--F--		--G--		--H--	
		15		4		0		2		5		2		0		0	
		8.3		6.7		0.0		4.5		17.1		9.5		0.0		0.0	
		13		3		0		1		6		2		0		0	
		17		5		0		10		1		2		0		0	
		9.8		8.9		0.0		18.2		2.9		9.5		0.0		0.0	
		11		4		0		4		1		2		0		0	
		82		24		2		31		15		5		0		0	
		46.9		42.2		100.0		59.1		48.6		28.6		0.0		0.0	
		60		19		2		13		17		6		0		0	
		19		12		0		0		1		5		0		0	
		11.1		22.2		0.0		2.9		28.6		0.0		0.0		0.0	
		18		10		0		0		1		6		0		0	
		2		0		0		0		0		0		0		0	
		1.4		0.0		0.0		0.0		0.0		0.0		0.0		0.0	
		1		0		0		0		0		0		0		0	
		8.4		8.4		10.0		8.9		8.3		7.5		*		8.4	
		C		BDEF		C		C		C		C		C		C	
		MEAN:		8.8		8.6		9.1		7.9		9.2		7.1		7.1	
		R		S		R		U		S		R		U		T	

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY			EXPECTATION SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/ month yr or more			Comp-lete ly -ly -S-							
		TYPE OF BUSINESS		Sen-ior >25		New Mid 6-25		Small <=5		Large >100		Once/ month yr or more			Comp-lete ly -ly -S-							
		Sec-	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month yr or more	Comp-lete ly -ly -S-	Not	Very	Satis						
		ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use	ific Use						
Total	174	56	2	53	32	16	0	0	0	174	43	86	41	28	57	24	52	85	87	111	61	
%	100.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
1 - Strongly Disagree	1	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	1	0
%	0.5	0.0	0.0	2.9	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.0	0.0	0.0	1.6	0.0	0.0	0.0	1.0	0.8	0.0	
2	6	1	0	0	3	1	0	0	0	6	1	3	2	1	3	1	1	2	4	2	4	
%	3.5	2.2	0.0	8.6	4.8	4.8	0.0	0.0	0.0	3.5	3.1	3.6	4.1	4.9	5.2	3.2	1.8	2.5	4.6	1.9	6.5	
4	2	0	0	2	0	0	0	0	0	2	0	2	0	0	0	0	0	0	2	0	2	
%	1.4	0.0	0.0	4.5	0.0	0.0	0.0	0.0	0.0	1.4	0.0	2.8	0.0	0.0	0.0	0.0	0.0	0.0	2.8	0.0	3.9	
5	10	5	0	2	0	2	0	0	0	10	1	3	3	1	5	1	6	4	6	4	6	
%	5.9	8.9	0.0	4.5	0.0	9.5	0.0	0.0	0.0	5.9	2.9	3.8	8.3	4.5	9.5	5.1	11.2	4.8	7.2	3.7	10.2	
6	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	
%	0.7	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	1.1	0.0	
7	14	4	1	5	3	2	0	0	0	14	6	7	2	1	6	0	6	4	10	4	10	
%	8.2	6.7	50.0	9.1	8.6	14.3	0.0	0.0	0.0	8.2	13.0	8.2	4.1	4.5	10.2	0.0	12.1	4.9	11.8	3.7	16.8	
8	17	6	0	2	6	2	0	0	0	17	8	8	2	3	8	5	1	5	12	8	9	
%	9.9	11.1	0.0	4.5	20.0	14.3	0.0	0.0	0.0	9.9	17.7	8.8	5.3	12.4	14.2	18.8	1.8	6.4	13.7	7.2	15.3	
9	16	5	0	1	7	3	0	0	0	16	6	8	2	3	7	3	1	5	11	7	9	

PI3. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

	COURSE TYPE													ERC BANNER																																				
	Codes			Standards			HVAC			Use			Other			Sec			Eng/Arch/Const			Con/Trac			Con/Trac			Eng/Arch/Const			Con/Trac			Eng/Arch/Const			Con/Trac			Eng/Arch/Const			Con/Trac			Eng/Arch/Const			Con/Trac	
	72	10	2	39	12	3	15	30	5	23	11	41	18	33	11	19	15	30	42	46	25	14.9	12.1	11.8	16.0	14.4	13.3	23.2	14.2	17.6	13.2	11.6	16.8	13.3	22.5	9.9	16.0	13.5	12.5	17.0	14.9	14.5								
Internet	47	8	2	16	13	4	10	16	6	17	6	26	14	17	9	13	9	19	27	30	16	%	1.3	3.0	0.0	1.0	0.0	0.0	1.1	0.0	2.2	0.0	0.5	3.6	1.6	2.4	3.0	0.0	0.5	2.1	0.4	2.9								
Professional organization	6	2	0	2	0	0	0	2	0	4	0	1	5	2	3	4	0	1	5	1	5	%	1.6	1.5	5.9	2.0	1.1	0.0	1.1	0.0	0.7	0.8	1.4	2.7	3.3	0.8	2.0	1.5	1.7	1.5	2.2	0.4								
Self research	6	0	0	5	1	0	0	0	3	2	1	2	2	2	2	2	2	2	2	3	5	%	1.2	0.0	0.0	2.0	1.1	0.0	0.0	0.0	10.7	1.4	1.0	1.0	1.8	1.6	2.3	2.0	2.2	1.0	1.4	1.6	0.5							
Other	8	1	1	5	1	0	3	1	0	1	1	3	4	5	1	2	2	4	4	7	1	%	1.6	1.5	1.1	2.0	1.1	0.0	5.0	0.4	0.0	0.7	0.8	1.4	2.7	3.3	0.8	2.0	1.5	1.7	1.5	2.2	0.4							
DK/DR	39	16	1	10	7	3	1	10	1	23	9	21	9	10	8	4	14	25	12	27	10	%	8.1	19.7	5.9	4.0	8.9	13.3	1.9	4.6	4.0	13.1	10.1	8.8	6.3	6.5	7.1	3.7	12.8	10.5	4.9	8.8	5.6							

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

COURSE TYPE		ERC BANNER										ATTENDANCE		EXPECTATION		SATISFIED				
		YEARS OF BUSINESS					YEARS OF INDUSTRY					FREQUENCY		S		T				
		TYPE OF BUSINESS					EXPERIENCE					SIZE OF BUSINESS		Not		Very				
		Eng/ Arch/ trac sul- Con-					New Mid lor Sen-					Once/ Comp-		lete-		satis				
		Sec- tor Other End- Spec- Arch/ trac sul- Con-					ior Const- tor tant User					more less		-ly		-filed				
		-F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--					--E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--													
Total	486	13	241	82	23	66	212	31	174	92	244	138	148	107	121	112	238	244	311	171
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
328	66	17	100	90	30	44	120	26	135	65	159	98	82	89	75	77	160	166	209	117
1 - Strongly Disagree	7	0	2	4	1	1	3	1	1	1	1	4	1	2	1	2	4	3	5	2
%	1.4	0.0	1.0	4.4	3.3	1.4	1.5	2.9	0.5	1.0	0.3	3.1	0.6	1.6	0.8	1.6	1.8	1.1	1.7	1.0
6	0	0	1	4	1	1	2	1	1	1	1	3	1	2	1	2	3	3	4	2
2	6	1	0	2	1	0	2	0	0	4	0	5	1	2	3	0	1	2	4	4
%	1.2	1.5	0.0	1.0	1.1	0.0	3.7	0.0	2.0	0.0	1.9	1.0	1.6	2.4	0.0	1.2	1.0	1.4	0.8	2.0
4	1	0	1	1	0	0	0	0	3	0	3	1	1	2	0	1	1	3	1	3
3	0	0	2	1	0	0	3	0	0	2	0	1	0	0	0	0	0	0	3	0
%	0.7	0.0	1.0	1.1	0.0	0.0	1.6	0.0	0.0	2.6	0.0	0.7	0.0	0.0	0.0	0.0	0.0	1.4	0.0	1.9
2	0	0	1	1	0	0	2	0	0	1	0	1	0	0	0	0	0	2	0	2
4	2	0	0	2	0	1	0	0	1	0	2	0	0	0	0	1	1	1	1	1
%	0.4	0.0	0.0	2.2	0.0	1.4	0.0	0.0	0.5	0.0	0.7	0.0	0.0	0.0	0.0	0.8	0.4	0.4	0.3	0.5
2	0	0	2	2	0	1	0	0	1	0	2	0	0	0	0	1	1	1	1	1
5	34	10	2	7	6	1	6	9	1	17	4	22	6	10	6	4	5	9	25	19
%	7.0	12.1	17.6	3.0	7.8	3.3	9.9	4.0	2.9	9.5	4.3	9.0	4.2	7.1	5.3	2.9	4.7	3.6	10.4	4.8
26	8	3	3	7	1	4	6	1	14	4	17	4	6	5	3	4	8	18	13	13
6	17	2	0	10	4	0	1	10	1	6	0	12	5	12	3	4	8	7	10	7
%	3.5	3.0	0.0	4.0	4.4	0.0	2.2	4.5	2.9	3.3	0.0	4.8	3.9	8.4	2.9	3.0	7.1	3.1	4.1	2.2
11	2	0	4	4	4	0	1	5	1	4	0	6	5	6	3	2	5	4	7	5
7	57	5	3	36	7	2	7	24	3	21	16	25	14	17	12	20	10	10	47	16
%	11.6	6.1	23.5	15.0	8.9	10.0	10.6	11.2	9.9	11.8	17.7	10.1	10.4	11.5	10.9	16.2	9.1	4.2	19.0	5.3
36	4	4	15	8	3	4	14	3	14	10	15	10	9	9	11	6	7	29	11	25

ETS (#3782)
 P17. What was/were the main topic(s) of the (other) class(es) you have taken?
 BASE: Respondents who have taken other classes

	COURSE TYPE	ERC BANNER										ATTENDANCE EXPECTATION			SATISFIED		
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY			Not		
		Sec	Eng/ Arch/ Const	Eng/ Const	Con- trac- tor	Con- stant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large 6-25	Once/ month	Comp- ly	Comp- ly	Very satis- fied	Not
Food service equipment, cooking	71 50 18.0 74.1 62 40 DE	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 10 13 13 13 13 13 13 13 13 13 13 13 13 13 13 13 13	2 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	14 14 14 14 14 14 14 14 14 14 14 14 14 14 14 14 14 14	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	52 45 45 45 45 45 45 45 45 45 45 45 45 45 45 45 45 45	16 13 13 13 13 13 13 13 13 13 13 13 13 13 13 13 13 13	30 27 27 27 27 27 27 27 27 27 27 27 27 27 27 27 27 27	24 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6 21.6	17 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3 14.3	15 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18.8	3 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4 6.4	42 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9 20.9	29 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1 15.1	54 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5 21.5	16 48 48 48 48 48 48 48 48 48 48 48 48 48 48 48 48 48
Air quality	23 1 5.7 1.9 16 1	6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7	2 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5 3.5	15 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10	3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3	6 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8 6.8	5 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7 9.7	2 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1 7.1	14 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4	8 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0 6.0	15 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11 11	7 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4
Swimming pool pumps	4 0 1.1 0.0 3 0	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4 0.4	0 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8	0 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2	1 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8 0.8	0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7	0.5 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7	2 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7 1.7
Water or wastewater	9 1 2.4 1.9 10 1 E	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	7 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8	2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2 3.2	7 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6 4.6	1 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7 0.7	4 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3	5 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3 2.3	5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5	6 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	
Other	11 2 2.8 3.7 8 2	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8 2.8	1 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6 1.6	1 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0	1 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8	5 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4 3.4	3 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7 2.7	5 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1 3.1	3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	4 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	
DK/RF	53 11 13.5 16.7 35 9	27 5 3 4 18 1 20 7 38 8 22 8 11 14 29 23 31 21	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	18 18 18 18 18 18 18 18 18 18 18 18 18 18 18 18 18 18	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	20 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8 15.8	7 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1 11.1	38 24 24 24 24 24 24 24 24 24 24 24 24 24 24 24 24 24	8 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6 10.6	22 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3 18.3	11 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6 9.6	14 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5 14.5	29 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9 11.9	31 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4 12.4	21 15 15 15 15 15 15 15 15 15 15 15 15 15 15 15 15 15	

ETS (#3782) 2006/11/29
 U2. Has your business participated in any of these programs since attending the class?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Sec	Other	Eng/	Con-	Eng/	Con-	Arch/	trac	End	User	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Not	
		ific	Use	Const	tor	tant	ant	tor	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	
193	29	3	87	42	9	34	88	21	57	37	82	70	65	54	68	22	86	105	119	72		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
135	23	4	36	46	12	21	50	20	46	25	56	52	35	44	44	16	64	70	85	49		
105	11	2	46	26	2	23	50	18	18	19	43	40	31	32	42	2	45	58	66	37		
%	54.2	39.1	50.0	52.8	63.0	16.7	69.1	57.0	87.7	31.2	53.2	56.5	48.5	59.3	61.1	7.6	52.5	55.1	55.3	51.6		
72	9	2	19	29	2	15	29	17	14	12	28	31	16	27	27	2	32	39	46	25		
78	14	2	39	15	5	9	36	2	32	13	35	30	33	16	26	19	35	43	48	30		
%	40.5	47.8	50.0	44.4	34.8	50.0	27.2	40.7	8.7	55.9	36.0	42.7	42.4	51.5	30.2	37.8	84.8	40.9	40.7	39.9	42.3	
54	11	2	16	16	6	5	19	2	26	10	24	20	19	12	16	12	26	28	33	21		
10	4	0	2	1	3	1	2	1	7	4	4	1	0	6	1	2	6	4	6	4		
%	5.3	13.0	0.0	2.8	2.2	33.3	3.7	2.3	3.7	12.8	10.8	5.1	1.1	0.0	10.5	1.1	7.6	6.6	4.2	4.8	6.2	
9	3	0	1	1	4	1	2	1	6	3	4	1	0	5	1	2	6	3	6	3		

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	ERC BANNER													ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
	YEARS OF INDUSTRY EXPERIENCE													SIZE OF BUSINESS			Once/Comp- Not			Very satis-ly-Not		
COURSE TYPE	TYPE OF BUSINESS			New 6-25			Mid 26-50			Senior >25			Small <=5	Large 6-10	Once/yr	Comp-ly	Not	Very	Satis-ly	Not		
	Eng/Arch/Const	Con- trac-tor	Eng/Const	Other	Sec-ific	End-Use	End-User	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant	Con-stant		
Incentive program for distributors or other vendors of energy efficient equipment	10	4	0	0	0	2	4	0	6	2	4	2	4	2	5	1	7	3	9	1		
	5.3	13.0	0.0	0.0	4.3	25.0	10.7	4.1	0.0	10.0	4.6	4.6	3.5	5.6	2.9	7.3	3.5	7.9	3.2	7.8	1.3	
Other rebate/financial incentive program	10	2	0	5	2	0	0	6	1	2	0	6	5	5	2	8	0	3	7	5	6	
	5.4	8.7	0.0	5.6	4.3	0.0	0.0	6.9	6.4	3.8	0.0	7.2	6.5	7.4	4.2	12.2	0.0	3.8	6.8	3.8	8.2	
Incentive program for renewable power and distributed generation projects	4	0	0	0	2	0	0	3	2	0	0	0	4	0	2	3	0	1	3	3	1	
	2.2	0.0	0.0	0.0	4.3	0.0	0.0	3.7	8.7	0.0	0.0	0.0	6.0	0.0	3.4	4.8	0.0	1.1	3.1	2.8	1.3	
Other renewable/self-generation program	5	0	0	2	1	0	2	5	1	0	0	0	5	1	0	3	0	0	5	1	4	
	2.5	0.0	0.0	2.8	2.2	0.0	6.9	5.4	4.3	0.0	0.0	0.0	6.7	2.2	0.0	4.9	0.0	0.0	4.5	0.8	5.3	
Interruptible rate/service program	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	
	0.6	4.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	1.0	0.0	
"20/20" program	4	0	0	2	0	0	2	0	1	0	0	4	0	0	1	1	0	0	4	0	4	
	2.0	0.0	0.0	2.8	0.0	0.0	7.1	0.0	6.4	0.0	0.0	4.6	0.0	0.0	2.5	2.0	0.0	0.0	3.6	0.0	5.2	
Flex Your Power	1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	1	0	0	2	0	0	
	0.5	0.0	0.0	0.0	2.2	0.0	0.0	0.0	0.0	1.6	0.0	1.1	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.8	0.0	

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp- month yr or lete- more less ly		Not comp- ly -ly		Very satis- fy -fy					
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100		--R--		--S--					
		Sec-	Eng/Arch/Const	Con-trac-tor	Con-sultant	End User	New	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/Comp- month yr or lete- more less ly	Once/Comp- month yr or lete- more less ly	Not comp- ly -ly	Very satis- fy -fy	Very satis- fy -fy					
		Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use					
Total	193	29	3	87	42	9	34	88	21	57	37	82	70	65	54	68	22	86	105	119	72
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
135	23	4	36	46	12	21	50	20	46	25	56	52	35	44	44	16	64	70	85	49	
Prescriptive rebate program for standard energy efficiency measures at existing facilities	33	2	2	10	14	1	6	15	7	8	8	11	11	13	14	14	1	12	21	21	13
%	17.2	8.7	50.0	11.1	32.6	8.3	17.7	17.3	31.9	13.2	23.1	13.8	15.6	20.0	26.0	20.5	4.1	13.7	20.3	17.3	17.4
27	2	2	4	15	1	5	10	7	6	6	8	12	8	13	9	1	11	16	17	10	
Custom incentive program for more complex energy efficiency projects at existing facilities	17	1	0	12	1	0	2	7	1	8	2	9	2	5	1	7	0	12	5	14	2
%	8.6	4.3	0.0	13.9	2.2	0.0	7.0	8.2	4.3	14.8	6.6	11.4	3.4	7.4	1.7	10.6	0.0	13.9	4.3	12.1	3.0
8	1	0	5	1	0	1	3	1	4	1	5	1	2	1	3	0	5	3	6	2	
Incentive and technical assistance program for new construction	8	0	0	0	4	0	2	5	3	0	0	4	2	2	6	2	0	5	3	6	2
%	4.4	0.0	0.0	0.0	8.7	0.0	7.0	5.4	13.0	0.0	0.0	5.1	2.6	3.7	11.2	3.5	0.0	5.9	3.1	5.0	3.3
6	0	0	0	4	0	0	1	2	3	0	0	3	2	1	5	1	0	4	2	5	1
Agricultural incentives and pumping services	1	0	0	0	1	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	1
%	0.5	0.0	0.0	0.0	2.2	0.0	0.0	0.0	4.3	0.0	0.0	1.3	0.0	0.0	1.7	0.0	0.0	0.0	0.9	0.0	1.3
1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	1	0	1
Incentive program for multi-family properties	2	0	0	0	1	1	0	2	0	0	0	1	1	0	2	0	0	0	2	1	1
%	0.9	0.0	0.0	0.0	2.2	8.3	0.0	1.9	0.0	0.0	0.0	0.9	1.3	0.0	3.1	0.0	0.0	0.0	1.6	0.8	1.1
2	0	0	0	1	1	1	0	2	0	0	0	1	1	0	2	0	0	0	2	1	1

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp/			Very/Very										
		Eng/Con-		New Mid		Sen-		Small Large		yr or		lete		satis		Not									
		tor trac		User		ior		month		less		ly		-T-											
		--G--H--I--J		--K--L--M--N--O--P--Q--R--S--T--U--		--V--W--X--Y--Z		--AA--BB--CC--DD--EE--FF--GG--HH--II--JJ--KK--LL--MM--NN--OO--PP--QQ--RR--SS--TT--UU--		--VV--WW--XX--YY--ZZ		--AAA--BBB--CCC--DDD--EEE--FFF--GGG--HHH--III--JJJ--KKK--LLL--MMM--NNN--OOO--PPP--QQQ--RRR--SSS--TTT--UUU--		--VVV--WWW--XXX--YYY--ZZZ		--AAA--BBB--CCC--DDD--EEE--FFF--GGG--HHH--III--JJJ--KKK--LLL--MMM--NNN--OOO--PPP--QQQ--RRR--SSS--TTT--UUU--									
Incentive program for distributors or other vendors of energy efficient equipment	%	4.1	4.3	0.0	5.6	4.3	0.0	2.7	1.0	4.3	3.8	2.5	2.6	1.3	0.0	1.7	1.3	0.0	2.1	2.1	1.5	3.0	2	2	2
Other rebate/financial incentive program	%	2.1	4.3	0.0	0.0	6.5	0.0	2.7	1.0	4.3	3.8	2.5	2.6	1.3	0.0	1.7	1.3	0.0	2.1	2.1	1.5	3.0	2	2	2
Incentive program for renewable power and distributed generation projects	%	1.2	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.0	0.0	0.0	0.0	3.4	0.0	0.0	3.5	0.0	0.0	2.3	2.0	0.0	0	0	0
Other renewable/self-generation program	%	2.2	0.0	0.0	2.8	4.3	0.0	0.0	2.7	8.7	0.0	0.0	1.1	4.7	0.0	1.7	4.9	0.0	2.1	2.3	1.5	3.3	2	2	1
Rebate programs (not specified)	%	2.5	0.0	0.0	5.6	0.0	0.0	7.1	2.7	11.5	0.0	0.0	2.9	3.4	3.7	0.0	3.5	0.0	2.8	2.3	2.0	3.3	2	2	1
Other	%	3.2	8.7	0.0	0.0	2.2	0.0	0.0	1.4	6.4	6.1	9.6	3.2	0.0	4.0	2.5	5.1	0.0	3.0	3.3	3.2	3.1	2	2	2
None	%	18.6	17.4	25.0	19.4	17.4	50.0	16.5	17.9	14.0	9.4	17.3	19.6	17.4	19.8	15.8	27.2	16.4	19.9	17.8	19.0	18.3	13	13	9

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100		Once/month		More/less		Comp-lete		Not			
		Eng/Arch/Const		Con-trac-tor		H-VAC		Use		User		End User		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100	
		Eng/Arch/Const		Con-trac-tor		H-VAC		Use		User		End User		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100	
		Eng/Arch/Const		Con-trac-tor		H-VAC		Use		User		End User		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100	
		Eng/Arch/Const		Con-trac-tor		H-VAC		Use		User		End User		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100	
		Eng/Arch/Const		Con-trac-tor		H-VAC		Use		User		End User		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100	
		Eng/Arch/Const		Con-trac-tor		H-VAC		Use		User		End User		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100	
		Eng/Arch/Const		Con-trac-tor		H-VAC		Use		User		End User		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100	
		Eng/Arch/Const		Con-trac-tor		H-VAC		Use		User		End User		Sen-ior		Mid-6-25		New <=5		Small <=5		Large >100	
Don't know	77	15	1	39	10	3	18	38	1	26	15	32	29	32	18	16	14	35	40	44	32	32	
%	39.8	52.2	25.0	44.4	23.9	33.3	53.4	42.9	5.9	44.8	41.0	39.2	41.8	48.8	32.9	23.7	64.4	40.7	38.3	36.5	44.1	44.1	
	50	12	1	16	11	4	10	20	1	22	9	22	19	17	13	10	9	24	25	29	20	20	

ETS (#3782)
 U7. Which programs?
 BASE: Respondents who said the class provided information about program

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Code	Standards	Eng/Const	Arch/Const	Trac/Const	Con-tor	Con-tor	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large 6-25	Once more	Once less	Comp-ly	Comp-ly	Not	Very	Not	Very		
119	19	1	48	31	6	14	51	16	40	20	52	43	35	43	52	14	57	62	82	37		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
87	15	1	20	34	8	10	30	15	32	15	36	34	20	35	33	10	43	44	60	27		
56	10	0	14	18	4	3	18	13	18	10	22	24	14	25	29	3	29	26	41	15		
%	46.7	53.3	0.0	30.0	58.8	62.5	21.3	34.1	45.5	49.1	42.5	54.6	41.1	57.6	56.1	22.0	51.7	42.2	50.0	39.5		
45	8	0	6	20	5	3	12	11	15	8	17	20	9	22	19	3	22	23	32	13		
Prescriptive rebate program for standard energy efficient measures at existing facilities																						
21	4	1	7	6	2	1	9	6	5	1	9	10	8	8	11	1	9	12	19	2		
%	17.6	20.0	15.0	20.6	25.0	6.3	17.7	38.8	11.7	6.6	18.1	23.7	23.1	18.8	21.1	6.5	16.3	18.8	23.0	5.8		
17	3	1	3	7	2	1	7	5	4	1	5	11	4	8	8	1	9	8	15	2		
Custom incentive program for more complex energy efficient projects at existing facilities																						
14	0	0	2	6	2	2	7	5	2	1	6	4	2	7	4	2	10	4	12	2		
%	11.8	0.0	5.0	20.6	25.0	16.5	12.9	29.5	4.2	3.8	12.5	10.2	6.9	15.9	7.2	13.0	17.6	6.5	14.4	6.0		
12	0	0	1	7	2	1	4	5	2	1	5	5	1	7	2	2	8	4	10	2		
Incentive and technical assistance program for new construction																						
2	0	0	0	0	0	2	2	0	0	0	0	0	2	0	2	0	2	0	2	0		
%	2.0	0.0	0.0	0.0	0.0	16.5	4.6	0.0	0.0	0.0	0.0	0.0	6.9	0.0	4.6	0.0	4.2	0.0	2.9	0.0		
1	0	0	0	0	0	1	1	0	0	0	0	0	1	0	1	0	1	0	1	0		
Incentive program for distributors or other vendors of energy efficient equipment																						
5	0	0	2	1	0	0	2	1	0	0	2	2	2	1	4	1	1	4	1	4		
%	3.9	0.0	5.0	2.9	0.0	0.0	4.7	8.2	0.0	0.0	4.4	5.6	7.0	3.2	7.3	6.5	1.6	6.0	1.1	10.1		
3	0	0	1	1	0	0	1	1	0	0	2	1	1	1	2	1	1	2	1	2		

U7. Which programs?

BASE: Respondents who said the class provided information about program

COURSE TYPE	ERC BANNER										ATTENDANCE EXPECTATION SATISFIED										
	YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not					
	Sec	Eng/ Arch/ trac	Con- sul- tant	Eng/ Const- tor	Con- tant	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	yr or less	Once/ month	yr or less	Once/ month	yr or less	Once/ month	yr or less	Once/ month	yr or less	
Other rebate/financial incentive program	5	0	0	2	1	4	1	1	2	2	2	2	1	2	0	0	2	0	2	3	2
%	4.2	0.0	0.0	5.0	12.5	6.3	8.2	4.7	0.0	3.8	4.6	4.2	7.0	2.1	4.7	0.0	3.0	5.3	3.2	6.5	1
Other renewable/self-generation program	2	0	0	2	0	0	0	2	0	0	1	1	0	2	0	0	2	0	0	2	0
%	1.5	0.0	0.0	5.9	0.0	0.0	0.0	11.0	0.0	1.8	2.1	0.0	4.3	0.0	0.0	3.2	0.0	0.0	2.2	0.0	0.0
"20/20" program	2	0	0	2	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0	2
%	2.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	4.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.9	0.0	6.5
Flex Your Power	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
%	1.0	6.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0	1.5	0.0	0.0
Other	10	2	0	5	1	0	1	5	4	1	2	2	5	6	0	8	0	5	5	5	5
%	8.1	13.3	0.0	10.0	2.9	0.0	9.9	9.9	22.2	2.3	10.6	4.6	11.8	18.3	0.0	15.9	0.0	8.7	7.6	6.0	12.7
None	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	1
%	1.0	6.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.9	3.6	0.0	0.0	0.0	2.2	0.0	1.5	0.0
Don't know	30	2	0	17	6	2	6	14	0	15	6	15	7	5	14	6	9	13	17	19	11
%	24.9	13.3	0.0	35.0	20.6	25.0	39.5	27.4	0.0	37.1	29.8	28.4	15.0	13.8	32.9	12.5	65.0	22.9	26.7	23.3	28.4
	19	2	0	7	2	3	7	0	0	11	3	11	4	2	9	4	5	8	11	11	8

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS														
		TYPE OF BUSINESS		Sen-ior		Mid-ior		Small		Once/yr		Comp-lete		Not		Very					
		Eng/Arch/Const	Con-trac-tor	Eng/Arch/Const	Con-trac-tor	Sen-ior	Mid-ior	Small	Large	Once/yr	More	Comp-lete	Not	Very	Not	Very	Not	Very			
		Use	Use	Use	Use	<=5	6-25	<=5	>100	less	less	ly	ly	ly	ly	ly	ly	ly			
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16			
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16			
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16			
Total	40	10	12	3	0	0	0	0	0	40	14	15	10	6	18	11	6	18	22	28	12
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	32	8	5	13	4	0	0	0	0	32	9	14	8	5	14	8	5	15	17	22	10
Yes	11	5	2	2	0	0	0	0	0	11	2	3	5	1	7	4	2	1	9	10	1
%	26.7	50.0	15.4	0.0	0.0	0.0	0.0	0.0	0.0	26.7	16.2	22.7	51.5	20.8	38.5	32.1	39.9	7.0	42.9	35.1	7.5
	8	4	1	2	0	0	0	0	0	8	2	3	3	1	5	3	1	1	7	7	1
No	28	5	10	9	3	0	0	0	0	28	12	11	5	5	10	7	4	17	12	18	10
%	71.0	50.0	80.0	76.9	100.0	0.0	0.0	0.0	0.0	71.0	83.8	71.2	48.5	79.2	56.4	67.9	60.1	93.0	53.0	64.9	85.0
	23	4	4	10	4	0	0	0	0	23	7	10	5	4	8	5	4	14	9	15	8
Dk/RF	1	0	0	1	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	1	0
%	2.3	0.0	0.0	7.7	0.0	0.0	0.0	0.0	0.0	2.3	0.0	6.1	0.0	0.0	5.1	0.0	0.0	0.0	4.2	0.0	7.5
	1	0	0	1	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	1	0

ETS (#3782) 2006/11/29
 CIB. Since attending the class, have you made any major changes to the building's shell - such as, insulating walls, replacing a roof or windows, etc.?
 BASE: End User

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS															
		TYPE OF BUSINESS					Sen-ior					Once/yr or more		Comp-lete		Very satis-ly						
		Eng/Arch/Const					New Mid 6-25					Less		ly		-fied						
		Other End-Use					User					-P-		-R-		-T-						
		Sec-tor					->25					-Q-		-S-		-U-						
		Con-tractor					->25					-Q-		-S-		-U-						
		Con-tractor					->25					-Q-		-S-		-U-						
		Con-tractor					->25					-Q-		-S-		-U-						
		Con-tractor					->25					-Q-		-S-		-U-						
		Con-tractor					->25					-Q-		-S-		-U-						
		Con-tractor					->25					-Q-		-S-		-U-						
Total	40	10	0	12	3	0	0	0	0	0	14	15	10	6	18	11	6	18	22	28	12	
	%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	32	8	0	5	13	4	0	0	0	32	9	14	8	5	14	8	5	15	17	22	10	
Yes	8	1	0	2	3	0	0	0	0	8	2	3	2	0	6	2	2	2	1	7	7	1
	%	19.5	12.5	0.0	23.1	0.0	0.0	0.0	0.0	19.5	16.2	20.5	25.3	0.0	36.6	20.7	39.9	5.1	31.4	24.8	7.5	
	6	1	0	1	3	0	0	0	0	6	2	3	1	0	5	2	1	1	5	5	1	
No	31	9	0	10	8	3	0	0	0	31	12	11	7	6	10	9	4	17	14	21	10	
	%	78.2	87.5	0.0	69.2	100.0	0.0	0.0	0.0	78.2	83.8	73.5	74.7	100.0	58.3	79.3	60.1	94.9	64.5	75.2	85.0	
	25	7	0	4	9	4	0	0	0	25	7	10	7	5	8	6	4	14	11	17	8	
Dk/RF	1	0	0	0	1	0	0	0	0	1	0	1	0	0	1	0	0	0	1	0	1	
	%	2.3	0.0	0.0	7.7	0.0	0.0	0.0	0.0	2.3	0.0	6.1	0.0	0.0	5.1	0.0	0.0	0.0	4.2	0.0	7.5	
	1	0	0	0	1	0	0	0	0	1	0	1	0	0	1	0	0	0	1	0	1	

2006/11/29

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS												
		TYPE OF BUSINESS		Sen-ior		Mid-ior		Small		Large		Once/yr		Comp-lete		Very satis-ly			
		Eng/Arch/Const	Con-trac-tor	Con-sul-tant	Other	Sec-ific	End-Use	New User	<=5	6-25	>25	<=5	>100	more	less	ly	Not	Very	
		Eng/Arch/Const	Con-trac-tor	Con-sul-tant	Other	Sec-ific	End-Use	New User	<=5	6-25	>25	<=5	>100	more	less	ly	Not	Very	
Total	40	10	0	12	3	0	0	0	40	14	15	10	6	18	11	6	18	22	28
%	100.0	100.0	0.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	32	8	0	5	13	4	0	0	32	9	14	8	5	14	8	5	15	17	22
	6	1	0	2	2	1	0	0	6	3	3	0	1	2	0	0	3	3	4
%	15.8	12.5	0.0	20.0	15.4	25.0	0.0	0.0	15.8	23.9	19.6	0.0	20.8	9.5	0.0	0.0	17.8	14.1	16.1
	5	1	0	1	2	1	0	0	5	2	3	0	1	2	0	0	2	3	3
No	33	9	0	10	9	2	0	0	33	11	11	10	5	16	10	6	14	19	22
%	81.9	87.5	0.0	80.0	76.9	75.0	0.0	0.0	81.9	76.1	74.4	100.0	79.2	90.5	91.7	100.0	77.1	85.9	80.6
	26	7	0	4	10	3	0	0	26	7	10	8	4	12	7	5	12	14	18
Dk/RF	1	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0	1
%	2.3	0.0	0.0	0.0	7.7	0.0	0.0	0.0	2.3	0.0	6.1	0.0	0.0	0.0	8.3	0.0	5.1	0.0	3.3
	1	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0	1

ETS (#3782) 2006/11/29
 C2A. Did the class in any way influence the decision you made about ... the changes you made to your equipment operation or maintenance?
 BASE: End User who made major changes to operation or maintenance of equipment

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS														
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New User		Sen-ior >25		Small <=5		Once/monthly		Comp-lete		Not			
		Eng/Arch/Const	Con-trac-tor	Con-sultant	Other End-Use	Sec-tor	Eng/Arch/Const	Con-trac-tor	Con-sultant	Other End-Use	Sen-ior >25	Mid-6-25	New User	Sen-ior >25	Small <=5	Once/monthly	Comp-lete	Not	Very	Not	
Total		11	5	0	2	2	0	0	0	0	11	2	3	5	1	7	4	2	1	9	10
	%	100.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes		7	1	0	2	2	0	0	0	7	2	2	2	0	0	6	2	2	0	7	6
	%	64.6	25.0	0.0	100.0	0.0	0.0	0.0	0.0	64.6	100.0	63.3	49.1	0.0	81.7	64.4	100.0	0.0	73.2	61.2	100.0
No		4	4	0	0	0	0	0	0	4	0	1	2	1	1	1	0	0	1	2	4
	%	35.4	75.0	0.0	0.0	0.0	0.0	0.0	0.0	35.4	0.0	36.7	50.9	100.0	18.3	35.6	0.0	100.0	26.8	38.8	0.0

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		month yr or lete-lete Very		
		Eng/ Arch/ trac	Con- sul- tant	Con- trac- tor	Eng/ Const- H--G--	Sec- tor	Other End- Use	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ more less	Comp- ly -ly	Not comp- -S-	Very satis- fied	Very satis- fied
		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	8	1	0	2	3	0	0	0	0	0	0	0	0	6	2	1	7	7
%	100.0	100.0	0.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	6	1	0	1	3	0	0	0	6	2	3	1	0	5	2	1	5	5
Yes	4	1	0	0	2	0	0	0	4	1	3	0	0	3	2	0	4	4
%	57.1	100.0	0.0	66.7	0.0	0.0	0.0	57.1	100.0	59.7	100.0	0.0	0.0	48.8	100.0	0.0	100.0	51.4
	4	1	0	0	2	0	0	4	1	3	0	0	0	3	2	0	4	4
No	3	0	0	2	1	0	0	0	3	1	0	2	0	3	0	2	0	3
%	42.9	0.0	0.0	100.0	33.3	0.0	0.0	42.9	40.3	0.0	100.0	0.0	51.2	0.0	100.0	0.0	48.6	35.3
	2	0	0	1	1	0	0	2	1	0	1	0	0	2	0	1	0	2

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not			
		Sec	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ more	Comp- ly	Comp- lete	Very satis- fied	Very satis- fied		
9	1	0	2	3	1	0	0	0	0	0	4	4	1	0	5	2	0	4	8
%	100.0	0.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	0.0	100.0	100.0
7	1	0	1	3	1	0	0	0	0	0	2	4	1	0	5	2	0	3	6
5	0	0	0	3	1	0	0	0	0	0	1	4	0	0	5	2	0	2	4
%	57.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	57.0	35.9	100.0	0.0	0.0	100.0	100.0	0.0	41.1	71.7	51.8
5	0	0	0	3	1	0	0	0	0	0	1	4	0	0	5	2	0	2	4
4	1	0	2	0	0	0	0	0	0	0	2	0	1	0	0	0	0	2	1
%	43.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	43.0	64.1	0.0	100.0	0.0	0.0	0.0	0.0	58.9	28.3	48.2
2	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	2

Total

Yes

No

ETS (#3782) 2006/11/29
 C2D. Did the class in any way influence the decision you made about . . . the other changes you made?
 BASE: End User who made other changes

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp-ly		Not very				
		Eng/Arch/Const	Con/trac-tor	Con-sultant	Other End-Use	Sec-tor	Eng/Arch/Const	Con/trac-tor	Con-sultant	Other End-Use	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/month more	Comp-lete-ly	Very satis-fied	Not very	
6	1	0	2	2	1	0	0	0	0	6	3	3	0	1	2	0	0	3	4	2
%	100.0	0.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0
5	1	0	1	2	1	0	0	0	0	5	2	3	0	1	2	0	0	2	3	2
2	0	0	0	1	1	0	0	0	0	2	1	1	0	0	2	0	0	1	1	1
%	26.9	0.0	0.0	50.0	100.0	0.0	0.0	0.0	0.0	26.9	27.4	26.4	0.0	0.0	100.0	0.0	0.0	24.3	29.6	17.5
2	0	0	0	1	1	0	0	0	0	2	1	1	0	0	2	0	0	1	1	1
5	1	0	2	1	0	0	0	0	0	5	2	2	0	1	0	0	0	2	2	4
%	73.1	100.0	0.0	50.0	0.0	0.0	0.0	0.0	0.0	73.1	72.6	73.6	0.0	100.0	0.0	0.0	75.7	70.4	82.5	50.0
3	1	0	1	1	0	0	0	0	0	3	1	2	0	1	0	0	0	1	2	1
%	26.9	0.0	50.0	100.0	0.0	0.0	0.0	0.0	0.0	26.9	27.4	26.4	0.0	0.0	100.0	0.0	0.0	24.3	29.6	17.5

ETS (#3782)
 C3. What influence did it have on the new equipment you purchased?
 BASE: End User who said class influenced decision

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp-		Not							
		TYPE OF BUSINESS		Sen-		Small		Once/		More		ly		ly							
		Eng/	Con-	Con-	tor	ior	ior	ior	ior	ior	ior	ior	ior	ior	ior	ior					
		Arch/	trac	sul-	End	New	Mid	6-25	>25	<=5	>100	more	less	ly	ly	ly					
		Const	-tor	-tant	User	<=5	6-25	>25	>25	<=5	>100	more	less	ly	ly	ly					
		--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--					
		Sec-	Other	End-	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use					
		Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand					
		Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand					
		Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand					
		Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand					
Total	13	2	0	5	5	1	0	0	0	13	3	4	5	1	9	4	2	4	9	8	4
	%	100.0	0.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	10	2	0	2	5	1	0	0	0	10	2	5	3	1	7	3	1	4	6	7	3
More energy efficient	5	1	0	2	1	0	0	0	0	5	0	1	4	1	3	1	2	1	3	5	0
	%	36.1	0.0	50.0	20.0	0.0	0.0	0.0	0.0	36.1	0.0	20.6	74.6	100.0	36.0	21.5	100.0	32.5	37.7	54.3	0.0
	3	1	0	1	1	0	0	0	0	3	0	1	2	1	2	1	1	1	2	3	0
Cost savings/purchase energy efficient equip	3	1	0	0	2	0	0	0	0	3	0	2	1	0	2	1	0	1	2	3	0
	%	24.3	0.0	0.0	40.0	0.0	0.0	0.0	0.0	24.3	0.0	41.2	25.4	0.0	19.7	21.5	0.0	23.7	24.5	36.5	0.0
	3	1	0	0	2	0	0	0	0	3	0	2	1	0	2	1	0	1	2	3	0
More aware of energy efficient equip	5	1	0	2	1	1	0	0	0	5	2	2	1	0	3	3	0	2	4	3	2
	%	42.3	50.0	0.0	50.0	20.0	100.0	0.0	0.0	42.3	72.6	38.2	25.4	0.0	34.5	78.5	0.0	43.8	41.6	34.9	57.0
	4	1	0	1	1	1	0	0	0	4	1	2	1	0	2	2	0	2	2	3	1
DK/RF	2	0	0	0	2	0	0	0	0	2	1	1	0	0	2	0	0	0	2	0	2
	%	14.4	0.0	0.0	40.0	0.0	0.0	0.0	0.0	14.4	27.4	20.6	0.0	0.0	19.7	0.0	0.0	0.0	20.7	0.0	43.0
	2	0	0	0	2	0	0	0	0	2	1	1	0	0	2	0	0	0	2	0	2

ETS (#3782) 2006/11/29
 C3A. What influence did it have on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class influenced decision

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very		
		Sec	Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Once	Comp-	Not	Very	Not	Very	
		tor	End-	Arch/	trac	tor	User	<=5	>25	lor	100	month	lete	ly	satis	ly	satis	
		ific	Use	Const	tor	tant	Use	<=5	>25	or	0	yr	lete	ly	fy	ly	fy	
		ic	Use	Const	tor	tant	Use	<=5	>25	or	0	yr	lete	ly	fy	ly	fy	
		ic	Use	Const	tor	tant	Use	<=5	>25	or	0	yr	lete	ly	fy	ly	fy	
		ic	Use	Const	tor	tant	Use	<=5	>25	or	0	yr	lete	ly	fy	ly	fy	
		ic	Use	Const	tor	tant	Use	<=5	>25	or	0	yr	lete	ly	fy	ly	fy	
		ic	Use	Const	tor	tant	Use	<=5	>25	or	0	yr	lete	ly	fy	ly	fy	
		ic	Use	Const	tor	tant	Use	<=5	>25	or	0	yr	lete	ly	fy	ly	fy	
Total	7	1	0	2	2	0	0	0	0	0	0	6	2	2	0	7	6	1
%	100.0	100.0	0.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0
	5	1	0	1	2	0	0	0	0	2	1	4	2	1	0	5	4	1
More energy efficient	5	0	0	2	1	0	0	0	0	1	2	5	2	2	0	5	5	0
%	68.4	0.0	0.0	100.0	50.0	0.0	0.0	0.0	68.4	59.7	42.1	100.0	100.0	100.0	0.0	83.7	100.0	100.0
	3	0	0	1	1	0	0	0	3	1	1	3	2	1	0	3	3	0
Maintenance on better schedule/more aware	2	1	0	0	1	0	0	0	0	1	0	0	0	0	0	2	1	1
%	31.6	100.0	0.0	0.0	50.0	0.0	0.0	0.0	31.6	40.3	57.9	0.0	0.0	0.0	0.0	16.3	0.0	0.0
	2	1	0	0	1	0	0	0	2	1	1	1	0	0	1	2	1	1

ETS (#3782)
 C3B. What influence did it have on the changes you made the building shell?
 BASE: End User who said class influenced decision

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not	
		Sec	Eng/ Arch/ trac	Con- sul-	Con- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr or more	Comp- ly	comp- ly	Very satis	Very satis
		ific	Const	-tor	-H	-J	-K	-L	-M	-N	-O	-P	-Q	-R	-S	-T	-U
Total	4	1	0	0	2	0	0	0	0	0	0	3	2	0	1	4	4
%	100.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0
Knowledge/information	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
%	30.5	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	42.6	59.7	0.0	0.0	38.5	30.5
Save energy	2	0	0	0	2	0	0	0	2	0	0	2	1	0	1	1	2
%	41.2	0.0	0.0	100.0	0.0	0.0	0.0	41.2	0.0	59.3	0.0	57.4	40.3	0.0	100.0	25.9	41.2
DK/RF	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1
%	28.3	100.0	0.0	0.0	0.0	0.0	0.0	28.3	0.0	40.7	0.0	0.0	0.0	0.0	0.0	35.6	28.3

ETS (#3782)
 C3C. What influence did it have on the changes you made to your facility design?
 BASE: End User who said class influenced decision

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not						
		Sec	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	New User	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month	Once/ yr	Comp- lete- ly	Comp- lete- ly	Very satis- fied	Very satis- fied	Not	Not				
Total		5	0	0	0	3	1	0	0	0	5	1	4	0	0	5	2	0	2	3	4	1
%	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0
Conserve energy using		1	0	0	0	1	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0
energy efficient prods	%	18.7	0.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	18.7	0.0	26.0	0.0	0.0	18.7	0.0	0.0	54.0	0.0	23.1	0.0
DK/RF		4	0	0	0	2	1	0	0	0	4	1	3	0	0	4	2	0	1	3	3	1
%	81.3	0.0	0.0	0.0	0.0	66.7	100.0	0.0	0.0	81.3	100.0	74.0	0.0	0.0	81.3	100.0	0.0	46.0	100.0	76.9	100.0	100.0

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp/		Not			
		Eng/Arch/Const	Con/ trac/ tor	Con/ sul/ tant	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large >100	Once/ month	Once/ more	Comp/ less	Comp/ ly	Very	Very	Not	Not	
		Sec	Other	End-Use	HVAC	Standards	Cooking	Codes	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	
Total		2	0	0	0	0	0	0	0	0	2	1	1	0	0	0	0	1	1
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0
		2	0	0	0	0	0	0	0	0	2	1	1	0	0	0	0	1	1
Other		1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0
%	46.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	46.0	0.0	0.0	100.0	0.0
		1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0
DK/RF		1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1
%	54.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	54.0	0.0	0.0	0.0	100.0
		1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1

ETS (#3782)
 C4. Why do you say it had no influence on the equipment you purchased?
 BASE: End User who said class had no influence

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS											
		TYPE OF BUSINESS		Sen-ior		Mid-6-25		New <=5		Small <=5		Once/yr or more		Comp-lete		Very satis-ly		
		Eng/Arch/Const	Con-trac-tor	Con-sul-tant	Other End-Use	Sec-tor	Eng/Arch/Const	Con-trac-tor	Con-sul-tant	Sen-ior	Mid-6-25	New <=5	Small <=5	Once/yr or more	Comp-lete	Not	Very satis-ly	Not
6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	22.1	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	77.9	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

ETS (#3782) 2006/11/29
 C4A. Why do you say it had no influence on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class had no influence

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/ month yr or more		Comp-lete ly		Very satis-fied	
		Eng/ Arch/ Const		Con- trac- tor		New <=5		Mid 6-25		Sen-ior >25		Small <=5		Large >100		Not	
		Other End-Use		Sec-ific		Use		User		End		Con-stant		sul- tant		Not	
		Cook- ing		Stand- ards		HVAC		Use		Eng/ Arch/ Const		Con- trac- tor		H- G- P- F- D- C-		Not	
		4		3		2		1		0		1		2		4	
		100.0		100.0		100.0		100.0		100.0		100.0		100.0		100.0	
		3		3		2		1		0		1		2		3	
		66.7		66.7		66.7		66.7		66.7		66.7		66.7		66.7	
		2		2		2		2		2		2		2		2	
		1		1		1		1		1		1		1		1	
		33.3		33.3		33.3		33.3		33.3		33.3		33.3		33.3	
		1		1		1		1		1		1		1		1	
		%		%		%		%		%		%		%		%	
Total		4	3	2	2	2	2	2	2	2	2	2	2	2	2	2	4
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		3	3	2	2	2	2	2	2	2	2	2	2	2	2	3	3
		66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7	66.7
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3	33.3
		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not		
		Sec	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ more	Once/ less	Comp- ly	Comp- ly	Very satis- fied	Very satis- fied	
3	0	0	0	0	0	0	3	1	0	2	0	3	0	2	0	3	2	1
%	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0
2	0	0	0	0	0	0	2	1	0	1	0	2	0	1	0	2	1	1
3	0	0	0	0	0	0	3	1	0	2	0	3	0	2	0	3	2	1
%	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0
2	0	0	0	0	0	0	2	1	0	1	0	2	0	1	0	2	1	1

COURSE TYPE		ERC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very		
		Sec	Eng/ Arch/ Const	Con- trac- tor	Con- sul- tant	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once more	Once less	Comp- ly	Comp- ly	Not	Very	
4	1	0	0	0	0	0	4	2	0	1	0	0	0	0	2	1	4	0
%	100.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	0.0
2	1	0	0	0	0	0	2	1	0	1	0	0	0	1	1	2	0	0
4	1	0	0	0	0	0	4	2	0	1	0	0	0	2	1	4	0	0
%	100.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	0.0
2	1	0	0	0	0	0	2	1	0	1	0	0	0	1	1	2	0	0

5.6 PG&E Energy Training Center

ETC BANNER																				
COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED							
Codes	Standards	Gen-eral	Other End-Use	PV/Renewables	Eng/Arch/Const	Con-tract	Con-sultant	New User	Mid <=5	Sen-ior >25	Small <=5	Large >100	Once/month	More/less	Comp-lete	Comp-lete	Very satis	Not satis		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97
132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97

Total

ETC

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED			
Codes	Standards	Other PV/End-Use	Renewables	Architectural	Engineering/Consultant	Construction	Tracing	New Users	End User	Mid 6-25	Senior >25	Small <=5	Large 6-25	Very Large >100	Once/month	More often	Less often	Quarterly	Not	Compete	Very	Not	Very		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24		
1	0	0	0	1	0	1	1	0	0	0	0	1	1	0	1	0	1	1	0	1	0	1	0		
1.0	0.0	0.0	0.0	3.1	0.0	0.9	3.2	0.0	0.0	0.0	3.7	0.9	0.0	2.4	1.8	0.0	1.5	0.0	2.3	0.0	2.0	0.0			
2	0	0	0	2	0	1	2	0	0	0	2	1	0	1	1	0	2	0	0	0	0	0			
20	1	2	0	5	1	3	1	20	0	2	15	2	14	1	3	4	5	14	9	8	10	8			
18.8	11.8	14.3	0.0	15.6	3.0	5.7	1.5	100.0	0.0	14.4	26.4	7.7	22.3	11.3	12.1	15.1	16.3	19.6	17.0	16.3	16.3	16.3			
20	2	3	0	10	1	2	1	20	0	4	12	4	13	2	5	4	6	13	9	10	10	10			
2	0	1	1	1	1	0	0	0	0	0	1	1	1	1	2	0	1	2	0	2	1	1			
2.1	0.0	4.8	7.7	1.6	3.0	0.0	0.0	0.0	0.0	1.9	3.8	1.0	17.6	0.0	2.0	0.0	3.2	2.1	2.3	2.2	2.1	2.3			
4	0	1	1	1	1	0	0	0	0	2	2	1	3	0	1	0	4	2	2	2	2	2			
2	0	0	0	0	2	0	1	0	0	1	1	2	2	0	1	2	1	2	1	1	1	1			
2.2	0.0	0.0	0.0	0.0	12.1	0.0	1.7	0.0	0.0	4.0	2.0	2.9	0.0	2.6	6.1	3.5	1.7	2.1	2.5	2.2	2.2	2.2			
4	0	0	0	0	4	0	1	0	0	1	2	1	3	0	1	3	2	2	2	2	2	2			
1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0			
0.6	5.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	6.5	0.0	0.0	1.8	0.0	1.1	0.0	0.0	0.0	0.0			
1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0			
1	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	1	0	1	0	0			
1.1	5.9	4.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	0.0	0.0	0.0	1.8	1.5	0.9	0.0	1.1	0.0	1.1			
2	1	1	0	0	0	0	0	0	0	2	0	0	0	0	0	1	1	1	0	1	0	1			

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
		Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	End	New	Mid	Sen-	Small	Large	yr or	Once/	Comp-	Not							
		End-	Renew	Const-	tor	tant	ant	User	<=5	6-25	>25	>100	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	
		Use	ables	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	---Z---	---AA---	---AB---	
Total	104	10	11	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46					
%	100.0	10.0	10.0	10.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	158	17	21	13	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	77					
None	10	1	1	0	3	3	4	4	1	0	0	5	2	3	3	3	3	4	6	8	2					
%	9.6	11.8	4.8	0.0	7.8	15.2	6.7	13.3	5.7	0.0	0.0	8.7	7.7	5.7	36.3	14.8	11.5	12.1	8.6	14.4	4.6					
	14	2	1	0	5	5	7	4	2	0	0	9	4	6	2	2	6	7	7	10	4					
1-10%	3	1	1	1	1	0	1	1	0	0	1	1	1	2	1	1	1	0	3	2	1					
%	3.3	11.8	4.8	15.4	1.6	0.0	2.1	3.3	0.0	0.0	8.0	1.9	3.8	2.8	5.6	2.6	1.8	0.0	4.9	3.1	2.4					
	6	2	1	2	1	0	2	2	0	0	2	2	2	3	1	1	1	0	6	3	2					
11-20%	4	0	1	0	2	1	2	2	0	0	1	1	2	1	1	1	1	0	4	0	4					
%	3.7	0.0	4.8	0.0	6.3	6.1	3.8	4.9	0.0	0.0	7.6	1.8	5.6	1.0	5.8	4.7	2.0	0.0	5.5	0.0	8.2					
	7	0	1	0	4	2	4	3	0	0	2	2	3	1	1	2	1	0	7	0	7					
21-30%	5	0	1	0	1	1	4	1	3	0	1	3	1	3	0	0	0	1	4	1	2					
%	4.7	0.0	4.8	0.0	3.1	3.0	6.8	3.1	14.0	0.0	3.5	5.8	3.7	5.5	0.0	0.0	1.8	1.6	6.3	1.0	3.5					
	5	0	1	0	2	1	3	2	1	0	1	2	2	2	0	0	0	1	4	1	3					
31-40%	1	0	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	1	0	1	0					
%	0.5	0.0	0.0	0.0	1.6	0.0	0.9	0.0	0.0	0.0	0.0	0.9	0.0	0.9	0.0	0.0	1.8	0.0	0.8	0.0	1.1					
	1	0	0	0	1	0	1	0	0	0	0	1	0	1	0	0	1	0	1	0	1					
41-50%	5	0	1	1	3	1	3	1	0	0	1	2	3	2	1	1	1	3	2	3	2					
%	4.6	0.0	9.5	7.7	7.8	3.0	5.6	3.2	0.0	0.0	3.6	2.7	9.5	3.5	12.0	4.8	3.9	8.0	3.1	6.0	3.4					
	9	0	2	1	5	1	6	2	0	0	1	3	5	4	2	2	2	5	4	6	3					
51-60%	5	1	1	0	0	1	4	1	1	0	1	3	1	3	0	0	2	1	1	3	4					
%	4.8	5.9	4.8	0.0	0.0	6.1	6.9	3.5	2.6	0.0	8.0	5.8	1.8	5.3	0.0	7.6	2.0	3.5	4.8	7.2	2.4					
	5	1	1	0	0	2	3	2	1	0	2	2	1	2	0	3	1	2	2	3	2					

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED			
Codes	Standards	Other	Eng/Arch/Const	Con-tract	Con-sultant	New	Mid	Senior	Small	Large	Once	More	Less	Comp-ly	Com-lete	Not	Very	Very	Very	Very	Very	Very			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23			
2	1	1	0	1	0	1	0	0	2	0	1	0	0	1	0	0	0	0	2	0	0	2			
1.6	5.9	4.8	0.0	1.6	0.0	1.9	0.0	2.7	0.0	2.8	0.0	1.0	5.8	0.0	0.0	0.0	2.4	0.0	3.6	0.0	0.0	3.6			
3	1	1	0	1	0	2	0	1	3	0	1	1	0	1	0	0	3	0	0	3	0	0			
20	1	1	1	4	5	6	5	9	0	2	13	5	12	1	3	5	8	12	12	8	12	8			
18.9	11.8	4.8	7.7	12.5	24.2	11.2	15.4	47.7	0.0	11.1	22.1	18.3	19.6	11.9	11.8	19.1	24.3	16.6	22.1	16.5	22.1	16.5			
24	2	1	1	8	8	12	9	5	0	3	11	10	14	2	5	6	11	13	14	10	13	10			
10	1	2	1	4	1	4	3	2	0	1	5	4	8	0	2	3	2	7	4	5	7	4			
9.4	11.8	19.0	15.4	12.5	6.1	7.5	10.1	11.1	0.0	7.0	8.3	13.7	12.6	0.0	9.8	11.3	6.2	10.3	8.1	11.7	8.1	11.7			
18	2	4	2	8	2	8	6	4	0	2	9	7	14	0	4	6	4	13	8	10	13	8			
6	1	2	1	2	0	3	3	1	0	1	4	1	4	0	1	1	2	4	3	3	4	3			
5.8	11.8	14.3	15.4	6.3	0.0	4.7	8.5	5.4	0.0	7.7	6.7	3.6	6.3	0.0	4.8	3.7	6.5	5.5	4.9	7.2	6.5	4.9			
11	2	3	2	4	0	5	5	2	0	2	7	2	7	0	2	2	4	7	5	6	7	5			
31	3	2	3	13	7	21	8	1	0	6	15	9	22	2	6	12	12	19	18	13	19	18			
29.5	29.4	19.0	38.5	37.5	36.4	36.2	24.9	5.4	0.0	43.5	25.9	32.3	35.9	17.1	26.6	41.0	36.2	26.7	32.2	28.3	26.7	32.2			
52	5	4	5	24	12	34	15	2	0	12	23	17	36	3	11	17	22	30	28	24	22	30			
4	0	1	0	1	0	3	3	1	0	0	4	0	0	0	1	3	0	1	3	1	3	1			
3.6	0.0	4.8	0.0	1.6	0.0	5.7	9.8	5.3	0.0	0.0	6.6	0.0	0.0	5.6	12.4	0.0	1.5	4.7	0.9	7.1	4.7	0.9			
3	0	1	0	1	0	2	2	2	0	0	3	0	0	0	1	0	1	2	1	2	1	2			
MEAN:	69.5	69.4	70.1	77.9	73.4	67.4	71.8	65.9	69.5	*	75.1	71.1	70.2	76.6	40.0	65.8	73.6	74.8	66.8	70.2	72.0	70.2			

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Codes	Standards	Other	Eng/Arch/Const	Con-sul-tant	Eng/Const	Renewables	Trac-tor	Con-tor	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr or less	Comp-ly	Com-lete	Very satis	Not		
104	11	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
158	17	21	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	77			
31	3	3	13	7	21	8	1	0	6	15	10	22	2	6	12	12	19	18	14			
%	30.0	29.4	23.8	38.5	37.5	36.4	37.1	24.9	5.4	0.0	43.5	25.9	34.1	35.9	17.1	28.9	41.0	36.2	27.4	32.2	29.4	
53	5	5	24	12	35	15	2	0	12	23	18	36	3	12	17	22	31	28	25			
15	2	3	7	1	6	5	4	0	2	9	5	10	1	3	3	4	12	7	9			
%	14.7	23.5	28.6	23.1	20.3	6.1	11.3	15.3	19.2	0.0	11.2	15.8	15.5	16.3	11.3	14.6	11.2	11.2	16.5	12.0	18.8	
28	4	6	3	13	2	12	9	7	0	3	17	8	18	2	6	6	7	21	12	16		
18	2	1	2	2	5	5	9	0	2	12	3	11	0	3	4	7	10	10	7			
%	16.8	23.5	9.5	15.4	6.3	12.1	8.4	13.6	47.7	0.0	15.1	21.2	10.6	17.7	0.0	11.9	15.2	21.0	14.3	18.9	15.6	
20	4	2	2	4	4	9	8	5	0	4	10	6	12	0	5	4	9	10	11	9		
8	0	1	4	2	5	2	0	0	1	3	4	4	4	2	1	2	3	5	4	4		
%	7.3	0.0	9.5	7.7	10.9	12.1	9.5	6.8	0.0	0.0	3.5	4.7	15.2	6.4	18.2	5.0	7.7	8.2	7.0	7.3	8.0	
14	0	2	1	7	4	10	4	0	0	1	5	8	7	3	2	4	5	9	7	7		
6	1	1	0	0	2	4	1	1	0	1	4	1	4	0	0	1	1	1	4	4	2	
%	5.4	5.9	4.8	0.0	0.0	9.1	6.9	1.7	5.7	0.0	4.0	6.8	3.8	6.3	0.0	5.0	4.1	3.5	5.6	7.2	3.6	
6	1	1	0	0	3	3	1	2	0	1	3	2	3	0	2	2	2	2	3	3	3	
7	1	1	0	3	2	4	2	0	0	1	3	3	3	3	1	1	2	6	1	6	1	
%	6.3	5.9	9.5	0.0	7.8	12.1	6.6	4.9	0.0	0.0	3.6	5.8	9.5	5.5	12.2	4.8	5.9	16.6	1.5	10.2	2.3	
12	1	2	0	5	4	7	3	0	0	1	6	5	6	2	2	3	10	2	10	2	2	
4	0	0	0	2	0	3	1	3	0	0	4	1	3	1	0	1	0	0	4	0	2	
%	4.2	0.0	0.0	4.7	0.0	5.7	3.2	14.0	0.0	0.0	6.6	1.8	5.4	5.8	0.0	3.7	0.0	6.2	0.0	3.4	0	
4	0	0	0	3	0	2	2	1	0	0	3	1	2	1	0	2	0	4	0	4	0	

Percentage of your business - in terms of overall sales or revenues generated - is targeted at commercial buildings?

	COURSE TYPE												TYPE OF BUSINESS												YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
	Codes	Standards	Gen-eral	HVAC	Use	Other	PV/Renewables	Eng/Arch/Const	Con/Trac-tor	Con-sultant	Eng/Const	Mid-6-25	New User	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr	Less	More	Comp-lete	Not	Very	Very	Very	Very	Very	Very	Very	Very	Very										
61-70%	1	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0								
%	0.5	0.0	4.8	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.9	0.0	0.0									
	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0									
71-80%	3	0	1	0	2	1	1	2	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	3	0	3								
%	3.1	0.0	4.8	0.0	4.7	6.1	2.0	4.9	2.7	3.1	3.1	3.1	3.1	1.8	1.0	0.0	2.4	1.8	0.0	0.0	0.0	4.7	0.0	0.0	4.7	0.0	4.7	0.0	7.1	0.0	7.1	0.0	7.1								
	6	0	1	0	3	2	2	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	6	0	6	0	6							
81-90%	2	1	0	0	1	0	0	1	1	1	0	0	1	0	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1						
%	1.7	5.9	0.0	15.4	0.0	0.0	2.1	1.7	0.0	0.0	2.0	8.0	0.0	2.0	1.9	0.0	2.6	0.0	0.0	0.0	0.0	2.5	2.1	1.3	2.1	1.3	2.1	1.3	2.1	1.3	2.1	1.3	2.1	1.3	2.1						
	3	1	0	2	0	0	2	1	0	0	2	0	1	2	0	1	0	1	0	0	0	3	2	1	1	2	0	1	0	3	2	1	1	2	0	1					
91-99%	1	1	0	0	1	0	0	1	0	0	1	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
%	1.1	5.9	0.0	0.0	1.6	0.0	0.0	1.6	0.0	0.0	1.8	0.0	1.8	0.9	0.0	0.0	1.8	0.0	0.0	0.0	1.8	0.0	0.0	1.6	1.0	0.0	1.6	1.0	0.0	1.6	1.0	0.0	1.6	1.0	0.0						
	2	1	0	0	1	0	0	1	0	0	1	0	1	1	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
100%	6	0	0	0	2	1	2	4	0	0	2	1	2	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3					
%	5.3	0.0	0.0	0.0	4.7	6.1	3.8	11.5	0.0	0.0	2.8	3.8	3.8	2.8	2.8	29.8	12.4	7.6	1.7	1.7	7.1	7.2	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4					
	6	0	0	0	3	2	4	3	0	0	3	2	3	2	3	1	1	4	1	4	1	5	3	3	5	3	3	3	3	3	3	3	3	3	3	3					
Don't know/Refused	4	0	1	0	1	0	3	3	1	0	0	0	4	0	0	0	1	3	0	0	1	3	0	1	3	1	3	1	3	1	3	1	3	1	3	1	3				
%	3.6	0.0	4.8	0.0	1.6	0.0	5.7	9.8	5.3	0.0	0.0	6.6	0.0	0.0	0.0	5.6	12.4	0.0	1.5	4.7	0.9	7.1	0.9	7.1	0.9	7.1	0.9	7.1	0.9	7.1	0.9	7.1	0.9	7.1	0.9	7.1					
	3	0	1	0	1	0	2	2	2	0	0	3	0	0	0	1	1	1	0	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2				
MEAN:	25.3	22.4	20.4	19.8	22.6	26.4	23.3	31.7	24.5	*	23.5	23.0	23.4	20.5	48.0	29.4	22.7	18.6	28.6	25.1	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5	22.5					

Percentage of your business - in terms of overall sales or revenues generated - is targeted at industrial facilities?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED												
Codes	Standards	Gen-eral	HVAC	Use	Other	PV/Renewables	Eng/Arch/ables	Con-tractor	Con-sultant	trac-tor	Eng/Const	Con-sultant	Sen-ior	Mid	New	End User	<=5	6-25	>25	Sen-ior	Small	<=5	>100	Once/monthly	Once/yr	Once/less	Comp-lete	Not	Very	satis	fy	Not	Very			
104	10	11	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46																
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
158	17	21	13	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	77																
81	8	10	6	29	16	44	26	11	0	13	40	25	52	6	18	23	29	51	47	34																
%	77.7	76.5	85.9	84.8	77.7	78.5	58.2	0.0	0.0	88.0	69.5	86.7	85.3	64.6	80.1	80.8	86.3	73.2	85.5	72.7																
132	13	19	11	55	28	78	43	13	0	24	61	46	83	7	29	38	49	81	69	62																
12	1	0	1	2	1	7	2	6	0	1	10	1	6	1	0	3	0	12	3	6																
%	11.7	5.9	0.0	15.4	4.7	3.0	11.6	5.1	30.7	0.0	7.9	17.1	3.8	10.0	12.0	0.0	11.4	0.0	17.4	6.1	13.2															
10	1	0	2	3	1	4	3	3	0	2	6	2	3	2	0	2	0	10	2	7																
2	1	0	0	2	0	1	2	1	1	1	1	1	0	1	1	1	1	2	1	2																
%	2.1	5.9	0.0	0.0	4.7	0.0	1.0	5.0	2.7	0.0	4.1	1.8	0.0	5.8	2.7	3.7	1.8	2.3	1.1	3.4																
4	1	0	0	3	0	1	3	1	1	1	2	1	0	1	1	2	1	3	1	3																
1	0	0	0	1	0	1	0	0	0	0	0	0	1	1	0	0	0	1	0	1																
%	0.5	0.0	0.0	1.6	0.0	0.9	0.0	0.0	0.0	0.0	0.0	1.8	0.9	0.0	2.4	0.0	0.0	0.8	0.0	1.1																
1	0	0	0	1	0	1	0	0	0	0	0	1	1	0	1	0	0	1	0	1																
3	1	0	0	1	2	2	1	0	0	0	2	2	2	1	1	1	3	1	3	1																
%	3.3	5.9	0.0	0.0	1.6	12.1	3.0	1.7	0.0	0.0	3.1	5.8	3.8	6.5	2.4	4.1	8.6	0.8	5.3	1.3																
6	1	0	0	1	4	3	1	0	0	0	3	3	4	1	1	2	5	1	5	1																
1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0																
%	0.6	5.9	0.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	1.1	0.0																
1	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	1																
1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0																
%	0.5	0.0	4.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	5.6	0.0	0.0	0.0	0.7	0.0	1.1																
1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1																
3.9	8.2	4.0	1.5	2.4	6.1	2.9	2.4	5.3	*	1.4	4.8	3.8	2.9	10.7	2.7	3.3	5.8	3.0	3.9	3.6																

ETS (#3782) 2006/11/29
 S4C. Percentage of your business - in terms of overall sales or revenues generated - is targeted at industrial facilities?
 BASE: UMA

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===== ETC BANNER =====
===== COURSE TYPE =====
----- Other PV/ Eng/ Con-
Stand Gen- End- Renew Arch/ trac sul- Con-
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
Codes 0 0 1 0 1 0 3 3 3 1 0 0 4 0 0 0 1 3 0 1 3 0 1 3 1 1 3 1 1 3
Stand 3.6 0.0 4.8 0.0 1.6 0.0 5.7 9.8 5.3 0.0 0.0 6.6 0.0 0.0 5.6 12.4 0.0 1.5 4.7 0.9 7.1
Total 3 0 1 0 1 0 2 2 2 2 0 0 3 0 0 1 1 0 1 2 1 2 1 2 1 2 1 2
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
MEAN: 3.9 8.2 4.0 1.5 2.4 6.1 2.9 2.4 5.3 * 1.4 4.8 3.8 2.9 10.7 2.7 3.3 5.8 3.0 3.9 3.6

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ETS (#3782) 2006/11/29
 S4D. Percentage of your business - in terms of overall sales or revenues generated - is targeted at agricultural?
 BASE: UMA

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/tor	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp/lete	Not	Very satis	ly	Not	Very	
104	10	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
158	17	21	13	64	33	89	52	20	27	77	53	91	13	33	44	57	99	79
95	10	7	33	19	53	30	15	0	15	50	28	60	8	19	26	33	61	53
91.6	100.0	90.5	92.3	96.9	97.0	93.4	88.5	78.0	0.0	100.0	85.9	98.0	99.0	82.4	87.6	90.4	98.5	88.2
150	17	19	12	62	32	86	49	16	27	70	52	90	10	32	43	56	92	76
4	0	0	1	1	1	0	1	3	0	4	1	1	1	0	3	0	4	1
4.3	0.0	0.0	7.7	1.6	3.0	0.0	1.7	16.7	0.0	6.7	2.0	1.0	12.0	0.0	9.6	0.0	6.4	1.1
4	0	0	1	1	1	0	1	2	0	3	1	1	2	0	1	0	4	1
1	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	1
0.5	0.0	4.8	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.9
1	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	1
4	0	1	0	1	3	3	1	1	0	4	0	0	1	3	0	1	3	1
3.6	0.0	4.8	0.0	1.6	0.0	5.7	9.8	5.3	0.0	6.6	0.0	0.0	5.6	12.4	0.0	1.5	4.7	0.9
3	0	1	0	1	2	2	2	2	0	3	0	0	1	1	0	1	2	1
0.38	0.00	1.50	0.77	0.16	0.15	0.29	0.10	0.73	*	0.00	0.59	0.20	0.05	1.28	0.00	0.29	0.00	0.57
														Q				0.39
															P			0.38

ETS (#3782) 2006/11/29
 SAE. Percentage of your business - in terms of overall sales or revenues generated - is targeted at other business?
 BASE: UMA

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED			
Codes	Standards	Other PV/End-Use	Renewables	Architectural	Eng/Const	Con-tor	Con-tor	Trac	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Not	Very	Very	Not	Very		
104	10	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46	100.0	100.0	100.0	100.0		
158	17	21	13	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	100.0	100.0	100.0	100.0		
99	10	10	8	32	19	52	30	19	0	15	53	28	61	9	19	29	32	65	54	94.8	100.0	95.3	100.0		
152	17	19	13	61	33	84	50	18	0	27	73	51	91	12	31	44	55	95	77	100.0	100.0	100.0	100.0		
1	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	1	1	1.0	0.0	3.1	0.0		
2	0	0	0	2	0	2	0	0	0	0	1	1	0	0	0	0	0	1	1	0.0	0.0	0.0	0.0		
1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0.5	0.0	4.8	0.0		
1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	2.3	0.0	0.0	0.7	0.0	0.0	0.0	0.0	1.1		
4	0	1	0	1	0	3	3	1	0	0	4	0	0	1	3	0	1	3	1	3.6	0.0	4.8	0.0		
3	0	1	0	1.6	0.0	5.7	9.8	5.3	0.0	0.0	6.6	0.0	0.0	5.6	12.4	0.0	1.5	4.7	0.9	0.0	0.0	0.0	7.1		
3	0	1	0	1	0	2	2	2	0	0	3	0	0	1	1	0	1	2	1	0.0	0.0	0.0	0.0		
0.91	0.00	4.00	0.00	1.51	0.00	1.70	0.00	0.00	*	0.00	0.44	2.33	0.00	0.00	2.12	0.00	0.81	0.98	0.49	1.52	0.00	0.00	0.00	1.00	

ETS (#3782)
 S4E. Other ways sales or revenues generated.
 BASE: UMA who have other ways to generate sales or revenue

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED									
Codes	Standards	Gen-eral	HVAC	Use	Other	PV/End-Use	Renew-ables	Arch/Const	Eng/Const	Con-tractor	Con-sultant	End-User	New	Mid	Sen-ior	Small	Large	Once	More	Less	Once	Month	yr	or	lete	Not	Very	Very			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	0	1	2	3	4	5	6	7	8	9	
2	0	1	0	0	1	0	0	2	0	0	0	0	0	1	1	0	0	0	1	0	0	1	0	1	1	1	1	1	1	1	
%	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
3	0	1	0	2	0	0	3	0	0	0	0	0	0	1	2	0	0	0	1	0	1	0	1	2	1	1	1	1	1	2	
1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	
%	32.7	0.0	100.0	0.0	0.0	0.0	32.7	0.0	0.0	0.0	0.0	0.0	0.0	49.2	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	49.2	0.0	0.0	49.2	0.0	49.2	0.0	
1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	1	
%	33.7	0.0	0.0	50.0	0.0	0.0	33.7	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.8	0.0	50.8	0.0	50.8	0.0	
1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	
%	33.7	0.0	0.0	50.0	0.0	0.0	33.7	0.0	0.0	0.0	0.0	0.0	0.0	50.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0

S5. What is the main business activity of your firm?

BASE: End Users who occupy space for which they make equipment/space-related decisions

	ETC BANNER																													
	COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION				
	Codes	Standards	Gen-eral	HVAC	Use	Other	PV/End-ables	Renewables	Architectural	Con-tractors	Eng/Const	Con-trac-tors	Eng/Const	Renewables	New	Mid	6-25	>25	Sen-ior	Small	<=5	>100	Once/month	yr or more	Comp-lete	Not	SATISFIED			
Total	12	1	1	4	3	0	0	0	0	0	0	0	0	0	0	1	9	3	4	4	2	3	3	4	9	5	7			
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Apartment build/condo/ /other multi-fam build	5	1	0	0	1	1	0	0	0	0	0	0	0	0	5	0	4	1	2	2	0	0	0	1	2	3	2	3		
%	40.2	100.0	0.0	0.0	25.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.2	0.0	50.4	23.1	62.7	0.0	0.0	0.0	0.0	0.0	46.9	37.6	32.0	46.0			
Commercial office building	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0		
%	4.7	0.0	0.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.7	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.6	11.4	0.0		
Government/community services facility	2	0	0	0	2	0	0	0	0	0	0	0	0	2	0	2	1	0	0	0	0	0	0	0	1	2	1	2		
%	18.0	0.0	0.0	25.0	40.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.9	0.0	18.9	22.7	0.0	51.2	45.8	38.3	15.1	19.1	20.7	16.1	19.1	20.7	16.1			
Manufacturing/industrial facility	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1		
%	8.9	0.0	50.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	8.9	0.0	12.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.4	10.0	8.0		
School, college or university	2	0	0	1	1	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	1	0	0	0	2	1		
%	8.9	0.0	0.0	12.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.9	0.0	0.0	22.5	0.0	0.0	0.0	0.0	0.0	22.7	0.0	0.0	0.0	12.5	0.0	15.3		
Engineering/Electrical Engineering	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	1	1	0	0	0	0	0	1	0	0		
%	4.3	0.0	0.0	12.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.3	0.0	0.0	20.6	14.9	0.0	0.0	0.0	0.0	0.0	15.1	0.0	10.3	0.0	10.3			
Architectural	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	1	0	0		
%	4.2	0.0	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.2	0.0	5.9	0.0	14.4	0.0	20.2	0.0	20.2	0.0	14.7	0.0	10.0	0.0	10.0			
Other end-user	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0	0	1	0	1	0	1	0		
%	10.9	0.0	0.0	0.0	25.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.9	0.0	12.2	11.1	8.0	48.8	11.2	19.2	8.2	11.9	8.2	11.9	5.6	14.6	14.6			
Research America Inc	3	0	0	0	2	0	0	0	0	0	0	0	3	0	2	1	1	1	1	1	1	1	1	1	1	2	1	2		
Sig Testing at 95% BCDEF/GHIJ/KLM/NO/PQ/RS/TU																														

ETS (#3782) 2006/11/29
 BIA. For prospective customers or clients, are you involved in recommending new equipment or building design options?
 BASE: UMA

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/ctor	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Not	Very satis	Very	Not	Very		
104	10	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
158	17	21	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	77
83	10	9	24	16	46	26	16	0	13	49	22	50	4	18	21	26	55	42	37
%	79.6	94.1	85.7	84.8	80.0	77.2	83.8	0.0	85.2	84.2	75.1	82.7	41.1	80.4	71.5	79.1	79.6	77.0	81.2
127	16	18	46	28	72	42	14	0	23	64	40	76	7	29	33	44	81	64	61
21	1	1	10	3	11	8	3	0	2	9	7	11	5	4	8	6	14	13	8
%	19.9	5.9	15.4	28.1	15.2	19.1	16.2	0.0	14.8	14.9	24.9	17.3	58.9	19.6	28.5	19.4	20.4	23.0	17.7
30	1	2	2	18	5	16	6	0	4	12	13	15	6	4	11	12	18	15	15
1	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	1
%	0.5	0.0	4.8	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.0	1.1
1	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	1

ETS (#3782)
 BIB. Are you involved in installing new equipment at your customers' facilities?
 BASE: UMA

2006/11/29

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/trac-tor	New User	Mid <=5	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis					
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
104	10	11	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
158	17	21	13	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	77
41	6	2	5	12	13	20	18	3	0	5	20	16	24	3	9	16	17	24	22	19
%	39.3	58.8	19.0	61.5	35.9	66.7	35.3	17.0	0.0	36.3	34.1	55.1	39.1	29.0	39.3	56.0	49.6	35.0	39.7	40.5
70	10	4	8	23	22	37	33	2	0	10	31	29	43	5	16	25	30	40	39	30
				F	E	H	G				M	L								
63	4	9	3	22	6	37	15	16	0	9	38	13	37	7	13	13	17	45	33	27
%	60.7	41.2	81.0	38.5	64.1	33.3	64.7	83.0	0.0	63.7	65.9	44.9	60.9	71.0	60.7	44.0	50.4	65.0	60.3	59.5
88	7	17	5	41	11	52	19	18	0	17	46	24	48	8	17	19	27	59	40	47
				F	E	H	G				M	L								

ETS (#3782)
 BIC. Are you involved in maintaining existing equipment?
 BASE: UMA

2006/11/29

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
Codes	Standards	Other	Eng/Arch/Const	Con/Trac/ctor	Con/stant	End User	New	Mid	Senior	Small	Large	Once/month	Once/yr	Comp/lete	Comp/lete	Very satis	Very satis			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
104	10	11	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
158	17	21	13	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	77
30	5	2	3	7	9	13	15	3	0	4	17	10	16	2	6	10	10	20	15	15
%	29.2	52.9	19.0	46.2	21.9	48.5	22.5	14.0	0.0	27.1	29.2	33.0	26.2	24.1	25.0	36.5	30.6	28.9	26.9	32.6
50	9	4	6	14	16	23	27	1	0	7	26	17	28	4	10	15	18	32	26	23
				F	E	H	G													
74	5	9	4	27	10	44	18	17	0	11	41	19	45	7	17	18	23	50	40	31
%	70.8	47.1	81.0	53.8	78.1	51.5	77.5	86.0	0.0	72.9	70.8	67.0	73.8	75.9	75.0	63.5	69.4	71.1	73.1	67.4
108	8	17	7	50	17	66	25	19	0	20	51	36	63	9	23	29	39	67	53	54
				F	E	H	G													

ETS (#3782)
 BID. At your business, are you involved in identifying and evaluating new equipment needs for the facility?
 BASE: End User

2006/11/29

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/Const	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp/lete	Not	Very satis	Very	Not	Very	Not			
28	2	1	13	5	0	0	0	0	0	28	3	15	9	8	5	6	8	6	22	13	15
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
44	3	4	1	24	9	0	0	0	0	44	6	24	13	15	10	8	14	12	32	24	20
16	1	2	1	8	2	0	0	0	0	16	2	8	6	6	3	5	5	5	11	7	9
%	56.9	33.3	75.0	100.0	62.5	44.4	0.0	0.0	0.0	56.9	49.2	53.4	68.8	71.3	60.1	81.9	63.9	72.9	52.3	56.4	57.3
26	1	3	1	15	4	0	0	0	0	26	3	15	8	11	6	6	9	9	17	14	12
12	1	1	0	5	3	0	0	0	0	12	2	7	3	2	2	1	3	2	10	6	7
%	43.1	66.7	25.0	0.0	37.5	55.6	0.0	0.0	0.0	43.1	50.8	46.6	31.2	28.7	39.9	18.1	36.1	27.1	47.7	43.6	42.7
18	2	1	0	9	5	0	0	0	0	18	3	9	5	4	4	2	5	3	15	10	8

ETS (#3782)
 BIF. Are you involved in giving final approval for new purchases?
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED				
Codes	Standards	Gen-eral	HVAC	Use	Other PV/End-Use	Eng/Arch/Const	Con-tract	Con-sultant	New User	Mid 6-25	Senior >25	Sen-ior	Small <=5	Large >100	Once/month	Once/yr	More/less	Comp-lete	Comp-lete	Not	Very	Very	Not	Very	Very	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--						
28	2	2	1	13	5	0	0	0	28	3	15	9	8	5	6	8	6	22	13	15						
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
44	3	4	1	24	9	0	0	0	44	6	24	13	15	10	8	14	12	32	24	20						
13	2	1	0	7	3	0	0	0	13	2	7	4	6	4	2	5	4	9	8	5						
%	46.9	100.0	25.0	58.3	66.7	0.0	0.0	0.0	46.9	67.2	47.0	42.3	75.8	70.9	26.0	65.5	59.9	43.2	63.9	32.9						
24	3	1	0	14	6	0	0	0	24	4	13	7	11	7	3	9	7	17	15	9						
14	0	1	1	5	2	0	0	0	14	1	8	5	2	2	5	2	3	12	5	10						
%	51.2	0.0	50.0	100.0	41.7	33.3	0.0	0.0	51.2	32.8	49.6	57.7	24.2	29.1	74.0	27.8	40.1	54.4	36.1	63.8						
19	0	2	1	10	3	0	0	0	19	2	10	6	4	3	5	4	5	14	9	10						
1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	1	0	1						
%	1.8	0.0	25.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	3.4	0.0	0.0	0.0	0.0	6.7	0.0	2.3	0.0	3.3						
1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	1	0	1						

ETS (#3782)
 BIG. Are you involved in selecting a supplier or vendor to install new equipment?
 BASE: End User

2006/11/29

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/trac/tor	New	Mid	Sen	Small	Large	Once/month	Once/yr	Comp/lete	Not	Very	Not	Very	Not				
--A--	--B--	--E--	--G--	--H--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--					
28	2	1	13	5	0	0	0	0	0	28	3	15	9	8	5	6	8	6	22	13	15
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
44	3	4	1	24	9	0	0	0	0	44	6	24	13	15	10	8	14	12	32	24	20
17	2	2	1	7	3	0	0	0	0	17	1	9	7	6	3	6	4	4	13	7	9
%	59.4	100.0	54.2	55.6	0.0	0.0	0.0	0.0	0.0	59.4	32.8	57.3	75.8	78.8	61.2	91.0	50.0	56.8	60.2	57.3	61.2
27	3	1	13	5	0	0	0	0	0	27	2	16	9	12	6	7	7	7	20	14	13
11	0	1	0	6	2	0	0	0	0	11	2	6	2	2	2	1	4	3	9	5	6
%	40.6	0.0	25.0	44.4	44.4	0.0	0.0	0.0	0.0	40.6	67.2	42.7	24.2	21.2	38.8	9.0	50.0	43.2	39.8	42.7	38.8
17	0	1	0	11	4	0	0	0	0	17	4	8	4	3	4	1	7	5	12	10	7

ETS (#3782)
 BIH. Are you involved in the operation and maintenance of equipment?
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED					
Codes	Standards	Gen-eral	HVAC	Use	Other PV/End-Use	Renew-ables	Arch/Const	Eng/Const	Con-trac-tor	Con-sul-tant	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Not-ly	Very-satis-fied	Not-ly	Very-satis-fied	Not-ly	Very-satis-fied			
28	2	1	13	5	0	0	0	0	0	0	28	3	15	9	8	5	6	8	6	22	13	15	100.0	100.0	100.0	100.0	
44	3	4	1	24	9	0	0	0	0	0	44	6	24	13	15	10	8	14	12	32	24	20	100.0	100.0	100.0	100.0	
11	1	1	6	2	0	0	0	0	0	0	11	1	6	4	5	2	1	3	3	8	6	4	37.9	66.7	50.0	100.0	
20	2	2	11	3	0	0	0	0	0	0	20	1	11	8	10	4	2	6	6	14	12	8	100.0	100.0	100.0	100.0	
17	1	1	7	3	0	0	0	0	0	0	17	3	9	5	2	3	5	4	3	14	6	11	60.3	33.3	25.0	0.0	
23	1	1	0	13	6	0	0	0	0	0	23	5	12	5	4	6	5	8	5	18	11	12	60.3	54.2	66.7	0.0	
1	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	0	1	0	25.0	0.0	0.0	0.0
1.8	0.0	1	0	0	0	0	0	0	0	0	1.8	0.0	3.4	0.0	6.4	0.0	8.0	0.0	8.2	0.0	4.0	0.0	100.0	100.0	100.0	100.0	

		ETC BANNER																				
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
		Other End-Use		PV/Renewables		Eng/Arch/Const		Con/Trac/Inst		New User		Mid 6-25		Senior >25		Size of Business		Once/monthly		Not Satisfied		
		Gen-eral	HVAC	Use	Other	Renew	Arch	Const	Trac	Inst	5	6	7	8	9	10	11	12	13	14	15	
4	1	1	1	2	1	3	1	0	1	1	2	1	2	1	1	2	1	1	3	1	3	1
%	2.9	5.0	4.0	7.1	3.4	2.4	4.8	3.3	0.0	1.9	3.2	3.0	2.8	2.4	3.5	3.7	3.1	7.1	1.2	4.2	1.7	1.7
7	1	1	1	3	1	5	2	0	1	1	4	2	3	1	2	2	2	5	2	2	5	2
15	2	1	1	5	1	6	2	3	3	0	14	2	10	2	10	2	2	1	3	12	10	5
%	11.7	20.0	8.0	7.1	10.2	4.8	10.4	5.1	16.7	9.8	0.0	18.9	4.3	14.3	15.3	7.8	1.5	8.4	13.2	14.7	8.0	8.0
20	4	2	1	9	2	7	3	2	5	0	17	3	10	4	4	4	1	6	14	10	9	9
9	1	1	0	6	2	5	4	1	1	1	5	3	5	2	5	2	2	3	4	4	6	3
%	6.6	5.0	4.0	0.0	12.5	7.1	8.6	11.6	5.3	3.8	3.3	7.4	7.1	7.9	14.3	6.0	8.9	11.1	4.7	9.0	4.3	4.3
16	1	1	0	11	3	9	7	2	2	1	10	5	10	4	4	3	6	8	8	11	5	5
25	2	1	3	7	8	13	5	1	6	1	4	21	14	3	9	7	7	7	18	11	14	14
%	18.8	15.0	8.0	42.9	15.9	33.3	22.1	14.8	6.0	21.8	3.0	4.8	54.6	19.9	23.1	32.2	18.6	17.8	19.5	16.3	22.6	22.6
41	3	2	6	14	14	23	9	2	7	1	6	34	25	6	13	12	13	28	20	21	21	21
4	0	0	0	1	0	1	3	0	1	0	1	0	1	0	1	3	3	0	1	3	3	1
%	2.9	0.0	0.0	2.3	0.0	0.9	8.2	0.0	1.9	0.0	0.7	0.0	0.8	18.7	11.5	0.0	1.3	3.6	4.1	1.7	1.7	1.7
3	0	0	0	2	0	1	1	0	1	0	1	0	1	1	2	0	0	1	2	1	2	2
MEAN:	13.2	12.4	8.1	17.6	13.1	16.7	14.5	12.2	10.1	13.6	4.9	10.1	22.9	13.5	18.5	18.9	11.2	14.2	12.9	13.7	12.7	12.7
DEF	C	C	C	C	C	C	C	C	C	C	LM	KM	KL	O	N	Q	P	P	P	P	P	P

B3. How long have you worked in this industry?

ETC BANNER

	COURSE TYPE	TYPE OF BUSINESS											YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
		Gen-eral HVAC	Other End-Use	PV/Renewables	Architect	Eng/Const	Con-tact	Con-tractor	New User	Mid-Range	Senior	Small <=5	Large >5	100-1000	1000-10000	10000+	Once/month	Once/yr	More than once/yr	Comp-lete	Comp-lete	Very satis-fied	Not satis-fied	
Total	132	12	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	67	62			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97				
Less than 4 years	11	2	1	4	3	3	5	2	2	11	0	0	4	1	1	5	3	7	4	7				
%	8.2	10.0	14.3	8.0	11.9	4.4	15.3	8.0	7.7	60.4	0.0	0.0	5.2	3.5	3.9	13.6	8.4	8.1	5.8	11.2				
20	2	3	2	7	5	5	9	3	4	20	0	0	7	1	2	9	6	14	7	13				
4-5 years	7	1	1	4	1	3	3	1	1	7	0	0	3	1	0	4	3	4	5	2				
%	5.4	5.0	7.1	9.1	4.8	5.8	9.9	2.7	3.8	39.6	0.0	0.0	4.0	3.6	0.0	10.3	6.8	4.2	8.1	2.7				
13	1	1	1	8	2	6	6	1	2	13	0	0	5	1	0	7	5	7	10	3				
6-8 years	5	1	3	1	1	3	1	1	1	0	5	0	2	0	1	2	2	3	2	3				
%	3.7	5.0	7.1	1.1	2.4	4.8	1.7	2.7	3.9	0.0	6.7	0.0	2.4	0.0	3.7	4.5	4.1	3.5	2.4	5.3				
9	1	5	1	1	1	5	1	1	2	0	9	0	3	0	2	3	3	6	3	6				
9-11 years	10	0	1	0	3	1	4	1	6	1	0	10	7	0	0	3	4	6	4	3				
%	7.4	0.0	4.0	0.0	5.7	6.7	1.6	30.7	3.7	0.0	13.5	0.0	9.7	0.0	0.0	7.5	9.7	6.5	5.8	5.1				
10	0	1	0	5	2	3	1	3	2	0	10	0	4	0	0	5	3	7	3	6				
12-15 years	13	2	2	1	6	2	3	4	1	4	0	13	6	1	1	3	3	9	6	7				
%	9.5	15.0	16.0	7.1	12.5	9.5	5.7	11.8	5.4	13.5	0.0	17.3	9.0	7.1	3.9	7.7	8.4	10.1	8.9	10.7				
23	3	4	1	11	4	6	7	2	7	0	23	0	11	2	2	5	6	17	11	12				
16-20 years	22	2	2	0	9	3	8	3	3	7	0	22	13	4	3	3	8	14	11	10				
%	16.5	20.0	16.0	0.0	19.3	11.9	14.3	10.0	16.7	24.9	0.0	30.0	19.1	25.6	11.2	8.9	20.6	14.9	17.0	16.9				
32	4	4	0	17	5	15	6	2	9	0	32	0	20	7	6	6	15	17	17	15				
21-25 years	24	2	1	5	4	17	4	4	2	0	24	0	12	3	6	8	6	18	12	12				
%	18.0	15.0	8.0	14.3	10.2	16.7	29.0	11.5	22.4	7.9	0.0	32.6	17.8	22.3	19.4	21.4	14.1	19.9	17.3	18.7				
27	3	2	2	9	7	18	3	4	4	0	27	0	14	6	6	6	10	17	13	13				

ETS (#3782)
 B3. How long have you worked in this industry?

		ETC BANNER										ATTENDANCE			EXPECTATION			SATISFIED					
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			FREQUENCY			Not		
		Other	Eng/	Con-	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Sen-	ior	Small	Large	Once/	Comp-	Comp-	Very	Very	Not		
		End-	Renew	Arch/	trac	sul-	tant	End	New	Mid	6-25	>25	<=5	>100	more	less	ly	ly	satis	satis	U-		
		Stand	Gen-	eral	HVAC	Use	ables	Const-	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly		
		Codes	Stand	ards	er	al	HVAC	Use	ables	Const-	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly		
		Stand	ards	er	al	HVAC	Use	ables	Const-	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly		
		Stand	ards	er	al	HVAC	Use	ables	Const-	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly		
		Stand	ards	er	al	HVAC	Use	ables	Const-	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly		
		Stand	ards	er	al	HVAC	Use	ables	Const-	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly		
		Stand	ards	er	al	HVAC	Use	ables	Const-	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly		
		Stand	ards	er	al	HVAC	Use	ables	Const-	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly		
26-29 years		7	1	0	1	4	1	3	2	1	1	0	0	0	7	5	1	2	2	2	4	3	
	%	5.5	10.0	0.0	14.3	8.0	4.8	5.9	4.8	3.0	4.1	0.0	0.0	18.9	6.6	3.6	7.6	4.5	4.0	6.2	5.7	5.5	
		13	2	0	2	7	2	6	3	1	2	0	0	13	8	1	4	3	3	10	7	6	
30-35 years		21	2	2	1	10	3	7	6	1	7	0	0	21	12	2	7	6	5	15	10	10	
	%	15.5	15.0	16.0	7.1	20.5	14.3	12.2	16.7	5.3	24.3	0.0	0.0	53.6	17.0	11.6	23.6	15.2	11.7	16.8	15.0	16.8	
		34	3	4	1	18	6	13	10	2	9	0	0	34	22	3	9	10	9	24	19	15	
More than 35 years		11	1	1	2	2	5	6	3	1	1	0	0	11	6	1	5	2	5	6	7	4	
	%	7.9	5.0	4.0	28.6	4.5	19.0	11.3	8.4	3.0	4.2	0.0	0.0	27.5	9.4	3.9	17.1	6.3	12.1	6.2	9.8	6.3	
		19	1	1	4	4	8	12	5	1	2	0	0	19	12	1	9	4	9	10	12	7	
DK/DR		3	0	0	0	1	0	0	3	0	1	0	0	0	0	0	3	3	0	0	3	1	
	%	2.5	0.0	0.0	0.0	1.1	0.0	0.0	8.2	0.0	1.9	0.0	0.0	0.0	0.0	18.7	9.6	0.0	0.0	3.6	4.1	0.9	
		2	0	0	0	1	0	0	1	0	1	0	0	0	0	1	1	0	0	2	1	1	
MEAN:		20.8	19.2	16.4	24.9	20.3	23.6	23.0	19.5	17.0	20.5	3.2	17.9	34.7	22.1	21.5	27.9	18.6	21.0	20.8	21.9	20.2	
		F				C	I	G	H	G	I	LM	KM	KL			Q	P					

B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

ETC BANNER																	
DK/DR	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED		
	Codes	Gen-eral	Stand-ards	Other	Eng/Arch	Con-tract	Con-sultant	End User	New	Mid	Sen-ior	Small	Large	Once/month	Comp-lete	Very	Not
11	2	2	0	4	1	3	3	1	5	2	2	2	3	3	4	7	6
%	8.2	15.0	0.0	9.1	2.4	5.6	10.0	5.7	6.2	6.8	4.1	3.1	22.7	11.5	7.6	10.9	7.2
16	3	3	0	8	1	6	2	2	9	3	4	2	2	5	8	8	7
MEAN:	2.4	4.8	3.6	2.7	1.0	1.9	2.7	3.7	4.1	1.0	2.1	3.6	1.2	11.0	2.5	1.1	2.5
				F	E				M	K	O	N	Q	P			

ETS (#3782)
 B5. How many employees are there at this/these location(s)?

2006/11/29

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED	
Codes	Standards	Other Use	Eng/Arch/Const	Con/Trac/Inst	New	Mid	Senior	Small	Large	Once/yr	More	Comp/lete	Very	Not
132	13	8	47	24	28	18	73	38	69	15	29	36	40	92
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
202	20	25	14	88	42	33	101	66	106	23	41	58	69	131
43	2	4	3	18	8	4	25	13	43	0	6	14	16	25
%	32.1	20.0	28.0	37.5	31.0	23.9	34.0	35.2	61.6	0.0	21.6	37.8	40.9	44.5
66	4	7	5	33	13	8	33	25	66	0	12	21	30	34
26	5	2	1	5	8	2	15	9	26	0	3	7	10	16
%	20.0	40.0	12.0	14.3	10.2	8.0	11.4	20.8	24.2	38.4	0.0	10.6	20.5	25.8
40	8	3	2	9	14	4	19	17	40	0	6	13	15	25
11	2	1	1	4	3	2	3	4	3	0	4	2	5	6
%	8.0	15.0	8.0	7.1	8.0	7.7	18.7	5.3	8.9	0.0	14.1	5.9	12.8	6.0
19	3	2	1	7	6	1	6	7	6	0	7	4	9	10
10	0	2	2	3	1	4	3	5	2	0	0	2	1	9
%	7.4	0.0	16.0	21.4	5.7	2.4	15.3	6.7	5.6	0.0	5.7	2.9	2.8	9.5
14	0	4	3	5	1	7	5	4	0	0	3	2	2	12
7	1	1	0	4	1	3	2	1	1	0	1	2	1	6
%	4.9	5.0	4.0	0.0	9.1	4.8	6.2	4.3	5.9	0.0	3.9	5.8	1.3	6.5
12	1	1	0	8	2	6	6	4	0	0	2	4	1	11
5	0	1	0	2	1	3	4	1	0	0	3	2	0	5
%	4.1	0.0	4.0	0.0	3.4	2.4	0.0	6.0	2.8	0.0	11.5	4.3	0.0	5.9
6	0	1	0	3	1	2	0	4	2	0	2	3	0	6
4	1	1	0	2	0	0	1	3	0	0	4	0	1	2
%	2.8	5.0	8.0	0.0	4.5	0.0	5.6	2.9	4.4	0.0	25.5	0.0	2.9	4.1
7	1	2	0	4	0	2	1	6	0	0	7	0	2	3

B5. How many employees are there at this/these location(s)?

Codes	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
	Gen-eral	HVAC	Use	Other	Eng/Arch/Const	Con-tractor	Eng/Arch/Const	Con-tractor	New	Mid	Sen-ior	Small	Large	Once	More	Less	Not	Very	Very	Not	Very	Very		
201-999	0	0	1	1	0	0	0	2	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	
%	1.7	0.0	7.1	1.1	4.8	0.0	0.0	6.0	0.0	2.3	1.5	0.0	15.5	4.1	0.0	0.0	0.0	2.5	1.6	1.9	0.0	2.2		
4	0	0	1	1	2	0	0	3	0	3	1	0	4	2	0	4	0	4	2	0	4	2		
1,000+	9	1	1	4	1	5	1	2	1	3	2	0	9	3	1	2	7	6	3	3	6	3		
%	6.5	8.0	0.0	8.0	2.4	1.8	16.2	7.8	3.0	4.3	5.9	0.0	59.0	11.4	3.1	3.9	7.8	8.9	4.3	4.3	7.8	4.3		
12	1	2	0	7	1	6	2	4	1	6	4	0	12	2	2	3	9	7	5	5	9	7		
Refused	1	0	0	1	0	0	1	1	1	0	0	0	0	0	0	1	0	1	0	1	0	0		
%	0.8	0.0	7.1	1.1	0.0	1.7	0.0	1.9	6.2	0.0	0.0	0.0	0.0	0.0	0.0	1.5	2.8	0.0	1.6	0.0	1.6	0.0		
2	0	0	1	1	0	1	0	1	2	0	0	0	0	0	0	1	2	0	2	0	0	0		
DK/DR	15	1	2	1	5	1	3	2	4	7	2	9	4	0	0	5	6	2	13	3	12	12		
%	11.5	10.0	12.0	7.1	11.4	4.8	4.7	4.9	19.7	25.0	12.4	11.9	10.1	0.0	0.0	17.2	15.3	5.5	14.3	4.8	19.5	19.5		
20	2	3	1	10	2	5	3	3	9	4	12	3	0	0	0	5	6	4	16	6	14	14		
MEAN:	391	183	1389	46	301	46	294	1076	691	445	88	373	186	2	3021	828	139	522	336	598	154	154		

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
Codes	Stand	Other	Eng/	Con-	Con-	New	Mid	Senior	Small	Large	Once/	Comp-	Not	Very	Very	Very	Very	Very	Very		
Gen-eral	HVAC	Use	Arch-	trac-	tant	User	<=5	>5	<=5	>5	more	ly	ly	ly	ly	ly	ly	ly	ly		
--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
132	12	13	8	47	24	57	33	20	28	18	73	38	15	29	36	40	92	67	62		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
202	20	25	14	88	42	89	52	20	44	33	101	66	23	41	58	69	131	103	97		
2	1	0	0	1	1	1	1	0	1	1	1	1	2	0	1	2	1	2	1		
%	1.7	5.0	0.0	2.3	2.4	0.9	3.3	0.0	2.1	3.0	0.8	2.9	0.0	1.9	4.7	1.3	1.9	1.7	1.8		
4	1	0	0	2	1	1	2	0	1	1	2	3	0	1	3	1	3	2	2		
4	0	1	1	2	1	1	2	0	1	1	2	3	0	1	3	1	3	2	2		
%	2.9	0.0	4.0	7.1	4.5	2.4	4.8	1.6	0.0	1.9	0.0	0.7	8.5	4.7	0.0	1.8	4.5	4.1	2.4		
7	0	1	1	4	1	5	1	0	1	0	1	6	0	1	3	3	4	3	4		
4	0	1	1	2	1	3	1	0	1	0	1	3	0	1	2	2	2	2	2		
%	2.9	0.0	4.0	7.1	4.5	2.4	4.8	1.6	0.0	1.9	0.0	0.7	8.5	4.7	0.0	1.8	4.5	4.1	2.4		
7	0	1	1	4	1	5	1	0	1	0	1	6	0	1	3	3	4	3	4		
20	1	1	1	10	6	11	6	1	3	2	10	7	13	1	6	6	9	11	12		
%	14.8	10.0	8.0	14.3	20.5	26.2	19.2	2.7	9.0	12.4	13.8	19.2	18.2	4.0	20.1	16.8	21.8	12.0	17.7		
36	2	2	2	18	11	20	10	1	5	4	18	14	23	1	11	11	16	20	22		
19	2	1	1	5	2	4	1	4	9	1	12	6	3	2	3	6	3	16	4		
%	14.2	15.0	4.0	7.1	11.4	9.5	7.7	1.7	20.0	6.2	16.6	14.6	4.9	14.9	11.6	16.6	7.1	17.4	6.6		
22	3	1	1	10	4	8	1	3	8	2	14	6	6	4	2	7	5	17	8		
41	4	3	3	13	7	16	12	8	8	4	22	13	18	7	14	9	9	32	21		
%	31.1	30.0	24.0	42.9	27.3	28.6	28.7	35.4	41.5	22.3	29.9	32.9	26.8	45.0	47.8	25.6	23.1	34.9	31.7		
59	6	6	6	24	12	26	13	7	15	7	28	23	30	8	17	13	17	42	31		
10	1	2	1	5	1	6	3	1	1	2	5	3	5	1	1	3	4	6	5		
%	7.4	10.0	12.0	14.3	10.2	4.8	9.6	8.2	2.7	3.8	8.8	7.3	7.2	3.6	2.0	9.1	9.6	6.6	7.3		
18	2	3	2	9	2	10	5	1	2	3	9	5	9	1	1	6	7	11	9		
2	0	0	0	1	1	1	0	0	1	0	1	1	1	0	1	1	1	1	1		
%	1.3	0.0	0.0	1.1	4.8	1.0	0.0	0.0	1.9	0.0	1.5	1.5	0.8	0.0	2.0	1.6	2.8	0.6	0.9		
3	0	0	0	1	2	1	0	0	1	0	2	1	1	0	1	1	2	1	2		
1	0	0	0	0	1	0	0	0	1	0	1	0	1	0	0	1	1	1	0		
%	0.4	0.0	0.0	0.0	2.4	0.0	0.0	0.0	2.1	0.0	0.8	0.0	0.8	0.0	0.0	1.6	1.5	0.0	0.9		
1	0	0	0	0	1	0	0	0	1	0	1	0	1	0	0	1	1	1	0		

ETS (#3782)
 Pl. How did you first hear about center and the classes they offer?

		ETC BANNER										ATTENDANCE			EXPECTATION			SATISFIED																											
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not																		
		Other		PV/		Eng/		Con-		Con-		Sen-		Small		Large		Once/		Comp-		Not		Very		Not																			
		End-		Renew		Arch/		trac		sul-		ior		or		lete		ly		lete		ly		satis		satis		-U-																	
		Use		ables		Const		tor		tant		>25		<=5		>100		more		less		-Q-		-R-		-S-		-T-																	
		--D--		--E--		--F--		--G--		--H--		--I--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--											
		--A--		--B--		--C--		--D--		--E--		--F--		--G--		--H--		--I--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--					
Professional organization	%	5.0	0.0	2.3	0.0	1.0	0.0	4.7	0.0	2.0	0.0	0.0	2.9	6.6	0.0	6.3	7.0	3.7	1.4	5.2	3.6	6.4	1.7	4.0	0.0	12.0	0.0	2.3	0.0	1.0	0.0	3.7	1.4	5.2	3.6	6.4	1.7								
Display at trade show	%	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0							
A colleague at my company	%	13.0	1.0	2.0	1.0	7.0	2.0	5.0	3.0	2.0	4.0	5.0	28.7	6.6	7.4	5.2	18.3	3.7	10.6	2.6	12.8	9.0	10.8	9.6	5.0	16.0	14.3	14.8	7.1	8.9	8.0	11.0	13.5	28.7	6.6	7.4	5.2	18.3	3.7	10.6	2.6	12.8	9.0	10.8	
A colleague outside of my company	%	6.5	5.0	4.0	14.3	4.5	4.8	7.3	10.3	5.3	1.9	7.8	6.9	5.6	5.4	9.2	0.0	1.8	13.7	5.6	6.4	7.4	5.8	12.0	1.0	1.0	1.0	2.0	4.0	2.0	1.0	2.0	1.0	3.0	5.0	4.0	9.0	6.0	6.0	7.0	5.0	5.0			
Other classes	%	0.4	0.0	0.0	0.0	0.0	2.4	1.0	0.0	0.0	0.0	0.0	0.0	1.5	0.8	0.0	0.0	0.0	1.6	0.0	0.6	0.0	0.9	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
DK/DR	%	15.0	2.0	2.0	0.0	4.0	2.0	6.0	4.0	6.0	2.0	11.0	12.7	15.0	5.7	16.0	7.2	3.7	4.5	17.9	8.5	10.6	8.9	20.0	11.6	20.0	16.0	0.0	8.0	7.1	10.5	13.4	30.7	5.8	12.7	15.0	5.7	16.0	7.2	3.7	4.5	17.9	8.5	10.6	8.9

ETS (#3782)
P2. How did you first hear about the class you attended?

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED																											
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED												
		Other		PV/		Eng/		Con-		Con-		New		Mid		Sen-		Small		Large		Once/		Comp-		Not		Very		satis		fy		-T-		-U-			
		Gen-	Stand	End-	Use	Arch/	Const-	tor	trac	tant	End	User	<=5	>5	>25	<=5	>5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly			
		---A-	---B-	---C-	---D-	---E-	---F-	---G-	---H-	---I-	---J-	---K-	---L-	---M-	---N-	---O-	---P-	---Q-	---R-	---S-	---T-	---U-	---V-	---W-	---X-	---Y-	---Z-	---AA-	---AB-	---AC-	---AD-	---AE-	---AF-	---AG-	---AH-	---AI-	---AJ-		
Total		132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62																	
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
A utility rep	%	1.2	0.0	0.0	0.0	2.3	2.4	0.9	1.7	0.0	1.9	3.0	1.5	0.0	2.4	0.0	0.0	3.1	2.7	0.6	2.4	0.0																	
Inserted in company's utility bill	%	1.2	0.0	0.0	7.1	2.3	0.0	2.9	0.0	0.0	0.0	0.0	0.0	4.3	2.4	0.0	0.0	1.5	2.8	0.6	0.9	1.7																	
Letter mailed from utility	%	13.6	5.0	12.0	14.3	17.0	26.2	20.3	14.7	0.0	10.8	9.5	13.7	16.4	15.8	7.1	17.8	17.1	21.8	10.1	16.8	10.8																	
E-mail from utility	%	18.8	20.0	4.0	0.0	14.8	16.7	13.6	13.7	25.4	28.8	15.7	20.2	17.7	11.3	7.2	17.4	15.0	8.4	23.5	13.2	25.9																	
Brochure/flyer from utility	%	36.0	35.0	40.0	57.1	36.4	33.3	35.3	45.2	24.7	34.9	28.5	29.1	48.4	32.3	52.6	53.5	30.0	35.3	36.1	40.7	32.8																	
Utility/Center website	%	14.1	10.0	20.0	14.3	11.4	11.9	16.0	11.7	36.0	6.1	8.8	18.9	8.6	21.6	3.5	3.7	12.2	20.7	11.4	13.8	10.7																	
Other website	%	0.8	0.0	0.0	0.0	1.1	2.4	0.0	0.0	0.0	1.9	0.0	1.5	0.0	0.8	0.0	2.0	0.0	2.8	0.0	0.9	0.9																	
Trade magazine	%	1.3	5.0	0.0	7.1	0.0	2.4	1.0	1.7	0.0	2.1	3.2	0.8	1.6	1.7	0.0	0.0	3.2	1.5	1.3	0.9	1.9																	

	ETC BANNER																																
	COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED							
	Codes	Standards	Gen-eral	HVAC	--D--	--E--	--F--	--G--	--H--	Eng/Arch/Const	Con-tractor	Con-sultant	Other PV/ables	Renew-ables	Use	End User	New <=5	Mid 6-25	Senior >25	Sen-ior	Small <=5	Large >100	Once/month	Once/yr	More/less	Comp-lete	Comp-lete	Very satis- fied	Very satis- fied	Not	Not		
A colleague at my company	11	1	2	1	6	1	3	2	2	4	3	5	3	3	4	1	3	4	1	3	7	7.5	3.7	2	5	2	19	9	12	6			
	8.4	10.0	12.0	7.1	13.6	4.8	5.2	6.4	8.4	13.5	19.3	6.7	7.4	4.4	26.1	3	7	9	5	6	7	7	2	5	2	10	10	7.5	9.9				
A colleague outside of my company	3	0	0	0	1	0	3	0	1	0	1	3	0	3	0	0	0	3	0	0	3	0	0	0	0	3	1	3	0				
	2.5	0.0	0.0	0.0	1.1	0.0	4.8	0.0	2.7	0.0	3.0	3.8	0.0	4.7	0.0	0.0	9.0	0.0	0.0	1.3	3.0	1.3	3.0	9.0	1.3	3.0	4.9	0.0					
Other classes	1	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	1	1					
	0.8	0.0	0.0	0.0	1.1	2.4	2.0	0.0	0.0	0.0	0.0	0.0	0.0	1.6	0.0	0.0	2.9	1.6	2.9	0.0	1.6	0.0	0.0	1.6	0.0	1.2	0.8	0.9					
Instructor	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0					
	0.4	0.0	4.0	0.0	0.0	0.0	0.0	1.5	0.0	0.0	2.9	0.0	0.0	3.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	1.3	0.0	0.0	0.0	0.8					
DK/DR	4	2	1	0	1	1	1	2	1	0	0	2	3	0	0	0	2	0	0	2	2	0	0	1	2	1	3	1					
	3.4	15.0	8.0	0.0	2.3	2.4	1.9	6.7	2.7	0.0	9.5	3.8	0.0	3.3	0.0	4.5	2.8	3.1	0.0	4.5	2.8	4.5	1.9	4.5	2.8	3.1	0.8	5.4					

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED														
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY				
		Other		PV/		Eng/		Con-		Con-		New		Mid		Senior		Small		Once/		Comp-		Not		
		Gen-	End-	Use	Renew	Arch/	Eng/	Con-	Con-	Con-	End	New	Mid	Senior	Small	Large	Month	yr	or	lete	lete	ly	lete	Very	Not	
		eral	ables	Const-	tor	tant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	
		---D--	---E--	---F--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--	---V--	---W--	---X--	---Y--	---Z--	---AA--	
		13	12	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62	100.0	100.0	100.0	100.0	
		202	20	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97	100.0	100.0	100.0	100.0	
Total		132	12	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62	100.0	100.0	100.0	100.0	
Letter mailed from utility		18	2	1	2	11	7	0	2	3	8	8	8	11	1	4	5	7	11	10	9	13.9	20.0	8.0	21.4	
E-mail from utility		34	4	2	3	20	4	20	13	0	4	5	14	15	21	8	10	13	21	18	16	34	4	2	3	
Fax from utility		82	9	4	28	14	29	20	18	16	14	46	18	40	12	13	24	24	56	40	38	61.7	65.0	50.0	59.1	
Brochure/flyer from utility		121	13	7	52	24	45	31	17	26	26	61	32	56	18	20	36	40	79	57	62	121	13	7	52	
Utility/Center website		5	0	1	1	1	1	0	0	1	0	1	1	1	1	0	0	1	1	1	0	0.8	0.0	0.0	1.1	
Other website		29	2	5	2	10	7	15	5	9	2	12	14	15	2	11	6	9	20	15	14	21.8	20.0	36.0	21.4	
A colleague at my company		6	0	1	1	2	1	5	3	1	0	5	1	3	1	3	1	2	4	2	4	4.1	0.0	4.0	7.1	
A colleague outside of my company		3	0	0	1	0	3	0	0	1	0	3	0	3	0	0	0	0	1	3	3	2.5	0.0	0.0	1.1	
Research America Inc		1	0	0	1	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	1	
Sig Testing at 95% BCDEF/GHIJ/KLM/NO/PQ/RS/TU		3	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	2.1	0.0	0.0	0.0	

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ETC BANNER
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COURSE TYPE          TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION SATISFIED
-----
Other PV/            Eng/ Con-                  Sen-                      Once/  Once/  Comp-  Not
End- Renew Arch/ trac sul-  ior Small Large month yr or lete  comp-  Very  Not
Stand Gen-          eral HVAC Use ables Const -tor tant  User <=5 >25 >25  <=5 >100 more less -ly -ly  -filed  satis  satis
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
%  1  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0  0
DK/DR

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P4. Thinking about the class in particular, what was the most important reason you decided to attend?

	ETC BANNER																						
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED		
	Gen-eral	Stand-ards	Codes	Other	Eng/Arch/Const	Con-tractor	Con-tant	New	Mid	Senior	Small	Large	Once/yr	More	Less	Not	Very	Very	Very	Very			
	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use			
Keep up with industry practices	21	2	2	1	10	5	8	9	1	3	6	7	7	8	5	5	6	8	13	12	9		
%	16.2	20.0	12.0	7.1	20.5	19.0	14.5	26.7	5.4	11.7	30.9	8.9	17.5	12.1	33.5	17.4	16.6	20.8	14.4	18.1	14.1		
Learn equipment/how to operate	8	0	0	1	4	3	5	2	0	1	1	2	6	4	1	2	3	3	4	5	3		
%	5.9	0.0	0.0	14.3	8.0	11.9	8.9	6.7	0.0	1.9	3.0	2.3	14.6	6.5	7.6	5.8	7.7	8.4	4.9	7.5	4.5		
Ability to assist customers	4	0	1	0	2	2	2	2	1	1	1	1	2	3	0	0	2	0	4	3	2		
%	3.3	0.0	8.0	0.0	3.4	7.1	2.9	6.7	2.7	1.8	6.5	1.4	5.6	4.0	0.0	0.0	6.3	0.0	4.8	4.0	2.7		
Changing of codes/laws/standards	9	2	0	0	1	1	7	0	0	1	0	8	1	7	1	1	3	1	8	6	2		
%	6.7	15.0	0.0	0.0	2.3	2.4	12.5	0.0	0.0	4.2	0.0	11.4	1.6	10.5	4.0	3.9	9.2	1.5	9.1	9.0	3.6		
Interested in subject/topic	5	0	3	0	2	1	3	1	0	2	0	3	2	2	1	1	1	1	4	1	3		
%	3.6	0.0	20.0	0.0	3.4	2.4	5.6	1.5	0.0	5.6	0.0	3.5	4.3	3.1	7.1	3.6	3.1	9.3	1.1	4.7	2.5		
Building design information	3	0	1	0	2	1	2	1	1	0	1	1	1	3	0	1	1	1	2	2	1		
%	2.0	0.0	4.0	0.0	3.4	2.4	2.9	1.6	2.7	0.0	3.0	1.5	2.7	3.9	0.0	3.7	1.6	1.5	2.3	2.4	1.7		
Learn how to design systems	2	1	0	0	1	0	2	0	0	0	0	1	1	1	0	1	1	1	1	1	1		
%	1.3	5.0	0.0	0.0	2.3	0.0	2.9	0.0	0.0	0.0	0.8	2.8	1.6	1.6	0.0	1.9	1.5	2.7	0.7	1.6	1.0		
Other	2	1	0	0	0	1	0	1	1	0	1	1	0	1	0	0	0	1	1	1	1		
%	1.6	10.0	0.0	0.0	0.0	2.4	0.5	3.5	3.0	0.0	3.3	1.6	0.7	1.3	0.0	1.0	0.0	2.2	1.3	1.3	1.9		
DK/DR	7	0	0	1	3	0	4	1	3	1	0	4	2	5	0	2	0	2	4	2	2		
%	4.9	0.0	0.0	7.1	6.8	0.0	7.7	3.2	16.7	1.9	0.0	5.9	5.7	7.9	0.0	5.6	0.0	5.5	4.7	3.2	2.6		

		COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED			
		Other PV/ Eng/ Con- End- Renew Arch/ trac sul- Gen- eral HVAC Use ables Const- tor tant User <=5 6-25 >25				Sen- ior >25			Small Large month yr or lete <=5 >100 more less ly			Once/ Comp- -P-- -Q--			Not -R-- -S--					
		--E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S--				--K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S--			--O-- --P-- --Q-- --R-- --S--			--T-- --U--								
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	15	29	36	40	92	67	62
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	202	20	25	14	88	42	89	52	20	44	33	101	66	23	41	58	69	131	103	97
Education	4	0	0	1	3	1	2	1	0	1	1	2	1	2	0	2	0	1	3	2
%	2.9	0.0	0.0	7.1	5.7	2.4	2.9	3.3	0.0	3.8	3.2	3.0	2.8	3.1	0.0	7.6	0.0	2.8	2.9	3.3
	7	0	0	1	5	1	3	2	0	2	1	4	2	4	0	4	0	2	5	4
More knowledge/information/ideas	71	7	9	5	30	15	27	20	9	16	13	38	19	41	9	20	27	44	38	33
%	53.5	60.0	57.1	63.6	59.5	47.9	60.3	47.1	57.9	72.4	52.3	50.3	59.7	62.1	31.8	54.6	66.9	47.8	56.0	53.7
	122	12	17	8	56	25	51	36	9	30	24	62	35	67	17	36	45	76	61	61
Improve job skills/job related	4	0	0	0	1	1	1	3	0	1	0	1	1	1	3	3	0	0	4	3
%	3.3	0.0	0.0	0.0	2.3	2.4	1.0	8.2	0.0	3.8	0.0	0.8	2.8	1.6	22.3	9.6	0.0	0.0	4.8	4.9
	4	0	0	0	2	1	1	1	0	2	0	1	2	2	2	1	0	0	4	2
How to do calculations	1	0	0	0	0	1	0	1	1	0	0	0	1	0	1	1	1	0	1	1
%	0.9	0.0	0.0	0.0	0.0	4.8	0.0	1.7	3.0	0.0	0.0	0.0	3.1	0.0	4.0	2.0	1.6	0.0	1.3	0.9
	2	0	0	0	0	2	0	1	1	0	0	0	2	0	1	1	1	0	2	1
New technology/products	13	1	1	1	5	5	6	3	1	3	2	6	5	9	1	2	7	3	10	7
%	10.0	10.0	4.0	14.3	10.2	21.4	11.2	8.6	2.6	11.9	12.1	8.6	12.4	13.4	7.9	7.1	20.1	7.9	10.9	10.5
	24	2	1	2	9	9	12	5	1	6	4	11	9	17	2	4	13	6	18	13
Design ideas	5	1	1	0	1	0	1	0	1	3	1	2	3	1	0	3	1	1	4	4
%	3.8	10.0	4.0	0.0	1.1	0.0	2.0	0.0	3.0	9.7	3.0	2.3	7.2	0.9	0.0	9.6	1.4	2.8	4.2	0.9
	5	2	1	0	1	0	2	0	1	1	1	3	1	1	0	1	1	2	3	1
How to conserve energy/energy efficient	7	1	2	2	3	1	2	1	2	1	4	2	3	1	1	2	3	4	4	3
%	5.4	5.0	12.0	21.4	5.7	2.4	3.0	3.5	10.8	3.7	6.2	5.1	6.0	4.0	7.6	2.0	5.9	6.9	4.8	6.6
	13	1	3	3	5	1	3	2	4	2	2	7	4	5	2	1	4	5	8	5
Details/overview about Title 24	1	1	0	0	0	1	0	1	0	0	0	1	1	1	0	1	0	1	0	1
%	0.9	5.0	0.0	0.0	0.0	2.4	0.0	3.5	0.0	0.0	0.0	0.8	1.5	1.7	0.0	2.0	0.0	3.0	0.0	1.7
	2	1	0	0	0	1	0	2	0	0	0	1	1	2	0	1	0	2	0	2

ETS (#3782)
 P5. What specifically were you expecting to get out of attending this class?

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED																					
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED						
		Other		Eng/		Con-		Con-		New		Mid		Sen-		Small		Large		Once/		Comp-		Not		Very		Satis		fied		-U-	
		Stand	Gen-	eral	HVAC	Use	ables	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	-R-	-S-	-T-	-U-	-V-	-W-	-X-	-Y-	-Z-	-AA-	-AB-	-AC-		
Keep up to date on		7	1	1	1	3	2	3	2	1	1	1	3	3	4	4	1	1	3	3	1	6	3	4									
Industry standards	%	5.4	5.0	8.0	7.1	6.8	7.1	5.8	4.9	2.6	3.8	5.8	4.5	7.3	6.4	7.2	1.9	9.3	2.7	6.6	4.1	7.1											
Equipment information/updates	%	6.3	5.0	4.0	21.4	3.4	4.8	3.9	6.8	14.0	4.0	0.0	6.1	10.2	4.2	4.0	4.0	12.2	1.5	8.5	4.2	9.0											
Refresher class/review	%	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0										
Changes in codes/laws/regulations	%	5.8	5.0	0.0	0.0	2.3	2.4	7.7	0.0	0.0	11.8	0.0	9.1	2.9	5.6	0.0	3.9	7.6	1.5	7.8	5.0	7.1											
Knowledge of software/How to use	%	1	0	0	0	1	0	0	1	0	0	0	0	1.4	0.0	0.0	0.0	1.5	0.0	0.6	0.0	0.9											
Other	%	3	0	1	0	2	1	2	1	0	1	1	1	1	1	1	0	1	1	1	2	2	1										
DK/DR	%	15.5	10.0	12.0	14.3	12.5	9.5	26.9	14.7	19.4	5.0	6.1	18.1	16.4	15.5	0.0	25.7	7.4	14.8	15.5	15.2	11.4											

COURSE TYPE		TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE						SIZE OF BUSINESS						ATTENDANCE FREQUENCY						EXPECTATION SATISFIED					
Other End-standards		PV/Renewables		Eng/Arch/Const		Con/Trac/tor		New User		Mid 6-25		Senior >25		Small <=5		Large >100		Once/month		Once/yr		More/less		Not/Very		Satis					
Code	Standards	Use	Other	Renew	Eng/Arch	Const	Trac/tor	New	Mid	Senior	Small	Large	Once	Once	More	Less	Not	Very	Satis	Very	Satis	Very	Satis	Very	Satis						
132	12	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	67	62											
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
202	20	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97												
1	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0				
0.4	0.0	0.0	1.1	0.0	0.9	0.0	0.0	0.0	0.0	0.7	0.0	0.8	0.0	0.0	1.5	0.0	0.6	0.0	0.9	0.0	0.6	0.0	0.0	0.9	0.0	0.9	1				
1	0	0	1	0	1	0	0	0	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0	0	1	0	1				
1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0				
0.4	0.0	0.0	1.1	0.0	0.9	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	1.9	0.0	0.0	0.6	0.0	0.9	0.0	0.6	0.0	0.0	0.9	0.0	0.9	1				
1	0	0	1	0	1	0	0	0	0	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0	1				
2	1	0	0	1	1	0	1	0	0	2	0	1	0	0	1	0	2	0	2	0	0	1	0	2	0	2	0				
1.3	5.0	0.0	2.3	0.0	1.9	1.8	0.0	0.0	0.0	2.3	0.0	1.6	0.0	0.0	1.5	0.0	1.8	0.0	2.7	0.0	1.8	0.0	2.7	0.0	2.7	0.0	3				
3	1	0	2	0	2	1	0	0	0	3	0	2	0	0	1	0	3	0	3	0	0	1	0	3	0	3	0				
9	1	1	1	1	4	1	1	3	1	5	3	5	1	3	5	1	3	5	0	9	3	7	3	7	0	7	3				
10.0	4.0	7.1	1.1	4.8	6.9	3.5	5.3	11.8	6.1	6.9	8.7	7.3	3.6	11.6	13.8	0.0	10.3	4.1	10.9	0.0	10.3	4.1	10.9	0.0	10.9	0.0	8				
9	2	1	1	2	3	2	2	2	2	5	2	5	1	2	5	0	9	1	8	0	9	1	8	0	8	0	8				
9	0	1	2	1	5	6	1	0	0	5	1	2	3	5	1	0	9	3	6	0	9	3	6	0	6	0	6				
6.6	0.0	4.0	7.1	3.4	8.6	18.2	2.7	0.0	0.0	7.4	1.5	2.5	18.7	19.2	2.9	0.0	9.6	4.1	9.8	0.0	9.6	4.1	9.8	0.0	9.8	0.0	8				
8	0	1	3	1	5	3	1	0	0	6	1	3	1	2	2	0	8	1	7	0	8	1	7	0	7	0	7				
11	0	1	6	1	3	2	1	5	2	7	3	3	2	2	2	0	11	1	11	0	11	1	11	0	11	0	11				
8.6	0.0	4.0	14.3	4.8	5.7	4.9	2.7	19.3	8.9	9.0	8.6	4.7	14.4	7.5	6.1	0.0	12.5	0.9	17.6	0.0	12.5	0.9	17.6	0.0	17.6	0.0	17				
17	0	1	2	11	6	3	1	6	3	8	6	6	4	4	4	0	17	1	16	0	17	1	16	0	16	0	16				
38	2	5	2	12	8	13	11	9	7	5	11	18	4	5	11	0	38	12	22	0	38	12	22	0	22	0	22				
28.4	20.0	36.0	28.6	26.1	31.0	23.4	33.1	44.7	25.3	29.9	28.5	26.1	25.9	19.1	30.6	0.0	41.1	18.0	36.0	0.0	41.1	18.0	36.0	0.0	36.0	0.0	57				
57	4	9	4	23	13	21	20	4	13	10	26	25	7	10	16	0	57	18	37	0	57	18	37	0	37	0	37				

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Codes	Standards	Other End-Use	PV/Renewables	Eng/Arch/Const	Con/Trac/Int	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	More	Less	Comp-ly	Comp-ly	Very satis	Very satis			
22	4	1	2	10	3	8	4	3	10	9	12	2	2	6	0	22	14	8			
%	16.3	30.0	4.0	21.4	14.3	13.7	11.6	14.1	21.3	18.4	13.4	22.3	17.0	15.6	7.6	15.4	0.0	23.6	20.5	12.6	
	35	6	1	3	18	6	10	7	5	11	6	14	15	4	4	10	0	35	21	14	
10 - Completely met all of your expectations																					
40	4	5	2	15	10	22	8	5	6	6	23	11	27	3	9	10	40	0	35	5	
%	30.0	35.0	40.0	21.4	31.8	42.9	38.0	25.3	27.8	22.2	33.8	31.0	28.9	38.4	21.8	31.2	26.9	100.0	0.0	51.7	7.8
	69	7	10	3	28	18	40	15	6	12	11	37	21	45	6	17	18	69	0	60	9
DK/DR																					
1	0	1	0	0	0	0	1	1	1	0	1	0	1	1	0	1	1	0	0	1	1
%	0.8	0.0	8.0	0.0	0.0	0.0	1.5	2.6	0.0	2.9	0.0	1.3	1.5	0.0	1.8	1.4	0.0	0.0	0.0	0.8	0.8
	2	0	2	0	0	0	1	1	1	0	1	0	2	0	1	1	0	0	0	1	1
MEAN:																					
8.2	8.5	8.7	8.1	8.4	8.8	8.3	8.0	8.5	8.1	8.6	8.1	8.4	8.5	8.0	7.8	8.0	10.0	7.5	9.0	7.4	7.4

		ETC BANNER										ATTENDANCE										EXPECTATION										SATISFIED															
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					EXPECTATION					SATISFIED															
		Other		PV/		Eng/		Con-		Con-		New		Mid		Sen-		Small		Large		Once/		Comp-		Not		Very		satis		satis		fied		-U-											
		Gen-	eral	Use	ables	Const-	tor	tant	End	User	<=5	>25	<=5	>25	<=5	>25	<=5	>25	<=5	>25	<=5	>25	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly												
		Stand	ards	HVAC	Use	Const-	tor	tant	End	User	<=5	>25	<=5	>25	<=5	>25	<=5	>25	<=5	>25	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly												
		Codes	Stand	ards	Use	Const-	tor	tant	End	User	<=5	>25	<=5	>25	<=5	>25	<=5	>25	<=5	>25	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly											
		8	7	6	32	14	35	24	14	22	11	50	27	41	11	19	26	0	92	32	56	131	13	13	11	60	24	49	36	13	13	32	21	64	44	59	17	23	39	0	131	42	87				
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
Too much detail/technical	%	6.6	7.7	9.1	5.0	0.0	13.7	4.8	20.1	0.0	4.7	6.6	8.1	11.9	0.0	8.5	2.0	0.0	6.6	3.4	3.9	7	1	1	3	0	1	0	3	1	0	0	7	2	4	0	6.6	3.4	3.9	7	2	4	0	6.6	3.4	3.9	
Always room for improvement/not a ten	%	4.2	7.7	0.0	8.3	4.2	1.7	2.2	0.0	12.3	4.7	3.2	6.4	2.8	13.9	0.0	4.3	0.0	4.2	8.4	2.0	7	1	0	5	1	1	0	5	1	0	7	5	2	0	4.2	8.4	2.0	7	5	2	0	4.2	8.4	2.0		
Already knew information/too basic/simple	%	4.8	15.4	0.0	10.0	0.0	6.2	4.6	0.0	4.8	0.0	7.6	2.0	5.3	9.2	2.8	4.3	0.0	4.8	1.7	6.8	8	2	0	6	0	4	2	1	1	1	4	1	0	4	0	4.8	1.7	6.8	8	2	0	4.8	1.7	6.8		
Could have had more detail/covered more	%	16.2	15.4	23.1	18.2	23.3	25.0	13.8	20.4	11.6	10.0	14.4	17.5	14.5	22.9	5.1	8.3	23.5	0.0	16.2	19.4	27	2	3	2	14	6	9	3	4	3	16	7	17	17	1	3	11	0	27	7	20	0	27	7	20	
Didn't apply to my specific field/job	%	8.3	0.0	7.7	9.1	3.3	0.0	9.4	0.0	24.0	2.4	4.7	13.0	2.2	10.6	4.5	2.8	21.1	0.0	8.3	8.7	6	0	1	1	2	0	2	1	1	1	1	4	1	4	1	1	5	0	8	3	5	0	8	3	5	
Should've been a longer class/too short/2 days	%	5.6	15.4	0.0	18.2	5.0	8.3	6.5	4.6	0.0	7.7	0.0	6.9	6.2	5.7	9.7	5.8	0.0	0.0	5.6	1.8	9	2	0	2	3	2	4	3	0	6	3	4	2	0	0	0	5.6	1.8	8.1	0	5.6	1.8	8.1			
More hands on class	%	1.9	15.4	0.0	0.0	0.0	4.2	0.0	2.4	0.0	2.7	5.1	1.2	2.2	0.0	5.2	0.0	0.0	0.0	1.9	1.0	3	2	0	0	0	1	1	1	1	1	0	0	0	0	0	0	0	1.9	1.9	1.0	0	1.9	1.9	1.0		
Lack of handouts and reference material	%	0.7	7.7	0.0	0.0	0.0	0.0	2.4	0.0	0.0	0.0	0.0	0.0	2.2	1.4	0.0	0.0	0.0	0.0	0.7	0.0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

P7. In what way didn't the class completely meet all of your expectations?

		ETC BANNER										ATTENDANCE										EXPECTATION										SATISFIED									
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					EXPECTATION					SATISFIED									
		Other		PV/End		Eng/Arch		Con/Trac		Con/Const		New User		Mid 6-25		Senior >25		Small <=5		Large >100		Once/month		More/less		Comp-ly		Comp-ly		Very satis		Not satis									
		Gen-eral	Stand-ards	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use									
		Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes									
Some questions didn't get answered	%	2.5	0.0	0.0	1.7	8.3	1.6	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	0.0	2.2	0.0	2.2	0.0	2.5	1.8	1.8	3.0	3.0										
More explanation on laws	%	0.7	7.7	0.0	0.0	0.0	0.0	2.4	0.0	0.0	0.0	0.0	0.0	2.2	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	1.1									
Instructor could have been better	%	3.0	0.0	0.0	5.0	8.3	4.6	0.0	3.9	2.7	5.1	3.2	2.2	2.2	1.4	4.6	3.0	4.3	0.0	3.0	4.3	0.0	0.0	0.0	0.0	3.0	0.0	0.0	0.0	4.9	4.9	5.0									
Don't remember class	%	1.3	0.0	0.0	0.0	4.2	0.0	4.8	0.0	0.0	5.1	1.2	0.0	1.1	1.4	0.0	0.0	2.2	0.0	1.3	2.2	0.0	0.0	0.0	0.0	1.3	1.8	1.8	1.0	1.0	1.0	1.0									
No complaints/nothing	%	7.1	0.0	23.1	0.0	3.3	8.3	5.9	4.6	4.3	14.9	5.1	6.5	10.0	3.8	0.0	5.7	4.2	0.0	7.1	4.2	0.0	0.0	0.0	0.0	7.1	3.3	3.3	9.7	9.7	8.0	6.0									
Class was too long	%	0.6	0.0	0.0	1.7	0.0	1.5	0.0	0.0	0.0	0.0	1.1	0.0	1.3	0.0	0.0	2.8	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.9	0.9	1.0	1.0									
Travel/Distance/Too far away	%	0.6	0.0	0.0	1.7	0.0	0.0	2.2	0.0	0.0	0.0	0.0	2.0	1.3	0.0	0.0	0.0	2.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.6	1.7	1.7	0.0	0.0	0.0	0.0									
Other	%	3.0	0.0	0.0	5.0	8.3	6.3	2.2	0.0	0.0	0.0	1.1	8.4	5.4	0.0	0.0	2.8	6.5	0.0	3.0	6.5	0.0	0.0	0.0	0.0	3.0	1.8	1.8	3.9	3.9	4.0	4.0									
DK/DR	%	35	2	3	2	11	3	12	12	5	9	6	18	9	13	5	12	7	0	35	17	0	0	0	0	35	17	18	18	18	18	18	18								
	%	38.6	30.8	38.5	36.4	33.3	25.0	35.0	47.2	36.2	42.4	51.1	35.6	33.5	30.2	47.9	63.1	27.5	0.0	38.6	53.5	32.5	0.0	0.0	0.0	38.6	53.5	32.5	32.5	32.5	32.5	32.5	32.5								
	%	45	4	5	4	20	6	15	13	5	13	11	21	12	15	6	10	13	0	45	19	0	0	0	0	45	19	26	26	26	26	26	26								

		COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		Other End-Use	PV/Renewables	Eng/Arch/Const	Eng/Const	Con-tractor	Con-tant	New User	Mid <=5	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Not very		
Codes	Standards	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral	Gen-eral		
4	0	0	1	0	1	1	3	0	0	3	1	1	0	1	0	3	0	4	1	
%	3.3	0.0	7.1	2.3	0.0	1.9	3.3	14.0	0.0	4.5	2.9	0.8	0.0	2.0	7.6	0.0	4.8	0.9	6.2	
4	0	0	1	2	0	2	1	1	0	2	2	1	0	1	1	0	4	1	3	
6	1	0	0	3	1	2	1	1	3	1	2	3	2	1	1	1	3	2	4	
%	4.2	10.0	0.0	6.8	2.4	3.4	2.7	9.0	7.9	3.0	5.1	4.0	11.3	4.9	1.5	7.7	2.7	5.4	3.0	
11	2	0	0	6	1	4	2	1	5	3	4	6	3	3	1	6	5	7	4	
2	0	0	1	1	1	0	1	1	0	1	1	2	1	1	0	0	2	1	2	
%	1.7	0.0	7.1	2.3	2.4	1.9	0.0	2.7	2.1	1.5	2.9	2.4	4.0	3.9	0.0	0.0	2.4	0.8	2.7	
4	0	0	1	2	1	2	0	1	1	0	2	3	1	2	0	0	4	1	3	
5	1	1	0	2	1	2	2	0	1	0	3	2	2	1	1	1	3	2	2	
%	3.7	10.0	0.0	4.5	2.4	3.8	4.9	0.0	3.9	0.0	3.7	5.8	3.2	2.0	3.1	6.9	2.4	4.1	3.5	
9	2	2	0	4	1	4	3	0	2	0	5	4	4	1	2	5	4	5	4	
8	0	1	0	1	1	4	1	3	3	0	5	3	5	0	3	0	2	7	2	
%	6.2	0.0	4.0	2.3	4.8	6.7	3.5	14.0	11.6	0.0	6.7	8.7	7.2	11.4	0.0	4.1	7.2	2.4	6.3	
7	0	1	0	2	2	3	2	1	2	0	5	2	5	0	2	0	3	4	3	
MEAN:	31.7	42.4	26.6	30.0	37.2	31.2	29.1	26.5	27.3	41.5	26.9	31.5	37.1	29.6	34.0	31.3	33.6	31.1	29.2	34.5

P8B. What percentage of the time did the class include ... Hands-on activities where attendees have the chance to practice skills they are learning?

	ETC BANNER																		
	COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
	Codes	Standards	Other End-Use	PV/Renewables	Eng/Arch/Const	Con/Trac/tor	New User	Mid <=5	Senior >25	Small <=5	Large >100	Once/month	Comp/lete	Very satis	Not filed				
Total	132	12	8	47	24	57	33	20	28	18	73	38	15	29	36	40	92	67	62
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
202	20	25	14	88	42	89	52	20	44	33	101	66	23	41	58	69	131	103	97
53	2	8	6	19	9	28	12	6	7	10	30	13	30	6	9	16	37	30	23
%	39.7	20.0	60.0	39.8	35.7	48.7	36.4	30.4	25.1	54.4	40.9	34.0	43.9	44.0	29.8	43.9	39.2	39.8	44.6
85	4	15	11	35	15	44	22	7	13	18	43	24	44	12	16	25	55	43	42
27	1	2	1	11	7	12	8	5	5	3	12	11	11	2	7	9	7	20	13
%	20.2	10.0	12.0	22.7	28.6	20.2	25.1	24.7	18.5	18.2	16.7	28.1	16.5	11.6	23.9	25.9	17.3	21.7	19.2
41	2	3	1	20	12	17	11	5	10	6	14	20	21	3	9	13	28	24	17
14	3	1	0	7	3	6	3	1	4	2	8	4	7	3	2	4	3	11	7
%	10.5	25.0	4.0	14.8	14.3	10.7	10.2	5.7	15.7	9.3	11.3	10.4	10.6	18.5	7.8	10.5	8.4	11.5	10.8
25	5	1	0	13	6	11	6	2	8	3	15	7	13	5	4	7	6	19	13
13	3	2	1	5	2	5	3	2	3	2	7	4	6	1	4	2	5	7	6
%	9.6	25.0	12.0	11.4	9.5	8.7	8.3	8.4	9.8	8.9	10.0	10.1	8.8	7.2	13.4	6.1	12.7	7.8	9.1
23	5	3	1	10	4	9	5	3	5	3	13	7	11	2	7	4	9	13	11
5	1	1	0	3	0	1	1	1	2	2	2	2	3	0	0	2	2	3	2
%	4.1	10.0	8.0	6.8	0.0	2.0	3.4	2.7	7.5	9.3	2.9	4.3	4.0	0.0	0.0	5.8	5.5	3.5	3.1
10	2	2	0	6	0	2	2	1	4	3	4	3	5	0	0	4	4	6	4
9	0	0	1	1	2	1	2	3	3	0	8	1	6	0	1	2	5	4	4
%	6.7	0.0	0.0	7.1	2.3	7.1	2.0	4.9	14.0	9.7	10.6	2.9	8.1	0.0	4.1	4.5	12.8	4.2	6.7
8	0	0	1	2	3	2	3	1	1	0	6	2	6	0	2	3	5	3	4
1	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	1	0
%	0.4	5.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	1.6	0.0	0.7	0.0
1	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	1	0

P8B. What percentage of the time did the class include ... Hands-on activities where attendees have the chance to practice skills they are learning?

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED							
Codes	Standards	Other End-Use	PV/Renewables	Eng/Arch/Const	Con/Trac/Int	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp/lete	Comp/lete	Very satis	Very satis				
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
3	1	0	0	0	0	0	0	0	1	1	3	3	1	0	3	3	3	3	1	1
%	2.5	5.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0	1.6	0.9	18.7	9.6	1.6	0.0	3.6	4.1	1.0
	2	1	0	0	0	0	1	0	1	0	1	1	1	1	1	1	0	2	1	1
	8	0	1	0	1	4	1	3	3	0	5	3	5	0	3	0	2	7	2	4
%	6.2	0.0	4.0	0.0	2.3	4.8	6.7	3.5	14.0	11.6	0.0	6.7	8.7	7.2	0.0	11.4	0.0	4.1	7.2	2.4
	7	0	1	0	2	3	2	2	1	2	0	5	2	5	0	2	0	3	4	3
	15.1	24.9	8.5	5.7	12.2	11.2	9.4	18.8	16.0	19.2	9.0	14.5	12.7	13.3	24.6	21.2	13.1	15.6	14.9	15.1
MEAN:	CDEF	B	B	B	B	B	HJ	G	G	G	G	G	G	G	G	G	G	G	G	G

P8C. What percentage of the time did the class include ... Lecturing with little or no interaction or hands-on demonstrations?

	ETC BANNER																										
	COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED						
	Codes	Stand	ards	Gen-eral	HVAC	Other End-Use	PV/ables	Eng/Const	Arch/trac-tor	Con-sul-tant	Con-tact	Sen-ior	Mid-6-25	New <=5	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr	More	Less	Not-ly	Not-ly	Very	Very		
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	67	67	67	67	67	62	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97							
10	1	1	1	4	1	3	6	1	1	1	5	2	4	4	6	1	6	5	7	3							
%	7.9	10.0	8.0	7.1	8.0	4.8	5.8	18.2	2.7	1.8	6.3	6.8	4.3	5.6	25.9	19.6	1.5	14.0	5.3	10.7	5.2						
15	2	2	1	7	2	6	7	1	1	1	2	9	3	7	3	6	1	10	5	9	6						
7	1	2	1	3	1	3	0	2	3	1	3	3	5	1	1	1	2	2	5	4	4						
%	5.6	10.0	12.0	7.1	6.8	2.4	4.8	0.0	8.0	10.8	5.8	4.5	7.9	6.7	8.0	4.9	5.8	4.9	5.9	5.3	6.1						
14	2	3	1	6	1	5	0	3	6	2	6	6	9	2	3	4	4	10	7	7							
7	1	0	0	3	0	2	1	3	2	1	4	2	2	2	1	0	3	2	5	2	4						
%	4.9	5.0	0.0	6.8	0.0	3.8	3.2	14.0	5.6	5.9	5.2	4.3	2.4	3.6	0.0	9.0	4.0	5.4	3.1	7.1							
8	1	0	0	6	0	4	2	1	3	2	3	3	3	1	0	2	3	5	4	4							
14	2	0	1	5	2	3	3	1	5	0	9	4	5	1	2	4	2	4	2	12	8						
%	10.3	20.0	0.0	7.1	11.4	9.5	5.4	9.8	3.0	17.7	1.6	13.0	10.1	7.0	7.2	5.9	12.2	4.4	13.0	6.8	13.7						
21	4	0	1	10	4	6	6	1	5	5	1	13	7	9	2	3	8	3	18	8	12						
8	2	1	0	3	2	3	2	0	2	2	6	1	3	1	2	2	2	3	5	3	5						
%	6.3	15.0	8.0	6.8	9.5	5.8	6.9	0.0	7.7	9.3	7.6	2.9	4.2	7.2	5.7	5.9	8.5	5.4	5.0	8.0							
15	3	2	0	6	4	6	4	0	4	3	10	2	5	2	3	4	6	9	6	9							
18	1	2	2	7	3	8	1	4	4	2	7	8	12	2	4	5	8	10	11	7							
%	13.7	10.0	16.0	21.4	14.8	14.3	13.6	3.2	22.3	15.2	12.2	9.7	21.7	17.5	11.6	15.4	13.6	19.3	10.9	16.4	11.5						
29	2	4	3	13	6	14	2	4	8	4	9	15	18	3	8	9	10	18	16	13							
7	1	1	0	3	3	2	2	0	3	1	3	3	5	0	1	2	1	2	1	6	4						
%	5.0	5.0	4.0	0.0	5.7	11.9	2.9	5.1	0.0	9.7	3.0	4.6	7.4	6.6	0.0	3.9	4.7	2.9	6.0	5.7	4.6						
12	1	1	0	5	5	3	3	0	5	1	6	5	8	0	2	3	2	10	7	5							

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED															
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE EXPECTATION SATISFIED					
		Other		PV/		Eng/		Con-		Con-		New		Mid		Sen-		Small		Large		Once/		Comp-		Not	
		Gen-	End-	Renew	Arch/	trac	Con-	End	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly
		Stand	ard	al	HVAC	Use	ables	Const	tor	tant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant	ant
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--
61-70%		11	1	2	0	0	5	3	5	2	2	2	1	8	2	5	2	2	3	4	7	7	4	7	7	4	4
	%	8.1	5.0	12.0	0.0	10.2	14.3	9.0	6.8	8.5	7.7	6.2	10.4	5.2	6.9	15.1	6.7	7.9	10.3	7.2	10.2	6.2	6.2	6.2	6.2	6.2	7
71-80%		18	1	1	2	5	3	11	8	0	0	1	3	11	4	9	1	5	6	3	14	7	11	11	11	11	11
	%	13.4	10.0	8.0	28.6	10.2	11.9	19.4	25.0	0.0	4.0	15.6	15.1	10.2	13.0	7.1	17.2	16.9	8.4	15.7	10.7	17.1	17.1	17.1	17.1	17.1	15
81-90%		12	0	2	0	5	2	5	2	4	1	3	5	4	8	2	1	5	5	7	8	4	4	4	4	4	4
	%	9.0	0.0	12.0	0.0	11.4	9.5	8.5	4.9	22.1	4.0	18.3	6.6	10.0	11.9	10.7	3.7	14.9	12.0	7.8	11.3	7.0	7.0	7.0	7.0	7.0	8
91-99%		4	0	0	0	0	1	3	1	0	0	1	3	0	3	0	0	0	1	1	3	4	0	0	0	0	0
	%	3.0	0.0	0.0	0.0	0.0	4.8	5.8	3.5	0.0	0.0	6.5	3.8	0.0	4.0	0.0	0.0	1.6	1.5	3.6	5.8	0.0	0.0	0.0	0.0	0.0	0
100%		9	1	2	2	3	1	5	3	1	1	2	4	3	5	1	2	2	2	6	4	4	4	4	4	4	4
	%	6.6	10.0	16.0	28.6	5.7	2.4	8.5	9.9	5.3	4.2	9.4	5.9	7.3	7.2	3.5	5.5	6.1	5.6	6.6	6.6	7.1	7.1	7.1	7.1	7.1	8
Don't know/Refused		8	0	1	0	1	1	4	1	3	3	0	5	3	5	0	3	0	0	2	7	2	4	4	4	4	4
	%	6.2	0.0	4.0	0.0	2.3	4.8	6.7	3.5	14.0	11.6	0.0	6.7	8.7	7.2	0.0	11.4	0.0	4.1	7.2	2.4	6.3	6.3	6.3	6.3	6.3	3
MEAN:		53.4	42.7	58.3	64.3	50.6	57.5	60.8	54.7	54.1	43.9	61.6	53.7	53.0	57.9	41.1	47.1	57.1	50.5	54.5	55.3	51.6	51.6	51.6	51.6	51.6	51.6

ETS (#3782)
 P9A. How would you rate the class on ... Level of technical information?

		ETC BANNER										ATTENDANCE			EXPECTATION			SATISFIED												
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY								
		Other		PV/		Eng/		Con-		Con-		New		Mid		Sen-		Small		Large		Once/		Comp-		Not				
		Stand	ards	Gen-	eral	Use	Const	tor	ant	Use	End	Use	End	Use	End	Use	End	Use	End	Use	End	Use	End	Use	End	Use	End			
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26			
Total		132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	67	67	67	67	67	62			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1 - Poor		1	0	1	0	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0		
%	0.4	0.0	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.7	0.0	0.7	0.0	1.8	0.0	1.3	0.0	1.3	0.0	1.3	0.0	1.3	0.0	0.8	0.0	0.0	0.0
2		1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	1	0	1	0
%	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.9
3		1	0	0	0	1	0	1	0	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0
%	0.4	0.0	0.0	0.0	1.1	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.9
4		2	0	0	0	2	0	1	0	1	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
%	1.2	0.0	0.0	0.0	3.4	0.0	1.9	0.0	2.7	0.0	0.0	1.5	1.4	1.4	0.8	0.0	3.7	1.5	0.0	1.7	0.0	1.7	0.0	1.7	0.0	1.7	0.0	2.6	0.0	2.6
5		9	1	1	1	2	3	6	4	0	3	2	6	4	5	0	2	6	5	0	2	6	5	0	2	6	5	0	2	6
%	6.5	10.0	8.0	7.1	2.3	7.1	6.0	6.6	0.0	12.6	6.1	4.7	10.8	3.8	3.8	0.0	10.6	9.4	0.7	9.1	2.1	11.8	2.1	11.8	2.1	11.8	2.1	11.8	2.1	11.8
6		7	0	1	0	3	0	2	3	1	1	1	3	1	1	1	3	3	1	0	7	3	3	3	3	3	3	3	3	3
%	5.1	0.0	4.0	0.0	6.8	0.0	3.3	9.8	2.7	3.7	4.6	3.6	1.4	1.2	22.3	11.5	2.9	0.0	7.3	4.9	5.6	4.9	5.6	4.9	5.6	4.9	5.6	4.9	5.6	
7		13	1	1	1	5	2	7	6	0	3	1	8	3	4	2	4	3	2	11	2	11	2	11	2	11	2	11	2	11
%	9.6	10.0	8.0	7.1	10.2	9.5	12.5	16.5	0.0	9.8	6.2	10.5	8.7	6.4	11.2	15.5	7.6	4.3	11.9	3.4	16.8	3.4	16.8	3.4	16.8	3.4	16.8	3.4	16.8	

ETS (#3782)
 P9A. How would you rate the class on ... Level of technical information?

Codes	Standards	Gen-eral	HVAC	--A--	--B--	--C--	--D--	--E--	--F--	--G--	TYPE OF BUSINESS				--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
											Other	Eng/	Con-	Con-														
30	4	4	2	11	3	11	6	3	8	4	18	8	12	4	5	4	4	4	25	12	17							
%	22.4	30.0	28.6	22.7	14.3	19.9	18.4	13.9	27.4	22.0	24.5	20.3	17.7	29.4	19.2	12.1	10.9	10.9	27.6	17.8	27.6							
46	6	8	4	20	6	17	11	5	10	7	25	14	18	8	10	8	8	8	38	18	27							
20	2	2	2	6	6	6	6	4	4	5	8	7	13	2	2	10	4	4	15	9	11							
%	15.2	20.0	21.4	12.5	23.8	10.5	17.0	22.4	14.0	27.5	11.5	17.7	19.5	11.2	7.8	27.7	11.0	16.6	13.3	18.1	16							
32	4	3	3	11	10	11	10	4	7	9	11	12	24	3	4	14	8	23	16	16								
47	4	3	3	18	10	22	10	8	9	5	27	15	30	4	8	13	29	18	38	8								
%	35.2	30.0	35.7	38.6	42.9	38.3	29.9	39.1	30.6	27.4	37.1	38.2	43.7	26.0	28.2	34.5	71.8	19.8	56.9	13.3								
73	6	6	5	34	18	36	18	6	16	9	37	27	43	7	15	19	48	25	58	15								
5	0	1	0	1	1	3	1	4	0	1	3	1	4	0	1	1	0	4	1	2								
%	3.7	0.0	0.0	1.1	2.4	5.7	1.7	19.3	0.0	6.1	4.5	1.3	5.5	0.0	1.8	3.0	0.0	4.8	0.9	2.5								
5	0	2	0	1	1	2	1	3	0	2	2	1	3	0	1	2	0	4	1	3								
MEAN:	8.36	8.40	7.91	8.64	8.33	8.80	8.34	8.21	9.04	8.07	8.52	8.37	8.45	8.79	8.07	7.66	8.43	9.39	7.88	9.03	7.61							

ETS (#3782)
 P9B. How would you rate the class on . . . Teaching skill of instructor.

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED																						
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					EXPECTATION SATISFIED							
		Other		PV/		Eng/		Con-		Con-		Sen-		Small		Large		Once/		Comp-		Not		Very		Not								
		End	Use	Abilities	Const	tor	trac	tant	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor						
		13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
		25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97	202	20	25	14	88	42	89	52	20					
3	0	0	0	1	0	1	0	0	3	0	3	0	0	0	0	0	0	0	0	0	3	0	3	0	3	0	3	0	3	0	3			
2.5	0.0	0.0	1.1	0.0	0.9	0.0	0.0	0.0	9.7	0.0	4.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.3		
2	0	0	0	1	0	1	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2		
2	0	0	0	1	0	1	0	0	1	0	GH																					T		
2	0	0	0	1	1	1	0	0	1	1	1	1	1	1	0	1	1	0	2	1	1	1	1	1	1	1	1	1	1	1	1	2		
1.3	0.0	0.0	1.1	4.8	2.0	0.0	0.0	0.0	2.1	3.3	0.7	1.5	0.8	0.0	2.0	1.6	0.0	1.9	0.0	1.9	0.0	2.8	3	0	0	1	1	1	1	1	1	3		
3	0	0	0	1	2	2	0	0	1	1	1	1	1	1	0	1	1	0	3	0	3	0	3	0	3	0	3	0	3	0	3	0		
4	0	0	0	1	0	3	3	1	0	0	4	0	0	0	1	3	0	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	
2.9	0.0	0.0	2.3	0.0	5.7	8.2	2.7	2.7	0.0	0.0	5.2	0.0	0.0	3.6	11.5	0.0	0.0	4.2	0.0	4.2	0.0	6.2	3	0	0	0	0	0	0	0	0	3		
3	0	0	0	2	0	2	1	1	0	0	3	0	0	0	1	2	0	0	3	0	3	0	3	0	3	0	3	0	3	0	3	0	T	
1	0	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
0.8	0.0	0.0	2.3	0.0	1.9	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.8	0.0	0.0	1.5	1.3	0.6	0.8	0.8	0.9	2	0	0	0	0	0	0	0	0	0	0	1	
2	0	0	0	2	0	2	0	0	0	0	2	0	1	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
12	1	1	1	3	1	3	5	1	4	0	6	4	4	4	3	6	2	1	11	5	7	14	2	1	1	1	1	1	1	1	1	1	1	1
9.2	10.0	4.0	7.1	6.8	4.8	5.9	15.1	2.7	13.4	0.0	7.6	10.0	6.4	22.3	21.0	6.0	2.8	12.0	7.4	11.6	14	2	1	1	1	1	1	1	1	1	1	1	1	1
23	2	4	2	9	3	9	7	2	4	4	12	6	8	8	4	5	3	2	21	7	15	38	3	7	4	17	5	14	12	7	10	6	9	28
17.1	15.0	28.0	28.6	19.3	11.9	16.4	19.6	8.5	13.9	23.1	16.5	17.0	11.5	26.3	18.9	9.2	4.1	23.0	10.6	24.2	44	6	7	4	17	5	14	12	7	10	6	9	28	
24	4	4	2	10	5	11	8	1	4	3	9	11	16	3	3	8	6	18	10	14	24	4	4	2	10	5	14	12	7	10	6	9	28	
18.1	30.0	28.0	28.6	20.5	19.0	19.5	23.1	5.4	14.6	18.9	12.6	29.9	23.0	18.2	10.4	22.8	14.3	19.4	15.2	22.3	44	6	7	4	18	8	20	14	2	2	2	2	2	
44	6	7	4	18	8	20	14	2	8	6	17	21	29	5	6	15	11	32	19	25	44	6	7	4	18	8	20	14	2	2	2	2	2	2

ETS (#3782)
 P9B. How would you rate the class on . . . Teaching skill of instructor.

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
Codes	Standards	Other End-Use	PV/Renewables	Eng/Arch/Const	Con/trac-tor	New	Mid	Senior	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis						
--A--	--B--	--E--	--F--	--G--	--H--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--					
58	4	3	21	15	24	11	12	13	9	34	15	35	4	10	20	31	27	45	14			
%	44.0	35.0	32.0	35.7	45.5	59.5	41.9	32.2	61.5	44.4	48.9	46.8	38.8	51.1	29.6	34.3	54.4	77.4	30.0	66.0	22.3	
	90	7	8	5	40	25	40	19	10	23	16	46	27	52	8	18	28	52	38	69	21	
	5	1	1	0	1	0	3	1	4	1	1	3	1	4	0	1	2	0	5	0	3	
%	4.2	10.0	8.0	0.0	1.1	0.0	5.9	1.8	19.3	1.9	5.8	4.6	2.9	6.3	0.0	1.8	4.5	0.0	5.4	0.0	4.5	
	6	2	2	0	1	0	2	1	3	1	2	2	2	4	0	1	3	0	5	0	5	
MEAN:	8.70	9.00	8.96	8.93	8.83	9.14	8.67	8.49	9.46	8.24	9.10	8.53	8.94	9.22	8.44	8.16	9.22	9.64	8.26	9.38	7.92	
							I	I	I	GHU	I	I	N	O	N	Q	P	P	S	R	R	T

ETS (#3782)
 P9C. How would you rate the class on . . . Providing new information.

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
Codes	Standards	Other	End-Use	Eng/Arch/Const	Con-trac-tant	New	Mid	Senior	Small	Large	Once/month	Once/yr	Comp-lete	Comp-lete	Very	Not					
--A--	--B--	--E--	--F--	--G--	--H--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--				
18	2	4	2	8	1	7	5	3	10	5	8	3	4	4	6	12	7	11			
%	13.5	15.0	28.0	18.2	4.8	11.7	14.9	0.0	16.2	17.4	14.0	12.0	11.2	22.4	12.4	10.3	14.2	13.4	10.1	17.1	
34	3	7	4	16	2	13	9	0	9	6	19	9	15	6	7	11	23	13	20		
				F	E																
22	3	1	1	7	5	8	3	4	6	1	12	8	11	2	2	9	3	18	9	12	
%	16.3	25.0	8.0	7.1	14.8	19.0	13.5	10.0	22.7	20.1	6.2	16.5	20.8	15.5	15.1	5.8	25.9	8.2	20.0	14.1	19.7
31	5	2	1	13	8	10	6	4	10	2	14	14	15	4	3	13	6	25	13	18	
				F	E										Q	P	S	R			
53	4	3	4	18	15	24	14	8	9	27	16	36	3	9	17	28	24	42	11		
%	39.7	35.0	24.0	50.0	37.5	61.9	42.4	42.2	38.7	26.9	49.3	37.4	42.9	52.1	21.9	32.4	45.7	69.4	26.7	62.1	17.2
83	7	6	7	33	26	40	25	6	14	16	37	30	53	6	17	26	46	36	64	19	
				F	E												S	R	U	T	
2	1	1	0	1	0	1	1	1	1	1	1	2	0	0	1	1	1	1	1	2	
%	1.6	5.0	8.0	0.0	1.1	0.0	0.9	1.6	8.3	0.0	2.9	0.8	2.7	2.3	0.0	1.8	2.9	1.5	1.1	0.9	2.5
4	1	2	0	1	0	1	1	3	0	1	1	2	3	0	1	2	1	2	1	3	
				F	CE																
MEAN:	8.30	8.42	7.91	8.50	8.16	9.07	8.20	8.44	8.62	7.79	8.57	8.07	8.71	8.77	7.93	8.04	8.58	9.36	7.84	9.20	7.36
			F	F	CE						M	L	L	O	N		S	S	R	R	U

ETS (#3782)
P9D. How would you rate the class on . . . Time for asking questions.

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
Codes	Standards	Other End-Use	PV/Renewables	Eng/Arch/Const	Con/Trac/tor	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	More/less	Comp-ly	Comp-lete	Very satis	Not satis				
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
21	4	2	8	5	8	7	3	4	6	7	8	12	4	4	5	16	10	11			
%	16.0	30.0	12.0	28.6	18.2	21.4	14.4	22.1	14.1	13.6	31.7	9.1	21.8	16.9	26.6	13.4	12.4	12.5	17.7	14.9	18.1
38	6	3	4	16	9	15	13	5	7	10	12	15	21	7	8	9	29	18	20		
63	5	6	2	21	15	30	14	10	12	7	38	18	36	5	11	23	27	35	42	21	
%	47.7	40.0	44.0	28.6	45.5	61.9	51.7	43.0	53.2	41.2	39.3	52.0	47.5	51.8	33.2	38.1	62.1	69.0	38.5	61.9	34.7
95	8	11	4	40	26	46	22	7	21	13	49	33	53	9	16	33	46	48	64	31	
																Q	P	S	R	U	T
5	0	1	0	1	0	3	0	4	1	1	3	1	4	0	1	2	0	4	0	2	
%	3.7	0.0	8.0	0.0	2.3	0.0	4.8	0.0	22.0	1.9	5.8	4.5	1.3	5.5	0.0	1.8	4.3	0.0	4.7	0.0	3.4
5	0	2	0	2	0	1	0	4	1	2	2	1	3	0	1	3	0	4	0	4	
MEAN:	8.77	8.65	8.83	8.71	8.74	9.21	8.82	8.61	9.47	8.71	8.84	8.90	8.85	8.99	8.07	8.18	9.20	9.32	8.52	9.08	8.43
							I	I	I	I	I	I	I	I	I	Q	P	S	R	U	T

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED																			
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					EXPECTATION SATISFIED				
		Other		PV/		Eng/		Con-		Con-		New		Mid		Sen-		Small		Once/		Comp-		Very		Not					
		End	Use	Arch	Const	tor	trac	tant	User	<=5	>5	<=5	>5	<=5	>5	<=5	>5	<=5	>5	more	less	ly	lete	lete	lete	lete	lete				
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26				
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
Total	132	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62											
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97											
1 - Poor	1	0	0	1	1	0	1	0	0	1	0	1	1	0	0	0	1	0	1	0	0	1	0	1	0	0	1				
%	0.8	0.0	0.0	7.1	1.1	0.0	1.0	0.0	1.9	3.0	0.0	1.5	0.8	0.0	0.0	1.5	0.0	1.2	0.0	1.8	0.0	1.2	0.0	1.8	0.0	2.0					
2	0	0	1	1	0	1	0	0	1	1	0	1	1	0	0	1	0	0	1	0	0	1	0	0	0	0	2				
%	0.8	0.0	0.0	7.1	1.1	0.0	1.0	0.0	1.9	3.0	0.0	1.5	0.8	0.0	0.0	1.5	0.0	1.2	0.0	1.8	0.0	1.2	0.0	1.8	0.0	2.0					
2	5	1	1	0	2	0	2	1	3	0	0	5	1	5	0	2	1	5	3	3											
%	4.1	5.0	4.0	0.0	3.4	0.0	2.8	1.8	14.0	0.0	6.7	1.4	7.2	0.0	0.0	4.3	1.3	5.4	4.1	4.4											
6	1	1	0	3	0	3	1	1	1	0	5	1	5	0	0	3	1	5	1	5											
%	0.8	0.0	0.0	2.3	0.0	1.8	3.1	0.0	0.0	2.9	1.4	1.4	2.3	0.0	0.0	2.6	1.1	2.3	0.8	0.8											
4	0	2	0	2	0	2	2	0	0	1	2	1	3	0	0	2	2	3	0	1											
%	1.6	0.0	8.0	0.0	2.3	0.0	1.8	3.1	0.0	2.9	1.4	1.4	2.3	0.0	0.0	2.6	1.1	2.3	0.8	0.8											
5	0	1	0	2	1	3	1	0	1	1	3	0	2	1	2	1	4	2	1	3											
%	3.7	0.0	4.0	0.0	2.3	2.4	2.9	8.2	0.0	1.8	3.3	2.2	0.0	1.6	18.7	11.4	1.6	1.3	4.8	2.7											
5	14	1	2	7	2	8	5	1	2	2	6	6	5	2	4	3	3	10	4	10											
%	10.3	5.0	12.0	21.4	15.9	14.0	13.7	2.7	7.9	9.2	8.2	15.7	7.8	11.2	15.1	7.6	8.2	11.3	5.8	15.8											
25	1	3	3	14	4	15	8	1	4	3	11	11	10	3	8	5	6	19	7	18											
%	0.8	2.3	2.3	10.3	3.4	11.1	6.3	0.8	3.0	3.0	8.0	8.0	7.4	2.3	6.0	3.0	4.3	13.6	5.8	13.6											
6	9	2	1	5	2	3	3	3	2	1	5	4	6	2	2	2	4	6	5	4											
%	7.1	15.0	4.0	7.1	10.2	7.1	5.8	8.2	14.2	5.8	3.2	6.8	10.0	8.0	14.7	7.6	6.0	9.8	6.0	7.5											
17	3	1	1	9	3	6	5	5	3	1	9	7	10	4	4	4	7	10	9	8											
%	13.6	7.5	7.5	31.8	11.1	21.4	17.6	19.0	11.1	11.1	11.1	11.1	13.6	11.1	11.1	11.1	13.6	11.1	11.1	11.1											
7	17	3	2	1	3	7	5	1	4	2	8	7	10	2	6	3	3	14	8	9											
%	13.0	25.0	16.0	14.3	5.7	11.9	11.7	15.2	2.7	15.8	9.4	11.4	13.8	10.9	20.8	7.9	8.6	15.1	12.5	14.3											
23	5	4	2	5	5	8	9	1	4	3	11	9	13	3	7	5	6	17	11	12											

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
Codes	Standards	Other Eng/Arch/Const	PV/Arch/Const	Eng/Arch/Const	Con-tract	Con-sult	End User	New	Mid	Senior	Small	Large	Once/month	Once/month	More	Less	Comp-ly	Comp-ly	Very	Not			
--A--	--B--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--			
23	2	2	10	5	9	4	1	9	4	13	6	7	3	5	6	7	16	10	13				
%	17.7	15.0	21.6	21.4	16.4	11.8	3.0	32.0	21.5	18.0	15.4	9.5	22.0	17.0	16.2	17.7	17.9	14.5	21.2				
39	3	3	19	9	17	7	1	13	7	20	11	12	6	9	11	13	26	18	20				
8	2	1	3	2	4	2	1	2	2	3	3	6	0	1	2	1	7	2	6				
%	6.0	20.0	4.0	7.1	7.1	7.0	5.1	2.7	7.7	9.5	8.8	9.1	0.0	1.9	6.2	2.8	7.4	3.4	9.1				
14	4	1	5	3	7	3	1	4	3	5	6	11	0	1	4	2	12	4	10				
40	2	3	13	9	17	11	7	7	6	26	9	22	3	6	17	18	22	30	11				
%	30.6	15.0	28.4	38.1	30.4	32.8	36.0	23.1	32.3	35.4	23.2	32.5	22.4	21.4	45.9	44.4	24.4	43.9	17.7				
58	3	6	25	16	24	16	5	12	11	31	16	33	6	7	22	28	29	46	12				
7	0	2	0	2	1	4	0	5	1	4	1	5	0	1	1	1	5	1	3				
%	5.1	0.0	3.4	2.4	6.2	0.0	24.7	4.0	5.8	5.9	3.6	7.4	0.0	4.8	2.9	3.4	5.4	1.2	5.2				
9	0	3	0	3	1	3	0	5	2	4	3	6	0	3	2	3	5	2	6				
MEAN:	7.53	7.50	7.00	7.07	7.38	8.20	7.55	7.39	7.82	7.82	7.67	7.41	7.50	6.96	7.14	8.13	7.25	7.91	7.10				

ETS (#3782)
 P10A. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my clients.
 BASE: UMA

2006/11/29

		ETC BANNER																									
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	End	New	Mid	Sen-	Small	Large	yr	or	lete	Not	Not	Very	Very					
		End-	Renew	Const	tor	tor	Const	tor	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly					
		Use	ables	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor					
		10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30					
		31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51					
		52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72					
		73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93					
		94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114					
		115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135					
		136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156					
		157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177					
		178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198					
		199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219					
		220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240					
		241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261					
		262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282					
		283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303					
		304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324					
		325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345					
		346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366					
		367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387					
		388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408					
		409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429					
		430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450					
		451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471					
		472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492					
		493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513					
		514	515	516	517	518	519	520	521	522	523	524	525	526	527	528	529	530	531	532	533	534					
		535	536	537	538	539	540	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555					
		556	557	558	559	560	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576					
		577	578	579	580	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597					
		598	599	600	601	602	603	604	605	606	607	608	609	610	611	612	613	614	615	616	617	618					
		619	620	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639					
		640	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660					
		661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680	681					
		682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700	701	702					
		703	704	705	706	707	708	709	710	711	712	713	714	715	716	717	718	719	720	721	722	723					
		724	725	726	727	728	729	730	731	732	733	734	735	736	737	738	739	740	741	742	743	744					
		745	746	747	748	749	750	751	752	753	754	755	756	757	758	759	760	761	762	763	764	765					
		766	767	768	769	770	771	772	773	774	775	776	777	778	779	780	781	782	783	784	785	786					
		787	788	789	790	791	792	793	794	795	796	797	798	799	800	801	802	803	804	805	806	807					
		808	809	810	811	812	813	814	815	816	817	818	819	820	821	822	823	824	825	826	827	828					
		829	830	831	832	833	834	835	836	837	838	839	840	841	842	843	844	845	846	847	848	849					
		850	851	852	853	854	855	856	857	858	859	860	861	862	863	864	865	866	867	868	869	870					
		871	872	873	874	875	876	877	878	879	880	881	882	883	884	885	886	887	888	889	890	891					
		892	893	894	895	896	897	898	899	900	901	902	903	904	905	906	907	908	909	910	911	912					
		913	914	915	916	917	918	919	920	921	922	923	924	925	926	927	928	929	930	931	932	933					
		934	935	936	937	938	939	940	941	942	943	944	945	946	947	948	949	950	951	952	953	954					
		955	956	957	958	959	960	961	962	963	964	965	966	967	968	969	970	971	972	973	974	975					
		976	977	978	979	980	981	982	983	984	985	986	987	988	989	990	991	992	993	994	995	996					
		997	998	999	1000	1001	1002	1003	1004	1005	1006	1007	1008	1009	1010	1011	1012	1013	1014	1015	1016	1017					
		1018	1019	1020	1021	1022	1023	1024	1025	1026	1027	1028	1029	1030	1031	1032	1033	1034	1035	1036	1037	1038					
		1039	1040	1041	1042	1043	1044	1045	1046	1047	1048	1049	1050	1051	1052	1053	1054	1055	1056	1057	1058	1059					
		1060	1061	1062	1063	1064	1065	1066	1067	1068	1069	1070	1071	1072	1073	1074	1075	1076	1077	1078	1079	1080					
		1081	1082	1083	1084	1085	1086	1087	1088	1089	1090	1091	1092	1093	1094	1095	1096	1097	1098	1099	1100	1101					
		1102	1103	1104	1105	1106	1107	1108	1109	1110	1111	1112	1113	1114	1115	1116	1117	1118	1119	1120	1121	1122					
		1123	1124	1125	1126	1127	1128	1129	1130	1131	1132	1133	1134	1135	1136	1137	1138	1139	1140	1141	1142	1143					
		1144	1145	1146	1147	1148	1149	1150	1151	1152	1153	1154	1155	1156	1157	1158	1159	1160	1161	1162	1163	1164					
		1165	1166	1167	1168	1169	1170	1171	1172	1173	1174	1175	1176	1177	1178	1179	1180	1181	1182	1183	1184	1185					
		1186	1187	1188	1189																						

ETS (#3782) 2006/11/29
 P10B. As a result of the class, I recommend energy efficient technologies and solutions to my clients more often.
 BASE: UMA

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
		Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	Con-	End	New	Mid	Sen-	Sen-	Small	Large	yr	or	Comp-	Not	Very	Very	Very	Very	Very	Very		
Codes	Stand	ards	Gen-	eral	HVAC	Use	ables	Const	-tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	--AC--	
104	10	11	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46									
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
158	17	21	13	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	77									
5	0	0	0	1	1	5	0	3	0	1	4	0	4	0	1	1	0	5	0	2	0	2							
%	4.5	0.0	0.0	3.1	3.0	8.2	0.0	14.0	0.0	5.9	6.6	0.0	5.9	0.0	2.4	2.0	0.0	6.7	0.0	4.2									
3	0	0	0	1	0	3	3	0	0	0	3	0	1	0	3	1	0	3	0	3	0	3							
%	3.1	0.0	0.0	1.6	0.0	5.7	8.2	0.0	0.0	0.0	5.7	0.0	0.9	0.0	12.4	1.8	0.0	4.7	0.0	7.1									
2	0	0	0	1	0	2	1	0	0	0	2	0	1	0	1	0	2	0	2	0	2								
%	2.0	0.0	0.0	1.0	0.0	2.0	1.0	0.0	0.0	0.0	2.0	0.0	1.0	0.0	1.0	0.0	2.0	0.0	2.0	0.0	2.0								
1	0	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	1								
%	0.5	0.0	0.0	1.6	0.0	0.0	0.0	2.7	0.0	0.0	0.9	0.0	0.9	0.0	0.0	0.0	0.0	0.8	1.0	0.0	1.0								
1	0	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	1	0	0	1								
%	0.5	0.0	0.0	1.6	0.0	0.9	0.0	0.0	0.0	3.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0								
7	1	1	1	3	2	4	2	1	0	1	4	2	5	1	0	2	1	6	3	3	3								
%	6.4	5.9	4.8	7.8	12.1	7.0	4.9	2.7	0.0	8.0	6.6	5.8	8.3	11.3	0.0	5.9	3.3	8.0	6.2	7.1									
2	1	1	0	0	1	2	1	0	0	0	2	1	1	0	0	0	1	0	2	0	2								
%	2.2	11.8	4.8	0.0	0.0	3.0	1.8	0.0	0.0	0.0	3.0	2.0	1.9	0.0	0.0	4.1	0.0	3.3	0.0	5.0									
7	1	2	1	3	1	4	3	1	0	2	4	1	3	1	2	2	2	5	2	5	2								
%	6.7	5.9	19.0	7.7	9.4	3.0	6.5	10.0	2.7	0.0	14.7	6.5	3.7	4.5	5.8	7.1	5.7	6.6	6.9	3.1									
13	1	4	1	6	1	7	6	1	0	4	7	2	5	1	3	3	4	9	3	10									
%	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5	11.5								

ETS (#3782)
 P10B. As a result of the class, I recommend energy efficient technologies and solutions to my clients more often.
 BASE: UMA

2006/11/29

COURSE TYPE		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/Const	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp/lete	Not	Very satis	Not	Very					
10	2	1	2	4	2	7	3	1	0	1	4	5	8	0	2	3	3	7	4	7	
%	9.9	17.6	9.5	23.1	10.9	9.1	13.1	8.6	2.7	0.0	7.6	7.7	16.3	12.4	0.0	11.0	9.6	9.1	10.4	6.7	14.4
	19	3	2	3	7	3	14	5	1	0	2	8	9	14	0	5	6	13	7	12	
9	7	1	1	4	1	3	2	2	0	0	1	2	4	4	1	2	0	2	4	2	5
%	6.2	5.9	9.5	7.7	10.9	3.0	5.6	5.0	8.4	0.0	7.7	2.8	13.0	7.1	5.8	9.8	0.0	6.5	6.2	2.9	10.6
	12	1	2	1	7	1	6	3	3	0	2	3	7	8	1	4	0	4	8	3	9
											M	L			Q	P					
10 - Strongly Agree	53	5	5	3	16	11	25	19	8	0	7	27	16	27	7	12	16	24	28	37	15
%	50.4	52.9	47.6	46.2	48.4	57.6	44.1	56.3	42.0	0.0	44.6	47.0	55.3	43.6	77.1	52.6	55.3	72.7	39.7	67.9	32.0
	79	9	10	6	31	19	42	30	7	0	12	37	29	40	9	17	25	40	38	55	23
																		S	R	U	T
NA	9	0	0	1	2	2	3	2	4	0	1	8	1	8	0	1	4	1	9	7	3
%	9.0	0.0	0.0	7.7	4.7	9.1	5.8	5.2	22.1	0.0	7.9	13.3	2.0	13.6	0.0	2.4	15.5	1.7	12.7	12.2	6.0
	9	0	0	1	3	3	2	3	4	0	2	6	1	7	0	1	4	1	8	4	5
											M	L					S	R			
DK/DR	1	0	1	0	0	0	0	0	1	0	0	0	1	1	0	1	0	0	0	0	1
%	0.5	0.0	4.8	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	0.0	1.8	0.8	0.0	2.3	0.0	0.0	0.0	0.0	1.1
	1	0	1	0	0	0	0	0	1	0	0	1	1	1	0	1	0	0	0	0	1
MEAN:	8.24	8.65	8.65	8.75	8.31	8.57	7.63	8.42	7.60	*	8.02	7.77	9.02	8.12	9.20	8.17	8.63	9.38	7.61	9.28	7.52
											M	L					S	R	U	T	

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
		Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	End	New	Mid	Sen-	ior	Small	Large	month	yr	or	lete	Not	Very	Very		
Codes	Stand	ards	Gen-	eral	HVAC	Use	ables	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--		
104	10	11	8	34	19	57	33	20	0	15	58	29	61	9	22	29	33	70	55	46					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
158	17	21	13	64	33	89	52	20	0	27	77	53	91	13	33	44	57	99	79	77					
5	0	1	1	0	1	4	1	3	0	1	4	0	4	1	1	1	1	4	0	2					
%	4.5	0.0	4.8	7.7	0.0	3.0	6.3	1.7	14.0	0.0	5.9	6.6	0.0	6.9	5.6	2.6	2.0	1.7	5.9	0.0	4.3				
5	0	1	1	0	1	3	1	1	1	0	2	3	0	4	1	1	1	4	0	4					
4	0	0	1	1	0	3	3	0	0	1	3	0	1	0	3	1	0	4	0	4					
%	3.7	0.0	0.0	7.7	1.6	0.0	5.7	9.9	0.0	0.0	3.9	5.7	0.0	0.9	0.0	12.4	1.8	0.0	5.5	0.0	8.3				
3	0	0	1	1	0	2	2	0	0	1	2	0	1	0	1	1	0	3	0	3					
1	0	0	1	0	1	1	1	1	0	0	0	1	1	1	0	0	1	0	1	0	1				
%	1.1	0.0	0.0	7.7	0.0	3.0	2.0	1.7	0.0	0.0	1.0	1.0	1.0	1.0	0.0	0.0	2.0	0.0	1.7	0.0	2.5				
2	0	0	1	0	1	2	1	0	0	0	0	1	1	1	0	0	1	0	2	0	2				
5	1	1	1	2	2	3	2	0	0	1	3	1	3	1	1	1	1	2	1	4	2	3			
%	4.8	5.9	4.8	7.7	4.7	9.1	4.9	6.8	0.0	0.0	7.6	4.9	3.7	4.6	5.8	2.3	6.1	1.7	6.4	3.1	7.2				
9	1	1	1	3	3	5	4	0	0	2	5	2	5	1	1	1	3	1	8	3	6				
4	1	0	0	0	0	0	0	4	0	0	0	1	1	1	3	3	0	0	4	3	1				
%	3.8	11.8	0.0	0.0	0.0	0.0	11.8	0.0	0.0	0.0	1.0	2.1	2.0	29.8	12.4	0.0	0.0	0.0	5.6	5.0	2.6				
3	2	0	0	0	0	0	3	0	0	0	1	1	2	1	1	0	0	3	1	2					
7	0	2	0	4	1	4	3	1	1	0	2	4	1	3	1	1	1	2	5	1	6				
%	6.7	0.0	14.3	0.0	12.5	6.1	6.5	8.0	2.7	0.0	11.1	7.4	3.7	4.4	5.8	2.4	3.7	4.9	7.6	2.0	12.7				
13	0	3	0	8	2	7	5	1	1	0	3	8	2	5	1	1	2	3	10	2	11				
14	1	1	1	8	3	10	4	2	0	2	7	5	10	1	5	5	4	10	6	8					
%	13.7	11.8	9.5	15.4	23.4	15.2	17.2	11.6	8.4	0.0	15.6	12.2	17.0	17.2	5.6	22.0	17.4	13.0	14.2	11.2	17.6				
26	2	2	2	15	5	18	7	3	0	4	13	9	19	1	9	8	18	11	15						

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Codes	Standards	Other PV/End-Use	Renewables	Architectural	Eng/Const	Con-tor	trac	Con-tor	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-ly	Comp-ly	Very satis	Very satis		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
8	1	2	2	3	1	4	2	1	0	2	2	4	5	1	1	3	3	5	4	4		
%	7.9	5.9	14.3	23.1	9.4	6.1	7.5	5.1	5.4	0.0	15.2	3.7	13.2	8.1	6.3	4.6	11.5	9.8	7.1	8.1		
15	1	3	3	6	2	8	3	2	0	4	4	7	9	1	2	6	6	9	8	7		
50	6	5	2	14	11	25	14	12	0	6	27	16	30	3	8	13	23	26	36	14		
%	47.6	58.8	47.6	30.8	40.6	57.6	43.1	43.3	58.7	0.0	40.6	47.0	56.7	48.8	35.5	34.1	44.0	68.9	37.3	65.6		
74	10	10	4	26	19	41	26	9	0	11	33	30	42	6	14	19	38	35	53	21		
5	1	0	0	2	0	3	0	2	0	0	5	0	3	1	1	3	0	5	3	2		
%	5.2	5.9	0.0	0.0	6.3	0.0	5.7	0.0	8.1	0.0	9.5	0.0	5.4	5.8	2.4	11.4	0.0	7.8	5.0	4.6		
6	1	0	0	4	0	2	0	3	0	0	6	0	2	1	1	2	0	6	1	4		
1	0	1	0	1	0	1	0	1	0	0	1	1	1	0	0	0	0	1	0	1		
%	1.0	0.0	4.8	0.0	1.6	0.0	0.9	0.0	2.6	0.0	0.9	1.8	0.8	0.0	4.7	0.0	0.0	0.8	0.0	2.3		
2	0	1	0	1	0	1	0	1	1	0	1	1	1	0	2	0	0	1	0	2		
MEAN:	8.17	8.88	8.50	7.31	8.59	8.55	7.84	7.61	8.25	* 7.97	7.88	9.02	8.28	7.53	7.42	8.50	9.25	7.59	9.24	7.34		
											M	L					S	R	U	T		

ETS (#3782) 2006/11/29
 P10D. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my facility
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED							
Codes	Standards	Gen-eral	HVAC	Use	Other	PV/ables	Renew-ables	Arch/Const	Eng/Const	Con-tor	Con-trac-tor	Con-sul-tant	End-User	New	Mid	Sen-ior	Small	Large	Once/	More	Less	Att-ndance	Expec-tation	Not	Very	Satis-fied	Very	Not			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--											
28	2	1	13	5	0	0	0	0	0	0	0	0	28	3	15	9	8	5	6	8	6	22	13	15							
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
44	3	4	1	24	9	0	0	0	0	0	0	44	6	24	13	15	10	8	14	12	32	24	20								
1	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	1							
%	1.9	0.0	0.0	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	16.4	0.0	0.0	0.0	0.0	0.0	0.0	6.9	0.0	2.4	0.0	3.4							
1	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	1							
1	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0							
%	1.9	0.0	0.0	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	5.8	6.6	0.0	0.0	0.0	0.0	0.0	2.4	0.0	3.4							
1	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0							
4	1	0	0	1	0	0	0	0	0	0	0	4	0	1	3	1	1	1	3	1	0	4	0	4							
%	13.7	33.3	0.0	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	13.7	0.0	3.5	36.3	7.5	9.7	42.5	7.8	0.0	17.7	0.0	25.1								
3	1	0	0	1	0	0	0	0	0	0	0	3	0	1	2	1	1	1	1	1	0	3	0	3							
1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0							
%	4.1	0.0	0.0	11.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.1	0.0	0.0	12.6	0.0	0.0	18.0	0.0	0.0	5.3	0.0	7.5								
2	0	0	1	0	0	0	0	0	0	0	0	2	0	0	2	0	0	0	2	0	0	2	0	2							
2	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0							
%	7.6	0.0	50.0	4.2	11.1	0.0	0.0	0.0	0.0	0.0	0.0	7.6	0.0	14.1	0.0	13.1	10.6	17.0	6.7	8.2	7.4	4.0	10.6								
4	0	2	0	1	1	0	0	0	0	0	0	4	0	4	0	2	1	2	1	1	1	3	1	3							
5	0	0	0	3	2	0	0	0	0	0	0	5	1	3	1	1	2	1	2	1	2	4	2	3							
%	17.7	0.0	0.0	20.8	44.4	0.0	0.0	0.0	0.0	0.0	0.0	17.7	34.4	22.0	5.8	13.9	39.7	9.0	28.5	17.8	17.7	17.4	17.9								
9	0	0	0	5	4	0	0	0	0	0	0	9	2	6	1	2	4	1	4	2	7	4	5								
1	0	0	0	1	1	0	0	0	0	0	0	1	1	1	0	1	0	0	0	0	0	1	1	1							
%	4.0	0.0	0.0	4.2	11.1	0.0	0.0	0.0	0.0	0.0	0.0	4.0	16.4	3.8	0.0	7.3	0.0	0.0	14.6	9.3	2.4	4.6	3.4								
2	0	0	0	1	1	0	0	0	0	0	0	2	1	1	0	1	0	0	2	1	1	1	1	1							

ETS (#3782) 2006/11/29
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 BASE: End User

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/Const	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	Not	Not	
11	1	0	7	1	0	0	0	4	4	2	1	3	4	7	9	2	2	
39.4	66.7	50.0	0.0	58.3	22.2	0.0	0.0	39.4	32.8	38.6	39.5	51.6	39.9	13.5	35.4	64.7	32.2	
21	2	0	14	2	0	0	0	7	8	4	2	5	8	13	18	3	3	
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
9.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	17.8	
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
MEAN:	8.03	8.33	8.50	6.00	8.54	8.22	*	8.03	7.67	8.69	7.16	8.42	8.40	6.46	8.07	9.30	7.62	9.48
							*											

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED						
Codes	Standards	Gen-eral	HVAC	Use	Other	PV/ables	Renew-ables	Arch/Const	Eng/Const	Con-tor	Con-sul-tant	Con-trac-tor	Eng/Arch/Const	Renew-ables	New User	Mid 6-25	Senior >25	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr	More/less	Comp-ly	Com-lete	com-ly	Very satis-fied	Not		
28	2	1	13	5	0	0	0	0	0	0	0	0	28	3	15	9	8	5	6	8	6	8	6	22	13	15				
44	3	4	1	24	9	0	0	0	0	0	0	0	44	6	24	13	15	10	8	14	12	32	24	20						
1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	1	0	1					
1.9	0.0	0.0	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.0	3.5	0.0	6.6	0.0	0.0	0.0	0.0	0.0	2.4	0.0	3.4					
1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1	0	1					
1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	1					
1.9	0.0	0.0	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.0	5.8	6.6	0.0	0.0	0.0	0.0	0.0	2.4	0.0	3.4					
1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	1	0	1					
4	1	0	1	1	0	0	0	0	0	0	0	0	4	0	1	4	1	1	3	1	1	3	1	0	4					
15.8	33.3	0.0	100.0	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	15.8	0.0	3.5	42.6	7.5	9.7	51.5	7.8	0.0	20.3	0.0	28.9						
4	1	0	1	1	0	0	0	0	0	0	0	0	4	0	1	3	1	1	1	1	1	1	0	4						
2	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	1	0	2						
6.2	0.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.2	0.0	11.5	0.0	0.0	21.3	18.1	0.0	0.0	0.0	8.0	0.0	11.4					
3	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	2	2	0	0	0	3	0	3					
1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1	0	1	0	1				
3.7	0.0	25.0	0.0	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.7	0.0	6.9	0.0	0.0	9.7	0.0	13.7	0.0	4.8	0.0	6.8						
2	0	1	0	1	0	0	0	0	0	0	0	0	2	0	2	0	0	1	0	2	0	2	0	2	0	2				
2	0	0	0	2	1	0	0	0	0	0	0	0	2	1	1	1	0	0	1	1	1	1	0	2	1	2				
7.7	0.0	0.0	0.0	12.5	11.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.7	32.8	3.5	6.3	0.0	9.7	9.0	13.9	0.0	9.9	4.2	10.7						
4	0	0	0	3	1	0	0	0	0	0	0	0	4	2	1	1	0	1	1	2	0	4	1	3						
1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	1	0	0					
2.1	0.0	0.0	0.0	0.0	11.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1	0.0	3.8	0.0	7.3	0.0	0.0	7.6	9.3	0.0	4.6	0.0						
1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	1	1	0	1	0	0					

ETS (#3782)
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

2006/11/29

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===== ETC BANNER =====
COURSE TYPE      TYPE OF BUSINESS      YEARS OF INDUSTRY      ATTENDANCE EXPECTATION SATISFIED
-----
Codes            Other PV/ Eng/ Con-      Sen-      Once/ Comp-      Not
Stand Gen-      End- Renew Arch/ trac sul-      for Small Large month yr or lete  -ly  -ly  -ly  -ly
ards eral HVAC Use ables Const -tor tant User <=5 6-25 >25 <=5 >100 more less  -ly  -ly  -ly  -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
12          1          1          0          8          1          0          12          2          6          4          5          2          1          4          5          8          10          2
% 43.2 66.7 50.0 0.0 66.7 22.2 0.0 0.0 0.0 43.2 49.2 38.6 45.3 58.2 39.9 13.5 49.3 73.2 34.6 78.1 14.2
23          2          2          0          16         2          0          23         3          11         8          9          4          2          7          9          14          19          4

5          0          1          0          1          1          0          5          1          4          0          1          1          1          1          1          4          2          3
% 17.6 0.0 25.0 0.0 4.2 22.2 0.0 0.0 0.0 17.6 18.0 28.7 0.0 13.7 9.7 8.0 7.6 17.5 17.6 13.2 21.3
5          0          1          0          1          2          0          5          1          4          0          2          1          1          1          2          3          3          2

MEAN:  8.05  8.33  9.00  5.00  8.74  7.86  *  *  *  8.05  9.20  8.28  7.34  8.33  7.98  6.22  8.75  9.89  7.53  9.85  6.41
      Q      Q      Q
  
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ETS (#3782) 2006/11/29
 P10F. As a result of the class, I am better able to implement energy efficient technologies or solutions
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
		Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	Con-	End	New	Mid	Sen-	Small	Large	Once/	Once/	Comp-	Not	Very	Very	
		Use	Arch/	Const	tor	tant	User	<=5	>25	>25	<=5	>25	>25	<=5	>100	>100	more	less	ly	ly	satis	satis	
		---D	---E	---F	---G	---H	---I	---J	---K	---L	---M	---N	---O	---P	---Q	---R	---S	---T	---U	---V	---W	---X	---Y
Total	28	2	1	13	5	0	0	0	0	0	28	3	15	9	8	5	6	8	6	22	13	15	
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	44	3	4	1	24	9	0	0	0	44	6	24	13	15	10	8	14	12	32	24	20		
5	3	0	0	0	1	0	0	0	0	3	0	0	0	3	1	0	3	0	0	3	0	3	
%	11.6	0.0	0.0	4.2	0.0	11.6	0.0	0.0	0.0	35.6	0.0	0.0	42.5	0.0	0.0	14.9	0.0	0.0	14.9	0.0	21.3		
	2	0	0	1	0	0	0	0	0	2	0	0	2	1	0	1	0	0	2	0	2		
6	3	0	1	1	0	2	0	0	0	3	0	2	1	2	1	2	1	2	2	2	2		
%	12.2	0.0	25.0	100.0	0.0	44.4	0.0	0.0	0.0	12.2	0.0	14.9	12.6	21.0	10.6	35.0	7.6	26.8	8.0	13.2	11.3		
	6	0	1	1	0	4	0	0	0	6	0	4	2	3	1	4	1	3	3	3	3		
7	3	1	1	0	1	1	0	0	0	3	0	2	1	1	1	1	0	1	0	3	1		
%	10.0	66.7	25.0	0.0	4.2	11.1	0.0	0.0	0.0	10.0	0.0	10.7	12.9	7.5	20.6	0.0	14.5	0.0	12.9	4.7	14.4		
	5	2	1	0	1	1	0	0	0	5	0	3	2	1	2	0	2	0	0	5	1		
8	4	0	0	0	3	1	0	0	0	4	2	2	1	1	2	1	2	1	3	1	4		
%	15.4	0.0	0.0	25.0	22.2	0.0	0.0	0.0	0.0	15.4	49.2	10.8	12.1	13.9	30.0	9.0	35.4	8.5	17.4	12.9	17.6		
	8	0	0	0	6	2	0	0	0	8	3	3	2	2	3	1	5	1	7	3	5		
9	1	0	0	0	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1	1		
%	3.8	0.0	0.0	8.3	0.0	0.0	0.0	3.8	0.0	7.0	0.0	13.3	0.0	0.0	0.0	0.0	0.0	0.0	4.8	4.2	3.4		
	2	0	0	0	2	0	0	2	0	2	0	2	0	2	0	0	0	0	0	2	1		
10 - Strongly Agree	9	1	1	0	7	1	0	0	0	9	1	5	2	3	2	1	3	4	5	8	2		
%	33.3	33.3	50.0	0.0	54.2	11.1	0.0	33.3	32.8	35.1	26.7	37.6	29.1	13.5	34.7	64.7	24.4	60.6	10.8	10.8			
	18	1	2	0	13	1	0	0	18	2	10	5	6	3	2	5	8	10	15	3			
NA	4	0	0	0	1	1	0	0	0	4	1	3	0	0	1	0	1	0	4	1	3		
%	13.7	0.0	0.0	4.2	11.1	0.0	0.0	13.7	18.0	21.5	0.0	9.7	0.0	7.6	0.0	17.6	4.6	21.3	1	2			
	3	0	0	0	1	1	0	0	3	1	2	0	0	1	0	1	0	3	1	1	2		
MEAN:	8.01	8.00	8.25	6.00	9.04	7.13	*	8.01	8.80	8.47	7.09	8.19	8.18	6.29	8.43	8.76	7.76	8.99	7.04				
				F	E		*				Q	P		Q	P				U	T			

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED						
		Other PV/		Eng/		Con-		Con-		New		Mid		Sen-		Small		Once/		Once/		Comp-		Not		Very		Not						
		End-		Arch/		trac		sul-		End		6-25		>25		<=5		Large		month		ly		ly		ly		ly						
		Use		Const		tor		tant		User		<=5		>5		<=5		>5		yr or		lete		lete		lete		lete						
		--E--		--P--		--G--		--H--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--				
		--D--		--F--		--I--		--I--		--U--		--V--		--W--		--X--		--Y--		--Z--		--AA--		--AB--		--AC--		--AD--		--AE--				
Total	28	2	1	13	5	0	0	0	0	28	3	15	9	8	5	6	8	8	6	22	13	15	15	15	15	15	15	15	15	15				
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
	44	3	4	1	24	9	0	0	0	44	6	24	13	15	10	8	14	12	32	24	20	20	20	20	20	20	20	20	20	20				
5	4	0	1	1	1	0	0	0	0	4	0	1	3	1	1	4	0	0	1	4	1	4	1	4	1	4	1	4	1	4				
%	15.5	0.0	25.0	100.0	4.2	0.0	0.0	0.0	0.0	15.5	0.0	6.9	36.1	6.4	9.7	59.4	0.0	8.2	17.6	4.0	25.0	4.0	25.0	4.0	25.0	4.0	25.0	4.0	25.0	4.0	25.0			
4	0	1	1	1	1	0	0	0	0	4	0	2	2	1	1	3	0	1	3	1	3	1	3	1	3	1	3	1	3	1	3			
6	1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1		
%	2.1	0.0	0.0	0.0	11.1	0.0	0.0	0.0	0.0	2.1	0.0	0.0	6.3	0.0	0.0	9.0	0.0	0.0	2.7	0.0	3.8	0.0	3.8	0.0	3.8	0.0	3.8	0.0	3.8	0.0	3.8	0.0	3.8	
1	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1		
7	2	1	0	0	0	2	0	0	0	2	0	2	1	1	1	1	1	1	1	2	1	2	1	2	1	2	1	2	1	2	1	2		
%	8.3	33.3	0.0	0.0	33.3	0.0	0.0	0.0	0.0	8.3	0.0	11.5	6.5	14.8	21.3	18.1	7.8	9.3	8.0	4.6	11.4	4.6	11.4	4.6	11.4	4.6	11.4	4.6	11.4	4.6	11.4	4.6	11.4	
4	1	0	0	0	3	0	0	0	0	4	0	3	1	2	2	2	1	1	1	3	1	3	1	3	1	3	1	3	1	3	1	3		
8	4	0	1	0	2	2	0	0	0	4	1	2	1	1	1	1	0	3	1	4	2	4	2	4	2	4	2	4	2	4	2	4		
%	15.6	0.0	25.0	0.0	16.7	33.3	0.0	0.0	0.0	15.6	34.4	14.2	12.1	13.9	19.4	0.0	35.9	8.5	17.6	17.4	14.0	17.4	14.0	17.4	14.0	17.4	14.0	17.4	14.0	17.4	14.0	17.4	14.0	
8	0	1	0	4	3	0	0	0	0	8	2	4	2	2	2	0	5	1	7	4	4	7	4	4	7	4	4	7	4	4	7	4		
9	2	0	0	0	2	1	0	0	0	2	0	2	1	1	1	0	1	1	1	2	1	2	1	2	1	2	1	2	1	2	1	2		
%	7.7	0.0	0.0	0.0	12.5	11.1	0.0	0.0	0.0	7.7	0.0	10.8	5.8	13.9	9.7	0.0	14.6	9.3	7.3	12.9	3.4	12.9	3.4	12.9	3.4	12.9	3.4	12.9	3.4	12.9	3.4	12.9	3.4	
4	0	0	0	3	1	0	0	0	0	4	0	3	1	2	1	0	2	1	3	3	1	3	1	3	1	3	1	3	1	3	1	3		
10 - Strongly Agree	11	1	1	0	8	1	0	0	0	11	2	6	3	4	2	1	3	4	7	8	3	8	3	8	3	8	3	8	3	8	3	8	3	
%	39.2	66.7	50.0	0.0	62.5	11.1	0.0	0.0	0.0	39.2	65.6	38.6	27.4	44.3	39.9	13.5	41.7	64.7	31.9	61.1	21.1	61.1	21.1	61.1	21.1	61.1	21.1	61.1	21.1	61.1	21.1	61.1	21.1	
21	2	2	0	15	1	0	0	0	0	21	4	11	5	7	4	2	6	8	13	15	6	13	15	6	13	15	6	13	15	6	13	15	6	
NA	3	0	0	0	1	0	0	0	0	3	0	3	1	1	0	0	0	0	3	0	3	0	3	0	3	0	3	0	3	0	3	0	3	
%	11.6	0.0	0.0	0.0	4.2	0.0	0.0	0.0	0.0	11.6	0.0	18.0	5.8	6.6	0.0	0.0	0.0	14.9	0.0	21.3	0.0	21.3	0.0	21.3	0.0	21.3	0.0	21.3	0.0	21.3	0.0	21.3	0.0	21.3
2	0	0	0	1	0	0	0	0	0	2	0	1	1	1	0	0	0	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	
MEAN:	8.31	9.00	8.25	5.00	9.30	7.78	*	*	*	8.31	9.31	8.68	7.29	8.73	8.39	6.12	8.90	9.05	8.06	9.18	7.39	9.18	7.39	9.18	7.39	9.18	7.39	9.18	7.39	9.18	7.39	9.18	7.39	
					F	E				M		K			Q		P			U		T		T										

ETS (#3782)
P12. Prior to attending the class, would you say that you were....?

		ETC BANNER																			
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
		Other PV/ Eng/ Con-				Eng/ Con-				New Mid 6-25 >25				Once/ Comp-				Not			
		End- Renew Arch/ trac sul-				Const- tor tant				User <=5 >5 >100				month yr or lete				lete			
		Use ables Const- tor tant				--H-- --I--				--K-- --L-- --M--				--P-- --Q--				--R-- --S--			
		--E-- --F-- --G-- --H-- --I--				--J-- --K-- --L-- --M--				--N-- --O-- --P-- --Q--				--R-- --S--				--T-- --U--			
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	15	29	36	40	92	67	62	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
202	20	25	14	88	42	89	52	20	44	33	101	66	23	41	58	69	131	103	97		
More knowledgeable	65	5	8	2	18	12	27	16	12	14	6	37	19	6	16	15	14	50	29	33	
	49.0	40.0	28.6	38.6	50.0	47.3	46.9	61.2	48.2	32.3	51.1	48.5	46.5	41.3	54.4	41.1	35.6	54.3	43.0	53.8	
91	8	15	4	34	21	42	24	10	17	11	48	30	47	7	21	23	26	63	41	49	
About as knowledgeable	45	5	3	5	19	8	20	12	6	10	7	23	15	27	4	10	12	16	28	24	
	33.8	45.0	24.0	57.1	39.8	31.0	35.5	36.7	28.1	35.2	40.6	30.9	39.1	38.5	36.4	33.4	41.4	30.8	35.2	33.1	
73	9	6	8	35	13	33	18	6	18	13	33	27	44	8	15	22	26	47	39	33	
Not very well informed about energy efficiency	22	2	2	1	10	5	10	5	2	4	5	13	4	10	4	2	9	13	15	7	
	16.4	15.0	16.0	7.1	20.5	19.0	17.2	16.4	8.0	14.5	27.1	17.3	10.9	15.0	29.4	7.1	24.0	23.0	13.7	21.8	
36	3	4	1	18	8	14	10	3	8	9	19	8	15	8	4	12	17	19	23	13	
DK/DR	1	0	0	1	1	0	0	0	1	1	0	1	1	0	0	1	1	0	1	0	
	0.8	0.0	0.0	7.1	1.1	0.0	0.0	0.0	2.7	2.1	0.0	0.7	1.5	0.0	0.0	2.0	1.5	0.0	1.2	0.0	
2	0	0	1	1	1	0	0	0	1	1	0	1	1	0	0	1	1	0	2	0	

P13. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED																											
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED												
		Other		PV/		Eng/		Con-		Con-		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Satis		fied		-T-		-U-					
		Gen-	eral	Use	ables	Const	tor	trac	tant	End	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly	ly						
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	--AC--	--AD--	--AE--	--AF--						
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62																		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
202	20	25	14	88	42	89	52	20	44	33	101	66	69	106	23	41	58	69	131	103	97																		
Trade journals	48	4	8	1	16	8	26	11	6	10	7	26	14	27	5	12	12	14	34	26	19																		
%	36.6	35.0	60.0	14.3	34.1	33.3	45.2	31.8	30.4	36.8	36.5	35.0	35.6	39.5	36.9	42.0	31.7	36.1	36.6	39.0	31.4																		
73	7	15	2	30	14	40	15	7	7	15	12	39	21	42	6	14	21	26	46	40	32																		
Manufacturers reps	45	5	4	4	13	5	23	15	6	7	3	29	13	17	4	11	10	6	39	16	26																		
%	33.7	45.0	32.0	50.0	27.3	19.0	40.9	43.7	31.0	23.2	15.4	39.2	34.8	25.2	26.3	40.2	28.7	15.2	42.2	23.0	41.9																		
61	9	8	7	24	8	31	22	3	3	8	5	36	20	23	7	13	15	11	50	24	35																		
Distributors or other sales staff	21	2	3	2	5	1	12	7	1	5	2	13	6	6	2	7	3	4	17	10	11																		
%	15.9	15.0	20.0	21.4	11.4	4.8	21.0	19.9	3.0	16.3	9.1	17.9	16.7	8.5	11.2	24.1	7.3	10.6	18.4	14.4	18.4																		
27	3	5	3	10	2	14	8	1	1	5	3	16	8	7	3	5	5	8	19	14	13																		
Training classes/seminars or workshops	27	1	4	2	11	2	14	7	7	5	4	13	10	13	3	9	2	11	16	12	12																		
%	20.6	5.0	32.0	21.4	22.7	7.1	24.2	19.5	36.0	17.2	24.3	18.4	25.1	19.4	17.8	31.7	4.3	28.0	17.7	18.1	20.1																		
39	1	8	3	20	3	22	12	5	5	5	8	17	14	17	5	13	3	17	22	19	19																		
Colleagues within my company	9	1	2	0	4	0	4	2	0	3	2	3	4	2	1	4	3	2	6	3	6																		
%	6.9	5.0	16.0	0.0	8.0	0.0	7.5	6.3	0.0	11.6	8.7	4.4	11.3	3.1	3.5	13.3	8.9	5.3	7.1	3.9	10.5																		
13	1	4	0	7	0	8	4	0	0	2	3	6	4	4	1	3	6	4	8	5	8																		
Colleagues outside my company	10	0	1	0	4	1	6	1	0	3	0	6	4	5	0	4	4	2	8	5	5																		
%	7.8	0.0	4.0	0.0	8.0	2.4	10.4	3.3	0.0	11.6	0.0	8.1	11.5	7.9	0.0	13.5	10.5	5.5	8.9	8.1	7.9																		
11	0	1	0	7	1	7	2	0	0	2	0	7	4	6	0	3	3	4	7	6	5																		
Consultants	8	0	2	0	3	1	2	1	1	5	1	3	5	2	0	3	2	1	7	2	6																		
%	6.1	0.0	16.0	0.0	5.7	2.4	3.8	1.6	2.6	17.2	3.0	3.6	12.8	3.1	0.0	11.4	4.5	1.3	7.7	3.2	9.6																		
11	0	4	0	5	1	4	1	1	1	5	1	5	5	4	0	2	3	1	9	4	7																		
Utility company	16	3	1	1	5	1	6	3	2	5	2	8	6	6	2	4	3	5	11	9	7																		
%	12.1	25.0	4.0	14.3	11.4	2.4	10.7	10.0	11.5	17.4	9.2	11.3	16.0	8.9	14.9	15.3	7.3	12.5	12.1	13.9	10.8																		
21	5	1	2	10	1	7	6	4	5	3	11	7	7	7	4	4	5	9	12	13	8																		

PI3. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

		ETC BANNER																																																																																																																																																					
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED																																																																																																																												
		Other End-Use					PV/Renewables					Eng/Arch/Const					Con/Trac/Int					Senior					Small					Once/monthly					Comp/lete					Not																																																																																																													
		E					F					G					H					I					J					K					L					M					N					O					P					Q					R					S					T					U																																																																					
		1					2					3					4					5					6					7					8					9					10					11					12					13					14					15					16					17					18					19					20					21					22					23					24					25					26					27					28					29					30				
Internet		32	1	3	2	12	7	8	5	8	10	5	17	10	18	2	7	11	21	18	15	24.5	10.0	20.0	21.4	25.0	28.6	13.5	15.0	38.9	36.9	36.9	27.8	23.3	27.3	26.2	14.8	24.6	20.0	27.8	22.8	26.1	24.0																																																																																																												
	%	47	2	5	3	22	12	14	9	10	11	9	23	15	29	4	9	13	20	26	19																																																																																																																																		
Professional organization		1	1	0	0	0	1	0	1	0	1	0	0	1	1	0	1	0	1	1	1	0.9	5.0	0.0	0.0	2.4	0.0	1.8	0.0	2.1	0.0	0.0	3.1	0.9	0.0	2.0	0.0	1.5	0.7	0.9	1.0																																																																																																														
	%	2	1	0	0	0	1	0	1	0	1	0	0	2	1	0	1	0	1	1	1																																																																																																																																		
Self research		1	0	0	0	1	0	0	0	0	1	1	0	0	1	0	0	1	0	1	0	0.4	0.0	0.0	0.0	1.1	0.0	0.0	0.0	1.9	3.0	0.0	0.0	0.8	0.0	0.0	1.5	0.0	0.6	0.8	0.0																																																																																																														
	%	1	0	0	0	1	0	0	0	0	1	1	0	0	1	0	0	1	0	1	0																																																																																																																																		
Other		1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	1	0	0	1	0	0.4	0.0	0.0	1.1	0.0	0.0	0.0	0.0	1.9	0.0	0.7	0.0	0.0	3.6	0.0	0.0	0.0	0.6	0.0	0.9																																																																																																														
	%	1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	1	0	0	1	0																																																																																																																																		
DK/DR		7	0	1	1	3	2	1	2	1	3	1	3	2	3	1	1	3	1	1	1	5.0	0.0	4.0	7.1	6.8	9.5	2.0	6.5	2.7	11.8	3.3	4.5	5.8	4.1	3.6	2.0	9.0	2.9	5.9	4.2	6.2																																																																																																													
	%	12	0	1	1	6	4	2	4	1	6	1	6	4	5	1	1	6	4	5	1																																																																																																																																		

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

		ETC BANNER																							
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
		Other PV/ Eng/ Con-				Renew Arch/ trac sul-				New End User				Mid 6-25 <=5				Small Large month yr or lete				Once/ Comp- Not			
		End-ables Const-tor tant				H-H--I-I--				--J--K--L--M--				--N--O--P--Q--R--S--				-U--							
		--D--E--F--G--				--H--I--J--K--L--M--				--N--O--P--Q--R--S--				--T--U--											
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	67	62			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97					
1 - Strongly Disagree	4	1	1	1	1	1	1	1	1	2	1	1	1	0	1	1	1	0	4	1	3				
%	2.8	5.0	4.0	7.1	1.1	4.8	1.5	3.5	3.0	5.8	4.9	1.5	3.1	0.4	4.1	2.0	1.6	0.0	4.0	1.6	4.2				
7	1	1	1	1	2	2	1	1	3	2	2	2	2	1	1	1	1	0	7	2	5				
2	1	1	0	0	1	0	1	0	0	1	0	1	0	0	1	0	1	0	1	0	1				
%	0.9	5.0	0.0	0.0	1.1	0.0	1.0	0.0	0.0	1.9	0.0	1.5	0.0	0.0	3.6	0.0	1.6	0.0	1.2	0.0	1.8				
2	1	0	0	1	0	1	0	0	0	1	0	2	0	0	1	0	1	0	2	0	2				
4	1	0	1	0	0	1	1	0	0	1	0	1	1	1	0	1	1	1	1	1	1				
%	0.8	0.0	4.0	0.0	2.4	1.0	3.6	0.0	0.0	1.8	0.0	0.7	1.5	1.6	0.0	1.8	1.6	1.3	0.6	0.8	0.9				
2	0	1	0	0	1	1	1	0	0	1	0	1	1	2	0	1	1	1	1	1	1				
5	10	2	1	1	4	1	5	2	3	3	1	8	1	5	1	2	2	2	9	2	5				
%	7.9	15.0	4.0	7.1	9.1	2.4	8.6	6.5	17.0	9.8	5.8	11.4	2.9	7.2	3.6	7.8	4.4	4.3	9.5	3.3	8.9				
15	3	1	1	8	1	5	4	2	5	5	2	11	2	5	1	4	3	3	12	4	10				
6	8	1	2	0	4	1	2	2	1	3	2	4	2	3	3	2	1	2	7	2	7				
%	6.2	10.0	12.0	0.0	9.1	4.8	3.6	5.2	5.4	11.7	9.3	5.8	5.8	4.8	22.0	7.8	1.5	4.1	7.1	2.3	10.7				
15	2	3	0	8	2	4	3	2	2	6	3	8	4	6	6	4	1	3	12	3	12				
7	9	0	1	1	4	4	6	1	0	2	1	3	5	8	0	0	4	4	5	5	5				
%	7.2	0.0	4.0	14.3	8.0	16.7	10.6	3.5	0.0	6.0	6.5	4.7	12.8	11.2	0.0	0.0	10.8	11.0	5.5	6.7	8.1				
17	0	1	2	7	7	11	2	0	0	3	2	6	9	14	0	0	7	8	9	8	9				
8	22	3	2	1	12	2	11	7	1	4	4	11	7	10	1	3	7	4	18	6	16				
%	16.9	25.0	16.0	7.1	25.0	9.5	19.8	21.7	2.7	15.5	21.4	15.7	18.5	14.4	3.6	9.5	18.0	10.9	19.7	8.9	25.6				
37	5	4	1	22	4	21	13	1	1	4	7	17	13	18	1	5	12	8	29	11	25				
				F		E										Q	P				U				

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED																						
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED							
		Other	End	Use	Gen	Stand	Eng/Arch/Const	Eng/Const	Con-sul-tant	Con-sul-tant	Con-sul-tant	New	Mid	Senior	Small	Large	<=5	>5	Once/month	Once/month	Once/month	More	Less	Comp-lete	Comp-lete	Very	Very	Not	Not					
		---D	---E	---F	---G	---H	---I	---J	---K	---L	---M	---N	---O	---P	---Q	---R	---S	---T	---U	---V	---W	---X	---Y	---Z	---AA	---AB	---AC	---AD	---AE					
9		8	0	2	2	4	0	4	3	2	1	1	1	2	5	3	2	2	2	1	1	7	3	4	3	7	4	9	6	9				
	%	5.7	0.0	12.0	28.6	8.0	0.0	4.8	6.4	2.7	3.8	2.9	2.9	13.0	4.0	14.6	7.7	2.9	1.3	1.3	7.7	4.9	6.9	6.9	7.7	4.9	6.9	6.9	6.9	6.9				
		14	0	3	4	7	0	5	4	1	2	1	1	4	9	5	4	4	4	2	1	13	6	8	6	8	6	8	8	8				
10 - Strongly Agree		67	5	5	3	17	15	27	18	13	12	9	40	15	37	7	17	21	17	21	26	40	48	19	19	48	19	19	19	19	19			
	%	50.5	40.0	40.0	35.7	36.4	59.5	48.1	53.3	63.8	43.7	49.3	55.0	39.7	54.1	48.5	59.8	57.6	59.8	57.6	65.7	44.0	70.7	31.2	31.2	44.0	31.2	31.2	31.2	31.2	31.2			
		90	8	10	5	32	25	38	24	11	19	16	49	24	52	9	20	30	20	30	44	45	67	23	23	45	23	23	23	23	23			
DK/DR		2	0	1	0	1	0	1	0	1	0	0	1	1	2	0	0	1	0	0	1	1	1	1	1	1	1	1	1	1	1	1		
	%	1.2	0.0	4.0	0.0	2.3	0.0	0.9	0.0	5.3	0.0	0.0	0.7	2.7	2.3	0.0	3.7	0.0	3.7	0.0	1.3	0.6	0.8	1.7	1.7	0.8	1.7	1.7	1.7	1.7	1.7	1.7	1.7	
		3	0	1	0	2	0	1	0	2	0	0	1	2	3	0	2	0	2	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1
MEAN:		8.36	7.50	8.08	8.14	8.13	8.43	8.37	8.55	8.50	7.73	8.25	8.40	8.32	8.62	8.07	8.69	8.64	8.69	8.64	8.97	8.09	9.11	7.69	7.69	8.09	7.69	7.69	7.69	7.69	7.69	7.69	7.69	7.69

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

		ETC BANNER																		
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED		
		Other	PV/	Eng/	Con-	Eng/	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Not				
		End-	Renew	Arch/	trac	Const-	tor	User	<=5	>5	>25	<=5	>100	more	ly	ly	Very	Very		
		Use	ables	Const-	tor	tant	tant	End	<=5	>5	>25	<=5	>100	more	ly	ly	satis	satis		
		---D--	---F--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--	---V--	
Total	132	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97
1 - Strongly Disagree	17	2	1	6	4	9	3	4	3	2	12	3	10	2	2	6	3	14	4	11
%	12.8	15.0	4.0	14.3	13.6	16.7	15.3	10.0	19.4	9.6	11.1	15.9	7.4	14.3	10.8	7.8	17.1	8.6	14.7	5.2
	27	3	1	2	12	7	6	3	5	4	17	5	14	3	4	11	6	21	6	20
2	3	0	0	3	0	2	1	0	1	1	1	1	1	1	0	1	0	3	0	3
%	2.0	0.0	0.0	5.7	0.0	2.8	1.6	0.0	1.9	5.9	1.5	1.4	0.8	3.6	0.0	1.5	0.0	2.9	0.0	4.3
	5	0	0	5	0	3	1	0	1	2	2	1	1	1	0	1	0	5	0	5
3	5	0	1	4	1	3	2	1	0	0	2	3	3	1	2	1	3	3	2	3
%	4.0	0.0	4.0	9.1	2.4	4.6	4.8	5.7	0.0	0.0	2.9	8.4	3.8	3.6	7.6	2.9	6.6	3.0	3.1	5.2
	10	0	1	8	1	5	3	2	0	0	4	6	5	1	4	2	5	5	4	6
4	6	0	1	3	2	3	1	1	2	0	4	2	4	1	2	1	2	4	2	4
%	4.5	0.0	8.0	7.1	5.7	7.1	5.8	3.3	2.7	5.8	0.0	5.2	5.8	6.3	7.2	5.6	3.2	4.1	4.8	3.3
	11	0	2	1	5	3	6	2	1	3	0	7	4	8	2	3	2	3	8	4
5	24	2	4	1	5	3	8	5	3	9	4	14	6	12	2	4	3	8	16	13
%	17.9	20.0	28.0	14.3	10.2	14.3	14.1	13.5	16.7	31.4	21.9	18.8	15.7	16.8	11.2	15.1	7.4	19.7	17.3	19.6
	31	4	7	2	9	6	15	8	2	8	7	17	7	17	3	4	5	14	17	20
6	7	1	2	0	3	2	3	3	1	2	4	1	3	1	2	2	2	2	5	1
%	5.3	5.0	16.0	0.0	5.7	7.1	4.6	8.4	2.7	5.8	12.1	6.0	1.4	4.8	7.6	5.8	4.3	3.9	6.0	1.5
	13	1	4	0	5	3	5	5	1	3	4	8	1	6	2	3	3	3	10	2
7	11	2	1	1	3	1	5	4	0	1	1	3	4	5	4	6	2	3	8	6
%	8.0	20.0	4.0	14.3	5.7	4.8	8.9	13.4	0.0	2.1	3.3	3.9	11.7	7.3	30.2	19.5	4.5	7.1	8.5	9.1
	15	4	1	2	5	2	9	4	0	1	1	5	8	9	4	6	3	5	10	7

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

		ETC BANNER																																																																		
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED																																									
		Other PV/ Eng/ Con-					End- Renew Arch/ trac sul-					New Mid End New					Sen-ior					Small Large month yr or lete					Once/ Comp- Not																																									
		End-ables Const- tor tant User <=5 >25 >100 more less -ly -ly -ly					--J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--					--G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--					--E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--					--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--																																														
8		16	1	2	5	4	5	5	4	3	3	8	5	8	2	2	4	8	11	8	11	5	12.2	10.0	8.0	21.4	11.4	16.7	8.6	15.3	22.0	9.8	18.5	10.5	13.4	11.4	14.6	7.8	12.1	19.2	9.2	16.4	8.2	25	2	3	10	7	9	9	4	4	5	6	10	9	10	4	4	8	10	15	16	16	9			
9		5	0	1	0	3	2	1	1	3	0	2	3	2	1	1	2	1	2	1	4	3	3.7	0.0	4.0	0.0	5.7	7.1	1.9	1.6	2.7	9.8	0.0	2.2	8.7	2.5	7.2	3.8	6.1	2.7	4.2	3.2	4.5	9	0	1	0	5	3	2	1	1	5	0	3	6	3	2	2	4	2	4	2	7	4	5		
10 - Strongly Agree		38	3	2	13	6	19	9	5	7	5	24	9	22	1	7	15	11	26	12	26	12	28.7	25.0	20.0	28.6	27.3	23.8	33.3	28.2	25.4	23.9	27.1	32.4	24.8	31.2	4.0	25.3	40.9	28.0	28.8	38.5	19.6	54	5	4	24	10	23	13	13	5	13	9	27	18	32	1	10	19	21	32	40	14	14	14		
NA		1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0.4	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	
DK/DR		1	0	1	0	0	0	0	0	1	0	0	1	1	1	0	1	0	0	0	0	1	0.4	0.0	4.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	0.0	1.3	0.7	0.0	1.8	0.0	1.8	0.0	0.0	0.0	0.0	0.8	1	0	1	0	0	0	0	0	1	0	0	0	1	1	0	1	0	1	0	0	0	0	1	
MEAN:		6.48	6.47	6.38	6.71	6.15	6.36	6.38	6.71	6.18	6.48	6.47	6.38	6.70	6.47	5.92	6.61	6.97	6.75	6.34	7.44	5.66	6.48	6.47	6.38	6.71	6.18	6.48	6.47	6.38	6.70	6.47	5.92	6.61	6.97	6.75	6.34	7.44	5.66	6.34	7.44	5.66	7.44	5.66	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U

P14C. What is your honest opinion about the following statement . . . It's valuable to me to interact with the instructor and other students.

		ETC BANNER																					
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Other	End-	Eng/	Con-	Con-	Eng/	Con-	Con-	Sen-	Mid	New	Small	Large	Once/	Comp-	Not	Very	Very	Not	Very	Very	
		Use	ables	Const-	tor	trac	sul-	tant	User	<=5	6-25	>25	<=5	>100	more	less	-ly	-ly	-ly	-ly	-ly	-ly	
		--D--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--
8		20	1	3	2	7	3	5	6	1	8	3	9	8	9	2	4	2	4	16	7	13	
	%	14.9	10.0	20.0	28.6	15.9	14.3	8.3	18.4	5.4	27.6	18.5	12.0	20.1	12.7	10.8	13.4	5.8	9.6	17.4	9.7	21.4	
		32	2	5	4	14	6	9	11	2	10	6	12	14	16	3	7	4	7	25	12	20	
9		15	1	2	2	6	3	5	5	1	4	2	9	4	7	3	2	7	3	12	3	12	
	%	11.3	10.0	16.0	28.6	12.5	14.3	8.6	13.5	5.7	13.5	9.5	12.0	11.6	10.5	22.1	7.9	18.0	8.4	12.6	4.2	19.6	
		27	2	4	4	11	6	9	8	2	7	3	16	8	13	6	4	12	6	21	5	22	
10 - Strongly Agree		79	7	7	3	25	16	38	19	16	12	9	47	20	43	9	17	24	28	51	53	24	
	%	59.9	55.0	52.0	35.7	53.4	64.3	67.2	56.3	80.8	43.5	52.4	64.6	51.2	62.8	63.4	59.9	65.6	69.7	55.3	78.7	38.2	
		113	11	13	5	47	27	54	26	13	23	17	58	36	59	13	24	35	47	64	77	35	
NA		1	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0	1	0	
	%	0.4	0.0	0.0	0.0	1.1	0.0	0.0	0.0	2.7	0.0	3.0	0.0	0.0	0.8	0.0	0.0	0.0	1.3	0.0	0.8	0.0	
		1	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0	1	0	
MEAN:		8.99	8.70	8.84	8.86	8.77	9.19	8.95	9.01	9.66	8.80	8.75	9.09	8.84	9.01	9.45	8.88	9.22	9.26	8.87	9.50	8.46	

P14D. What is your honest opinion about the following statement . . . Classes like this provides unbiased or objective information

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION			SATISFIED			
Codes	Standards	Other	Eng/Arch/Const	Con/Trac/Inst	New	Mid	Senior	Small	Large	Once	More	Less	Comp	Comp	Not	Very	Very				
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
18	1	2	1	7	4	5	4	2	7	4	10	4	5	2	3	4	4	14	6	13	
%	13.7	10.0	12.0	14.3	15.9	16.7	9.4	13.3	8.4	23.4	21.2	14.2	10.4	7.9	14.9	9.8	11.8	9.6	15.6	8.4	20.3
29	2	3	2	14	7	10	8	3	8	7	15	7	10	4	5	8	7	22	10	19	
																					U
18	2	2	4	6	2	9	6	4	2	3	10	6	12	2	2	4	4	14	5	11	
%	13.8	20.0	12.0	12.5	7.1	15.6	17.0	19.4	7.7	15.6	13.6	14.6	17.2	14.6	7.6	12.2	11.2	15.1	7.4	17.1	
29	4	3	7	11	3	12	10	3	4	5	14	10	17	4	4	8	8	21	9	19	
																					U
69	5	6	2	22	16	32	18	10	13	8	39	18	37	8	16	23	24	44	46	22	
%	51.9	45.0	44.0	28.6	47.7	64.3	56.1	53.2	50.2	47.7	44.8	53.6	47.8	54.4	52.2	56.4	62.3	60.3	48.3	68.8	36.2
102	9	11	4	42	27	47	24	10	25	15	51	34	57	10	22	33	40	61	69	33	
																					U
3	0	0	0	1	0	1	0	3	0	0	3	0	3	0	0	0	1	3	3	0	
%	2.5	0.0	0.0	1.1	0.0	0.9	0.0	14.0	0.0	0.0	4.5	0.0	4.7	0.0	0.0	0.0	1.3	3.0	4.9	0.0	
2	0	0	0	1	0	1	0	1	0	0	2	0	2	0	0	0	1	1	2	0	
																					U
MEAN:	8.74	8.45	8.20	8.86	8.47	8.98	8.74	8.74	9.08	8.71	8.37	8.80	8.69	8.92	8.69	8.70	8.89	8.94	8.66	9.27	8.20
																					U

		ETC BANNER										ATTENDANCE EXPECTATION										SATSIFIED									
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY					Not				
		Other	End-	PV/	Eng/	Con-	Eng/	Con-	trac	Con-	End	New	Mid	Sen-	ior	Small	Large	month	yr	or	lete	lete	Comp-	comp-	Very	Not					
		Use	ables	Const	tor	tant	User	<=5	>5	>25	<=5	>5	>25	<=5	>100	more	less	-ly	-ly	-R--	-S--	-S-	Very	Very	Very						
		---D--	---F--	---G--	---H--	---I--	---J--	---K--	---L--	---M--	---N--	---O--	---P--	---Q--	---R--	---S--	---T--	---U--	---V--	---W--	---X--	---Y--	---Z--	---AA--	---AB--	---AC--					
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62										
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97											
Very frequently (once a month or more)	29	1	3	2	8	6	12	12	3	6	1	11	14	9	4	29	0	9	19	13	16										
%	21.6	5.0	24.0	28.6	17.0	23.8	20.6	34.6	13.7	22.9	6.3	15.0	36.1	13.3	30.1	100.0	0.0	22.5	20.9	18.9	25.7										
41	1	6	4	15	10	18	13	5	8	2	16	22	18	4	41	0	17	23	20	21											
Somewhat frequently, (once a season/year)	67	10	7	5	24	7	30	15	13	14	8	44	15	39	8	0	21	46	36	28											
%	50.9	85.0	52.0	64.3	52.3	28.6	52.3	43.9	64.2	50.0	45.1	60.1	39.2	55.9	55.2	0.0	0.0	52.9	50.7	54.0	44.9										
103	17	13	9	46	12	47	26	11	22	15	60	27	54	15	0	0	34	69	54	47											
Infrequently (once every other year)	23	1	3	0	10	7	8	4	3	5	5	12	6	11	2	0	23	7	16	9	14										
%	17.4	10.0	20.0	0.0	20.5	28.6	13.6	12.9	16.7	19.4	27.1	16.7	15.8	16.2	11.1	0.0	63.5	16.4	17.5	13.2	23.0										
38	2	5	0	18	12	14	8	2	10	9	18	11	20	3	0	38	12	25	16	22											
No at all (first time)	13	0	1	1	5	5	8	3	1	2	4	6	3	10	1	0	13	3	10	9	4										
%	10.0	0.0	4.0	7.1	10.2	19.0	13.5	8.6	5.3	7.7	21.5	8.3	8.9	14.5	3.6	0.0	36.5	8.1	11.0	13.9	6.3										
20	0	1	1	9	8	10	5	2	4	7	7	6	14	1	0	20	6	14	13	7											

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

		ETC BANNER											ATTENDANCE EXPECTATION			SATISFIED		
		YEARS OF INDUSTRY EXPERIENCE											FREQUENCY			Not		
		TYPE OF BUSINESS											SIZE OF BUSINESS			Once/Comp- Very		
		COURSE TYPE											Once/Comp- Very			satis		
		Other PV/ Eng/ Con- Not											Once/Comp- Very			satis		
		End- Renew Arch/ trac sul- Sen-											Once/Comp- Very			satis		
		Stand Gen- eral HVAC Use ables Const- tor tant User <=5 6-25 >25 >100 more less -ly -ly -fied -fied											Once/Comp- Very			satis		
		--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--											Once/Comp- Very			satis		
		119 12 12 8 42 20 49 31 19 26 14 67 35 59 14 29 23 36 82 58											Once/Comp- Very			satis		
		% 100.0											Once/Comp- Very			satis		
		182 20 24 13 79 34 79 47 18 40 26 94 60 92 22 41 38 63 117 90											Once/Comp- Very			satis		
		8 0 1 1 5 2 3 2 1 3 3 1 4 3 4 1 1 5 4 5 3 5											Once/Comp- Very			satis		
		% 7.1 0.0 8.3 7.7 11.4 8.8 6.3 5.2 3.1 12.2 9.5 6.5 7.9 6.1 7.4 2.0 20.8 10.6 5.6 5.7 8.8											Once/Comp- Very			satis		
		16 0 2 1 9 3 6 3 1 6 3 8 5 7 7 2 1 9 7 9 6 10											Once/Comp- Very			satis		
		15 0 1 1 6 5 6 4 0 6 3 8 4 4 6 1 1 5 4 4 11 8											Once/Comp- Very			satis		
		% 12.9 0.0 8.3 7.7 15.2 23.5 11.2 12.6 0.0 23.2 22.9 11.6 12.6 10.5 7.5 3.9 21.6 10.8 14.0 13.3 13.2											Once/Comp- Very			satis		
		24 0 2 1 12 8 10 7 0 7 6 10 8 11 2 2 2 9 7 17 14 10											Once/Comp- Very			satis		
		14 2 2 0 4 4 6 3 3 2 0 11 4 7 3 1 7 5 10 6 9											Once/Comp- Very			satis		
		% 12.1 20.0 12.5 0.0 8.9 20.6 11.2 10.9 17.6 8.5 0.0 15.8 11.1 11.5 19.5 3.7 29.2 12.4 12.2 9.7 15.3											Once/Comp- Very			satis		
		22 4 3 0 7 7 10 6 2 4 0 15 7 12 5 2 8 8 14 10 12											Once/Comp- Very			satis		
		14 1 2 1 3 2 7 3 3 1 3 9 2 8 2 1 1 3 11 9 5											Once/Comp- Very			satis		
		% 11.5 5.0 12.5 15.4 7.6 8.8 13.2 9.2 17.6 4.3 19.9 13.0 6.4 13.1 15.3 1.9 4.8 8.8 12.9 15.1 8.6											Once/Comp- Very			satis		
		17 1 3 2 6 6 3 8 5 2 2 5 8 4 6 4 1 2 6 11 8 9											Once/Comp- Very			satis		
		10 1 1 1 6 1 3 2 1 3 1 8 1 6 1 2 3 4 5 4 5											Once/Comp- Very			satis		
		% 8.3 10.0 4.2 15.4 13.9 5.9 6.6 5.6 2.9 10.4 3.8 11.4 3.3 9.4 7.8 5.9 11.7 12.0 6.7 7.6 9.5											Once/Comp- Very			satis		
		18 2 1 2 11 2 6 3 1 5 1 14 2 10 2 3 5 8 10 8 10											Once/Comp- Very			satis		
		8 3 1 0 2 0 4 1 3 2 1 6 2 5 0 1 1 2 7 1 4											Once/Comp- Very			satis		
		% 7.0 25.0 4.2 0.0 5.1 0.0 8.9 3.9 17.6 6.4 3.8 9.2 4.7 8.4 0.0 1.9 2.3 4.5 8.2 2.1 6.6											Once/Comp- Very			satis		
		11 5 1 0 4 0 4 2 2 3 1 7 3 5 0 1 1 3 8 2 7											Once/Comp- Very			satis		
		10 2 2 1 3 0 6 4 1 1 1 6 3 5 1 5 0 3 7 4 7											Once/Comp- Very			satis		
		% 8.5 15.0 12.5 7.7 7.6 0.0 12.1 14.6 6.1 3.1 8.4 9.0 8.4 7.9 3.7 17.9 0.0 8.3 8.7 6.1 11.4											Once/Comp- Very			satis		
		15 3 3 1 6 0 7 4 2 2 2 7 6 9 1 6 0 6 9 6 7 8											Once/Comp- Very			satis		

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/Const	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Not comp-lete	Very satis	Very unsatis	Not	Not				
--A--	--B--	--E--	--G--	--H--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--					
8	2	1	2	4	0	4	1	1	2	1	3	5	6	1	2	1	2	7	4		
%	7.0	15.0	4.2	23.1	10.1	0.0	8.9	3.7	6.1	8.4	7.6	4.0	13.0	10.4	7.5	5.7	4.9	4.3	8.2	6.6	7.7
15	3	1	3	8	0	8	2	2	2	4	2	5	8	11	2	3	2	3	12	7	8
12	1	2	1	2	1	3	3	3	4	3	2	4	5	7	0	5	0	5	7	8	4
%	10.2	10.0	12.5	7.7	5.1	5.9	6.8	9.4	20.4	12.6	16.4	6.5	15.7	11.1	0.0	19.2	0.0	13.6	8.1	13.4	7.5
14	2	3	1	4	2	6	5	3	3	2	4	4	6	8	0	6	0	5	8	10	4
12	0	2	1	5	5	6	4	4	1	2	0	8	5	5	2	8	0	5	7	7	5
%	10.4	0.0	16.7	7.7	11.4	23.5	12.7	12.6	5.7	8.7	0.0	11.4	13.6	8.7	11.9	28.4	0.0	14.7	8.6	12.8	8.5
23	0	4	1	9	8	12	7	2	2	4	0	14	9	10	3	15	0	10	13	14	9
6	0	1	1	2	1	1	4	1	1	1	1	1	1	2	3	3	1	1	0	5	4
%	5.0	0.0	4.2	7.7	3.8	2.9	2.2	12.4	2.9	2.2	7.8	1.6	3.2	2.8	19.4	9.6	4.8	0.0	6.7	7.5	2.8
7	0	1	1	3	1	2	3	1	1	1	2	2	2	3	1	1	2	0	6	4	3
MEAN:	5.9	5.3	7.0	6.0	5.6	6.9	6.2	7.0	5.9	5.2	4.3	5.5	7.1	5.5	5.7	11.4	2.0	6.6	5.5	6.5	5.3

UL. Are you aware of any programs offered by your Utility to help businesses promote energy efficiency?

		ETC BANNER																				
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
		Other	End-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Sen-	ior	Small	Large	Once/	Comp-	Not	Not	
		Use	ables	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly	
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	
Total	132	13	8	47	24	57	33	20	28	18	73	38	15	29	36	40	92	67	62			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	202	20	14	88	42	89	52	20	44	33	101	66	23	41	58	69	131	103	97			
Yes	76	8	5	24	12	34	20	13	15	9	43	21	10	19	17	23	52	34	39			
%	57.3	70.0	56.0	57.1	51.1	50.0	60.2	63.8	54.6	48.5	59.6	54.7	51.1	66.6	65.7	45.7	58.5	56.8	51.1	62.7		
	110	14	8	45	21	55	28	11	20	16	59	34	56	14	22	26	42	67	54			
No	51	3	5	20	10	21	12	7	11	9	27	15	33	4	8	19	16	35	32			
%	38.6	25.0	40.0	42.9	43.2	42.9	37.0	33.2	39.4	48.5	36.7	39.5	47.4	29.8	26.5	51.4	40.1	37.8	47.4	31.0		
	82	5	10	6	38	18	31	21	8	21	16	37	48	8	15	30	26	55	47			
DK/RF	6	1	1	0	3	2	2	2	2	1	3	2	1	1	2	1	1	1	5	1		
%	4.2	5.0	4.0	0.0	5.7	7.1	2.8	4.8	6.0	3.0	3.8	5.8	1.5	3.6	7.8	2.9	1.3	5.4	1.5	6.3		
	10	1	1	0	5	3	3	1	3	1	5	4	2	1	4	2	1	9	2	7		

ETS (#3782) 2006/11/29
 U2. Has your business participated in any of these programs since attending the class?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED																					
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED						
		Other PV/End-Use		Renewables HVAC		Eng/Arch/Const		Con/Trac/Const		New User		Mid 6-25		Senior >25		Small <=5		Large >100		Once/month		Once/yr or less		Comp-lete		Very satis		Not filed					
		8	7	5	24	12	34	20	13	15	9	43	21	35	10	19	17	23	52	34	39	32	46	41	59	41	32	18	25	31	28		
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
Yes	%	42.1	57.1	28.6	75.0	37.8	33.3	49.2	55.9	56.3	28.7	42.6	47.3	36.8	41.8	28.2	38.5	37.1	33.5	45.4	32.7	46.4	32	46	41	59	41	32	18	25	31	28	
No	%	54.3	35.7	71.4	25.0	53.3	66.7	47.7	41.5	39.4	71.3	51.3	50.2	58.2	58.2	60.3	58.6	59.7	59.4	52.6	62.5	50.9	41	59	54	41	59	58	42	26	42	67	54
DK/RF	%	3.6	7.1	0.0	0.0	8.9	0.0	3.1	2.6	4.2	0.0	6.1	2.6	5.1	0.0	11.5	2.8	3.2	7.1	2.0	4.8	2.7	3	5	1	0	0	4	0	1	1	2	3

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		ETC BANNER												ATTENDANCE EXPECTATION			SATISFIED																												
		COURSE TYPE						TYPE OF BUSINESS						YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED																			
		Other PV/Eng/Con-			Renew Arch/trac sul-			End User			New			Mid 6-25			Senior >25			Small <=5			Large >100			Once/month yr or less			Once/yr or more			Compete ly			Not very satis fied										
		--D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--			--C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--																			
Total		76	8	7	5	24	12	34	20	13	15	9	43	21	35	10	19	17	23	52	34	39	%	100.0	10.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
Prescriptive rebate program for standard energy efficiency measures at existing facilities		29	4	3	3	8	5	12	11	2	7	2	13	12	12	7	13	4	8	20	16	14	%	38.8	50.0	42.9	75.0	35.6	38.1	33.7	52.9	13.1	43.1	27.1	29.4	55.1	34.7	72.5	71.0	22.7	36.3	39.2	45.4	35.6	
Custom incentive program for more complex energy efficiency projects at existing facilities		13	1	1	2	3	1	3	1	2	1	1	2	3	4	6	7	2	4	8	7	6	%	17.3	7.1	21.4	12.5	15.6	9.5	19.2	19.1	47.8	3.4	6.1	19.0	7.5	20.1	10.2	10.9	8.9	6.7	9.4	8.1	11.4	7.7
Incentive and technical assistance program for new construction		16	1	3	1	7	2	8	3	7	1	1	11	3	9	3	4	4	2	7	8	7	%	21.0	12.5	31.4	15.6	22.2	11.1	23.5	14.7	21.2	4.4	11.1	25.0	16.7	25.7	10.2	11.0	12.9	18.2	16.3	16.9	17.5	11.2
Agricultural incentives and pumping services		1	0	1	0	1	0	0	0	1	0	0	1	1	1	1	1	1	0	0	1	0	%	1.4	0.0	7.1	0.0	2.2	0.0	0.0	0.0	8.4	0.0	0.0	1.2	2.5	1.5	5.4	2.7	0.0	0.0	0.0	1.0	0.0	2.7
Incentive program for multi-family properties		3	0	1	1	2	0	1	1	1	1	1	2	1	1	1	0	0	2	1	2	1	%	3.9	0.0	13.2	6.7	9.5	4.4	11.8	7.6	13.7	4.4	11.1	25.0	16.7	25.7	10.2	11.0	12.9	18.2	16.3	16.9	17.5	11.2

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	ETC BANNER										ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED						
	COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Once/Comp/Not									
	Other	End-Use	Eng/Arch/Const	Con-tractor	Renewables	Eng/Const	Arch/Const	trac-tor	End-User	New	Mid	Sen-ior	Small	Large	Once/yr	Comp-lete	Not	Very	
Flex Your Power	1	0	0	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	1
%	0.8	0.0	0.0	4.8	1.7	0.0	0.0	0.0	1.3	0.0	1.3	0.0	1.7	0.0	0.0	2.5	0.0	1.7	0.0
	1	0	0	1	1	1	0	0	1	0	1	0	1	0	0	1	0	1	0
Rebate programs (not specified)	2	1	0	1	1	1	1	1	0	1	0	2	1	2	0	2	0	2	1
%	3.0	7.1	0.0	2.2	9.5	1.7	5.5	0.0	3.9	0.0	3.9	2.8	6.5	0.0	0.0	10.6	0.0	4.4	3.4
	4	1	0	1	2	1	2	0	1	0	3	1	4	0	0	3	0	4	2
Other	5	1	0	1	1	1	1	3	0	1	4	1	3	0	0	1	1	5	4
%	6.7	14.3	0.0	2.2	4.8	3.3	5.9	21.9	0.0	6.7	8.9	2.8	9.3	0.0	0.0	7.1	2.3	8.7	11.2
	5	2	0	1	2	2	2	1	0	1	3	1	2	0	0	2	1	4	3
None	1	1	0	0	1	0	1	0	0	0	1	0	1	0	1	0	1	0	1
%	1.5	7.1	0.0	2.2	0.0	3.3	0.0	0.0	2.6	0.0	2.6	0.0	3.2	0.0	2.8	0.0	4.8	0.0	1.7
	2	1	0	1	0	2	0	0	2	0	2	0	2	0	1	0	2	0	1
Don't know	16	2	2	0	4	2	8	5	0	4	3	11	2	4	2	3	3	5	11
%	21.0	21.4	28.6	0.0	17.8	19.0	24.0	25.0	0.0	28.2	31.9	26.3	8.2	11.3	22.2	17.4	19.7	21.4	21.0
	21	3	4	0	8	4	11	5	0	4	5	13	3	7	4	2	6	9	12

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

COURSE TYPE		TYPE OF BUSINESS				EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED			
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Once/	Comp/	Comp-	Not	Not	Very	Very	Very	Very	Very	Very		
Codes	Stand	End-	Renew	Arch/	trac	End	User	<=5	>25	<=5	>25	more	less	ly	ly	-S-	-T-	-U-	-U-	-U-	-U-	-U-			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--U--	--U--			
Total	32	5	2	3	9	4	17	11	7	4	4	21	8	15	3	7	6	8	24	11	18	18			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
46	8	4	6	17	7	23	16	5	5	8	7	25	14	23	5	9	7	14	31	20	25	25			
Prescriptive rebate program for standard energy efficiency measures at existing facilities	10	2	1	3	4	1	5	5	1	1	1	6	3	6	1	3	1	3	6	5	5	5			
%	31.4	37.5	50.0	83.3	41.2	14.3	27.0	40.2	14.8	24.0	16.1	29.9	42.5	37.7	38.5	46.7	18.1	43.1	26.0	45.3	27.4	27.4			
18	3	2	5	7	1	8	8	2	2	2	1	11	6	10	2	6	2	6	11	9	9	9			
Custom incentive program for more complex energy efficiency projects at existing facilities	2	0	0	0	2	0	1	1	0	1	1	0	1	1	0	1	0	1	1	1	1	1			
%	5.0	0.0	0.0	0.0	17.6	0.0	3.1	4.7	0.0	12.0	14.3	0.0	13.8	3.6	0.0	7.3	0.0	6.8	4.5	4.7	5.9	5.9			
3	0	0	0	3	0	1	1	1	0	1	1	0	2	1	0	1	0	1	2	1	2	2			
Incentive and technical assistance program for new construction	6	0	1	1	1	1	4	1	3	1	0	4	2	4	0	1	0	1	5	1	2	2			
%	19.0	0.0	25.0	33.3	11.8	14.3	26.3	10.3	46.2	12.0	0.0	21.6	21.1	29.7	0.0	15.1	0.0	6.8	21.2	9.9	12.3	12.3			
7	0	1	2	2	1	4	2	2	2	1	0	4	3	4	0	2	0	1	5	2	4	4			
Incentive program for distributors or other vendors of energy efficient equipment	3	0	0	0	0	1	0	1	3	0	0	3	0	1	0	0	3	0	3	1	3	3			
%	10.4	0.0	0.0	0.0	0.0	14.3	0.0	5.2	38.9	0.0	0.0	16.2	0.0	4.0	0.0	54.1	0.0	14.1	0.0	5.2	15.3	15.3			
2	0	0	0	0	0	1	0	1	1	0	0	2	0	1	0	2	0	0	2	1	1	1			

ETS (#3782)

U4. Which programs, if any, have you participated in the past two years?

BASE: Respondents who have participated in any programs

2006/11/29

		ETC BANNER												ATTENDANCE EXPECTATION				SATISFIED															
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED							
		Other		PV/Eng/Con-		Renew Arch/trac		End sul-		New		Mid		Sen-		Small		Once/		Comp-		Not		Very		Not		Very					
		End-		Eng/		Arch/		Con-		User		6-25		>25		<=5		month		ly		ly		ly		ly		ly					
		Use		Const-		tor		tant		<=5		6-25		>25		<=5		or		ly		ly		ly		ly		ly					
		--E--		--P--		--G--		--H--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--U--	
		--D--		--F--		--I--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--U--			
		--C--		--E--		--G--		--H--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--U--	
		--B--		--D--		--F--		--H--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--U--	
		--A--		--D--		--F--		--H--		--J--		--K--		--L--		--M--		--N--		--O--		--P--		--Q--		--R--		--S--		--T--		--U--	
Other rebate/financial incentive program	%	2	0	1	2	0	1	0	0	1	0	1	0	1	1	2	1	1	1	1	0	1	0	1	2	1	2	1	1	1	1		
Incentive program for renewable power and distributed generation projects	%	1	0	0	0	1	0	0	0	1	0	1	0	1	0	1	0	0	0	0	1	0	1	1	1	0	1	0	1	0	0	0	
"20/20" program	%	1	1	0	0	0	1	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	1	0	1	0	1	1	
Flex Your Power	%	1	0	0	0	1	1	0	0	1	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0
Rebate programs (not specified)	%	1	0	0	0	1	0	0	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1	0
Other	%	2	1	1	0	1	0	2	1	1	1	1	0	2	1	1	1	1	1	0	1	1	0	1	1	1	1	1	1	1	1	1	2
None	%	2	0	0	1	1	0	1	1	0	0	0	1	0	1	1	1	0	0	0	0	0	0	0	0	0	1	1	2	0	1	2	0
Don't know	%	7	2	1	0	1	1	3	5	0	2	1	4	2	1	4	2	1	3	0	1	3	0	1	6	2	5	2	1	6	2	5	28.0

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Codes	Standards	Other	End-Use	PV/Archives	Renewables	Eng/Const	Arch/Const	Trac-tor	Con-tant	Con-sult	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	
76	8	7	5	24	12	34	20	13	15	9	43	21	35	10	19	17	23	52	34	39		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
110	14	14	8	45	21	55	28	11	20	16	59	34	56	14	22	26	42	67	54	55		
26	2	2	3	10	2	8	8	4	7	2	12	9	13	6	12	4	7	19	15	11		
%	34.8	28.6	21.4	62.5	40.0	14.3	22.7	41.0	46.2	26.5	27.6	44.5	37.2	61.0	61.7	22.4	28.5	36.9	43.4	29.6		
36	4	3	5	18	3	14	11	4	9	4	18	13	20	7	13	7	12	23	19	17		
Custom incentive program for more complex energy efficient projects at existing facilities	4	0	1	2	0	1	2	0	1	1	1	2	1	1	1	1	1	2	2	1		
%	4.6	0.0	7.1	12.5	8.9	0.0	2.3	8.2	0.0	6.9	2.4	7.8	2.3	5.4	5.9	3.2	4.6	4.7	6.3	3.5		
Incentive and technical assistance program for new construction	3	0	0	1	2	1	2	0	0	1	0	2	1	2	0	1	0	1	2	1		
%	3.6	0.0	0.0	12.5	6.7	4.8	6.5	0.0	3.4	0.0	3.8	5.3	6.3	6.0	2.8	0.0	4.6	3.3	1.5	5.8		
Incentive program for multi-family properties	2	0	1	0	1	0	1	1	0	0	1	1	1	1	1	1	1	1	1	1		
%	2.1	0.0	7.1	0.0	4.4	0.0	3.0	5.2	0.0	0.0	1.2	5.1	1.5	5.3	2.7	3.2	2.2	2.0	3.0	1.4		
Incentive program for distributors or other vendors of energy efficient equipment	3	0	1	0	2	0	2	0	0	0	1	2	1	1	1	1	1	2	2	1		
%	4.4	0.0	0.0	0.0	4.8	0.0	2.9	21.9	0.0	6.7	6.3	0.0	0.0	0.0	0.0	20.1	0.0	6.4	0.0	8.6		
	2	0	0	0	1	0	1	1	0	1	1	1	0	0	0	2	0	2	0	2		

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

ETC BANNER																							
COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
Codes	Standards	Gen-eral	HVAC	Other PV/End-ables	Renewables	Arch/Const	Eng/Const	Con-trac-tor	Con-sultant	End-User	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	comp-lete	Very satis-fied	Not	Very	
28	4	2	1	8	5	15	7	3	8	3	19	6	12	2	4	6	9	18	10	15			
%	36.5	42.9	28.6	12.5	33.3	42.9	42.9	36.9	26.2	50.4	31.9	43.1	29.5	34.7	23.0	20.8	37.1	40.3	35.1	27.6	39.9		
	38	6	4	1	15	9	19	9	2	10	5	22	11	18	4	3	11	17	21	17	20		

U6. Did the class provide you with information about any of these programs?
 BASE: Respondents who aware of the programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/trac-tor	New User	Mid <=5	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Not comp-lete	Very satis	Very -fied	Not -fied	Very -fied			
76	8	7	5	24	12	34	20	13	15	9	43	21	35	10	19	17	23	52	34	39
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
110	14	8	45	21	55	28	11	20	16	59	34	56	14	22	26	42	67	54	55	55
28	4	2	7	13	34	7	8	3	3	16	9	18	1	6	8	10	18	17	17	11
%	37.2	50.0	31.1	57.1	36.8	33.4	61.1	18.4	35.9	36.2	44.8	50.1	11.4	29.8	50.1	43.9	33.6	50.7	27.9	27.9
43	7	3	4	14	23	12	6	5	6	20	17	28	2	10	11	18	24	27	16	16
37	4	5	2	12	3	16	2	10	4	19	10	12	6	13	6	10	27	13	24	24
%	48.3	42.9	37.5	48.9	28.6	45.8	58.2	17.0	64.0	44.9	47.4	34.3	65.7	67.1	33.6	41.9	51.6	36.6	62.1	62.1
51	6	10	3	22	6	25	13	4	10	8	28	14	22	8	11	10	18	33	19	32
11	1	1	1	5	2	6	2	3	3	1	8	2	6	2	1	3	3	8	4	4
%	14.5	7.1	12.5	20.0	14.3	17.4	8.4	21.9	17.6	12.8	18.9	7.9	15.6	22.9	3.1	16.3	14.2	14.7	12.6	10.0
16	1	1	1	9	3	7	3	1	5	2	11	3	6	4	1	5	6	10	8	7

ETS (#3782)
 U7. Which programs?
 BASE: Respondents who said the class provided information about program

		ETC BANNER																			
		COURSE TYPE			TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	End	New	Mid	Sen-	Small	Large	yr or	lete	Not	Not		
		End-	Renew	Arch/	trac	tor	Const	tor	User	<=5	>5	>25	<=5	>100	more	less	ly	ly	ly		
		Use	ables	Const	tor	tor	tor	tor	tor	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
Total	28	4	2	2	7	7	13	7	8	3	3	16	9	18	1	6	8	10	18	17	11
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	43	7	3	4	14	12	23	12	6	5	6	20	17	28	2	10	11	18	24	27	16
Prescriptive rebate program for standard energy efficient measures at existing facilities	15	4	1	2	4	3	9	3	1	2	1	7	7	10	1	3	4	6	8	10	5
%	53.0	100.0	66.7	75.0	57.1	50.0	69.6	49.8	14.5	81.3	47.3	43.7	70.6	55.7	60.2	53.6	62.2	46.2	55.8	48.4	48.4
	27	7	2	3	8	6	16	6	2	4	3	12	12	18	1	6	8	11	15	17	10
Custom incentive program for more complex energy efficient projects at existing facilities	3	1	1	1	1	2	2	2	1	1	1	2	1	1	1	1	1	3	1	3	0
%	11.8	14.3	33.3	25.0	14.3	8.3	12.9	24.9	14.5	18.7	17.0	14.1	6.2	6.3	46.4	10.3	6.4	27.0	3.3	19.1	0.0
	6	1	1	1	2	1	3	3	2	1	1	4	1	2	1	1	1	5	1	6	0
Incentive and technical assistance program for new construction	2	0	0	1	1	1	2	0	0	0	0	1	1	2	0	0	1	0	2	0	2
%	6.0	0.0	0.0	25.0	7.1	8.3	13.4	0.0	0.0	0.0	0.0	7.1	6.2	9.6	0.0	0.0	6.4	0.0	9.7	0.0	15.7
	3	0	0	1	1	1	3	0	0	0	0	2	1	3	0	0	1	0	3	0	3
Incentive program for multi-family properties	1	0	0	0	1	0	1	1	0	0	0	0	1	1	0	0	1	0	1	1	1
%	3.8	0.0	0.0	0.0	14.3	0.0	4.2	7.9	0.0	0.0	0.0	0.0	11.3	3.0	0.0	0.0	6.4	0.0	6.1	3.0	4.9
	2	0	0	0	2	0	1	1	0	0	0	0	2	1	0	0	1	0	2	1	1
Incentive program for distributors or other vendors of energy efficient equipment	3	0	0	0	0	0	0	0	3	0	0	3	0	0	0	0	3	0	3	0	3
%	9.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	35.9	0.0	0.0	17.4	0.0	0.0	0.0	33.0	0.0	15.7	0.0	25.5	
	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	1	0	1

U7. Which programs?
 BASE: Respondents who said the class provided information about program

		ETC BANNER																												
		COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED								
		Other		Eng/Arch/Const		Con-tor		Con-sul-tant		New User		Mid 6-25		Senior >25		Small <=5		Once/month or less		Once/yr or more		Com-lete		Not sats		Very sats				
		End-Use	PV/Renewables	Eng/Const	Arch/Const	Con-tor	Con-sul-tant	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const	Eng/Arch/Const		
		Codes	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards	Standards		
		---A---	---B---	---C---	---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---	---X---	---Y---	---Z---			
Other rebate/financial incentive program	%	2	1	0	0	1	1	1	1	1	0	1	1	0	0	1	0	0	0	0	0	1	1	2	1	1	1	1		
Incentive program for renewable power and distributed generation projects	%	8.1	14.3	0.0	0.0	7.1	16.7	4.2	17.3	7.8	0.0	35.7	7.5	0.0	3.3	0.0	7.0	5.8	9.7	6.7	10.3	2	4	1	1	1	1	2		
Other	%	2	0	0	0	1	1	0	1	1	0	0	1	1	1	0	2	0	0	0	0	1	1	1	1	1	1	1	1	
Don't know	%	5.8	0.0	0.0	0.0	14.3	8.3	0.0	7.9	6.9	0.0	0.0	3.7	11.3	6.3	0.0	29.4	0.0	10.9	3.0	6.4	4.9	3	0	0	0	0	0	0	0
	%	9.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	35.9	0.0	0.0	17.4	0.0	15.5	0.0	0.0	0.0	0.0	0.0	15.7	15.7	0.0	1	0	0	0	0	0	0
	%	1	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1

ETS (#3782)
 2006/11/29
 Cl. Has your business purchased any major energy-using equipment, such as lighting, refrigeration, HVAC, or food service equipment since attending the class?
 BASE: End Users

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
Codes	Standards	Other	Eng/Arch/Const	Con/Trac/ctor	End User	New	Mid	Senior	Small	Large	Once	More	Comp	Not	Very	Not	
1	2	3	4	5	6-25	<=5	6-25	>25	<=5	>100	less	more	ly	ly	satis	ly	
3	1	0	0	0	0	3	1	2	1	2	1	0	1	2	1	2	1
%	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
5	2	0	0	0	0	5	1	3	1	3	1	0	2	3	4	1	1
2	1	0	0	0	0	2	0	1	1	1	1	0	1	1	1	1	1
%	62.6	100.0	0.0	0.0	0.0	62.6	0.0	69.0	100.0	69.0	100.0	0.0	52.4	35.5	100.0	52.6	100.0
3	2	0	0	0	0	3	0	2	1	2	1	0	1	1	2	2	1
1	0	0	0	0	0	1	1	1	0	1	0	0	1	1	0	1	0
%	37.4	0.0	0.0	0.0	0.0	37.4	100.0	31.0	0.0	31.0	0.0	0.0	47.6	64.5	0.0	47.4	0.0
2	0	0	0	0	0	2	1	1	0	1	0	0	1	2	0	2	0

ETS (#3782) 2006/11/29
 CIA. Since attending the class, has your business made any major changes to the way it operates or maintains its equipment?
 BASE: End User

```

===== ETC BANNER =====
COURSE TYPE      TYPE OF BUSINESS      YEARS OF INDUSTRY      ATTENDANCE EXPECTATION SATISFIED
-----
Other PV/      Eng/ Con-      Sen-      Once/ Once/      Not      Not
End- Renew Arch/ trac sul-      for Small Large month yr or lete comp- Very
Stand ards Gen- eral HVAC Use ables Const -tor tant User <=5 6-25 >25 >100 more less -ly -ly -ly -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
% 100.0 100.0 0.0 0.0 100.0 100.0 0.0 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
% 62.6 100.0 0.0 0.0 0.0 100.0 0.0 62.6 0.0 69.0 100.0 69.0 100.0 0.0 52.4 35.5 100.0 100.0 52.6 100.0
% 37.4 0.0 0.0 0.0 100.0 0.0 0.0 0.0 0.0 31.0 0.0 31.0 0.0 0.0 47.6 64.5 0.0 47.4 0.0 0.0
  
```

Total
 Yes
 No

ETS (#3782) 2006/11/29
 CIB. Since attending the class, have you made any major changes to the building's shell - such as, insulating walls, replacing a roof or windows, etc.?
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
Codes	Standards	Other PV/End-Use	Renewables	Eng/Const	Con/Trac	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	
--A--	--B--	--D--	--E--	--G--	--H--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
3	1	0	0	1	0	3	1	2	1	2	1	0	1	2	1	2	1
%	100.0	0.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
5	2	0	0	2	1	5	1	3	1	3	1	0	2	3	2	4	1
1	1	0	0	1	0	1	1	0	1	0	1	0	1	1	1	1	0
%	39.7	50.0	0.0	0.0	0.0	39.7	100.0	0.0	100.0	0.0	100.0	0.0	47.6	32.3	50.0	50.3	0.0
2	1	0	0	1	0	2	1	0	1	0	1	0	1	1	1	2	0
2	1	0	0	1	0	2	0	2	0	2	0	0	1	1	1	1	1
%	60.3	50.0	0.0	0.0	0.0	60.3	0.0	100.0	0.0	100.0	0.0	52.4	67.7	50.0	49.7	100.0	100.0
3	1	0	0	1	0	3	0	3	0	3	0	0	1	2	1	2	1

ETS (#3782) 2006/11/29
 CIC. Since attending the class, have you made any major changes to the design of your facility, such as adding more space or remodeling existing space?
 BASE: End User

```

===== ETC BANNER =====
COURSE TYPE          TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION SATISFIED
-----
Codes              Other PV/ Eng/ Con-          Experience          Frequency          Not
Stand Gen-        End- Renew Arch/ trac sul-   New Mid 6-25   >25   Once/ Once/ Comp-   Very   Very
ards eral HVAC   Use ables Const -tor tant User <=5 6-25   >25   more less  -ly  -ly  -ly  -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
% 100.0 100.0 0.0 0.0 100.0 100.0 0.0 0.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
% 39.7 50.0 0.0 0.0 50.0 0.0 0.0 0.0 39.7 100.0 0.0 100.0 0.0 100.0 0.0 47.6 32.3 50.0 50.3 0.0
% 60.3 50.0 0.0 0.0 50.0 100.0 0.0 0.0 60.3 0.0 100.0 0.0 100.0 0.0 52.4 67.7 50.0 49.7 100.0
  
```

ETS (#3782) 2006/11/29
 CID. Have you made any other major changes to the energy-using equipment or space at your facility since attending the class?
 BASE: End User

COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
Codes	Gen-eral	Other PV/End-Use	Eng/Arch/Const	Con-trac-tor	Con-sul-tant	New User	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis-fied	Very satis-fied	Not	Not	
3	1	0	1	0	0	3	1	2	1	2	1	0	1	2	1	2	1	2	
%	100.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
5	2	0	2	1	0	5	1	3	1	3	1	0	2	3	4	1			
1	1	0	0	0	0	1	0	1	0	1	0	0	0	0	1	0	1	0	
%	21.0	0.0	0.0	0.0	0.0	21.0	0.0	34.8	0.0	34.8	0.0	0.0	0.0	0.0	50.0	0.0	100.0	100.0	
1	1	0	0	0	0	1	0	1	0	1	0	0	0	0	1	0	1	0	
%	79.0	0.0	100.0	0.0	0.0	79.0	100.0	65.2	100.0	65.2	100.0	0.0	100.0	100.0	50.0	100.0	0.0	0.0	
4	1	0	2	1	0	4	1	2	1	2	1	0	2	3	1	4			

Total

Yes

No

ETS (#3782) 2006/11/29
 C2. Did the class in any way influence the decision you made about ...the new equipment you purchased
 BASE: End User who purchased major energy-using equipment

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED															
Codes	Standards	Gen-eral	HVAC	Use	Other	PV/Renewables	Eng/Arch/Const	Con-tract	Con-sultant	End User	New <=5	Mid 6-25	Senior >25	Sen-ior	Small <=5	Large >100	Once/month	Once/yr	More	Less	Q	R	S	Not	Very	Not	Very										
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	--AC--	--AD--								
2	1	0	0	0	0	1	0	0	0	2	0	1	1	1	1	1	0	1	0	1	1	1	1	1	1	1	1	1	1								
%	100.0	100.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0								
3	2	0	0	0	0	1	0	0	0	3	0	2	1	2	1	1	0	1	0	1	1	1	1	2	2	2	2	2	2	2							
1	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
%	33.6	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.6	0.0	50.5	0.0	50.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0						
1	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
%	33.6	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.6	0.0	50.5	0.0	50.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0				
1	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
%	32.9	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	32.9	0.0	49.5	0.0	49.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
1	1	0	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
%	32.9	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	32.9	0.0	49.5	0.0	49.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

ETS (#3782) 2006/11/29
 C2A. Did the class in any way influence the decision you made about ... the changes you made to your equipment operation or maintenance?
 BASE: End User who made major changes to operation or maintenance of equipment

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/Const	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	Not			
--A--	--B--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
2	1	0	0	0	0	0	0	2	0	1	1	1	1	0	0	1	1	1	1
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0
3	2	0	0	0	0	0	0	3	0	2	1	2	1	0	0	1	1	2	2
1	1	0	0	0	0	0	0	1	0	1	1	1	1	0	0	0	0	1	1
%	67.1	100.0	0.0	0.0	0.0	67.1	0.0	50.5	100.0	50.5	100.0	50.5	100.0	0.0	0.0	0.0	100.0	50.5	100.0
2	2	0	0	0	0	0	0	2	0	1	1	1	1	0	0	0	0	2	1
1	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	1	1	0	0
%	32.9	0.0	0.0	0.0	0.0	32.9	0.0	49.5	0.0	49.5	0.0	49.5	0.0	0.0	100.0	100.0	0.0	49.5	0.0
1	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	1	1	0	0

ETS (#3782) 2006/11/29
 C2B. Did the class in any way influence the decision you made about . . . the changes you made to the building shell
 BASE: End User who made change to the building shell

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
Codes	Standards	Other	Eng/Arch/Const	Con/Trac/ctor	Con/Trac/ctor	End User	New	Mid	Senior	Small	Large	Once	More	Less	Comp	Comp	Very	Very	Very	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0
2	1	0	0	0	0	0	2	1	0	1	0	1	0	1	0	1	1	1	1	2
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	52.9	100.0	0.0	0.0	0.0	52.9	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	52.9
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	47.1	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	47.1
1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
%	47.1	0.0	0.0	0.0	0.0	0.0	47.1	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	47.1
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	47.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	47.1

ETS (#3782) 2006/11/29
 C2C. Did the class in any way influence the decision you made about . . . the changes you made to your facility design
 BASE: End User who made changes to facility design

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/tor	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	
--A--	--B--	--D--	--G--	--H--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
1	0	0	0	0	1	1	0	1	0	1	0	1	1	1	1	0
%	100.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	0.0
2	1	0	0	0	0	2	1	0	1	0	1	1	1	1	2	0
1	0	0	0	0	1	1	0	0	0	0	0	1	1	0	1	0
%	47.1	0.0	0.0	0.0	47.1	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	47.1	0.0
1	0	0	0	0	1	1	0	0	0	0	0	1	1	0	1	0
%	52.9	100.0	0.0	0.0	52.9	0.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	52.9	0.0
1	1	0	0	0	1	0	0	1	0	1	0	0	0	1	1	0
%	100.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0

ETS (#3782) 2006/11/29
 C2D. Did the class in any way influence the decision you made about . . . the other changes you made?
 BASE: End User who made other changes

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/tor	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis	Not		
--A--	--B--	--D--	--E--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
1	1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0
1	1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0
1	1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0

ETS (#3782)

C3. What influence did it have on the new equipment you purchased?

BASE: End User who said class influenced decision

2006/11/29

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Very satis				
--A--	--B--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0
1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0
1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0
1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0
1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0

ETS (#3782) 2006/11/29
 C3A. What influence did it have on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class influenced decision

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/tor	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	comp-lete	Very satis	Very satis	Not
--A--	--B--	--D--	--G--	--H--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
1	1	0	0	0	1	0	1	1	1	1	0	0	0	0	1	1
%	100.0	0.0	0.0	0.0	100.0	0.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0
2	2	0	0	0	2	0	1	1	1	1	0	0	0	0	2	1
%	50.0	0.0	0.0	0.0	50.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	50.0	0.0	100.0
1	1	0	0	0	1	0	1	0	1	0	0	0	0	0	1	0
%	50.0	0.0	0.0	0.0	50.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	50.0	0.0	100.0
1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0
%	50.0	0.0	0.0	0.0	50.0	0.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	50.0	100.0	0.0
1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0
%	50.0	0.0	0.0	0.0	50.0	0.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	50.0	100.0	0.0

ETS (#3782)

C3B. What influence did it have on the changes you made the building shell?

BASE: End User who said class influenced decision

2006/11/29

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION				SATISFIED			
Codes	Standards	Other	End-Use	Eng/Arch/Const	Con/Trac/Const	New	Mid	Sen	Small	Large	Once	More	Less	Once	More	Less	Once	More	Less	Once	More	Less	Not	Very	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	
1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	
1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	
1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	

ETS (#3782)
 C3C. What influence did it have on the changes you made to your facility design?
 BASE: End User who said class influenced decision

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
Codes	Standards	Other	Eng/Arch/Const	Con/Trac/Intor	New User	End User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/More	Once/less	Comp/ly	Comp/ly	Very satis	Very satis	Not	
1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0
%	100.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0
1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0
%	100.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0
1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0
%	100.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0

ETS (#3782)
 C3D. What influence did it have on the other changes you made?
 BASE: End User who said class influenced decision

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION			SATISFIED	
Codes	Standards	Other	End-Use	Eng/Arch/Const	Con/Trac/ctor	New	Mid	Sen	Small	Large	Once	More	Less	Comp	Comp	Very	Not	
--A--	--B--	--E--	--D--	--G--	--H--	--J--	--K--	--L--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
1	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1	0	
% 100.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	
1	1	0	0	0	0	1	0	1	0	1	0	0	0	0	1	0	1	
1	1	0	0	0	0	1	0	1	0	1	0	0	0	0	1	0	1	
% 100.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	
1	1	0	0	0	0	1	0	1	0	1	0	0	0	0	1	0	1	
% 100.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0	

ETS (#3782)

C4. Why do you say it had no influence on the equipment you purchased?

BASE: End User who said class had no influence

2006/11/29

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION			SATISFIED			
Codes	Standards	Other PV/End-Use	Renewables	Arch/Const	Eng/Const	Con/Trac	Con/Trac	New <=5	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	More	Less	Comp-ly	Comp-ly	Very satis	Very satis
--A--	--B--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
1	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
1	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1
1	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
1	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1

ETS (#3782) 2006/11/29
 C4A. Why do you say it had no influence on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class had no influence

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===== ETC BANNER =====
===== COURSE TYPE =====
Codes Stand eral HVAC Use End- Other PV/ Eng/ Con- sul- Con-
Stand ards eral HVAC Use ables Const -tor tant User <=5 New Mid Sen-
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
-----
===== TYPE OF BUSINESS =====
-----
===== YEARS OF INDUSTRY =====
===== SIZE OF BUSINESS =====
===== ATTENDANCE FREQUENCY =====
===== EXPECTATION =====
===== SATISFIED =====

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C4B. Why do you say it had not influence on the changes you made the building shell?

BASE: End User who said class had no influence

ETC BANNER																							
COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED									
Codes	Standards	Gen-eral	HVAC	Other	PV/End-Use	Renew-ables	Arch/Const	Eng/Const	Con-trac-tor	Con-sultant	New User	End User	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis-fied	Not	
1	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	1	0
%	100.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	0.0
1	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	1	0
%	100.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	0.0
1	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	1	0
%	100.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	0.0

ETS (#3782) 2006/11/29
 C4C. Why do you say it had no influence on the changes you made to your facility design?
 BASE: End User who said class had no influence

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/trac-tor	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month	Once/yr	More	Less	Comp-ly	Comp-ly	Very satis	Very satisfied
1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1
%	100.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1
%	100.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1
%	100.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1
%	100.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0

2006/11/29

ETS (#3782)
C4D. Why do you say it had no influence on the other changes you made?
BASE: End User who said class had no influence

```

===== ETC BANNER =====
COURSE TYPE          TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION SATISFIED
-----
Codes               Other PV/ Eng/ Con-          Sen-          Not
Stand Gen-          End- Renew Arch/ trac sul-   ior          or Comp- comp- Very
ards eral HVAC Use ables Const -tor tant User <=5 New Mid 6-25 >25 <=5 >100 more less ly ly -ly -ly -ly -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--

```

		ETC BANNER													ATTENDANCE		EXPECTATION		SATISFIED				
		COURSE TYPE						TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			FREQUENCY					
		Other	PV/	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	
		End-	Renew	Arch/	trac	sul-	End	New	Mid	Sen-	Small	Large	month	yr	or	lete	lete	lete	lete	lete	lete	lete	
		Use	ables	Const-	tor	tant	User	<=5	>5	>25	<=5	>5	>100	more	less	-ly	-ly	-ly	-ly	-ly	-ly	-ly	
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	67	62	62
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	103	97	97	97
2	1	0	0	1	0	1	0	0	1	0	1	1	1	1	0	1	1	0	2	0	0	2	2
%	1.3	0.0	0.0	2.3	0.0	1.9	0.0	0.0	2.1	0.0	1.5	1.6	1.6	0.0	1.9	3.1	0.0	1.8	0.0	0.0	2.7	2.7	2.7
3	1	0	0	2	0	2	0	0	1	0	2	1	2	0	1	2	0	0	3	0	0	3	3
3	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	1
%	0.4	0.0	0.0	1.1	0.0	0.9	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.9	0.9
4	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	1
%	0.4	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.9	0.9
5	4	1	0	1	2	1	2	1	1	1	3	0	2	2	1	2	1	2	3	0	0	4	4
%	3.0	0.0	0.0	3.4	2.4	4.0	3.5	2.7	1.9	3.3	4.6	0.0	3.2	3.6	2.0	4.7	1.5	3.7	0.0	0.0	6.4	6.4	6.4
7	1	0	2	3	1	4	2	1	1	1	6	0	4	1	1	3	1	6	0	0	7	7	7
6	1	1	1	0	1	4	3	0	1	0	4	1	2	0	4	0	0	0	6	0	6	6	6
%	4.2	5.0	8.0	7.1	0.0	2.4	7.6	10.0	0.0	2.1	6.0	3.0	2.4	0.0	13.4	0.0	0.0	6.0	0.0	6.0	9.0	9.0	9.0
6	1	2	1	0	1	4	2	0	1	0	4	2	3	0	3	0	0	6	0	6	6	6	6
7	14	2	0	1	5	1	3	3	0	8	2	7	4	3	2	3	1	0	14	0	14	14	14
%	10.4	15.0	0.0	7.1	10.2	4.8	4.8	8.6	0.0	29.1	12.1	9.8	11.6	5.0	10.8	11.6	2.9	0.0	15.1	0.0	22.4	22.4	22.4
17	3	0	1	9	2	5	5	0	7	4	9	4	6	3	2	2	0	17	0	17	0	17	17
8	20	1	3	1	11	5	7	7	2	3	4	10	7	10	3	5	8	2	19	0	20	20	20
%	15.4	5.0	24.0	14.3	22.7	19.0	12.9	21.2	8.0	11.6	20.1	13.4	18.5	14.0	22.3	17.1	21.2	4.0	20.6	0.0	33.1	33.1	33.1
38	1	6	2	2	20	8	14	13	3	6	7	18	13	18	6	9	14	3	35	0	38	38	
8	1	6	2	2	20	8	14	13	3	6	7	18	13	18	6	9	14	3	35	0	38	38	

ETS (#3782)
 F3. Would you recommend this class to a colleague?

		ETC BANNER										ATTENDANCE			EXPECTATION			SATISFIED								
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					FREQUENCY				
		Other	PV/	Eng/	Con-	Con-	Eng/	Con-	trac	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Very					
		End-	End-	Arch/	trac	tant	tor	tor	tor	User	<=5	>5	>25	<=5	>100	more	ly	ly	ly	ly						
		Use	ables	Const	tor	tor	tor	tor	tor	tor	<=5	>5	>25	<=5	>100	more	ly	ly	ly	ly						
		---D---	---E---	---F---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---	---W---					
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62					
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0					
	202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97					
Yes	122	11	12	8	42	24	49	30	15	28	17	63	38	64	14	25	34	40	81	67	53					
	91.8	95.0	96.0	100.0	90.9	100.0	85.6	90.2	78.0	98.1	97.1	85.8	100.0	93.0	96.4	88.5	92.6	100.0	88.2	100.0	86.8					
	190	19	24	14	80	42	82	50	16	43	32	90	66	101	22	39	53	69	119	103	86					
No	10	1	0	0	4	0	8	3	4	0	0	10	0	4	1	3	2	0	10	0	7					
	7.4	5.0	0.0	0.0	8.0	0.0	14.4	9.8	19.4	0.0	0.0	13.4	0.0	5.5	3.6	11.5	6.0	0.0	10.7	0.0	11.5					
	10	1	0	0	7	0	7	2	3	0	0	10	0	3	1	2	4	0	10	0	9					
Dk/RF	1	0	1	0	1	0	0	0	1	1	1	1	0	1	0	0	1	0	1	0	1					
	0.8	0.0	4.0	0.0	1.1	0.0	0.0	0.0	2.6	1.9	2.9	0.7	0.0	1.5	0.0	0.0	1.4	0.0	1.1	0.0	1.7					
	2	0	1	0	1	0	0	0	1	1	1	1	0	2	0	0	1	0	2	0	2					

F4. How likely are you to attend another class in the next year or two?

		ETC BANNER										ATTENDANCE EXPECTATION SATISFIED																								
		COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED									
		Other		PV/		Eng/		Con-		Con-		New		Mid		Sen-		Small		Large		Once/		Comp-		Not		Very		Satis		fied				
		Gen-	eral	Use	ables	Const	tor	trac	sul-	tant	User	<=5	>5	>25	<=5	>100	more	less	ly	ly	ly	more	less	ly	ly	ly	ly	ly	ly	ly	ly					
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32			
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
Total		132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67	62														
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
1 - Not at all likely	%	2	0	1	0	1	0	1	0	1	1	0	1	1	1	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1		
	%	1.2	0.0	4.0	0.0	2.3	0.0	0.9	0.0	2.7	1.8	0.0	1.4	1.4	0.8	0.0	1.9	2.9	1.3	1.1	0.8	1.7														
2	%	3	0	1	0	2	0	1	0	1	1	0	2	1	1	0	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2		
	%	2.0	0.0	4.0	0.0	4.5	0.0	2.8	4.8	0.0	0.0	3.0	0.7	4.2	1.5	3.6	3.7	2.9	1.3	2.3	0.8	3.4														
5	%	6	0	0	1	3	3	5	0	0	1	1	2	3	6	0	0	5	2	4	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
	%	4.6	0.0	0.0	7.1	5.7	11.9	8.9	0.0	0.0	3.8	6.2	3.1	7.3	8.1	0.0	0.0	12.4	5.6	4.3	4.2	5.4														
6	%	4	1	0	1	1	0	1	1	0	3	1	4	0	1	0	0	2	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	%	3.4	5.0	0.0	7.1	1.1	0.0	1.0	1.7	0.0	11.6	3.0	5.4	0.0	0.8	0.0	0.0	4.7	0.0	4.9	0.0	7.2														
7	%	2	0	1	0	2	0	2	0	0	0	1	1	0	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	%	1.2	0.0	4.0	0.0	2.3	0.0	1.9	0.0	0.0	0.0	3.0	1.4	0.0	0.8	3.5	0.0	1.5	1.3	1.1	0.8	1.7														
8	%	11	1	2	1	4	1	3	4	1	4	3	3	5	2	1	4	3	3	3	8	3	8													
	%	8.2	5.0	12.0	7.1	9.1	4.8	4.7	13.1	2.7	13.5	15.2	3.8	14.1	3.2	3.5	13.3	9.0	6.8	8.9	4.0	13.3														
9	%	7	1	0	0	2	2	5	1	3	1	2	3	2	7	0	0	4	1	6	3	2														
	%	5.5	5.0	0.0	0.0	3.4	9.5	8.8	1.7	14.0	3.8	12.5	4.6	4.4	9.8	0.0	0.0	10.8	2.7	6.8	4.2	2.8														
MEAN:		9.11	9.65	8.96	9.21	8.82	9.21	8.97	9.27	9.56	8.87	8.82	9.28	8.85	9.18	9.54	9.27	8.37	9.29	9.02	9.51	8.67														

F4. How likely are you to attend another class in the next year or two?

```

===== ETC BANNER =====
COURSE TYPE          TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE          EXPECTATION          SATISFIED
-----
Other PV/            Eng/ Con-              Sen-                      Once/ Comp-          Not
Stand Gen-          End- Renew Arch/ trac sul-   ior Small Large      month yr or lete    te Very very
ards eral HVAC     Use ables Const +tor tant  <=5 >100 more less  -ly -ly  -ly  -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
%  98  10  10  6  33  18  40  26  16  18  10  58  26  13  23  20  32  65  58  40
%  73.9  85.0  76.0  78.6  71.6  73.8  70.9  78.7  80.6  65.5  57.2  79.7  68.6  74.9  81.2  55.8  80.9  70.6  85.3  64.5
151  17  19  11  63  31  63  39  17  17  34  19  82  48  20  35  29  55  94  85  65
Total ards eral HVAC     Use ables Const +tor tant  <=5 >100 more less  -ly -ly  -ly  -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
MEAN:  9.11  9.65  8.96  9.21  8.82  9.21  8.97  9.27  9.56  8.87  8.82  9.28  8.85  9.18  9.54  9.27  8.37  9.29  9.02  9.51  8.67
      E      B

```


2006/11/29

ETS (#3782)
 F5. Why do you say that?
 BASE: Respondents who are not likely to attend another class

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===== ETC BANNER =====
COURSE TYPE          TYPE OF BUSINESS          YEARS OF INDUSTRY          ATTENDANCE EXPECTATION SATISFIED
-----
Other PV/           Eng/ Con-           Sen-           Once/ Comp-           Not
End- Renew Arch/ trac sul-           ior Small Large month yr or lete comp- Very Not
Stand -ards eral HVAC Use ables Const -tor tant User <=5 6-25 >25 >100 more less -ly -ly -ly -ly -ly
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
11 0 0 1 6 1 4 3 1 5 1 3 7 5 0 4 5 3 9 3 9
% 42.0 0.0 0.0 66.7 54.5 28.6 33.1 42.0 50.0 56.2 20.4 28.5 68.2 51.8 0.0 70.7 45.0 41.6 42.1 38.1 43.3
17 0 0 2 12 2 7 5 1 5 2 6 9 10 0 3 10 5 12 5 12

```

DK/RF

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

	ETC BANNER																							
	COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED			
Codes	Other End-standards	PV/Gen-eral HVAC	Eng/Use	Arch/Const	Con/trac-tor	Con-sultant	New User	Mid <=5	Senior >25	Small <=5	Large >100	Once/month	Once/yr	Comp-lete	Comp-lete	Very satis	Not satis	Very satis	Not satis					
Total	132	12	13	8	47	24	57	33	20	28	18	73	38	69	15	29	36	40	92	67				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
202	20	25	14	88	42	89	52	20	44	33	101	66	106	23	41	58	69	131	103	97				
More hands on/demonstrations/activities	7	1	1	1	2	3	2	3	1	2	2	3	2	2	1	2	2	1	6	4				
%	5.5	10.0	4.0	7.1	4.5	11.9	3.8	8.6	6.0	9.5	4.6	6.0	1.5	4.0	7.6	4.8	2.8	6.8	5.8	5.5				
13	2	1	1	4	5	4	5	2	3	3	6	4	2	1	4	3	2	11	7	6				
Longer classes	4	1	0	1	2	0	1	2	1	1	2	1	3	1	1	0	2	3	2	2				
%	3.4	10.0	0.0	14.3	4.5	0.0	1.9	6.7	3.0	6.3	3.0	2.9	4.2	3.6	3.9	0.0	4.3	3.0	3.3	3.6				
8	2	0	2	4	0	2	4	1	2	2	4	2	5	1	2	0	3	5	4	4				
Shorter classes	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	1				
%	0.4	0.0	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	1.4	1.3	0.0	0.0	0.8				
1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	1				
Location	6	1	0	2	2	1	4	1	0	1	1	4	4	4	1	1	1	2	4	2				
%	4.5	10.0	0.0	21.4	4.5	2.4	7.4	1.8	0.0	1.9	4.9	10.1	5.4	3.9	4.1	2.9	5.5	4.1	5.8	3.2				
11	2	0	3	4	1	8	1	0	1	2	2	7	7	1	2	2	4	7	7	4				
Reference material/hand-outs	2	1	1	0	0	1	1	1	0	0	0	1	1	1	0	1	0	1	1	1				
%	1.3	5.0	4.0	0.0	0.0	2.4	0.9	3.5	0.0	0.0	0.7	3.1	0.8	0.0	2.0	0.0	1.5	1.2	1.7	0.8				
3	1	1	0	0	1	1	2	0	0	0	1	2	1	0	1	0	1	2	2	1				
Additional classes/more often/classes fill fast	5	1	1	3	0	3	2	2	1	2	1	2	4	0	1	1	1	4	2	3				
%	3.9	5.0	4.0	7.1	6.8	0.0	4.7	5.1	2.7	2.9	8.9	1.5	6.4	5.1	0.0	2.9	1.5	3.4	4.2	2.8				
10	1	1	1	6	0	5	3	1	2	3	2	5	7	0	2	1	3	7	4	6				
Question and answer time during class	3	0	0	0	1	0	1	1	3	0	1	3	0	0	0	0	3	1	3	1				
%	2.5	0.0	0.0	0.0	1.1	0.0	0.9	1.6	14.0	0.0	3.0	3.8	0.0	0.0	0.0	7.6	1.3	3.0	0.8	4.5				
2	0	0	0	1	0	1	1	1	1	0	1	1	0	0	0	1	1	1	1	1				
Have classes specific to trade/field	3	1	1	0	1	0	2	1	0	1	0	1	2	3	1	0	1	1	2	2				
%	2.5	10.0	8.0	0.0	2.3	0.0	2.7	3.4	0.0	2.1	0.0	1.4	5.8	3.9	4.1	0.0	1.5	2.6	2.5	2.4				
6	2	2	0	2	0	3	2	0	1	0	2	4	5	1	0	1	2	4	3	3				

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

		COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		Other End-Use	PV/Renewables	Eng/Arch/Const	Con/Trac/tor	Con/stant	New User	Mid <=5	Senior >25	Small <=5	Large >100	Once/month	More/less	Comp/lete	Not/ly	Very satis	Not/ly	Very satis						
		Gen-eral	HVAC	Gen-eral	Const	tor	Use	<=5	>25	<=5	>100	yr	or	lete	ly	filed	-T-	-U-						
		-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-				
Offer more advanced classes	%	1.3	5.0	0.0	0.0	2.3	0.0	2.0	0.0	0.0	0.0	1.9	0.0	1.5	1.4	0.8	0.0	0.0	1.5	1.5	1.2	1.7	0.9	
Offer more beginners classes	%	1.0	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	1.9	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.8	0.0
On-line classes	%	1.0	0.0	0.0	1.0	0.0	1.0	0.0	1.0	1.0	1.0	0.0	0.0	1.0	1.0	1.0	0.0	1.0	0.0	0.0	1.0	1.0	1.0	1.0
More information/detail	%	2.9	10.0	0.0	0.0	4.5	2.4	1.0	3.4	5.4	4.0	4.0	0.0	2.2	6.0	2.4	0.0	0.0	5.8	1.5	0.0	4.3	1.7	4.5
Smaller classes/more one on one	%	1.0	0.0	0.0	0.0	1.1	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9
Advertise about classes /send out information	%	5.5	5.0	4.0	0.0	2.3	9.5	4.9	13.4	0.0	4.0	3.3	3.0	4.5	3.3	22.3	11.6	1.6	1.6	4.4	6.0	6.7	4.5	5
Focus more on residential	%	0.8	0.0	0.0	0.0	2.3	0.0	0.9	1.6	0.0	0.0	0.0	0.0	2.8	0.0	0.0	1.9	0.0	1.9	0.0	1.3	0.6	0.8	0.9
Field Trip	%	1.0	0.0	0.0	1.0	0.0	1.0	1.0	1.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	1.0	1.0	1.0	1.0
Better Description of the class	%	0.4	0.0	0.0	0.0	1.1	0.0	0.0	0.0	2.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	1.5	0.0	1.5	0.0	0.6	0.0	0.9

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
Codes	Standards	Other	End-Use	Eng/Arch/Const	Con/Trac/Inst	New	Mid	Sen	Small	Large	Once	Month	Comp	Not	Very	Not							
75	56.9	40.0	17	6	51	25	49	27	44.3	44.1	69.6	57.4	59.5	55.3	65.4	58.5	46.9	67.8	64.5	53.7	64.0	51.3	
No/Nothing	75	5	9	3	27	15	31	15	9	9	20	10	43	21	45	9	13	25	26	49	43	32	
	%	56.9	40.0	17	6	51	25	49	27	44.3	44.1	69.6	57.4	59.5	55.3	65.4	58.5	46.9	67.8	64.5	53.7	64.0	51.3
Other	9	1	0	1	4	2	6	2	4	4	1	1	7	2	4	0	1	2	2	7	3	3	
	%	7.1	5.0	0.0	7.1	8.0	7.1	10.6	5.2	19.4	1.9	6.5	8.9	4.4	6.4	0.0	2.0	4.7	5.6	7.8	5.0	5.3	
DK/RF	13	1	0	1	7	3	7	3	3	3	1	2	8	3	4	0	1	3	4	9	6	6	
	%	7.0	5.0	12.0	7.1	6.8	2.4	9.4	14.9	5.3	4.0	3.3	8.9	5.7	4.8	3.6	15.1	4.7	4.0	7.8	2.3	12.4	
	13	1	3	1	6	1	6	5	2	2	2	1	8	4	6	1	4	3	3	9	3	10	
																						U	

5.7 PG&E Pacific Energy Center

		PEC BANNER																			
COURSE TYPE		YEARS OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED							
		TYPE OF BUSINESS				SIZE OF BUSINESS				Once/Comp- Not				Once/Comp- Not							
		Other PV/ Eng/ Con-				Senior				Small Large month yr or lete				lete							
		Stand Build Light End- Renew Arch/ trac sul-				Senior				Small Large month yr or lete				lete							
		-ing Use -able Const- tor tant User <=5 >25				Senior				Small Large month yr or lete				lete							
		-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U--				Senior				Small Large month yr or lete				lete							
Total		365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246	
Energy Codes/Standards		63	63	0	0	0	33	16	3	16	8	42	9	18	18	13	13	16	46	25	35
%	17.4	100.0	0.0	0.0	0.0	21.1	19.1	7.4	17.4	9.8	22.8	10.2	16.6	18.4	16.2	17.3	14.9	18.2	16.6	17.1	17.1
50	50	0	0	0	0	26	13	2	13	6	33	7	14	14	10	10	13	36	20	28	
CDEF	B	B	B	B	B	I		G		L	KM	L									
General		12	0	0	0	0	7	2	0	4	2	6	4	2	3	2	2	6	6	6	6
%	3.3	0.0	0.0	0.0	0.0	4.7	1.9	0.0	4.3	2.1	3.5	4.6	2.3	3.3	3.1	3.3	5.1	2.6	4.2	2.7	2.7
15	0	0	0	0	0	9	2	0	5	2	8	5	3	4	3	3	7	8	8	7	
Green Buildings/LEED		54	0	54	0	0	31	8	3	13	11	24	17	18	8	17	7	14	39	19	33
%	14.7	0.0	100.0	0.0	0.0	19.9	9.7	8.7	13.2	13.9	13.0	19.9	16.7	8.7	21.4	9.8	12.4	15.4	12.5	15.8	15.8
90	0	90	0	0	0	52	14	5	21	18	40	29	30	14	28	12	23	65	32	55	
C	BDEF	C	C	C	C	H	G								Q	P					
HVAC		11	0	0	0	0	4	2	1	2	3	5	3	2	4	1	3	4	7	1	9
%	2.9	0.0	0.0	0.0	0.0	2.8	2.5	4.2	2.3	3.7	2.7	3.3	2.0	3.7	1.8	3.9	3.3	2.9	0.9	4.1	4.1
15	0	0	0	0	0	6	3	2	3	4	7	4	3	5	2	4	5	10	2	12	
Lighting		79	0	0	79	0	36	24	5	14	19	33	23	22	16	20	19	29	48	34	45
%	21.6	0.0	0.0	100.0	0.0	22.9	28.0	15.3	14.4	24.5	17.7	26.6	20.6	16.3	25.5	25.8	26.7	19.2	22.1	21.7	21.7
75	0	0	75	0	0	34	23	5	13	18	31	22	21	15	19	18	28	46	32	43	
D	D	BCEF	D	D	D	J			H												
Other		24	0	0	0	0	2	7	9	5	2	14	5	9	9	5	2	5	19	14	9
%	6.5	0.0	0.0	0.0	0.0	1.5	8.2	27.6	5.0	3.1	7.7	5.4	8.8	9.8	6.1	3.2	4.3	7.5	9.3	4.6	4.6
10	0	0	0	0	0	1	3	4	2	1	6	2	4	4	2	1	2	8	6	4	
HI	GI	GHJ	I																		
Other End-Use		29	0	0	0	29	0	8	5	3	12	2	19	8	7	12	7	8	11	18	14
%	8.1	0.0	0.0	100.0	0.0	5.2	5.7	9.6	13.0	3.2	10.2	9.4	6.9	12.7	8.4	11.2	10.4	7.2	9.1	7.5	7.5
36	0	0	36	0	0	10	6	4	15	3	23	10	9	15	8	10	14	22	17	19	
E	E	E	BCDF	E	J				G	L	K										
PV/Renew Energy/DG		53	0	0	0	53	19	12	1	20	17	25	10	19	16	6	12	17	36	22	31
%	14.6	0.0	0.0	0.0	100.0	12.3	13.6	3.1	21.4	22.1	13.4	11.1	18.0	16.6	8.2	16.1	15.5	14.4	14.7	14.9	14.9
50	0	0	0	50	18	11	1	19	16	23	9	18	15	6	11	16	34	21	29		
F	F	F	F	BCDE	J				GI	M	K										

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					
		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS		TYPE OF BUSINESS	
		Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-	Eng/	Con-
		Arch/	trac	Arch/	trac	Arch/	trac	Arch/	trac	Arch/	trac	Arch/	trac	Arch/	trac	Arch/	trac
		Const-	tor	Const-	tor	Const-	tor	Const-	tor	Const-	tor	Const-	tor	Const-	tor	Const-	tor
		able	tant	able	tant	able	tant	able	tant	able	tant	able	tant	able	tant	able	tant
		Use	User	Use	User	Use	User	Use	User	Use	User	Use	User	Use	User	Use	User
		End	End	End	End	End	End	End	End	End	End	End	End	End	End	End	End
		Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
		Build	Build	Build	Build	Build	Build	Build	Build	Build	Build	Build	Build	Build	Build	Build	Build
		Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand	Stand
		ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards	ards
		Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes	Codes
		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
		LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED	LEED
7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
73	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Sector Specific

Software/Analysis

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===== PEC BANNER =====
COURSE TYPE                                YEARS OF INDUSTRY  ATTENDANCE  EXPECTATION  SATISFIED
-----
LEED                                         EXPERIENCE
-----
TYPE OF BUSINESS                            SIZE OF        FREQUENCY    Not
----- BUSINESS -----
Other PV/ Eng/ Con-                          Small Large  Once/ Comp-  Very  Not
End- Renew Arch/ trac sul-                   month yr or lete lete  satis very
Stand Build Light End  User <=5 >25  <=5 >100  more less  ly  -filed satis
ards -ings -ing Use  <=5 >25  <=5 >100  more less  ly  -filed satis
-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U--
365  63  54  79  29  53  156  86  34  95  77  184  87  107  96  78  73  110  251  152  208
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
419  50  90  75  36  50  183  96  41  106  94  203  104  119  106  90  82  122  293  167  246

365  63  54  79  29  53  156  86  34  95  77  184  87  107  96  78  73  110  251  152  208
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0
419  50  90  75  36  50  183  96  41  106  94  203  104  119  106  90  82  122  293  167  246

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ETS (#3782)
 S3. What type of energy related services or equipment does your business provide?
 BASE: UMA

COURSE TYPE		PFIC BANNER										ATTENDANCE EXPECTATION		SATISFIED							
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		FREQUENCY		Not					
Codes	Green	Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	Con-	Sen-	Small	Large	Once/	Comp-	Not	Very				
Stand	Build	Light	End-	Renew	Arch/	trac	Con-	tor	tant	User	New	Mid	lor	or	lete	lete	satis				
ards	ings	ing	Use	able	Const	tor	tant	tor	tant	User	<=5	6-25	>25	more	less	ly	ly				
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
Total	270	47	41	65	17	33	156	86	34	0	60	134	62	95	55	62	49	75	194	110	159
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
313	37	69	62	21	31	183	96	41	0	75	147	76	108	60	70	57	87	224	122	188	188
Construction	56	13	4	16	2	10	56	14	0	0	8	25	16	24	14	17	10	20	37	34	22
%	20.9	27.0	10.1	24.2	14.3	29.0	36.2	16.7	0.0	0.0	14.0	18.8	26.2	24.7	25.5	26.8	19.6	26.5	18.9	31.2	13.6
59	10	7	15	3	9	59	16	0	0	10	27	17	17	26	14	15	10	21	38	33	25
C	BDF	C	C	C	C	HI	GI	GH													U
Engineering or architectural design	118	27	27	25	6	11	118	14	0	0	22	60	32	40	18	29	23	36	81	46	72
%	43.7	56.8	66.7	38.7	33.3	32.3	75.8	15.8	0.0	0.0	36.1	44.8	51.8	41.4	32.9	46.7	46.0	48.6	41.5	41.8	45.2
144	21	46	24	7	10	144	17	0	0	28	69	42	49	22	35	28	41	101	53	90	90
F	DF	C	BC	HI	GI	GH															T
Lighting design assist/sales/installation	43	5	2	22	2	7	14	43	2	0	11	23	7	17	8	8	7	11	32	14	29
%	15.9	10.8	5.8	33.9	9.5	22.6	8.8	49.8	6.2	0.0	18.7	17.2	12.1	17.7	14.5	13.6	14.1	14.8	16.4	12.4	18.4
46	4	4	21	2	7	16	46	3	0	13	23	9	19	8	7	12	34	14	32	14	32
D	DF	BC	C	H	GI	H															
HVAC equipment sales/install./repair/maint.	38	9	3	5	2	3	15	38	0	0	9	24	5	14	7	5	5	11	28	18	20
%	14.2	18.9	7.2	8.1	14.3	9.7	9.8	44.6	1.3	0.0	14.8	18.1	7.8	14.9	11.9	7.8	10.1	14.3	14.3	16.7	12.3
47	7	5	5	3	3	19	47	1	0	13	26	7	16	8	7	8	12	35	20	26	26
H	GI	H																			T
Refrigeration equipment sales/install/repair	6	1	1	1	0	2	4	6	0	0	2	2	1	2	1	3	1	2	3	4	1
%	2.0	2.7	1.4	1.6	0.0	6.5	2.9	6.4	0.0	0.0	2.5	1.7	1.7	2.2	1.9	5.1	1.2	3.1	1.6	4.1	0.7
6	1	1	1	0	2	4	6	0	0	2	2	2	1	2	1	3	1	2	4	5	1
Motor/ASD equipment sales/install/repair	5	3	0	2	0	0	5	5	0	0	2	2	0	1	2	1	0	3	2	3	2
%	1.7	5.4	0.0	3.2	0.0	0.0	3.0	5.4	0.0	0.0	3.8	1.7	0.0	1.3	3.8	1.7	0.0	3.4	1.1	2.3	1.3
4	2	0	2	0	0	4	4	4	0	0	2	2	0	1	2	1	0	2	2	2	2
Pumping/hydraulic equip sales/install/repair	7	3	2	2	0	0	3	7	0	0	3	4	0	1	5	1	0	2	6	2	5
%	2.8	5.4	5.8	3.2	0.0	0.0	2.2	8.7	0.0	0.0	5.6	3.1	0.0	1.3	8.3	1.7	0.0	2.5	2.9	1.7	3.2
9	2	4	2	0	0	3	9	0	0	4	5	0	1	5	1	0	2	7	2	6	6
H	G	H																			T
Other equipment sales/install/repair	6	1	1	2	1	1	2	6	0	0	4	1	2	2	2	0	3	3	3	5	1
%	2.3	2.7	1.4	3.2	4.8	3.2	1.5	7.3	0.0	0.0	6.4	0.6	2.7	2.4	4.5	0.0	6.9	4.5	1.5	4.8	0.7
7	1	1	2	1	1	2	7	0	0	4	1	2	2	2	3	0	4	3	4	5	2
H	G	H																			T

	COURSE TYPE		PFIC BANNER												ATTENDANCE EXPECTATION		SATISFIED	
	LEED	Other PV/Eng/Con-	TYPE OF BUSINESS	YEARS OF INDUSTRY EXPERIENCE	SIZE OF BUSINESS	ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED	Not	Very	Not	Very	Not	Very				
	Codes Green	Stand Build Light End-Use	Eng/Arch/Const	Con/trac-tor	Con-tant	Sen-ior	New User	Sen-ior	Small <=5	Large >5	Once/More	Comp-ly	Comp-ly	Very satis				
Facility operations or maintenance	8 3.0 7	1 2.9 2	1 1.6 1	2 0.0 0	3 6.5 2	8 1.7 3	0 9.3 7	0 0.0 0	0 1.8 1	6 4.7 5	1 1.0 1	6 10.5 4	3 6.9 2	0 4.1 0	8 2.1 7	2 3.6 2	6 5	
Energy technology research/consulting	34 12.7 41	3 7.2 2	5 8.1 5	3 19.0 4	1 3.2 1	0 0.0 0	34 100.0 41	0 0.0 0	8 13.6 12	18 11.0 7	7 12.6 6	10 13.3 10	3 6.8 5	11 14.5 14	23 12.0 27	15 12.0 17	19 24	
Manufacturing equipment	1 0.5 1	0 0.0 0	0 0.0 0	0 0.0 0	0 0.0 0	0 1.5 1	0 0.0 0	0 0.0 0	0 0.0 0	0 0.9 1	0 0.0 0	0 0.0 0	0 0.0 0	0 0.0 0	0 0.7 1	0 0.0 0	1 0.8 1	
Utility (Gas/Electric/Water)	13 4.8 16	2 5.8 1	5 8.1 4	0 0.0 5	2 6.5 2	0 3.6 4	0 0.0 0	0 9.7 6	6 3.1 5	4 4.0 4	2 1.1 1	5 10.0 7	1 2.1 1	5 6.2 6	8 4.2 10	4 3.7 6	9 5.5 10	
Solar equipment	3 1.0 3	0 0.0 0	1 1.6 1	1 4.8 1	0 0.0 0	0 3.1 0	1 3.1 1	0 0.0 0	1 1.4 1	2 1.4 2	0 0.0 0	2 0.0 2	1 1.7 1	0 0.0 0	3 1.4 3	1 0.7 1	2 1.2 2	
Don't know/Refused	6 2.4 8	0 1.4 1	1 1.6 1	1 4.8 1	2 6.5 2	0 0.0 0	0 0.0 0	0 0.0 0	1 1.8 1	2 3.7 3	2 4.9 4	5 1.3 6	1 4.3 2	1 1.9 2	5 2.6 6	1 0.7 6	6 3.6 7	

Percentage of your business - in terms of overall sales or revenues generated - is targeted at residential buildings?

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very				
Codes	Standards	Other Eng/Con-	PV/Arch/trac-	Renewable Const-	End User	New <=5	Mid 6-25	Senior >25	Small <=5	Large 6-25	Once/More	Month/less	yr or more	Comp-ly	23	49	75	194	110	159
100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
270	47	41	65	17	33	156	86	34	0	60	134	62	95	55	62	49	75	194	110	159
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
313	37	69	62	21	31	183	96	41	0	75	147	76	108	60	70	57	87	224	122	188
103	22	9	28	6	11	61	36	12	0	28	47	23	20	30	22	23	30	73	40	63
%	38.1	45.9	21.7	43.5	33.3	39.0	42.0	36.1	0.0	46.2	34.7	37.1	21.5	55.6	35.9	46.6	40.0	37.6	36.1	39.6
116	17	15	27	7	10	68	40	15	0	33	50	28	21	35	21	26	32	84	42	73
43	10	4	13	6	2	21	12	10	0	6	25	12	12	12	9	10	8	35	12	31
%	15.8	21.6	8.7	19.4	33.3	6.5	13.3	14.1	28.2	9.2	18.4	19.8	12.8	16.4	16.8	15.8	10.8	17.9	10.8	19.5
45	8	6	12	7	2	23	15	8	0	7	25	12	12	8	12	9	9	36	13	32
11	3	2	4	0	1	5	5	1	0	1	7	2	5	2	2	2	4	7	7	4
%	4.1	5.4	4.3	6.5	0.0	3.2	3.4	6.1	0.0	1.8	5.0	2.7	5.0	2.8	3.4	4.3	5.9	3.4	6.8	2.2
18	3	3	5	0	2	13	2	2	0	5	5	7	8	2	5	2	5	13	6	11
%	6.6	5.4	7.2	8.1	0.0	6.5	8.5	2.7	0.0	9.0	3.8	10.9	8.0	3.6	7.8	4.7	6.8	6.5	5.3	7.1
23	2	5	5	0	2	15	3	4	0	7	6	9	9	3	6	2	7	16	8	14
6	0	0	1	0	2	2	3	0	0	2	4	4	1	2	2	0	2	5	3	4
%	2.1	0.0	1.6	0.0	6.5	1.5	3.0	0.0	0.0	2.5	2.8	0.7	1.3	3.4	2.0	0.0	1.7	2.3	1.9	2.3
14	4	3	0	1	1	7	4	2	0	1	9	3	7	1	5	1	5	9	10	4
%	5.1	8.1	7.2	0.0	4.8	3.2	4.7	4.5	6.4	0.0	1.7	6.7	5.0	7.6	1.1	7.8	2.1	6.4	4.6	8.9
17	3	5	0	1	1	10	3	3	0	2	10	4	6	1	6	2	6	11	11	6
5	0	1	0	0	1	1	4	0	0	2	3	1	0	1	0	0	1	4	1	4
%	1.8	0.0	1.4	0.0	0.0	3.2	0.7	4.5	1.3	0.0	2.5	2.1	1.0	0.5	1.9	0.0	1.4	2.0	1.0	2.4
5	0	1	0	0	1	2	3	1	0	2	2	2	1	1	1	0	2	3	2	3

Percentage of your business - in terms of overall sales or revenues generated - is targeted at residential buildings?

COURSE TYPE		PF3 BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Once/Comp-ly		Once/Comp-ly		Not		Very		Not				
Codes	Standards	Other PV/Use	Eng/Const	Con/Arch	Con/Trac	Renew Arch/Const	End User	New <=5	Mid 6-25	Sen >25	Small <=5	Large >100	yr or more	month less	or less	lete ly	satis -ly	very -fied	Not -T-	
9	3	1	3	0	2	4	4	0	2	6	2	3	4	2	0	3	5	3	5	
%	3.3	5.4	1.4	4.8	0.0	6.5	2.4	4.2	1.3	4.3	2.7	2.8	6.6	2.7	0.0	4.5	2.5	2.5	3.5	
9	2	1	3	0	2	4	3	1	0	2	5	2	3	2	0	3	5	3	5	
14	1	2	4	1	3	9	4	0	0	4	6	2	7	1	1	4	3	11	7	
%	5.2	2.7	4.3	6.5	4.8	9.7	6.0	4.8	1.3	6.0	4.6	4.0	7.6	1.9	1.0	8.5	3.9	5.7	6.6	4.3
16	1	3	4	1	3	10	5	1	0	4	7	3	8	2	1	5	3	13	7	
14	0	4	2	2	10	3	3	0	1	10	2	7	3	2	1	5	9	7	6	
%	5.0	0.0	8.7	3.2	9.5	6.5	6.1	3.0	8.6	0.0	7.8	3.1	6.9	5.1	3.2	2.2	6.1	4.6	6.7	3.9
16	0	6	2	2	12	4	2	2	2	12	2	8	2	3	1	6	10	7	7	
3	1	2	0	0	2	1	0	0	0	2	1	2	0	1	1	0	2	0	3	
%	1.1	2.7	4.3	0.0	0.0	1.1	1.5	0.0	0.0	1.8	1.0	2.0	0.0	1.0	1.2	0.0	1.3	0.0	1.9	
4	1	3	0	0	3	1	0	0	0	3	1	2	0	1	1	0	3	0	4	
28	1	11	3	2	5	21	7	2	0	8	9	7	22	0	11	5	8	20	14	
%	10.3	2.7	27.5	4.8	9.5	16.1	13.3	7.9	6.1	0.0	13.9	6.5	11.3	23.4	0.0	18.5	10.8	11.3	10.1	12.9
36	1	19	3	2	5	27	8	3	0	11	13	9	29	0	13	7	10	26	16	
4	0	1	1	1	0	0	1	1	1	2	2	0	1	1	0	2	1	3	1	
%	1.5	0.0	2.9	1.6	4.8	0.0	0.0	1.6	3.1	0.0	2.5	1.5	0.7	0.6	1.5	0.0	3.8	1.4	1.5	0.7
6	0	2	1	1	0	0	2	2	2	3	1	1	1	1	0	2	1	5	1	
30.6	19.2	53.2	21.4	26.7	42.9	33.4	28.0	23.5	*	29.6	30.9	28.2	48.3	15.9	33.2	25.9	31.3	29.9	35.0	27.5
CF	BDE	CF	CF	C	BD							O	N							

COURSE TYPE		PFC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Once/Comp- Not						
		Eng/Con-	Arch/trac-	Con-	Eng/Con-	Other PV/	Renew sul-	End	New Mid	Sen-	Small	Large	month	yr or	lete	lete	Very	Very				
		Const-	tor	tant	tor	Use	tant	User	<=5	>25	<=5	>100	more	less	ly	ly	-T-	-U-				
		---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---						
61-70%		13	4	1	3	0	2	9	3	2	0	2	7	3	3	2	3	4	2	10	5	6
	%	4.6	8.1	2.9	4.8	0.0	6.5	6.0	3.0	4.4	0.0	3.5	5.5	4.9	3.2	3.1	5.1	7.8	2.8	5.4	5.0	4.1
		15	3	2	3	0	2	11	4	2	0	3	7	5	5	2	4	4	3	12	6	8
71-80%		18	1	2	7	2	2	11	7	1	0	3	11	3	10	2	3	4	5	13	6	12
	%	6.6	2.7	4.3	11.3	9.5	6.5	7.2	8.1	2.1	0.0	4.9	8.2	4.7	10.1	3.8	5.3	8.2	6.4	6.7	5.3	7.6
		21	1	3	7	2	2	13	8	1	0	4	13	3	10	2	4	5	6	15	7	14
81-90%		12	4	1	0	1	2	7	3	3	0	2	7	3	2	4	1	3	2	10	3	9
	%	4.5	8.1	2.9	0.0	4.8	6.5	4.3	3.5	8.2	0.0	2.5	5.4	5.5	2.3	7.4	2.3	5.2	2.5	5.3	3.1	5.5
		13	3	2	0	1	2	8	4	2	0	2	6	5	3	3	2	3	2	11	4	9
		D				BF																
91-99%		17	3	0	10	2	1	12	6	0	0	6	9	2	2	4	5	4	4	13	6	11
	%	6.3	5.4	0.0	16.1	9.5	3.2	7.5	7.4	0.0	0.0	9.9	6.6	3.8	2.2	7.7	7.5	9.0	5.0	6.9	5.3	7.1
		18	2	0	10	2	1	13	7	0	0	6	10	2	2	5	5	5	4	14	6	12
		D				C																
100%		47	13	2	13	2	4	28	17	5	0	13	22	9	11	13	11	14	18	29	19	28
	%	17.5	27.0	5.8	19.4	14.3	12.9	17.7	20.2	15.2	0.0	21.5	16.1	14.9	11.3	23.6	18.4	27.7	23.9	15.1	17.1	17.5
		51	10	4	12	3	4	29	17	7	0	17	21	10	12	14	11	14	18	33	19	31
		C													O	N						
Don't know/Refused		4	0	1	1	1	0	0	1	1	0	2	2	0	1	1	0	2	1	3	1	3
	%	1.5	0.0	2.9	1.6	4.8	0.0	0.0	1.6	3.1	0.0	2.5	1.5	0.7	0.6	1.5	0.0	3.8	1.4	1.5	0.7	2.0
		6	0	2	1	1	0	0	2	2	0	2	3	1	1	1	0	2	1	5	1	5
								I							G							
MEAN:		48.5	61.4	24.9	57.1	45.6	40.0	49.6	50.8	42.7	*	48.1	51.0	45.1	38.9	54.1	46.0	60.7	50.7	47.9	45.4	50.4
		CF	BD	BD	CF		BD					O	N	Q	P							

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not					
Codes	Green	Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Very	Very		
Stand	ards	ing	Use	Const	tor	tant	able	Const	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	satis		
--A--	--B--	--D--	--E--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--			
Total	270	47	41	65	17	33	156	86	34	0	60	134	62	95	55	62	49	75	194	110	159
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	313	37	69	62	21	31	183	96	41	0	75	147	76	108	60	70	57	87	224	122	188
None	254	44	39	60	16	30	151	83	31	0	53	130	59	94	47	59	47	72	181	103	148
%	93.7	94.6	94.2	91.9	95.2	90.3	96.6	95.9	90.8	0.0	88.5	96.6	95.7	98.3	86.4	95.5	95.0	95.4	93.1	94.0	93.5
	292	35	65	57	20	28	178	92	36	0	67	141	72	106	52	67	54	82	208	113	176
1-10%	5	0	0	1	0	3	2	2	0	0	2	1	0	1	3	0	0	2	4	2	3
%	1.9	0.0	0.0	1.6	0.0	9.7	1.4	2.5	0.0	0.0	3.5	0.8	0.7	1.1	4.7	0.7	0.0	2.0	1.9	1.8	2.0
	6	0	0	1	0	3	2	2	0	0	2	1	1	1	3	1	0	2	4	3	3
11-20%	3	1	1	1	0	0	2	0	1	0	1	1	0	0	1	1	1	0	3	1	2
%	1.1	2.7	1.4	1.6	0.0	0.0	1.2	0.0	3.1	0.0	1.0	0.8	0.0	0.0	2.3	1.7	1.2	0.0	1.5	0.5	1.5
	3	1	1	1	0	0	2	0	1	0	1	1	0	0	1	1	1	0	3	1	2
21-30%	3	0	1	1	0	0	0	0	1	0	2	0	0	0	2	0	0	1	2	2	1
%	0.9	0.0	1.4	1.6	0.0	0.0	0.0	0.0	3.1	0.0	2.7	0.3	0.7	0.0	2.8	0.0	0.0	1.2	0.8	1.8	0.4
	4	0	1	1	0	0	0	0	2	0	2	1	1	0	2	0	0	2	2	3	1
31-40%	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1
%	0.4	0.0	0.0	1.6	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.7
	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1
51-60%	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	1	0
%	0.5	2.7	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	2.1	0.0	2.3	2.0	0.0	0.0	0.7	1.2	0.0
	1	1	0	0	0	0	1	0	0	0	0	0	1	0	1	1	0	0	1	1	0
Don't know/Refused	4	0	1	1	1	0	0	1	1	0	2	2	0	1	1	0	2	1	3	1	3
%	1.5	0.0	2.9	1.6	4.8	0.0	0.0	1.6	3.1	0.0	2.5	1.5	0.7	0.6	1.5	0.0	3.8	1.4	1.5	0.7	2.0
	6	0	2	1	1	0	0	2	2	0	2	3	1	1	1	0	2	1	5	1	5
MEAN:	0.96	2.16	0.60	1.30	0.00	0.48	0.78	0.13	1.27	*	1.64	0.25	1.51	0.06	2.86	1.56	0.19	0.44	1.17	1.36	0.69

ETS (#3782) 2006/11/29
 SAE. Percentage of your business - in terms of overall sales or revenues generated - is targeted at other business?
 BASE: UMA

COURSE TYPE		PFIC BANNER										ATTENDANCE EXPECTATION SATISFIED														
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED				
Codes	Green	Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	End	New	Mid	Sen-	Small	Large	yr	or	lete	com-	Not	Very	Not	Very			
Stand	Build	Light	End-	able	Const-	tor	Use	ing	Use	End	User	<=5	>25	<=5	>100	more	less	ly	ly	ly	ly	ly	ly			
--A--	--B--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--							
270	47	41	65	17	33	156	86	34	0	60	134	62	95	55	62	49	75	194	110	159						
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
313	37	69	62	21	31	183	96	41	0	75	147	76	108	60	70	57	87	224	122	188						
233	43	35	58	11	29	139	76	23	0	48	118	52	87	50	54	46	68	164	100	131						
%	86.1	91.9	84.1	88.7	66.7	87.1	89.2	68.4	0.0	80.1	88.0	84.5	90.8	90.8	87.7	92.4	90.3	84.3	90.7	82.7						
271	34	58	55	14	27	164	84	30	0	63	128	65	100	54	63	53	78	191	111	157						
							I	I	GH												U					
3	1	0	0	0	2	2	1	0	0	2	1	0	0	0	1	0	0	0	3	0	3					
%	1.3	2.7	0.0	0.0	6.5	1.5	1.2	0.0	0.0	3.5	0.9	0.0	0.0	1.9	0.0	0.0	0.0	0.0	1.8	0.0	2.1					
3	1	0	0	0	2	2	1	0	0	2	1	0	0	1	0	0	0	0	3	0	3					
1	0	1	0	1	0	0	1	1	0	0	1	1	1	1	0	0	0	1	1	1	1					
%	0.5	0.0	1.4	0.0	4.8	0.0	0.0	1.6	1.7	0.0	0.6	1.0	0.6	0.0	0.0	0.0	0.8	0.4	0.7	0.4						
2	0	1	0	1	0	0	2	1	1	0	1	1	1	0	0	0	1	1	1	1						
5	1	1	1	1	0	4	1	0	0	0	2	3	1	0	0	0	2	3	2	3						
1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1					
%	0.2	0.0	1.4	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.4					
1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1					
1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
%	0.4	0.0	0.0	1.6	0.0	0.7	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	2.1	1.4	0.0	1.0	0.0	0.0					
1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	1	0	1	0					
4	0	0	0	1	0	0	0	3	0	0	1	2	2	0	0	0	0	0	4	0	4					
%	1.3	0.0	0.0	4.8	0.0	0.0	0.5	9.3	0.0	0.8	0.6	3.8	2.5	0.0	0.0	0.0	0.0	0.0	1.9	0.0	2.3					
3	0	0	0	1	0	0	1	2	0	0	1	1	1	0	0	0	0	0	3	0	3					

Percentage of your business - in terms of overall sales or revenues generated - is targeted at other business?

	COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED			
	LEED	Other PV/End-Use	Eng/Arch/Const	Con/Trac/tor	Con/sul-tant	New End User	6-25	6-25	25	Senior	Small	5	100	Once/yr	Once/yr	Once/yr	Once/yr	Comp-lete	Not	Very		
61-70%	1	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	1	1	0	1	0	
%	0.3	0.0	0.0	4.8	0.0	0.0	1.0	0.0	1.0	0.0	0.0	1.3	0.9	0.0	1.7	1.1	1.1	0.0	0.7	0.0		
	1	0	0	1	0	0	1	0	0	1	1	0	0	0	1	1	0	1	0	1	0	
71-80%	2	0	1	1	0	0	2	0	0	0	1	1	1	0	1	0	0	2	0	2	0	
%	0.6	0.0	1.4	1.6	0.0	1.1	0.0	0.0	0.4	1.7	0.6	0.0	1.7	0.0	1.7	0.0	0.8	0.0	1.0	1.0		
	2	0	1	1	0	0	2	0	0	1	1	0	1	0	1	0	2	0	2	0	2	
81-90%	3	0	2	0	1	0	2	0	0	1	2	1	0	1	2	0	0	3	1	3	0	
%	1.2	0.0	5.8	0.0	4.8	0.0	1.5	0.0	1.0	1.5	1.0	0.0	1.5	2.9	0.0	0.0	1.7	0.5	1.6	1.6		
	5	0	4	0	1	0	4	0	1	3	1	0	0	1	3	0	0	5	1	4	0	
91-99%	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	
%	0.2	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.4	0.0	0.6	0.0	0.6	0.0	0.0	0.0	0.3	0.0	0.4	0.4		
	1	0	1	0	0	0	0	0	1	0	1	0	1	0	0	0	0	1	0	1	0	
100%	13	1	0	3	1	2	5	4	5	0	6	1	2	2	5	0	2	10	5	8		
%	4.7	2.7	0.0	4.8	6.5	3.4	4.6	15.1	0.0	10.4	4.3	1.3	2.5	4.3	7.7	0.0	3.1	5.4	4.3	5.1		
	12	1	0	3	1	2	5	4	5	0	5	6	1	1	3	0	3	9	4	8		
Don't know/Refused	4	0	1	1	1	0	0	1	1	0	2	0	1	1	0	2	1	3	1	3		
%	1.5	0.0	2.9	1.6	4.8	0.0	1.6	3.1	0.0	2.5	1.5	0.7	0.6	1.5	0.0	3.8	1.4	1.5	0.7	2.0		
	6	0	2	1	1	0	2	2	2	0	2	3	1	1	0	2	1	5	1	5		
MEAN:	8.5	3.8	9.2	7.5	18.0	6.8	6.8	23.9	13.1	7.5	8.3	6.0	5.8	11.5	2.3	5.3	9.8	6.3	10.3	10.3		

ETS (#3782)
S4E. Other ways sales or revenues generated.
BASE: UMA who have other ways to generate sales or revenue

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
		LEED	Other PV/End-Use	Eng/Arch/Const	Con/Trac	Sul/Intor	Senior	New	Mid	Senior	Small	Large	Once	More	Less	Once	More	Less	Not	Comp	lete	ly	Very	Not	Very	
		Codes Stand	Standards	Buildings	Lighting	Renewable	Eng/Arch/Const	Con/Trac	Sul/Intor	Senior	New	Mid	Senior	Small	Large	Once	More	Less	Not	Comp	lete	ly	Very	Not	Very	
Total		34	4	5	6	5	4	17	9	10	0	10	14	9	8	4	8	2	6	27	9	24				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
36		3	9	6	6	4	19	10	9	0	10	16	10	7	5	7	2	8	28	10	26					
Schools		10	3	1	1	1	0	7	2	2	0	1	4	5	4	0	2	1	1	9	1	9				
%	30.0	66.7	22.2	16.7	0.0	41.2	18.6	24.2	0.0	12.7	27.9	53.3	46.3	0.0	31.4	43.8	22.7	31.6	15.0	35.8						
9		2	1	1	1	0	7	2	1	0	1	4	4	3	0	2	1	2	7	2	7					
Government		6	0	0	2	2	1	2	3	2	0	4	2	1	0	1	0	0	1	5	2	4				
%	18.0	0.0	0.0	33.3	50.0	25.0	12.6	30.7	21.4	0.0	34.5	11.6	9.0	0.0	30.2	0.0	0.0	13.2	19.1	17.4	18.3					
7		0	0	2	3	1	2	3	3	3	0	4	2	1	0	2	0	0	1	6	2	5				
Institutional		8	1	2	1	1	1	8	0	0	0	2	3	3	1	1	3	1	3	5	4	5				
%	24.1	33.3	16.7	16.7	25.0	48.4	0.0	0.0	0.0	0.0	22.7	20.7	31.1	10.0	25.2	33.3	56.2	47.2	18.9	37.6	18.9					
9		1	3	1	1	1	9	0	0	0	2	3	4	1	1	3	1	3	6	4	5					
Hospitals/Healthcare		3	3	0	0	0	1	1	1	0	0	0	3	0	0	0	0	0	0	3	0	3				
%	7.5	66.7	0.0	0.0	0.0	7.5	14.5	0.0	0.0	0.0	17.9	0.0	17.9	0.0	0.0	0.0	0.0	0.0	9.2	0.0	10.4					
2		0	0	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	0	2	0	2				
Other		12	0	2	3	1	2	3	3	5	0	4	6	2	4	2	5	0	1	11	3	9				
%	34.9	0.0	44.4	50.0	16.7	50.0	19.6	36.2	54.3	0.0	42.7	39.8	18.2	43.6	44.6	66.7	0.0	16.9	39.0	30.0	36.8					
13		0	4	3	1	2	4	4	4	5	0	4	7	2	3	4	4	0	2	11	2	11				

ETS (#3782)
 S5. What is the main business activity of your firm?
 BASE: End Users who occupy space for which they make equipment/space-related decisions

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp/		Not				
Codes	Green	Other	PV/	Eng/	Con-	Eng/	Con-	Arch/	trac	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Stand	Build	Light	End-	Renew	Arch/	End	Use	able	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor		
ards	ings	ing	Use	able	Const	User	Use	able	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	
Water company	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0
%	1.3	0.0	0.0	0.0	8.3	0.0	0.0	0.0	0.0	1.3	0.0	0.0	4.5	0.0	2.7	0.0	0.0	0.0	2.4	0.0
1	0	0	0	1	0	0	0	0	0	1	0	0	1	0	1	0	0	0	1	0
Engineering/Electrical	2	0	0	0	0	0	0	0	0	2	1	0	1	0	0	0	1	1	1	1
%	2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	9.6	0.0	4.4	0.0	0.0	0.0	7.7	3.1	2.4	2.8
2	0	0	0	0	0	0	0	0	0	2	1	0	1	0	0	0	1	1	1	1
Architectural	2	0	0	1	1	0	0	0	0	2	0	2	0	2	0	0	0	0	1	2
%	3.8	0.0	0.0	14.3	8.3	0.0	0.0	0.0	0.0	3.8	5.4	5.9	0.0	37.9	0.0	0.0	0.0	4.0	3.8	6.4
3	0	0	1	1	1	0	0	0	0	3	1	2	0	2	0	0	0	1	2	2
Research and Development	3	1	1	0	0	1	0	0	0	3	0	2	1	0	3	0	0	1	1	0
%	4.8	12.5	7.1	0.0	0.0	7.7	0.0	0.0	0.0	4.8	0.0	7.4	3.3	0.0	9.6	0.0	0.0	4.1	1.8	0.0
3	1	1	0	0	1	0	0	0	0	3	0	2	1	0	3	0	0	1	1	0
Other end-user	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
%	1.8	0.0	0.0	0.0	0.0	7.7	0.0	0.0	0.0	1.8	12.7	0.0	0.0	26.8	0.0	0.0	0.0	0.0	3.2	0.0
1	0	0	0	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	0
Don't know	5	0	2	0	0	1	0	0	0	5	1	3	0	1	0	1	1	1	4	1
%	7.7	0.0	28.6	0.0	0.0	7.7	0.0	0.0	0.0	7.7	7.1	9.8	2.5	35.3	1.5	13.4	13.4	3.1	11.6	4.8
7	0	4	0	0	0	1	0	0	0	7	1	4	1	2	1	2	2	1	6	2

COURSE TYPE		PFC BANNER												ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
LEED		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				Once/Comp/Not			Very/Very/Not						
Codes	Standards	Other Use	PV/End-Use	Renewable	Arch/Const	Eng/Const	Con-tor	trac-tor	Con-tor	Con-tor	New User	Mid-User	Sen-ior	Small	Large	Once/yr	Comp-lete	Not	Very	Satis	Very	Not	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--
270	47	41	65	17	33	156	86	34	0	60	134	62	95	55	62	49	75	194	110	159			
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
313	37	69	62	21	31	183	96	41	0	75	147	76	108	60	70	57	87	224	122	188			
235	42	35	56	16	28	147	69	26	0	49	114	59	85	45	55	43	63	171	97	137			
%	86.8	89.2	85.5	95.2	83.9	94.3	79.6	74.8	0.0	81.9	84.9	95.4	89.0	82.3	88.6	86.9	83.3	88.0	88.3	86.0			
273	33	59	53	20	26	170	79	31	0	63	125	72	97	49	63	50	72	199	108	163			
						HI	G	G		M	M	KL											
35	5	6	9	1	4	9	18	8	0	11	19	3	10	10	7	6	13	22	13	21			
%	12.8	10.8	14.5	4.8	12.9	5.7	20.4	22.1	0.0	18.1	14.4	4.6	11.0	17.7	11.4	13.1	16.7	11.4	11.7	13.3			
39	4	10	9	1	4	13	17	9	0	12	21	4	11	11	7	7	15	24	14	24			
						HI	G	G		M	M	KL											
1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0			
%	0.4	0.0	0.0	0.0	3.2	0.0	0.0	3.1	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.7			
1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0			
						I		G															

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS									
		Other	PV/	Eng/	Con-	Con-	End	New	Mid	Sen-	Sen-	Small	Large	Once/	Comp-	Not	Very				
		Use	Renew	Arch/	trac	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	-ly	-fied				
		ing	able	Const	tor	tor	tor	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--			
		ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing	ing			
Total	270	47	41	65	17	33	156	86	34	0	60	134	62	95	55	62	49	75	194	110	159
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	313	37	69	62	21	31	183	96	41	0	75	147	76	108	60	70	57	87	224	122	188
Yes	87	13	11	16	5	17	49	34	9	0	17	49	18	25	25	20	17	23	64	39	47
%	32.1	27.0	26.1	24.2	28.6	51.6	31.4	39.1	26.5	0.0	27.5	36.4	28.5	26.5	45.3	32.6	35.0	30.0	32.8	35.6	29.7
	94	10	18	15	6	16	56	37	7	0	21	49	21	27	24	23	17	25	68	40	53
No	182	34	30	49	12	15	107	52	24	0	44	84	44	70	30	42	32	53	129	70	111
%	67.3	73.0	72.5	75.8	71.4	45.2	68.6	60.2	70.4	0.0	72.5	62.8	71.5	73.5	54.7	67.4	63.8	70.0	66.3	63.9	69.7
	217	27	50	47	15	14	127	58	33	0	54	97	55	81	36	47	39	62	154	81	134
DK/DR	2	0	1	0	0	1	0	1	1	1	0	0	1	0	0	0	0	1	0	2	1
%	0.6	0.0	1.4	0.0	0.0	3.2	0.0	0.7	3.1	0.0	0.0	0.8	0.0	0.0	0.0	0.0	1.2	0.0	0.9	0.5	0.7
	2	0	1	0	0	1	0	1	1	0	0	1	0	0	0	0	1	0	2	1	1

ETS (#3782) 2006/11/29
 BID. At your business, are you involved in identifying and evaluating new equipment needs for the facility?
 BASE: End User

COURSE TYPE		PF3 BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Sen-ior		Once/ month		Comp-lete		Very satis- fied					
Codes	Stand-ards	Other PV/ Eng/ Arch/ Const-able	Con- trac- tor	Eng/ Arch/ Const-able	Con- trac- tor	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month	Comp-lete	Very satis- fied	Not	Very satis- fied				
95	16	14	12	20	0	0	0	95	17	49	25	11	42	16	24	35	57	43	49
%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
106	13	21	13	15	19	0	0	106	19	56	28	11	46	20	25	35	69	45	58
68	14	6	8	9	17	0	0	68	11	37	20	9	32	11	14	28	38	31	35
%	72.0	84.6	47.6	61.5	73.3	84.2	0.0	72.0	66.3	75.5	77.4	77.5	76.1	65.4	57.0	78.3	67.0	71.7	71.7
72	11	10	8	11	16	0	0	72	11	40	21	7	34	13	13	26	44	31	39
27	3	7	5	3	3	0	0	27	6	12	6	3	10	6	10	8	19	12	14
%	28.0	15.4	52.4	38.5	26.7	15.8	0.0	28.0	33.7	24.5	22.6	22.5	23.9	34.6	43.0	21.7	33.0	28.3	28.3
34	2	11	5	4	3	0	0	34	8	16	7	4	12	7	12	9	25	14	19

ETS (#3782)
 BIF. Are you involved in giving final approval for new purchases?
 BASE: End User

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not				
Codes	Green	Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	Con-	Sen-	Small	Large	Once/	Comp-	Not	Very			
Stand	Build	Light	End-	Renew	Arch/	trac	End	New	Mid	ior	for	<=5	>25	more	less	ly	lete			
ards	ings	ing	Use	able	Const	tor	User	<=5	6-25	>25	>25	<=5	>100	--P--	--Q--	--R--	--S--			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--		
95	16	13	14	12	20	0	0	0	95	17	49	25	11	42	16	24	35	57	43	49
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
106	13	21	13	15	19	0	0	0	106	19	56	28	11	46	20	25	35	69	45	58
49	11	6	6	6	14	0	0	0	49	8	26	13	6	20	9	9	17	30	21	27
%	51.6	69.2	46.2	46.7	68.4	0.0	0.0	0.0	51.6	45.2	53.1	49.5	52.1	47.7	52.6	38.3	49.6	53.0	49.1	54.4
53	9	10	6	7	13	0	0	0	53	8	30	13	6	20	11	9	17	35	21	31
46	5	7	7	7	6	0	0	0	46	9	23	13	5	22	8	15	18	27	22	22
%	48.4	30.8	53.8	53.3	31.6	0.0	0.0	0.0	48.4	54.8	46.9	50.6	47.9	52.3	47.4	61.7	50.4	47.0	50.9	45.6
53	4	11	7	8	6	0	0	0	53	11	26	15	5	26	9	16	18	34	24	27

ETS (#3782)
 B2. How long have you been employed by your firm?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED																	
		Other		PV/		Eng/		Con-		Con-		New		Mid		Small		Once/		Comp-		Not		Very		Not															
		Use		Renew		Arch/		trac		sul-		End		User		<=5		Large		month		yr		lete		lete		satis													
		-ing		-F--		-G--		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--											
		-D--		-E--		-F--		-G--		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--									
		-A--		-B--		-C--		-D--		-E--		-F--		-G--		-H--		-I--		-J--		-K--		-L--		-M--		-N--		-O--		-P--		-Q--		-R--		-S--			
		-T--		-U--		-V--		-W--		-X--		-Y--		-Z--		-AA--		-AB--		-AC--		-AD--		-AE--		-AF--		-AG--		-AH--		-AI--		-AJ--		-AK--		-AL--		-AM--	
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208																					
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0																					
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246																					
Less than 2 years	22	1	6	7	0	1	6	7	2	7	14	7	1	8	3	2	9	6	17	12																					
%	6.1	2.0	11.1	9.3	0.0	2.0	3.5	7.7	5.6	7.7	18.5	3.7	1.2	7.0	2.7	2.3	12.8	5.1	6.6	7.7																					
27	1	10	7	0	1	7	6	3	9	18	7	2	7	3	3	11	6	21	12	14																					
E					C					LM	K	K				Q	P																								
2 Year	58	11	5	9	7	6	32	9	10	8	27	25	7	21	11	13	15	13	46	22																					
%	16.0	18.0	10.0	12.0	25.0	12.0	20.6	10.2	29.0	8.8	34.6	13.5	7.9	19.3	11.7	16.4	21.2	11.6	18.2	14.6																					
65	9	9	9	6	6	36	10	11	9	30	29	6	18	14	12	18	15	50	24	40																					
E				C		HJ	GI	HJ	GI	LM	K	K																													
3 Years	35	5	5	2	5	18	6	1	9	15	13	6	5	8	5	7	10	23	10	22																					
%	9.5	8.0	8.9	6.7	8.3	10.0	11.8	6.8	4.0	9.1	19.7	7.3	6.7	4.5	7.9	6.0	10.0	8.8	9.2	6.8																					
42	4	8	5	3	5	22	8	3	9	20	16	6	8	8	6	9	8	32	11	29																					
										LM	K	K																													
4 Years	15	0	1	5	2	2	6	4	2	3	4	7	4	7	3	3	1	5	10	5																					
%	4.1	0.0	1.1	6.7	8.3	4.0	3.7	4.9	6.8	3.5	5.1	3.7	4.6	6.3	3.5	4.3	1.1	4.6	3.9	3.5																					
18	0	1	5	3	2	6	5	4	4	6	8	4	4	9	4	4	1	6	12	6																					
E				BC																																					
5 Years	39	10	4	10	2	9	15	11	2	11	12	18	8	14	12	7	11	29	14	26																					
%	10.8	16.0	7.8	13.3	8.3	16.0	9.7	13.2	4.4	11.7	15.5	10.1	8.9	13.0	12.0	8.6	8.9	9.5	11.5	8.9																					
44	8	7	10	3	8	18	13	2	11	14	20	9	16	11	7	8	10	34	13	31																					
6-7 years	36	6	3	9	4	6	9	10	4	13	1	26	6	6	9	5	10	13	22	12																					
%	9.8	10.0	5.6	12.0	13.9	12.0	5.6	11.1	12.2	13.4	1.4	14.3	7.4	5.4	9.3	5.9	14.0	11.8	8.7	7.9																					
42	5	5	9	5	6	11	11	6	15	1	32	7	6	10	6	11	15	26	14	28																					
							J			G	LM	K																													
8-10 Years	42	9	6	7	1	6	14	14	6	12	1	34	6	8	19	10	6	11	31	13																					
%	11.4	14.0	11.1	9.3	2.8	12.0	9.1	15.8	16.8	12.6	0.8	18.6	6.8	7.1	20.1	12.4	8.4	9.7	12.4	8.3																					
40	7	10	7	1	6	16	12	4	12	1	30	8	7	18	11	4	11	29	13	27																					
											LM	KM	KL	O	N																										

ETS (#3782)
 B2. How long have you been employed by your firm?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED					
		Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	End	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Comp-	comp-	Not	Very	Very	Very	Very	
LEED	Codes	Green	Stand	Build	Light	End-	Use	-able	Const-	tor	tant	User	<=5	>5	>25	<=5	>100	more	less	-ly	-ly	-R--	-S--	-T--	-U--	-T--	-U--		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	--AC--	
11-14 years	23	1	5	9	1	4	16	5	0	4	0	15	8	8	8	5	6	2	10	13	11	12							
%	6.4	2.0	8.9	12.0	2.8	8.0	10.4	6.3	0.0	4.5	0.0	8.0	9.7	7.6	4.8	7.9	2.6	9.3	5.1	7.2	5.9								
	28	1	8	9	1	4	19	6	0	6	LM	K	K																
15-19 years	27	6	4	4	4	3	8	8	2	8	1	16	9	6	9	5	4	8	19	15	12								
%	7.3	10.0	6.7	5.3	13.9	6.0	5.3	9.6	4.8	8.7	0.9	8.9	10.6	5.2	9.8	6.6	5.6	7.0	7.6	9.7	5.8								
	32	5	6	4	5	3	10	10	2	9	LM	K	K																
20-24 years	28	4	5	5	2	5	12	8	5	5	1	14	13	10	10	9	6	13	16	15	12								
%	7.8	6.0	10.0	6.7	5.6	10.0	7.5	9.7	13.7	5.0	1.4	7.5	15.5	9.3	10.2	11.0	8.3	11.4	6.3	9.8	5.8								
	33	3	9	5	2	5	14	10	4	6	LM	KM	KL																
More than 24 years	24	5	6	2	3	3	8	3	1	11	1	7	16	11	8	5	4	7	16	10	13								
%	6.5	8.0	11.1	2.7	11.1	6.0	5.4	3.4	2.7	11.3	1.4	3.5	18.6	10.5	8.0	6.1	5.7	6.5	6.4	6.6	6.3								
	30	4	10	2	4	3	12	3	2	12	1	7	22	14	9	7	5	9	20	12	17								
Refused	5	1	1	1	0	1	4	0	0	1	1	0	2	3	0	2	0	2	3	5	0								
%	1.3	2.0	2.2	1.3	0.0	2.0	2.3	0.0	0.0	1.1	0.8	0.0	1.9	2.7	0.0	2.4	0.0	1.5	1.2	3.0	0.0								
	5	1	2	1	0	1	4	0	0	1	1	0	2	3	0	2	0	2	3	5	0								
DK/DR	11	3	3	2	0	0	8	1	0	2	0	1	0	2	0	8	1	4	8	9	2								
%	3.1	4.0	5.6	2.7	0.0	0.0	5.0	1.2	0.0	2.6	0.0	0.6	0.0	2.0	0.0	9.9	1.4	3.2	3.1	6.1	1.0								
	13	2	5	2	0	0	8	2	0	3	0	2	0	3	0	7	2	4	9	4	9								
MEAN:	9.1	9.4	10.7	8.1	10.2	9.6	8.8	9.0	8.0	10.1	3.5	8.9	14.5	10.1	10.3	10.1	7.9	10.1	8.6	9.9	8.5								
											LM	KM	KL																

ETS (#3782)
 B3. How long have you worked in this industry?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED							
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS											
		Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	End	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Not	Very
		Use	End-	Renew	able	Const-	tor	tant	User	<=5	>5	>25	<=5	>100	more	less	-ly	-ly	-ly	-ly	-ly	-ly	-ly
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--
Total		365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208		
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		419	50	90	75	36	50	183	96	41	106	94	203	104	106	90	82	122	293	167	246		
Less than 4 years	%	43	5	7	12	1	9	16	10	3	11	43	0	0	12	9	6	16	9	34	15	27	
	%	11.9	8.0	12.2	14.7	2.8	16.0	10.4	11.6	10.2	12.0	56.3	0.0	0.0	11.1	9.2	7.3	22.3	8.6	13.5	9.8	13.1	
		54	4	11	11	1	8	21	12	7	12	54	0	0	14	11	7	19	10	44	19	33	
						F	E					LM	K	K			Q	P					
4-5 years	%	34	3	4	7	2	9	12	10	5	6	34	0	0	11	8	7	9	5	28	8	26	
	%	9.2	4.0	7.8	9.3	5.6	16.0	7.7	12.0	13.7	6.0	43.7	0.0	0.0	10.4	8.4	9.4	12.9	4.8	11.3	5.4	12.3	
		40	2	7	7	2	8	14	13	5	7	40	0	0	13	8	7	11	5	35	8	32	
			F			B						LM	K	K					S	R	U	T	
6-8 years	%	28	10	4	7	1	1	17	6	2	4	0	28	0	5	5	8	5	9	19	7	22	
	%	7.7	16.0	6.7	9.3	2.8	2.0	10.7	6.8	6.5	4.3	0.0	15.4	0.0	4.3	4.8	10.4	6.6	7.9	7.7	4.3	10.4	
		32	8	6	7	1	1	17	7	3	6	0	32	0	5	5	9	5	10	22	7	25	
			EF			B	B					L	KM	L								U	T
9-11 years	%	35	5	4	8	2	4	14	11	3	8	0	35	0	6	10	4	9	10	23	15	20	
	%	9.5	8.0	6.7	10.7	8.3	8.0	9.1	13.0	7.8	8.6	0.0	18.9	0.0	6.0	10.8	4.8	12.1	9.2	9.1	9.8	9.6	
		37	4	6	8	3	4	16	10	4	9	0	37	0	6	11	5	8	11	24	15	22	
						B	B					L	KM	L									
12-15 years	%	33	5	5	7	7	5	13	13	1	8	0	33	0	10	7	5	7	11	21	12	20	
	%	8.9	8.0	8.9	9.3	25.0	10.0	8.6	14.6	3.7	8.1	0.0	17.7	0.0	9.7	7.5	6.6	9.7	10.3	8.4	8.0	9.8	
		38	4	8	7	9	5	17	13	2	9	0	38	0	12	8	6	8	14	24	15	23	
			E	E	E	BCD						L	KM	L									
16-20 years	%	45	10	7	5	5	7	15	10	8	17	0	45	0	16	13	11	6	13	32	24	21	
	%	12.5	16.0	12.2	6.7	16.7	14.0	9.9	11.4	24.2	17.9	0.0	24.8	0.0	14.9	13.1	13.7	7.7	12.2	12.8	15.7	10.1	
		50	8	11	5	6	7	18	10	8	19	0	50	0	17	13	13	6	12	38	25	24	
								IJ	G	G	L	KM	L										
21-25 years	%	43	11	5	4	3	6	15	11	4	13	0	43	0	10	19	5	8	14	27	19	22	
	%	11.7	18.0	10.0	5.3	11.1	12.0	9.8	13.0	10.9	13.3	0.0	23.3	0.0	9.2	19.2	6.7	11.1	12.7	10.9	12.2	10.4	
		46	9	9	4	4	6	18	11	4	13	0	46	0	12	18	8	9	15	30	18	26	
			D			B						L	KM	L	O								

ETS (#3782)
B3. How long have you worked in this industry?

	PC BANNER																							
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED							
	LEED	Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	Con-	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Not	Very	Very
	Codes	Build	Light	End-	Use	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	<=5	>5	>100	more	less	-ly	-R-	-S-	-T-	-U-
26-29 years	16	4	2	5	0	1	7	4	0	5	0	0	0	16	3	6	3	2	5	11	9	7		
%	4.3	6.0	3.3	6.7	0.0	2.0	4.7	4.2	0.0	4.8	0.0	0.0	0.0	18.2	2.5	6.4	3.9	2.1	4.2	4.4	5.6	3.5		
	18	3	3	5	0	1	9	4	0	5	M	M	KL											
30-35 years	51	4	12	12	6	7	23	8	5	17	0	0	51	21	12	13	8	19	32	23	28			
%	14.0	6.0	22.2	14.7	19.4	14.0	14.9	8.9	15.4	18.4	0.0	0.0	58.8	19.6	12.9	17.1	11.1	17.1	12.6	14.9	13.3			
	60	3	20	11	7	7	29	10	5	19	H	M	KL											
	C	B					J																	
More than 35 years	20	1	4	6	2	1	12	2	2	3	0	0	20	8	6	6	1	10	10	10	10			
%	5.5	2.0	6.7	8.0	8.3	2.0	7.9	2.1	4.4	3.5	0.0	0.0	23.0	7.8	6.4	8.0	1.5	9.3	3.9	6.4	5.0			
	26	1	6	6	3	1	15	3	2	4	M	M	KL				Q	P	S	R				
Refused	8	3	0	2	0	0	7	0	1	0	0	0	0	2	1	3	6	0	1	7	5	3		
%	2.3	4.0	0.0	2.7	0.0	0.0	4.4	0.5	3.1	0.0	0.0	0.0	0.0	1.6	1.3	7.3	0.6	1.0	2.9	3.4	1.6			
	8	2	0	2	0	0	6	1	1	0	0	0	0	2	1	4	1	1	1	7	4			
							J			G						Q	P							
DK/DR	9	3	2	2	0	2	3	2	0	3	0	0	0	3	0	4	2	3	6	7	2			
%	2.5	4.0	3.3	2.7	0.0	4.0	1.9	1.9	0.0	3.1	0.0	0.0	0.0	3.0	0.0	4.8	2.3	2.6	2.4	4.5	1.0			
	10	2	3	2	0	2	3	2	0	3	0	0	0	3	0	4	2	3	7	8	2			
																						U	T	
MEAN:	17.3	16.8	18.8	16.8	21.3	15.5	18.2	15.1	16.4	18.8	3.3	15.6	33.4	19.3	18.9	19.0	13.3	19.7	16.2	19.0	16.1			
					F	E	H	GJ	H	H	LM	KM	KL		Q	P	S	R	S	R	U			

ETS (#3782)
 B4. How many total business locations does your company have within 50 miles of the utility's center in that area?

2006/11/29

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS										ATTENDANCE FREQUENCY										EXPECTATION SATISFIED																							
		Other PV/ Renew Arch/ trac sul- End New Mid for Small Large month yr or lete					Eng/ Con- able Const- tor tant User <=5 >100 more less ly -ly					Sen- or >25 <=5 >100 more less ly -ly					Once/ Comp- month yr or lete					Not comp- Very					Not Very																																						
		-E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U--					-D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U--					-A-- -B-- -C-- -D-- -E-- -F-- -G-- -H-- -I-- -J-- -K-- -L-- -M-- -N-- -O-- -P-- -Q-- -R-- -S-- -T-- -U--																																											
Total		365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246				
None		33	9	1	6	3	4	15	11	4	7	7	17	8	9	9	7	10	23	14	19	9.1	14.0	1.1	8.0	11.1	8.0	9.7	13.1	12.6	7.1	9.2	9.5	8.7	8.0	9.7	9.3	13.3	9.2	9.2	9.4	9.1	32	7	1	6	4	4	15	11	4	7	7	16	8	8	7	6	9	12	20	14	18		
1		207	32	39	46	12	31	105	43	19	41	47	103	53	91	34	45	42	61	144	77	125	56.8	50.0	72.2	58.7	41.7	58.0	67.4	50.0	54.6	43.4	61.5	56.3	60.7	85.3	35.2	57.3	57.4	54.9	57.2	50.5	60.3	247	25	65	44	15	29	129	52	24	45	60	120	63	103	42	54	49	68	176	86	155	
2		29	5	1	7	4	5	8	12	1	9	6	16	5	3	10	3	4	8	21	14	15	8.0	8.0	2.2	9.3	13.9	10.0	5.1	14.4	2.1	9.1	8.1	9.0	6.2	2.6	10.3	3.3	5.9	7.1	8.3	9.4	7.2	31	4	2	7	5	5	10	12	1	9	8	16	6	3	11	3	5	8	22	15	16	
3-5		22	1	1	6	2	3	7	7	4	7	2	12	6	1	10	4	3	6	16	10	13	6.1	2.0	2.2	8.0	8.3	6.0	4.3	7.6	10.6	7.8	2.7	6.6	6.8	1.0	10.5	4.8	3.5	5.4	6.5	6.4	6.1	22	1	2	6	6	3	6	7	3	8	2	12	7	1	10	3	3	7	15	10	12	
6-15		12	3	1	3	2	2	2	1	0	8	5	6	2	0	8	1	4	4	8	5	7	3.3	4.0	2.2	4.0	8.3	4.0	1.4	1.5	0.0	8.0	6.1	3.2	1.9	0.0	8.5	1.8	5.0	3.8	3.2	3.2	3.6	13	2	2	3	3	2	3	1	0	8	5	6	2	0	8	2	4	4	9	5	8	
More than 15		20	1	1	5	2	2	5	6	2	8	4	8	8	0	15	4	3	11	9	13	7	5.4	2.0	1.1	6.7	5.6	4.0	3.3	6.7	6.1	8.0	4.7	4.2	9.0	0.0	16.0	5.5	4.5	9.6	3.6	8.2	3.4	23	1	1	5	2	2	5	7	3	8	4	8	10	0	17	5	4	11	12	14	9	
Refused		5	4	1	1	0	0	3	0	0	1	2	0	0	2	0	4	1	3	4	1	1	1.5	6.0	1.1	1.3	0.0	0.0	2.0	0.0	0.0	1.3	2.1	0.0	0.0	1.7	0.0	5.6	1.4	2.6	1.0	2.9	0.5	5	3	1	1	0	0	3	0	0	1	2	0	0	0	2	0	4	1	3	2	4	
MEAN:		3.74	2.65	1.49	4.04	6.06	2.76	2.22	4.41	5.45	5.80	3.79	2.97	5.26	0.96	9.12	3.36	3.34	5.80	2.86	5.13	2.82	3.74	2.65	1.49	4.04	6.06	2.76	2.22	4.41	5.45	5.80	3.79	2.97	5.26	0.96	9.12	3.36	3.34	5.80	2.86	5.13	2.82	D	C																				

ETS (#3782)
 B5. How many employees are there at this/these location(s)?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED												
		Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	Con-	End	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Comp-	comp-	Not	Very	Very	satis	satis	fyied	fyied	fyied				
		Use	able	Const	tor	tant	User	<=5	>5	>25	<=5	>5	>25	<=5	>5	>100	more	less	ly	ly	-R--	-S--	-T--	-U--	-U--	-U--	-U--	-U--	-U--	-U--						
Total		365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208															
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
1		68	9	12	18	3	11	39	17	11	5	11	32	22	68	0	19	11	26	41	33	33														
	%	18.6	14.0	22.2	22.7	11.1	20.0	25.1	20.0	30.7	4.8	14.2	17.3	25.3	63.4	0.0	23.7	15.2	23.4	16.5	21.6	15.9														
2-5		39	9	6	4	4	9	18	12	2	7	12	15	10	39	0	11	9	31	18	21															
	%	10.7	14.0	11.1	5.3	13.9	16.0	11.7	13.9	4.4	7.3	15.6	8.4	11.5	36.6	0.0	14.1	12.5	7.8	12.1	11.9	10.1														
6-10		24	5	2	8	1	2	14	5	0	6	4	12	6	0	0	5	4	5	19	10	13														
	%	6.5	8.0	4.4	10.7	2.8	4.0	9.2	6.2	1.3	5.9	5.4	6.3	6.4	0.0	0.0	6.3	5.8	4.7	7.4	6.8	6.5														
11-24		40	8	8	6	2	6	19	5	6	9	16	19	4	0	0	8	9	12	27	16	22														
	%	10.8	12.0	15.6	8.0	5.6	12.0	12.2	6.2	17.4	9.6	20.4	10.4	4.4	0.0	0.0	10.3	12.3	10.5	10.9	10.6	10.4														
25-50		34	5	5	10	0	4	16	10	0	6	10	16	7	0	0	7	5	9	26	11	23														
	%	9.4	8.0	10.0	13.3	0.0	8.0	10.3	11.1	0.0	6.2	13.3	8.9	8.1	0.0	0.0	8.4	7.4	7.8	10.2	7.4	11.0														
51-100		29	4	5	8	4	3	10	6	5	9	4	16	6	0	0	8	7	10	18	13	16														
	%	7.8	6.0	8.9	10.7	13.9	6.0	6.5	7.5	13.3	9.7	4.9	8.8	7.2	0.0	0.0	10.0	9.7	9.4	7.2	8.4	7.5														
101-200		26	5	2	4	3	5	17	4	0	5	4	16	6	0	26	2	6	9	15	12	14														
	%	7.0	8.0	3.3	5.3	11.1	10.0	10.8	5.1	0.0	5.6	5.3	8.7	6.4	0.0	26.7	2.2	7.7	8.3	6.2	7.7	6.7														

ETS (#3782)
 B5. How many employees are there at this/these location(s)?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
LEED		Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	Con-	New	Mid	Sen-	Small	Large	Once/	Comp-	Not	Very	Very	Very	
Codes	Green	End-	Use	Const-	tor	tant	ant	ant	ant	ant	<=5	>5	>25	<=5	>100	more	ly	ly	ly	ly	ly	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	
31	6	2	7	4	5	5	5	5	16	5	19	6	0	31	4	4	9	20	11	18		
%	8.4	10.0	3.3	9.3	8.3	8.0	3.0	5.8	13.8	17.0	6.9	10.3	7.2	0.0	31.7	4.8	5.8	8.1	8.1	7.4	8.7	
30	5	3	7	4	6	5	2	17	6	17	7	0	30	4	5	9	20	11	18			
							IJ	J	GH													
40	6	5	4	7	6	5	11	3	20	7	18	13	0	40	6	10	11	29	16	24		
%	11.0	10.0	8.9	5.3	22.2	12.0	3.2	13.3	7.5	21.4	9.7	10.0	15.0	0.0	41.7	7.1	13.8	10.3	11.5	10.4	11.7	
47	5	8	4	8	6	11	4	24	6	8	21	17	0	47	8	10	13	34	18	29		
							HJ	G	GI													
3	1	0	1	0	0	1	2	2	0	0	2	0	0	0	0	1	0	2	0	3		
%	0.9	2.0	0.0	1.3	0.0	0.0	0.8	2.0	4.4	0.0	0.9	0.0	0.0	0.0	0.0	1.3	0.6	1.4	0.7	0.3	1.3	
4	1	0	1	0	0	1	2	2	0	0	2	0	0	0	1	1	2	2	1	3		
32	5	7	6	3	2	11	8	2	12	3	18	7	0	0	9	7	9	23	11	21		
%	8.9	8.0	12.2	8.0	11.1	4.0	7.1	8.8	7.1	12.6	4.2	9.9	8.6	0.0	0.0	11.7	9.2	8.3	9.3	7.4	10.2	
43	4	11	6	4	2	14	9	4	16	4	23	11	0	0	12	8	10	33	15	28		
MEAN:		10746	10449	12905	9607	12089	6974	8093	12099	11358	14392	5802	11294	10382	2	3981	13557	11421	10486	11007	9085	12221
															O	N						

ETS (#3782)
Pl. How did you first hear about center and the classes they offer?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not						
Codes	Green	Other Eng/ Con-	PV/ Arch/ trac	Renew sul-	Con-	Sen-	New Mid	ior	Small Large	Once/ month	yr or	Comp- lete	Very	Not						
Stand	Build	Light	End-	Use	able Const-	tor	User	<=5	>25	<=5	>100	more	less	ly						
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246
A utility rep	18	5	1	2	2	5	4	10	2	5	2	9	6	5	7	2	4	6	12	7
%	5.0	1.1	2.7	5.6	10.0	2.4	11.3	5.5	5.4	3.0	5.0	6.7	4.9	6.8	2.7	5.7	5.5	4.9	4.8	5.3
17	4	1	2	2	5	4	8	2	5	2	7	7	5	7	2	4	7	10	8	9
C	BF		C	H	G															
Inserted in company's utility bill	6	1	1	1	0	2	2	2	1	2	2	2	0	0	1	1	3	2	3	2
%	1.5	2.0	1.1	1.3	0.0	4.0	1.0	1.9	3.7	2.2	2.7	1.3	0.0	0.4	1.1	1.6	3.7	2.1	1.3	2.2
6	1	1	1	0	2	2	2	2	1	2	2	2	0	1	1	1	3	2	4	2
Letter mailed from utility	27	3	5	4	2	3	15	3	0	10	3	14	10	11	6	4	5	12	16	14
%	7.5	4.0	10.0	5.3	8.3	6.0	9.6	3.1	0.0	10.3	3.3	7.6	11.8	10.1	6.6	4.7	7.4	10.7	6.2	9.1
32	2	9	4	3	3	20	4	0	8	5	14	12	13	6	5	6	12	20	15	17
						HI	GJ	GJ	HI	M										
E-mail from utility	67	19	8	10	5	9	30	16	6	17	11	35	14	17	19	17	13	18	48	30
%	18.5	30.0	15.6	13.3	16.7	16.0	19.1	18.2	17.9	18.0	13.7	19.2	15.6	16.2	19.7	21.2	17.1	16.2	19.2	19.9
80	15	14	10	6	8	33	21	10	19	16	41	17	22	21	17	15	20	59	32	45
CD	B	B																		
Fax from utility	2	0	0	1	0	1	1	2	0	0	0	1	0	1	0	0	0	0	2	0
%	0.6	0.0	0.0	1.3	0.0	2.0	0.7	2.5	0.0	0.0	0.0	0.6	0.0	1.0	0.0	0.0	0.0	0.8	0.0	1.0
2	0	0	1	0	1	1	1	2	0	0	0	1	0	1	0	0	0	2	0	2
Brochure/flyer from utility	69	13	11	18	4	13	33	14	3	18	13	33	21	16	20	17	19	21	48	30
%	18.9	20.0	20.0	22.7	13.9	24.0	21.1	16.5	7.4	19.5	17.3	18.1	24.5	15.4	21.0	22.0	25.7	18.8	19.2	19.8
80	10	18	17	5	12	38	15	5	21	16	37	25	19	23	21	22	24	56	36	43
						I														
Utility/Center website	45	5	4	9	2	11	20	12	8	8	13	24	7	17	10	10	8	12	33	22
%	12.4	8.0	7.8	12.0	8.3	20.0	12.8	13.7	24.4	8.9	16.2	13.1	7.6	16.2	10.3	12.4	11.4	11.3	13.1	14.3
55	4	7	9	3	10	22	15	9	11	14	29	9	17	12	10	11	14	41	24	31
						C														
Other website	1	0	1	0	1	0	0	0	0	1	0	1	0	1	1	1	0	0	1	0
%	0.4	0.0	1.1	0.0	2.8	0.0	0.0	0.0	0.0	1.5	0.0	0.8	0.0	0.6	0.8	1.0	0.0	0.6	0.0	0.4
2	0	1	0	1	0	0	0	0	0	2	0	2	0	1	1	1	0	0	2	0

Pl. How did you first hear about center and the classes they offer?

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===== PEC BANNER =====
COURSE TYPE          YEARS OF INDUSTRY  ATTENDANCE  EXPECTATION  SATISFIED
-----
LEED
Codes Green          28  4  8  3  3  2  13  10  12  5  9  4  7  20  9  19
Stand Build Light   7.8 6.0 15.6 4.0 11.1 4.0 8.2 10.0 11.3 6.9 6.7 7.3 11.4 10.9 5.5 11.1 5.1 6.6 8.0 5.7 9.3
ards -ings -ing Use --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
Total -ards -ings -ing Use --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--
--A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--

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DK/DR

ETS (#3782)
P2. How did you first hear about the class you attended?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp/		Not								
Codes	Green	Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	End	New	Mid	ior	Sen-	Small	Large	month	yr or	lete	lete	Very	Not		
Stand	Build	Light	End-	Renew	Arch/	trac	End	Use	able	Const	tor	tant	User	<=5	>25	<=5	>100	more	less	ly	ly	ly	ly	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--				
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246				
A utility rep	7	1	2	2	1	3	3	0	1	1	2	3	3	2	1	3	6	2	4	3				
%	2.0	1.1	2.7	5.6	2.0	2.1	3.4	0.0	1.3	1.4	1.3	3.5	2.7	2.6	1.4	4.3	5.3	0.6	2.3	1.3				
8	1	1	2	2	1	4	3	0	1	1	2	4	3	3	1	3	6	2	4	3				
Inserted in company's utility bill	6	3	1	1	0	1	2	0	1	3	2	1	1	0	3	1	2	2	3	3				
%	1.6	4.0	1.1	1.3	0.0	1.1	0.0	3.7	2.9	2.7	0.7	0.7	0.4	3.0	1.6	2.9	2.1	1.3	2.2	1.1				
6	2	1	1	0	1	2	0	1	3	2	1	1	1	3	1	2	2	4	4	2				
Letter mailed from utility	27	3	4	3	1	5	15	3	2	8	2	10	15	12	6	5	9	18	13	14				
%	7.4	4.0	7.8	4.0	2.8	10.0	9.4	3.6	6.9	8.5	2.5	5.4	16.9	11.1	6.3	6.0	8.0	7.3	8.4	6.9				
30	2	7	3	1	5	18	4	1	8	4	11	14	12	6	6	5	9	21	14	16				
E-mail from utility	127	30	16	28	11	16	52	29	10	39	23	65	31	33	31	28	15	31	93	44				
%	34.8	48.0	28.9	36.0	38.9	30.0	33.6	33.5	27.8	41.0	29.7	35.4	35.5	30.8	32.3	35.2	20.2	28.2	36.9	28.8				
144	24	26	27	14	15	58	35	13	43	28	73	37	36	36	27	18	34	107	47	94				
Fax from utility	2	0	2	0	0	2	1	0	0	0	1	1	1	1	0	1	1	2	1	2				
%	0.7	0.0	4.4	0.0	0.0	1.1	0.7	0.0	0.0	0.8	0.3	0.7	0.6	0.0	0.8	1.6	1.6	0.2	1.6	0.0				
4	0	4	0	0	0	3	1	0	0	1	1	1	1	0	1	2	3	1	4	0				
Brochure/flyer from utility	83	8	16	19	7	15	32	20	11	18	18	41	23	22	24	20	19	25	58	40				
%	22.8	12.0	28.9	24.0	25.0	20.7	23.5	30.7	18.9	18.9	23.1	22.5	25.9	20.8	25.0	25.3	25.9	23.1	22.9	26.5				
100	6	26	18	9	14	41	22	14	20	22	49	26	28	28	25	25	23	30	70	47				
Utility/Center website	43	8	8	7	3	6	24	7	4	9	10	27	4	18	9	10	10	14	29	20				
%	11.8	12.0	14.4	9.3	11.1	12.0	15.3	8.0	11.0	9.7	13.1	14.8	5.1	16.5	9.2	13.2	13.7	12.9	11.5	12.9				
52	6	13	7	4	6	28	8	5	11	13	31	6	18	11	13	13	14	38	20	32				
Other website	4	1	1	0	0	1	2	1	0	1	2	2	0	2	2	1	0	1	3	3				
%	1.1	2.0	1.1	0.0	0.0	1.4	1.1	0.0	1.3	2.2	0.9	0.5	1.6	1.8	0.8	0.6	1.1	1.0	1.8	0.5				
5	1	1	0	0	0	3	2	0	1	2	2	1	2	2	1	1	1	4	3	2				

ETS (#3782)
P2. How did you first hear about the class you attended?

	COURSE TYPE										TYPE OF BUSINESS										EXPERIENCE										SIZE OF BUSINESS										ATTENDANCE FREQUENCY										EXPECTATION SATISFIED									
	LEED	Codes Green	Stand Build	ards -ing	-D--	-E--	-F--	-G--	-H--	-I--	-J--	-K--	-L--	-M--	-N--	-O--	-P--	-Q--	-R--	-S--	-T--	-U--	Other PV/	Renew Arch/	Eng/ Con-	Con- sul-	End User	New Mid	ior <=5	>25	Small <=5	Large >25	Once/ month	yr or more	Comp- less	lete -ly	Very satis	Not																						
Trade magazine	4	1	0	0	1	1	2	1	2	0	1	1	2	0	0	1	1	2	0	1	1	2	0	1	1	2	0	1	1	2	0	1	1	2	0	1	1	2	0	1	3	1	3																	
Professional organization	7	0	1	2	0	2	4	1	0	2	0	2	0	5	1	3	2	3	0	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3																
Display at trade show	1	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	1																
A colleague at my company	34	6	2	12	2	3	14	9	4	9	13	14	7	3	12	7	3	12	3	12	3	12	3	12	3	12	3	12	3	12	3	12	3	12	3	12	3	12	3	12	3	12	3	12	3	12														
A colleague outside of my company	15	3	1	4	2	0	7	7	0	2	2	12	1	5	5	1	5	5	1	6	4	11	7	8	3	9	4	11	7	8	3	9	4	11	7	8	3	9	4	11	7	8	3	9	4	11														
Other classes	0.3	0.0	2.2	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.8	0.0	0.7	0.0	0.6	0.8	0.0	0.6	0.8	0.0	0.5	0.4	0.3	2	0	2	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1															
Instructor	2	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	2															
Calendar	2	0	1	0	1	1	0	2	1	0	0	2	0	2	0	2	0	2	1	0	0	2	1	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2															
DK/DR	9	1	3	1	1	1	0	3	2	1	2	3	2	3	4	0	2	3	4	0	2	2	3	5	4	3	4	0	2	2	3	5	4	3	4	0	2	2	3	5	4	3	4	0	2															

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION SATISFIED	
LEED		YEARS OF INDUSTRY EXPERIENCE										Once/Comp-		Not	
Codes Green		TYPE OF BUSINESS										month yr or		lete	
Stand Build		Eng/ Con-										lete		lete	
ards -ing Use		Renew Arch/ trac sul-										lete		lete	
-A-- --B-- --C-- --D-- --E-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--		Other PV/ Eng/ Con-										lete		lete	
365 63 54 79 29 53 156 86 34 95 77 184 87 107 96 78 73 110 251 152 208		able Const-tor tant User <=5 >25										lete		lete	
% 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0 100.0		Sen-										lete		lete	
419 50 90 75 36 50 183 96 41 106 94 203 104 119 106 90 82 122 293 167 246		New Mid or Small Large										lete		lete	
2 1 0 0 0 0 0 0 0 0 1 0 0 1 1 0 1 0 1 0 2		<=5 >25										lete		lete	
% 0.5 2.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 1.3 1.3 0.6 0.0 1.5 1.2 0.0 1.6 0.0 1.1 0.2 1.1 0.0		--K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--										lete		lete	
2 1 0 0 0 0 0 0 0 0 1 1 1 1 1 0 1 0 1 0 1 0 2												lete		lete	
2 0 0 0 0 0 0 0 0 0 1 1 1 1 1 0 1 0 1 0 2 0 2												lete		lete	
% 0.4 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 1.1 1.4 0.2 0.0 0.0 0.0 1.1 0.0 1.5 0.0 0.6 0.0 0.7												lete		lete	
2 0 0 0 0 0 0 0 0 0 1 1 1 1 1 0 1 0 1 0 2 0 2												lete		lete	
31 5 5 3 2 5 15 7 0 9 6 15 9 11 9 3 13 8 23 15 15												lete		lete	
% 8.4 8.0 10.0 4.0 5.6 10.0 9.6 8.6 0.0 9.9 8.1 8.0 9.9 10.7 9.8 3.9 17.4 7.1 9.1 10.0 7.4												lete		lete	
36 4 9 3 2 5 18 11 0 9 9 17 8 14 9 4 14 7 29 17 19												lete		lete	
295 52 44 64 25 41 126 76 29 76 62 155 67 83 80 56 53 96 196 122 168												lete		lete	
% 80.8 82.0 81.1 81.3 83.3 76.0 80.6 88.3 84.0 79.9 80.7 84.2 76.6 77.8 83.3 72.0 72.7 87.0 77.9 80.2 80.8												lete		lete	
335 41 73 61 30 38 146 82 34 86 73 169 82 92 89 64 61 106 225 132 197												lete		lete	
2 1 1 0 0 0 2 0 0 0 0 0 0 1 1 1 1 0 0 2 2 0												lete		lete	
% 0.6 2.0 1.1 0.0 0.0 0.0 1.2 0.5 0.0 0.0 0.0 0.0 0.7 1.2 0.6 1.6 0.6 0.0 0.9 1.2 0.2												lete		lete	
3 1 1 0 0 0 2 1 0 0 0 0 0 1 1 1 1 0 0 3 2 1												lete		lete	
48 10 7 9 3 7 23 7 7 10 5 25 16 18 11 18 5 16 33 23 26												lete		lete	
% 13.3 16.0 13.3 12.0 11.1 14.0 14.7 7.7 20.5 10.4 6.3 13.8 18.2 16.5 11.6 22.6 7.2 14.4 12.9 14.8 12.4												lete		lete	
55 8 12 9 4 7 28 9 7 10 7 27 18 20 10 21 6 19 36 25 30												lete		lete	
14 3 2 2 1 1 4 3 3 3 2 8 3 7 3 3 3 3 11 7 8												lete		lete	
% 3.9 4.0 4.4 2.7 2.8 2.0 2.8 4.0 7.9 3.3 2.6 4.4 2.9 6.2 3.2 3.5 3.9 3.1 4.3 4.3 3.7												lete		lete	
16 2 4 2 1 1 6 5 3 2 3 8 3 6 4 3 4 2 14 5 11												lete		lete	
1 0 0 0 0 0 1 0 0 0 1 0 1 0 0 1 1 0 1 0 0 1												lete		lete	
% 0.3 0.0 0.0 0.0 0.0 2.0 0.0 0.0 0.0 1.1 0.0 0.6 0.0 0.0 1.1 1.4 0.0 1.0 0.0 0.0 0.5												lete		lete	
1 0 0 0 0 0 1 0 0 0 1 0 1 0 0 1 1 0 1 0 0 1												lete		lete	

ETS (#3782)
P3. In general, what is the best way to inform you about future classes?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp-		Not	
Other	PV/	Eng/	Con-	Con-	Con-	New	Mid	Sen-	Small	Large	yr or	lete	lete	lete	lete	lete	lete
End-	Renew	Arch/	trac	sul-	tant	User	<=5	>25	<=5	>100	more	less	-ly	-ly	-ly	-ly	-ly
Use	-able	Const-	tor	-I-	-H-	-G-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-
-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-
1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
0.3	0.0	1.1	0.0	0.0	0.4	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.3
2	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	2	1
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0	1	2	0	0	0	0	1	0	0	2	0
0.5	0.0	1.3	0.0	0.0	0.5	0.0	1.1	2.3	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.7	0.0
2	0	1	0	0	1	0											

	COURSE TYPE										PEC BANNER										
	LEED	Codes Green	Stand Build	ards -ing	-ing Use	Other PV/ Renew Arch/ trac sul- End User	Eng/ Con- trac tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	Con- tant	
Keep up with industry practices	58	11	8	15	5	6	22	17	7	9	10	27	18	18	12	16	7	22	35	31	26
	%	15.8	18.0	15.6	16.7	12.0	14.4	20.2	19.6	9.6	12.5	14.6	20.9	15.7	12.9	20.0	10.1	20.1	14.1	20.4	12.5
Learn equipment/how to operate	8	1	1	3	0	3	3	3	0	3	1	4	3	2	2	1	0	3	5	3	5
	%	2.2	2.0	1.1	4.0	0.0	6.0	3.9	0.0	3.3	1.4	2.4	3.1	2.2	2.2	1.4	0.0	2.9	2.0	2.1	2.4
Ability to assist customers	17	1	1	5	1	0	5	4	8	0	3	11	3	2	8	5	3	3	13	8	9
	%	4.6	2.0	1.1	6.7	2.8	0.0	3.4	4.4	23.8	0.5	4.4	5.8	2.9	8.3	6.8	3.7	3.1	5.3	5.3	4.1
Changing of codes/laws/standards	25	19	1	1	0	0	15	5	3	4	5	17	3	2	4	4	3	9	15	11	13
	%	6.8	30.0	2.2	1.3	0.0	9.5	5.5	8.1	3.8	6.0	9.3	3.2	2.8	4.6	5.6	4.7	7.7	6.0	7.0	6.2
Interested in subject/topic	33	4	11	5	3	4	13	9	2	9	10	13	10	9	11	7	6	11	22	14	19
	%	9.0	6.0	20.0	6.7	11.1	8.0	8.4	10.0	6.8	9.3	13.2	7.0	11.2	8.2	11.3	8.4	7.5	9.6	8.6	9.3
How to use software program/network	7	1	0	0	0	1	2	1	2	3	3	4	0	1	3	0	1	1	6	1	6
	%	2.0	2.0	0.0	0.0	2.0	1.2	1.6	5.3	2.9	4.3	1.9	0.5	0.9	3.4	0.6	1.2	0.8	2.6	0.6	3.1
Meet other professionals/engineers, etc.	2	0	1	1	0	0	2	0	0	0	1	0	1	1	0	0	2	1	1	1	1
	%	0.5	0.0	1.1	1.3	0.0	1.1	0.0	0.0	0.0	1.4	0.0	0.7	0.6	0.0	0.0	2.3	1.0	0.2	0.7	0.3
How to better understand calculations	2	1	0	0	0	1	1	0	0	0	0	1	1	1	0	1	0	2	0	2	0
	%	0.6	2.0	0.0	0.0	2.0	0.8	0.0	0.0	0.0	0.0	0.7	1.2	1.0	0.0	1.6	0.0	2.1	0.0	1.5	0.0
Building design information	7	0	1	1	2	0	3	0	3	1	0	3	3	5	1	0	1	3	3	3	4
	%	1.8	0.0	1.1	1.3	5.6	0.0	1.7	0.0	8.2	1.1	0.6	1.6	3.7	4.4	1.3	0.6	1.1	3.0	1.3	1.8

ETS (#3782)
 P5. What specifically were you expecting to get out of attending this class?

	COURSE TYPE										PEC BANNER												
	LEED	Codes Green	Stand Build	ards -ing	-C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--	Other End-Use	PV/ Renew-able	Eng/ Arch-Const	Con/ trac-tor	Con- tant	Con- sul- User	TYPE OF BUSINESS	YEARS OF INDUSTRY EXPERIENCE	SIZE OF BUSINESS	ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED						
Keep up to date on Industry standards	13	0	2	3	2	1	4	2	2	3	3	2	2	7	4	4	6	3	4	2	11	4	9
	3.5	0.0	4.4	4.0	4.0	5.6	2.0	2.9	2.7	10.0	2.6	2.0	4.0	4.3	3.5	5.7	4.0	4.9	1.9	4.2	2.6	4.2	4.2
	15	0	4	3	2	1	7	3	2	2	3	2	8	5	4	6	4	5	3	12	5	10	
Equipment information/updates	24	4	2	5	2	3	8	7	6	4	5	13	5	10	4	4	5	3	8	16	13	11	11
	6.6	6.0	4.4	6.7	5.6	6.0	5.3	7.9	17.5	4.3	6.4	7.1	5.6	9.0	4.4	4.4	5.9	4.0	7.3	6.3	8.4	5.4	5.4
	23	3	4	5	2	3	9	7	4	4	5	12	5	9	3	4	4	4	8	15	11	12	
Refresher class/review	7	4	1	0	0	1	4	3	1	0	0	6	0	3	2	2	1	0	1	5	4	3	3
	1.8	6.0	2.2	0.0	0.0	2.0	2.7	2.9	1.7	0.5	0.6	3.3	0.0	2.7	1.8	0.8	0.6	1.1	2.1	2.4	1.4	1.4	4
	7	3	2	0	0	1	4	2	1	1	1	6	0	3	2	1	1	1	1	6	3	4	
Changes in codes/laws/regulations	26	15	1	2	0	0	11	10	2	4	5	17	4	8	5	4	5	4	4	6	20	11	15
	7.0	24.0	2.2	2.7	0.0	0.0	7.0	12.2	6.8	4.0	6.0	9.0	4.4	7.8	5.3	5.6	5.8	5.4	7.8	7.0	7.1	7.1	14
	23	12	2	2	0	0	12	8	3	3	5	12	5	7	4	4	4	4	6	17	9	14	
Learn about lighting	10	1	1	8	0	0	6	2	0	1	3	2	5	4	0	2	2	3	3	7	2	8	8
	2.8	2.0	1.1	10.7	0.0	0.0	3.9	2.7	0.0	1.1	4.4	1.1	5.5	4.1	0.0	2.7	4.3	3.1	2.7	1.2	1.2	4.0	4.0
	10	1	1	8	0	0	6	2	0	1	3	2	5	4	0	2	3	3	7	7	2	8	8
Knowledge of software/How to use	2	0	0	0	0	0	0	1	1	0	1	1	0	0	0	1	0	0	1	1	1	1	1
	0.6	0.0	0.0	0.0	0.0	0.0	0.3	1.1	4.0	0.0	1.2	0.5	0.5	0.0	0.9	0.0	0.6	0.8	0.5	0.9	0.4	0.4	2
	5	0	0	0	0	0	1	2	3	0	2	2	1	0	2	0	1	2	3	3	2	2	
Other	9	0	2	0	2	2	3	3	0	3	2	4	2	3	0	2	3	1	8	2	6	6	
	2.4	0.0	4.4	0.0	5.6	4.0	1.9	3.0	0.0	3.1	2.4	2.4	1.9	2.4	0.5	2.4	4.2	0.7	3.2	1.6	3.1	3.1	
	14	0	4	0	2	2	5	4	0	4	4	6	3	5	1	3	4	1	13	3	11	11	
DK/DR	39	4	4	8	3	7	22	5	2	9	9	19	7	12	8	13	8	6	8	31	13	25	
	10.7	6.0	7.8	10.7	11.1	14.0	13.9	6.4	4.5	9.6	12.2	10.3	8.0	11.3	7.9	16.9	8.6	7.6	12.1	8.7	12.1	12.1	
	44	3	7	8	4	7	24	7	2	11	9	24	9	14	10	12	7	10	34	14	29	29	

P6. How would you rate the class in terms of meeting your expectations?

COURSE TYPE	PEC BANNER										ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED								
	YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE								SIZE OF BUSINESS	Not	Very					
LEED	Other	PV/	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Con-	Sen-	Sen-	Small				Large	Once/	Comp-	Comp-	Very
Stand	Build	Light	End-	Renew	Arch/	trac	sul-	tant	User	New	Mid	ior	<=5	>5	more	ly	lete	satis	Very		
ards	ings	ing	Use	able	Const	tor	tant	tant	User	<=5	>5	>25	<=5	>5	less	ly	lete	satis	Very		
-A--	-B--	-C--	-E--	-F--	-G--	-H--	-I--	-J--	-K--	-L--	-M--	-N--	-O--	-P--	-Q--	-R--	-S--	-T--	-U--		
8	112	22	17	20	7	16	53	27	11	26	29	58	23	34	26	28	21	0	112	24	88
%	30.7	34.0	32.2	25.3	22.2	30.0	33.8	30.9	31.9	27.8	37.7	31.4	26.2	32.0	26.9	36.4	28.6	0.0	44.5	15.9	42.2
130	17	29	19	8	15	64	30	30	12	30	33	67	26	37	29	34	25	0	130	25	105
9	57	15	5	9	4	9	25	16	7	10	13	26	14	16	15	10	9	0	57	26	30
%	15.6	24.0	10.0	12.0	13.9	16.0	16.3	18.4	20.4	10.4	17.0	14.2	16.0	14.9	15.7	12.7	11.7	0.0	22.7	17.2	14.6
68	12	9	9	5	8	29	18	9	14	18	29	17	20	16	11	11	0	68	30	37	
C																					
10 - Completely met all of your expectations	110	16	14	29	11	17	47	21	11	35	15	58	34	34	29	23	22	110	0	89	19
%	30.2	26.0	25.6	37.3	38.9	32.0	30.3	24.6	31.9	37.1	19.1	31.4	38.9	32.2	30.5	29.4	30.7	100.0	0.0	58.7	9.1
122	13	23	28	14	16	53	24	14	14	35	15	62	41	37	32	26	24	122	0	98	22
DK/DR	4	1	1	1	0	0	1	0	0	2	0	3	1	1	2	1	0	0	0	0	2
%	1.0	2.0	2.2	1.3	0.0	0.0	0.8	0.0	0.0	2.4	0.0	1.6	0.7	0.6	2.4	0.8	0.0	0.0	0.0	0.0	0.8
4	1	2	1	0	0	2	0	0	0	2	0	3	1	1	2	1	0	0	0	0	2
MEAN:	8.3	8.5	7.9	8.2	8.5	8.4	8.3	8.2	8.5	8.4	8.1	8.4	8.4	8.3	8.3	8.3	8.2	10.0	7.6	9.2	7.6
C																					
B																					

P8A. What percentage of the time did the class include ... Interaction among the attendees or between the students and instructor?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED					
		Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	sul-	End	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Comp-	Not	Satis	Very
		Use	Use	Const	tor	tant	User	<=5	>25	>25	<=5	>100	more	less	ly	-ly	-ly	-ly	-ly	-ly	-ly	-ly	-ly	-ly	-ly	-ly
		-D-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-V-	-W-	-X-	-Y-	-Z-	-AA-	-AB-	-AC-
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208						
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	419	50	90	75	36	50	183	96	41	106	94	203	104	106	90	82	122	293	167	246						
None	49	10	7	12	4	6	24	16	1	11	13	26	11	15	10	7	5	12	35	20	27					
	13.5	16.0	13.3	14.7	13.9	12.0	15.1	19.1	3.1	11.7	16.5	14.1	12.3	14.4	10.6	9.2	7.3	10.7	14.0	12.8	13.1					
	54	8	12	11	5	6	28	17	2	12	16	25	13	17	10	9	7	14	38	21	30					
							I	I	GH																	
1-10%	76	15	10	15	7	13	43	15	9	14	18	36	20	30	15	17	20	25	50	28	45					
	20.7	24.0	18.9	18.7	22.2	24.0	27.6	17.1	27.5	14.4	23.7	19.7	22.5	28.0	15.5	22.3	27.6	22.4	20.0	18.5	21.9					
	82	12	17	14	8	12	51	16	7	14	18	41	21	30	16	18	21	26	55	29	51					
							J							O	N											
11-20%	46	8	7	6	4	10	21	11	4	11	12	19	15	16	19	8	11	17	29	18	28					
	12.6	12.0	13.3	8.0	13.9	18.0	13.3	13.2	12.1	11.6	15.3	10.3	17.7	14.8	19.8	10.5	14.9	15.2	11.6	11.7	13.3					
	60	6	12	6	5	9	25	15	8	13	17	24	19	19	23	12	13	20	40	22	37					
21-30%	55	10	10	9	5	6	25	15	4	13	7	31	15	15	10	13	10	18	37	28	27					
	15.0	16.0	17.8	12.0	16.7	12.0	16.1	17.0	11.2	13.5	9.3	16.9	17.0	13.9	9.9	16.7	13.7	16.4	14.6	18.2	13.0					
	64	8	16	9	6	6	28	15	5	15	9	33	19	17	13	16	12	20	44	32	32					
31-40%	25	3	3	5	3	4	6	6	1	13	5	14	3	2	7	3	9	7	17	11	13					
	6.7	4.0	5.6	6.7	11.1	8.0	3.6	6.6	3.7	13.2	6.7	7.7	3.6	1.4	7.4	3.6	12.0	6.5	6.9	7.5	6.4					
	33	2	5	5	4	4	8	9	2	15	8	17	5	2	9	4	11	9	24	15	18					
41-50%	52	8	9	14	3	9	15	7	8	17	7	28	15	10	17	13	5	16	36	22	30					
	14.3	12.0	16.7	17.3	11.1	16.0	9.6	8.3	23.6	17.9	8.7	15.4	17.0	9.1	18.0	16.9	7.1	14.7	14.2	14.2	14.6					
	57	6	15	13	4	8	19	8	8	17	7	32	16	12	16	15	6	18	39	21	36					
							IJ	IJ	GH	GH																
51-60%	3	0	0	0	2	0	0	0	0	2	0	2	0	0	0	0	2	1	1	1	1					
	0.7	0.0	0.0	0.0	5.6	0.0	0.0	0.0	1.3	2.2	0.0	1.1	0.5	0.0	0.5	0.6	2.2	1.2	0.5	0.8	0.6					
	4	0	0	0	2	0	0	0	1	3	0	3	1	0	1	1	2	2	2	2	2					

P8B. What percentage of the time did the class include ... Hands-on activities where attendees have the chance to practice skills they are learning?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION SATISFIED											
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not											
Codes	Green	Other	PV/	Eng/	Con-	Con-	Renew	Arch/	trac	tor	tant	User	New	Mid	Sen-	Small	Large	month	yr	or	lete	lete	Very	Not	
Stand	Build	Light	End-	Use	able	Const-	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	-ly	-ly	-ly	-ly	-ly	-ly	-ly	
-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-V-	-W-	-X-	-Y-	-Z-
2	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
%	0.6	0.0	0.0	0.0	0.0	0.3	1.1	2.7	0.0	1.2	0.5	0.0	0.4	0.5	0.6	1.2	0.0	0.9	0.0	0.9	0.0	1.1	0.0	1.1	
5	0	0	0	0	0	1	2	2	0	2	2	0	0	1	1	1	2	0	0	5	0	0	5	0	
1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
%	0.3	0.0	0.0	0.0	2.0	0.0	1.2	0.0	0.0	1.4	0.0	0.0	1.0	0.0	0.0	0.0	1.5	1.0	0.0	0.7	0.0	0.7	0.0	0.0	
1	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	1	1	0	0	0	1	0	0	
2	0	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	
%	0.5	0.0	0.0	2.8	0.0	0.0	0.0	1.3	1.3	0.0	0.9	0.0	0.4	0.5	0.0	0.6	0.0	0.7	0.0	0.7	0.0	0.8	0.0	0.8	
3	0	0	0	1	0	0	0	1	2	0	3	0	1	1	0	1	0	0	0	0	0	0	0	3	
3	1	0	2	0	0	1	1	0	0	2	0	0	0	1	1	1	0	0	0	0	0	0	0	2	
%	0.9	2.0	0.0	2.7	0.0	0.7	1.2	0.0	1.3	3.0	0.0	0.0	1.0	1.3	1.3	0.0	2.1	0.4	0.8	1.0	1.0	1.0	1.0	2	
3	1	0	2	0	0	1	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
13	5	4	1	0	1	6	4	1	2	3	9	1	4	4	0	0	2	1	12	0	13	0	13	13	
%	3.6	8.0	7.8	1.3	0.0	3.9	5.2	3.4	2.6	4.5	4.7	1.4	3.6	4.3	0.0	2.5	0.7	4.7	0.0	6.4	0.0	6.4	0.0	6.4	
16	4	7	1	0	1	7	5	2	3	4	10	2	4	5	0	2	1	14	0	16	0	16	0	16	
MEAN:	11.6	11.7	8.9	10.9	8.0	12.7	10.5	13.7	13.4	12.6	15.0	10.9	8.3	9.8	11.8	9.4	12.9	11.9	11.6	11.1	12.1	11.1	12.1	12.1	

ETS (#3782)
P9A. How would you rate the class on ... Level of technical information?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp-ly		Not Very					
		Type of Business		Type of Business		New Mid		Senior		Small Large		month yr or		lete		lete					
		Other	PV/	Eng/	Con-	Con-	End	End	Sen-	Sen-	Small	Large	month	yr	or	lete	lete				
		Use	Renew	Arch/	trac	sul-	User	User	<=5	>25	<=5	>25	<=5	>25	more	less	ly				
		-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-				
		-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-				
		-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-				
8	93	14	13	19	8	14	36	24	8	25	18	50	23	29	25	15	21	19	72	27	63
	25.4	22.0	23.3	24.0	27.8	26.0	23.1	28.2	23.0	26.6	23.2	27.0	26.8	26.8	26.4	18.6	28.7	17.2	28.8	17.7	30.4
	105	11	21	18	10	13	43	29	10	25	23	53	27	32	26	17	22	20	84	30	72
9	58	10	6	12	4	13	22	8	8	20	13	28	15	14	16	15	12	16	42	19	40
	16.0	16.0	11.1	14.7	13.9	24.0	14.4	9.7	24.8	20.7	16.8	15.4	17.3	13.3	17.0	18.6	15.8	14.5	16.9	12.4	19.1
	68	8	10	11	5	12	27	9	11	22	16	34	16	17	19	17	13	16	52	20	48
			F			C		IJ	H	H											
10 - Excellent	119	25	12	24	11	18	55	26	11	30	24	61	28	38	34	29	24	63	57	86	34
	32.7	40.0	22.2	30.7	38.9	34.0	35.5	30.2	33.4	31.7	30.7	33.0	31.9	35.4	34.7	37.1	33.4	57.1	22.5	56.3	16.2
	133	20	20	23	14	17	61	28	12	34	26	65	36	42	37	31	26	71	62	94	39
			C															S	R	U	T
DK/DR	9	3	2	0	1	0	1	3	0	5	0	7	1	3	2	1	3	1	6	3	4
	2.4	4.0	3.3	0.0	2.8	0.0	0.8	3.4	0.0	4.9	0.0	3.9	1.2	2.8	2.2	1.8	3.7	1.1	2.5	1.9	1.9
	9	2	3	0	1	0	2	2	0	5	0	6	2	2	2	2	3	1	6	2	5
							J														
MEAN:	8.37	8.65	7.74	8.16	8.69	8.58	8.32	8.16	8.63	8.57	8.21	8.46	8.32	8.41	8.48	8.59	8.45	9.14	8.04	9.08	7.86
		C	BEF	C	C	C	C	C	C	C	C	C	C	C	C	C	C	S	R	U	T

ETS (#3782)
 P9B. How would you rate the class on . . . Teaching skill of instructor.

COURSE TYPE		PEC BANNER										ATTENDANCE		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					FREQUENCY		Not		Very				
Codes Green		Other	PV/	Eng/	Con-	Sen-	New	Mid	ior	Small	Large	Once/	Comp-	Comp-	Very	Not	Very	Not		
Stand Build		End-	Renew	Arch/	trac	Con-	End	6-25	>25	<=5	>100	month	yr or	lete	lete	satis	satis	satis		
ards -ing		Use	-able	Const-	tor	tant	User	<=5	>25	<=5	>100	more	less	ly	ly	-fied	-fied	-fied		
-A--		-D--	-E--	-F--	-G--	-H--	-I--	-J--	-K--	-L--	-M--	-N--	-O--	-P--	-Q--	-R--	-S--	-T--	-U--	
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246
2	1	0	0	0	1	0	0	0	2	1	0	1	1	1	1	1	1	1	1	1
%	0.6	2.0	0.0	0.0	2.0	0.0	0.0	0.0	2.5	1.4	0.0	1.5	1.2	1.1	1.6	1.5	1.1	0.4	0.8	0.5
2	1	0	0	0	1	0	0	0	2	1	0	1	1	1	1	1	1	1	1	1
%	0.6	2.0	0.0	0.0	2.0	0.0	0.0	0.0	2.5	1.4	0.0	1.5	1.2	1.1	1.6	1.5	1.1	0.4	0.8	0.5
2	0	1	1	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	2
%	0.6	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
2	0	1	1	0	0	2	0	0	0	0	1	1	0	0	0	0	0	0	0	2
%	0.6	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.8
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
%	0.3	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
%	0.3	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
6	0	1	2	0	1	3	1	2	0	0	0	1	4	6	0	0	0	6	1	5
%	1.7	0.0	1.1	2.7	0.0	1.7	1.2	6.9	0.0	0.0	0.6	4.6	5.2	0.0	2.1	0.0	0.0	2.4	0.7	2.4
5	0	1	2	0	1	3	1	1	0	0	0	1	3	4	0	2	0	5	1	4
%	1.4	0.0	1.1	2.0	0.0	1.3	1.0	3.0	0.0	0.0	0.0	1.3	4.0	0	2	0	0	5	1	4
5	0	2	1	1	1	3	1	1	1	3	2	0	2	2	2	0	0	5	0	5
%	1.4	0.0	1.1	2.0	0.0	1.3	1.0	3.0	0.0	0.0	0.0	1.3	4.0	0	2	0	0	5	0	5
7	0	4	1	1	1	4	1	1	2	4	3	0	3	2	3	0	0	7	0	7
%	1.9	0.0	1.1	2.8	0.0	2.1	1.2	1.7	1.5	4.3	1.1	0.0	1.7	1.9	3.2	0.0	0.0	2.1	0.0	2.6
7	0	4	1	1	1	4	1	1	2	4	3	0	3	2	3	0	0	7	0	7
%	1.9	0.0	1.1	2.8	0.0	2.1	1.2	1.7	1.5	4.3	1.1	0.0	1.7	1.9	3.2	0.0	0.0	2.1	0.0	2.6
35	8	7	15	1	2	12	11	1	8	8	17	8	9	9	4	8	5	30	8	26
%	9.6	12.0	18.7	2.8	4.0	7.8	12.6	4.1	8.7	10.0	9.2	8.9	8.8	8.9	4.5	11.0	4.2	12.0	5.4	12.4
39	6	11	14	1	2	13	12	2	10	9	18	9	10	10	4	10	6	33	10	28
%	10.7	15.2	19.7	2.8	2.8	18.0	16.7	2.8	13.8	12.5	25.5	12.5	14.1	14.1	13.8	13.8	6.8	45.5	13.8	38.9
83	8	16	17	7	12	32	26	9	17	21	46	14	22	21	19	16	10	72	18	64
%	22.7	22.2	23.3	9.3	13.3	31.2	26.3	25.7	21.7	26.8	51.5	16.3	20.2	21.8	24.2	22.5	9.3	28.8	11.9	31.0
98	6	27	16	8	11	39	27	11	21	25	51	19	28	21	24	16	14	84	23	75
%	27.1	36.4	21.3	22.2	14.8	51.5	39.7	28.1	28.1	33.3	110.0	24.4	36.1	28.1	33.3	24.4	19.0	100.0	33.3	83.3

ETS (#3782)
 P9B. How would you rate the class on . . . Teaching skill of instructor.

COURSE TYPE		PC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- month yr or letete		Not Very very						
		Eng/Con-		Con-		New Mid		Sen-		Small Large		Once/Comp-		Not		Very very						
		Arch/trac		sul-		End User		ior		<=5 >100		ly -ly		-S-		-T-						
		-G--H--		-I--J		--K--L--		--M--		--N--O--		--P--Q--		--R--S-		--T--U-						
		-F--		-E--D		-J--H		-K--L--		-M--		-N--O--		-P--Q--		-R--S-		-T--U-				
		-D--		-E--D		-J--H		-K--L--		-M--		-N--O--		-P--Q--		-R--S-		-T--U-				
		-C--		-E--D		-J--H		-K--L--		-M--		-N--O--		-P--Q--		-R--S-		-T--U-				
9	87	15	11	14	11	13	39	14	8	27	18	40	25	22	21	18	20	67	31	56		
	%	23.9	24.0	17.3	36.1	24.0	16.3	22.4	28.7	23.6	21.7	28.3	20.3	21.5	27.0	24.5	18.4	26.6	20.3	27.0		
	102	12	18	13	13	12	46	18	11	29	24	47	27	24	24	23	21	81	35	67		
10 - Excellent	128	28	14	24	10	23	59	29	12	33	23	65	32	39	39	28	27	69	58	88	39	
	%	35.0	44.0	25.6	30.7	33.3	44.0	37.8	34.2	35.1	35.3	30.1	35.6	36.6	36.8	40.4	35.3	37.6	62.5	23.0	57.6	18.8
	145	22	23	23	12	22	69	34	12	36	27	70	41	43	44	31	30	75	69	93	51	
DK/DR	16	3	3	5	1	0	5	4	1	6	3	11	3	6	3	2	2	5	9	5	8	
	%	4.4	4.0	5.6	6.7	2.8	0.0	3.3	4.7	4.0	5.9	3.8	5.7	3.1	5.7	3.0	2.1	2.9	4.4	3.6	3.2	3.9
	18	2	5	5	1	0	6	3	3	6	4	11	3	6	3	2	2	5	10	4	10	
MEAN:	8.72	8.83	8.44	8.46	8.97	8.86	8.77	8.69	8.67	8.77	8.59	8.79	8.69	8.63	8.80	8.72	8.82	9.38	8.43	9.27	8.32	

		PEC BANNER																				
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY		EXPECTATION SATISFIED						
		Other PV/ Eng/ Con-		Renew Arch/ trac sul-		New Mid lor		Sen-		Small Large		Once/ Comp-		Not								
		End-Use		Const-tor		6-25		>25		<=5		more less		ly -ly		-S						
		-F--H--		-G--I--		-K--L--		-M--		-N--O--		-P--Q--		-R--S--		-T--U--						
		-E--		-J--		-K--L--		-M--		-N--O--		-P--Q--		-R--S--		-T--U--						
8	94	20	16	21	7	14	40	24	6	21	24	48	21	25	25	19	18	22	73	26	67	
	%	25.9	32.0	28.9	26.7	22.2	26.0	25.8	28.1	17.4	22.1	31.2	25.9	24.5	23.5	26.4	23.8	24.3	19.7	28.9	16.9	32.4
		111	16	26	20	8	13	48	27	8	25	31	53	25	31	28	24	19	24	87	31	78
9	59	11	7	10	7	6	20	12	5	21	16	31	9	13	18	10	14	15	44	26	33	
	%	16.0	18.0	13.3	13.3	22.2	12.0	12.8	14.5	16.0	21.8	21.0	17.1	10.7	12.0	18.3	13.3	19.6	13.7	17.3	17.0	15.7
		67	9	12	10	8	6	22	16	7	22	18	33	13	13	18	12	16	17	50	32	35
							J				G	M	K									
10 - Excellent	122	23	13	24	10	21	56	29	13	31	18	64	33	43	31	31	20	63	59	86	36	
	%	33.4	36.0	24.4	30.7	33.3	40.0	36.1	33.5	36.6	32.9	22.7	34.6	37.7	40.0	32.1	40.1	27.8	57.0	23.6	56.3	17.5
		131	18	22	23	12	20	64	30	13	32	18	68	39	46	33	31	23	69	62	87	44
							J					LM	K					S	R		U	T
DK/DR	8	3	3	1	1	1	2	1	1	1	5	1	7	1	1	4	1	2	1	4	0	5
	%	2.3	4.0	5.6	1.3	2.8	2.0	1.1	0.7	3.1	5.3	0.8	4.0	0.7	0.6	3.6	0.8	2.9	1.1	1.5	0.0	2.3
		10	2	5	1	1	1	3	1	1	5	1	8	1	1	4	1	2	1	5	0	6
							J				G											
MEAN:	8.39	8.79	8.05	8.16	8.46	8.63	8.35	8.35	8.16	8.61	8.31	8.52	8.14	8.39	8.50	8.47	8.38	9.15	8.05	9.13	7.83	
		CD	BF	B	B	C												S	R	U		

P9D. How would you rate the class on . . . Time for asking questions.

	COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
	LEED	Other	PV/	Eng/	Con-	Con-	Eng/	Con-	trac	tor	tant	Use	New	Mid	ior	Sen-	Small	Large	Once/	Comp-	Not	Very	
	Codes	Stand	ards	ing	Use	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-		
9	60	10	8	10	4	10	23	11	3	22	10	32	16	17	13	12	10	11	48	18	41		
%	16.4	16.0	14.4	13.3	13.9	18.0	14.9	13.0	9.5	23.1	13.5	17.6	18.5	15.5	13.5	15.0	13.5	10.4	19.2	12.1	19.9		
	68	8	13	10	5	9	27	12	6	23	14	34	18	20	15	15	12	12	56	20	48		
10 - Excellent	139	22	17	35	11	23	67	33	12	30	27	70	36	38	48	28	33	66	73	88	51		
%	38.1	34.0	31.1	44.0	38.9	44.0	43.0	38.9	34.1	32.2	35.5	38.2	41.7	35.4	49.5	35.6	45.5	59.7	29.2	57.7	24.7		
	158	17	28	33	14	22	76	37	14	35	32	76	45	43	50	31	37	72	86	96	62		
DK/DR	24	4	5	6	1	2	6	8	3	8	6	16	1	5	3	4	6	4	18	5	16		
%	6.5	6.0	8.9	8.0	2.8	4.0	4.2	9.6	7.9	8.9	8.0	8.6	1.5	4.9	3.3	4.7	8.3	3.3	7.2	3.0	7.8		
	26	3	8	6	1	2	8	8	4	8	7	16	2	6	3	4	7	4	19	4	18		
MEAN:	8.54	8.28	8.32	8.72	8.40	8.85	8.67	8.60	8.11	8.52	8.31	8.73	8.48	8.31	8.80	8.29	8.78	9.03	8.32	9.03	8.17		
														O	N			S	R	U			

COURSE TYPE		PC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS													
		TYPE OF BUSINESS					Sen-ior					Once/ month		Comp-lete		Not				
		Eng/ trac					New Mid					yr or		ly		Very				
		Con-					6-25					less		-ly		satis				
		Use					<=5					-P--		-R--		-S--				
		-F--					-K--					-O--		-Q--		-T--				
		-D--					-J--					-P--		-R--		-S--				
		-E--					-I--					-P--		-R--		-S--				
		-G--					-H--					-P--		-R--		-S--				
		-A--					-M--					-O--		-Q--		-T--				
		-C--					-L--					-P--		-R--		-S--				
		-B--					-N--					-O--		-Q--		-T--				
		-D--					-M--					-P--		-R--		-S--				
		-E--					-N--					-O--		-Q--		-T--				
		-F--					-M--					-P--		-R--		-S--				
		-G--					-L--					-P--		-R--		-S--				
		-H--					-K--					-O--		-Q--		-T--				
		-I--					-J--					-P--		-R--		-S--				
		-J--					-I--					-P--		-R--		-S--				
		-K--					-H--					-P--		-R--		-S--				
		-L--					-G--					-P--		-R--		-S--				
		-M--					-F--					-P--		-R--		-S--				
		-N--					-E--					-P--		-R--		-S--				
		-O--					-D--					-P--		-R--		-S--				
		-P--					-C--					-P--		-R--		-S--				
		-Q--					-B--					-P--		-R--		-S--				
		-R--					-A--					-P--		-R--		-S--				
		-S--					-Z--					-P--		-R--		-S--				
		-T--					-Y--					-P--		-R--		-S--				
		-U--					-X--					-P--		-R--		-S--				
		-V--					-W--					-P--		-R--		-S--				
		-W--					-V--					-P--		-R--		-S--				
		-X--					-U--					-P--		-R--		-S--				
		-Y--					-T--					-P--		-R--		-S--				
		-Z--					-S--					-P--		-R--		-S--				
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246
14	1	2	3	3	1	5	2	4	2	2	7	4	5	5	4	1	5	9	4	10
3.8	2.0	3.3	4.0	11.1	2.0	3.0	2.2	13.0	2.6	2.1	3.9	4.5	4.7	5.0	4.8	1.1	4.5	3.5	2.6	4.7
14	1	3	3	4	1	6	2	3	3	2	6	5	5	4	4	1	5	9	4	10
16	5	1	3	1	2	5	1	5	5	4	4	9	11	4	6	4	4	13	8	9
4.5	8.0	1.1	4.0	2.8	4.0	3.2	1.5	13.8	4.9	5.2	2.0	10.2	9.9	3.7	7.8	6.1	3.3	5.1	5.0	4.3
13	4	1	3	1	2	5	1	2	4	3	3	7	8	3	5	4	3	10	6	7
10	4	1	0	0	3	3	5	2	1	2	6	2	4	1	1	3	0	10	1	8
2.7	6.0	1.1	0.0	0.0	6.0	2.0	6.0	6.6	1.3	2.0	3.2	2.7	3.4	1.1	1.6	4.6	0.0	3.9	0.8	4.1
11	3	1	0	0	3	3	5	3	1	2	6	3	4	1	1	4	0	11	1	10
14	5	4	1	1	2	9	2	2	1	5	5	3	6	3	3	4	3	11	6	8
3.8	8.0	6.7	1.3	2.8	4.0	5.8	2.5	5.1	1.1	7.1	2.7	3.4	6.0	2.6	4.0	5.4	2.5	4.5	3.9	3.9
17	4	6	1	1	2	11	2	3	1	7	5	4	7	3	3	4	3	14	7	10
52	5	7	12	3	13	26	11	3	14	8	26	16	14	14	10	3	16	36	18	34
14.2	8.0	12.2	14.7	11.1	24.0	16.9	12.4	8.8	15.0	10.9	14.0	17.8	13.4	14.8	13.1	3.9	14.2	14.4	11.7	16.3
59	4	11	11	4	12	29	15	4	14	9	30	17	16	16	11	4	17	42	19	40
29	4	8	8	1	3	12	12	1	6	5	21	2	7	5	10	4	6	23	9	20
7.9	6.0	14.4	10.7	2.8	6.0	8.0	13.4	3.1	6.8	6.8	11.6	2.6	7.0	5.3	13.4	5.4	5.7	9.0	5.8	9.6
37	3	13	8	1	3	16	13	1	9	8	26	3	10	6	14	4	7	30	10	27
34	4	8	3	6	4	11	7	2	12	7	16	7	11	8	7	9	7	26	12	22
9.2	6.0	14.4	4.0	19.4	8.0	6.7	8.1	5.7	12.2	8.6	9.0	7.7	10.4	8.6	9.3	12.3	6.6	10.5	7.6	10.6
44	3	13	3	7	4	14	11	4	12	10	20	9	11	11	10	12	9	35	15	29

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED		
		Other PV/ Eng/ Con-			Renew Arch/ trac sul-			End New Mid or Sen-			Small Large month yr or lete			Once/ Comp- Not			Comp- Very Not						
		-able Const -tor tant User <=5 >25			-K- -L- -M-			-N- -O- -P- -Q-			-R- -S-			-T- -U-									
		-E- -F- -G- -H- -I- -J- -K- -L- -M-			-N- -O- -P- -Q-			-R- -S-			-T- -U-												
8	54	8	17	3	6	25	10	7	10	16	22	14	15	10	11	14	17	37	17	36			
	14.7	12.0	14.4	21.3	11.1	12.0	15.9	11.2	20.0	10.7	20.6	11.7	15.6	14.5	10.3	14.5	19.4	15.1	14.7	11.0	17.4		
	67	6	13	16	4	6	32	12	11	12	20	27	17	20	13	16	17	20	47	22	44		
9	30	8	5	3	2	4	12	3	2	13	8	11	8	6	11	4	5	8	22	9	20		
	8.3	12.0	10.0	4.0	8.3	8.0	7.4	3.7	6.8	13.5	10.6	6.2	9.6	5.6	11.3	5.4	7.5	7.1	8.9	6.2	9.7		
	37	6	9	3	3	4	13	4	4	16	11	13	11	8	12	6	6	9	28	11	25		
10 - Excellent	92	15	9	24	6	13	42	28	5	21	18	50	19	20	30	18	23	41	49	63	28		
	25.1	24.0	16.7	30.7	19.4	24.0	26.9	32.7	13.7	21.7	23.7	27.0	21.6	18.6	30.9	22.5	31.9	37.6	19.7	41.5	13.4		
	97	12	15	23	7	12	47	26	4	24	20	50	24	23	31	17	24	45	51	67	29		
DK/DR	22	5	3	4	3	1	6	6	1	10	2	16	4	7	6	3	2	4	15	6	13		
	6.0	8.0	5.6	5.3	11.1	2.0	4.0	6.4	3.4	10.1	2.4	8.8	4.3	6.5	6.3	3.4	2.4	3.5	6.0	3.8	6.1		
	23	4	5	4	4	1	7	5	2	10	2	17	4	7	6	3	2	4	16	5	15		
MEAN:	7.03	6.85	6.95	7.35	6.69	6.78	7.10	7.29	5.61	7.19	7.16	7.12	6.61	6.34	7.32	6.66	7.46	7.59	6.77	7.65	6.54		

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very								
Codes	Standards	Other Use	PV/End-Use	Renewable	Arch/Const	Eng/Const	Con-tor	Con-tor	trac	New User	Mid-6-25	Senior >25	Small <=5	Large >100	Once/less	Month/More	yr or less	or more	lete ly	com-ly	comp-ly	Very satis	Not	
19	3	5	3	0	2	11	4	0	0	2	8	5	6	5	1	2	5	10	4	11	15	194	110	159
270	47	41	65	17	33	156	86	34	0	60	134	62	95	55	62	49	75	194	110	159				
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
313	37	69	62	21	31	183	96	41	0	75	147	76	108	60	70	57	87	224	122	188				
1 - Strongly Disagree	15	4	3	3	0	2	11	4	0	0	2	8	5	6	5	1	2	5	10	4	11			
%	5.7	8.1	7.2	4.8	0.0	6.5	6.9	5.0	1.3	0.0	3.5	6.2	8.0	6.2	9.3	1.0	3.4	6.7	5.4	4.0	6.9			
2	4	0	1	2	0	1	1	3	0	0	1	2	1	0	0	1	2	0	0	4	0			
%	1.4	0.0	1.4	3.2	0.0	3.2	0.4	3.7	0.0	0.0	1.7	1.6	1.0	0.0	0.0	1.0	4.3	0.0	1.9	0.0	2.4			
3	5	0	1	2	0	1	4	1	0	0	2	1	2	3	1	1	1	1	4	1	4			
%	1.8	0.0	2.9	3.2	0.0	3.2	2.8	0.7	1.3	0.0	2.5	0.9	3.4	3.4	1.9	1.7	1.2	0.8	2.2	1.0	2.4			
4	4	0	1	1	0	0	3	0	0	0	0	2	2	1	0	1	0	1	3	2	2			
%	1.3	0.0	2.9	1.6	0.0	0.0	1.6	0.5	1.3	0.0	0.0	1.5	2.7	0.6	0.0	1.7	0.0	1.2	1.4	1.4	1.3			
5	20	4	3	1	1	3	10	8	3	0	6	11	3	4	6	4	4	2	18	3	17			
%	7.5	8.1	7.2	1.6	4.8	9.7	6.4	9.0	8.0	0.0	9.5	8.3	4.8	4.3	10.1	6.8	8.8	2.9	9.0	2.8	10.8			
6	14	3	1	6	0	1	11	3	0	0	4	5	3	4	2	2	6	0	13	2	11			
%	5.0	5.4	1.4	9.7	0.0	3.2	7.0	3.0	1.3	0.0	7.4	4.1	5.1	3.8	2.8	3.4	12.0	0.6	6.7	1.9	7.2			
7	26	3	5	7	1	5	12	13	2	0	5	16	3	12	2	5	2	5	21	7	19			
%	9.8	5.4	11.6	11.3	4.8	16.1	7.8	14.9	6.6	0.0	8.3	11.6	5.2	12.5	3.2	8.8	4.3	7.0	10.9	6.3	12.3			
8	30	2	8	7	1	5	15	12	3	0	7	16	4	12	2	7	3	6	24	6	24			

ETS (#3782) 2006/11/29
 P10B. As a result of the class, I recommend energy efficient technologies and solutions to my clients more often.
 BASE: UMA

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED										
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/ month yr or more		Not comp-lete ly										
Codes	Standards	Other Use	PV/End-Use	Renewable	Arch/Const	Eng/Const	Con-tractor	trac-tor	Con-stant	Con-stant	Sen-ior	New	Mid	6-25	>25	Small	<=5	100	>100	Once/ month yr or more	less	ly	Not comp-lete ly	Very satis-fied	Very	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
270	47	41	65	17	33	156	86	34	0	60	134	62	95	55	62	49	75	194	110	159						
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
313	37	69	62	21	31	183	96	41	0	75	147	76	108	60	70	57	87	224	122	188						
1 - Strongly Disagree	21	6	4	3	0	4	14	4	4	0	6	12	4	10	3	5	2	3	19	5	17					
%	7.9	13.5	8.7	4.8	0.0	12.9	9.1	4.4	11.9	0.0	10.2	8.6	6.1	10.0	6.2	8.5	3.4	3.4	9.7	4.5	10.4					
2	5	0	1	1	1	0	2	1	1	0	1	3	1	2	0	1	1	2	3	2	3					
%	1.8	0.0	2.9	1.6	4.8	0.0	1.3	1.2	4.0	0.0	1.7	1.9	2.1	2.1	0.8	1.0	2.1	3.1	1.3	2.1	1.6					
3	8	0	2	1	1	0	3	1	3	0	2	4	2	3	1	1	2	4	4	4	4					
%	2.9	0.0	5.8	3.2	3.2	0.0	1.0	1.0	3.2	0.0	2.0	2.3	1.4	1.4	0.3	0.3	1.4	1.4	1.4	1.4	1.4					
4	4	0	2	1	0	0	4	1	0	0	1	2	1	1	0	0	0	1	2	1	3					
%	1.4	0.0	4.3	1.6	0.0	0.0	2.4	1.2	0.0	0.0	1.7	1.6	1.0	1.1	0.8	0.0	0.9	1.4	1.1	1.0	1.7					
5	6	0	3	1	0	0	6	1	0	0	2	3	1	1	1	0	1	4	1	4	5					
%	2.3	0.0	7.7	3.2	0.0	0.0	2.0	0.3	0.0	0.0	2.0	1.1	0.3	0.3	0.3	0.0	1.4	1.4	1.4	1.4	1.7					
6	29	5	4	5	2	6	19	6	2	0	5	15	8	10	4	10	4	12	17	16	13					
%	10.7	10.8	10.1	8.1	14.3	19.4	12.0	6.9	6.8	0.0	8.1	11.5	13.4	10.8	8.1	15.7	8.8	16.2	8.7	14.9	8.0					
36	4	7	5	3	6	23	7	4	4	0	7	19	9	13	5	11	5	13	23	16	20					
6	19	1	4	7	0	1	14	5	1	0	6	9	3	5	2	1	4	3	16	3	16					
%	7.0	2.7	8.7	11.3	0.0	3.2	8.8	5.5	1.7	0.0	9.3	6.6	5.1	4.9	4.2	1.7	7.9	3.9	8.3	2.6	10.2					
25	1	6	7	0	1	18	7	1	1	0	7	12	4	6	3	1	6	3	22	3	22					
7	17	3	1	4	1	3	7	4	6	0	1	12	3	6	5	5	5	1	17	0	17					
%	6.4	5.4	1.4	6.5	4.8	9.7	4.5	4.1	16.2	0.0	1.8	8.7	5.5	6.6	8.4	7.6	10.3	0.8	8.6	0.0	10.9					
18	2	1	4	1	3	8	5	5	5	0	1	12	4	6	4	5	5	1	17	0	18					
							I	I	GH		L	K						S	R	U						

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not					
Codes	Green	Other PV/	Eng/	Con-	Con-	Eng/	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-	Con-			
Stand	Build	Light	Arch/	trac	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor			
ards	ings	Use	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
52	13	7	12	3	5	33	22	4	0	9	32	9	11	11	7	8	13	39	13	39	
%	19.3	27.0	17.4	17.7	19.0	16.1	21.1	11.9	0.0	14.1	24.0	14.4	11.7	21.0	10.5	15.7	17.1	20.3	12.1	24.6	
59	10	12	11	4	5	37	22	7	0	9	34	12	13	14	9	8	15	44	16	43	
21	3	2	6	0	5	13	5	2	0	5	11	4	6	4	7	4	3	18	9	11	
%	7.6	5.4	9.7	0.0	16.1	8.2	5.5	5.7	0.0	8.6	8.4	6.6	6.0	7.9	11.7	7.3	3.4	9.3	8.5	6.7	
25	2	4	6	0	5	15	6	3	0	7	11	7	7	6	8	4	3	22	11	13	
97	19	13	22	7	11	58	31	12	0	16	49	23	40	20	31	17	43	53	62	34	
%	35.8	40.5	31.9	33.9	42.9	37.1	35.9	35.1	0.0	26.3	36.5	37.7	42.1	35.9	50.5	34.6	57.1	27.4	56.3	21.2	
106	15	22	21	9	10	64	33	13	0	20	50	29	43	20	33	18	49	56	67	37	
2	0	1	0	0	0	1	0	0	0	1	1	0	2	0	1	0	0	2	1	2	
%	0.9	0.0	1.4	0.0	0.0	0.7	0.5	0.0	0.0	1.7	0.9	0.0	1.9	0.8	1.3	0.9	0.0	1.2	0.7	1.0	
4	0	1	0	0	0	2	1	0	0	2	2	0	3	1	1	1	0	4	1	3	
3	0	0	2	0	0	1	1	0	0	2	1	0	1	0	0	2	0	3	1	2	
%	0.9	0.0	0.0	3.2	0.0	0.7	1.2	1.3	0.0	2.5	0.8	0.0	1.1	0.0	0.0	4.2	0.0	1.3	1.0	0.9	
3	0	0	2	0	0	1	1	1	0	2	1	0	1	0	0	2	0	3	1	2	
MEAN:	7.73	7.95	7.44	7.72	7.57	7.81	7.83	7.76	7.52	* 7.19	7.84	7.80	7.82	7.87	8.25	7.93	8.52	7.42	8.44	7.22	

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not				
Codes	Green	Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Stand	ards	ing	Use	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
95	16	13	14	12	20	0	0	0	95	17	49	25	11	42	16	24	35	57	43	49
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
106	13	21	13	15	19	0	0	0	106	19	56	28	11	46	20	25	35	69	45	58
1 - Strongly Disagree	3	1	0	2	0	0	0	0	3	0	3	0	0	2	0	1	0	2	1	2
%	3.6	7.7	0.0	15.4	0.0	0.0	0.0	0.0	3.6	0.0	6.8	0.0	0.0	5.6	0.0	4.4	0.0	4.0	2.5	4.7
2	1	0	0	0	0	0	0	0	1	1	0	0	0	1	0	1	0	1	0	1
%	1.1	0.0	0.0	0.0	5.3	0.0	0.0	0.0	1.1	6.3	0.0	0.0	0.0	2.6	0.0	4.5	0.0	1.9	0.0	2.2
3	1	0	0	0	0	0	0	0	1	1	0	0	0	1	0	1	0	1	0	1
%	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	6.3	0.0	0.0	0.0	2.6	0.0	4.5	0.0	1.9	0.0	2.2
4	2	0	1	0	2	0	0	0	2	1	2	0	0	2	2	0	1	1	1	2
%	2.4	0.0	4.8	0.0	13.3	0.0	0.0	0.0	2.4	3.5	3.3	0.0	0.0	3.9	10.1	0.0	2.3	2.5	1.9	2.9
5	4	1	1	0	1	0	0	0	4	1	2	1	0	3	0	1	1	2	1	2
%	3.9	7.7	9.5	0.0	6.7	0.0	0.0	0.0	3.9	7.4	3.8	2.4	0.0	6.4	0.0	3.5	3.6	4.3	3.0	5.0
6	4	3	0	0	1	1	0	0	4	0	3	1	0	3	1	0	1	2	1	2
%	4.7	15.4	0.0	0.0	6.7	5.3	0.0	0.0	4.7	0.0	6.4	5.0	0.0	7.6	6.6	0.0	3.0	3.6	3.0	3.8
7	14	3	2	1	2	1	0	0	14	2	8	2	3	5	1	5	4	9	5	8
%	14.3	15.4	14.3	7.7	20.0	5.3	0.0	0.0	14.3	13.6	15.6	9.4	25.8	12.8	8.7	19.6	12.2	16.1	11.2	16.6
14	2	3	1	3	1	0	0	0	14	3	8	2	2	6	2	5	3	11	3	10

ETS (#3782) 2006/11/29
 P10D. As a result of taking the class, I am more aware of energy efficient technologies or solutions for my facility
 BASE: End User

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not						
Codes	Green	Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	End	New	Mid	Sen-	Small	Large	yr	or	lete	lete	Very	Very	
Stand	ards	ing	Use	able	Const	tor	tor	tor	tor	User	<=5	>5	>25	<=5	>100	more	less	ly	ly	satis	satis	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--
19	3	4	1	2	6	0	0	0	0	19	5	6	7	4	4	4	4	3	16	5	14	
%	19.8	15.4	28.6	7.7	13.3	31.6	0.0	0.0	0.0	19.8	30.5	11.7	28.2	37.6	10.0	26.3	17.7	8.8	27.3	10.8	28.8	
22	2	6	1	2	6	0	0	0	0	22	6	7	8	5	5	4	4	4	18	6	16	
9	3	1	0	2	2	0	0	0	0	9	1	5	3	2	2	5	3	2	4	5	3	6
%	9.3	15.4	0.0	20.0	10.5	0.0	0.0	0.0	0.0	9.3	6.3	9.2	12.4	20.4	12.1	19.4	8.8	10.7	8.8	6.3	12.4	
10	2	0	0	3	2	0	0	0	0	10	1	5	4	2	6	4	2	4	6	3	7	
35	3	4	8	2	9	0	0	0	0	35	4	19	11	2	16	5	7	19	17	25	10	
%	37.1	15.4	28.6	61.5	13.3	42.1	0.0	0.0	0.0	37.1	26.2	37.7	42.6	16.2	37.7	28.9	28.4	52.8	29.1	58.9	20.7	
40	2	6	8	2	8	0	0	0	0	40	5	22	12	2	17	6	8	19	21	28	12	
2	0	0	1	1	0	0	0	0	0	2	1	1	1	0	0	0	2	1	1	1	1	
%	2.0	0.0	0.0	7.7	6.7	0.0	0.0	0.0	0.0	2.0	6.2	1.7	0.0	0.0	0.0	0.0	7.9	3.0	1.4	2.5	1.7	
2	0	0	1	1	0	0	0	0	0	2	1	1	1	0	0	0	2	1	1	1	1	
1	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	0	0	
%	1.3	7.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	2.6	0.0	0.0	0.0	0.0	5.3	3.6	0.0	0.0	0.0	
1	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	0	0	
MEAN:	8.04	7.17	7.81	8.08	7.36	8.47	*	*	*	8.04	7.69	7.77	8.71	8.27	7.63	8.15	7.74	8.83	7.76	8.75	7.50	
												M	L				S	R				

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

COURSE TYPE		PFC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Very satis-ly -fied --U-				
Codes	Green	Other PV/	Eng/	Con-	Con-	Sen-	New Mid	lor	Sen-	Small	Large	yr or	lete	Comp-	Not	Very	satis			
Stand	ards	ing	Use	able	Const	tor	tor	tant	User	<=5	>25	>25	>25	<=5	>100	more	less			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
95	16	13	14	12	20	0	0	0	95	17	49	25	11	42	16	24	35	57	43	49
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
106	13	21	13	15	19	0	0	0	106	19	56	28	11	46	20	25	35	69	45	58
5	1	1	1	1	1	0	0	0	5	0	5	0	0	5	2	0	1	3	0	5
%	5.1	7.7	4.8	7.7	6.7	5.3	0.0	0.0	5.1	0.0	9.7	0.0	0.0	11.5	11.6	0.0	3.0	4.7	0.0	9.8
5	1	1	1	1	1	0	0	0	5	0	5	0	0	5	2	0	1	3	0	5
2	1	0	0	0	0	0	0	0	2	1	1	0	0	2	0	1	0	1	0	1
%	2.5	7.7	0.0	0.0	5.3	0.0	0.0	0.0	2.5	6.3	2.6	0.0	0.0	5.6	0.0	4.5	0.0	1.9	0.0	2.2
2	1	0	0	0	1	0	0	0	2	1	1	0	0	2	0	1	0	1	0	1
1	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	1	0
%	1.3	7.7	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	2.2	3.0	0.0
1	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	1	0
9	1	1	1	2	2	0	0	0	9	4	3	1	1	4	1	1	6	3	4	4
%	9.1	7.7	9.5	7.7	13.3	10.5	0.0	0.0	9.1	23.4	6.7	5.3	9.3	9.5	5.1	4.4	15.8	5.4	10.5	8.5
9	1	2	1	2	2	0	0	0	9	4	4	1	1	4	1	1	5	4	4	5
4	1	1	0	0	1	0	0	0	4	0	0	2	1	1	1	0	1	3	2	2
%	3.7	7.7	0.0	0.0	5.3	0.0	0.0	0.0	3.7	0.0	0.0	9.7	11.1	1.4	7.8	0.0	1.7	5.1	3.9	3.8
4	1	2	0	0	1	0	0	0	4	0	0	3	1	1	1	0	1	3	2	2
7	1	2	0	1	1	0	0	0	7	3	4	0	1	2	3	2	1	6	0	6
%	7.1	7.7	0.0	6.7	5.3	0.0	0.0	0.0	7.1	18.0	7.4	0.0	5.2	4.1	15.6	7.3	1.7	10.7	0.0	12.5
8	1	3	0	1	1	0	0	0	8	3	5	0	1	2	3	2	1	7	0	7
13	3	2	2	1	4	0	0	0	13	3	5	5	2	8	0	3	2	11	3	10
%	13.7	15.4	19.0	15.4	6.7	21.1	0.0	0.0	13.7	15.1	10.5	20.8	13.3	18.0	0.0	10.7	4.7	19.9	6.1	21.3
15	2	4	2	1	4	0	0	0	15	3	6	6	2	8	0	2	2	13	3	12
15	2	4	2	1	4	0	0	0	15	3	6	6	2	8	0	2	2	13	3	12

ETS (#3782) 2006/11/29
 PIE. As a result of the class, I recommend energy efficient technologies and solutions to my management more often.
 BASE: End User

	COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
	LEED	Other PV/End-Use	Eng/Arch/Const	Con/Trac/tor	Con/sul-tant	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr or less	Comp-ly	Not comp-ly	Very satis-fied	Not very satis-fied	
9	6	0	1	2	1	0	0	0	0	0	2	2	1	4	1	6	1	5
	6.8	0.0	4.8	7.7	20.0	5.3	0.0	6.8	13.7	8.3	0.0	13.3	3.9	6.5	15.8	2.3	9.8	3.3
	8	0	1	1	3	1	0	0	3	5	0	2	2	4	1	7	2	6
10 - Strongly Agree	40	5	4	6	3	9	0	0	0	0	0	0	0	0	0	0	0	0
	42.4	30.8	33.3	46.2	26.7	42.1	0.0	42.4	13.9	47.2	50.0	47.9	40.2	53.4	33.7	64.8	30.4	68.8
	44	4	7	6	4	8	0	44	3	25	14	4	19	11	9	22	22	31
NA	6	0	1	2	2	0	0	0	2	2	2	0	0	0	4	1	5	2
	6.0	0.0	4.8	15.4	13.3	0.0	0.0	6.0	9.7	3.5	9.2	0.0	5.6	0.0	14.8	2.3	8.5	4.4
	8	0	1	2	2	0	0	8	2	3	3	0	3	0	4	1	7	2
DK/DR	2	1	0	0	1	0	0	0	0	0	0	0	0	0	2	1	1	0
	2.2	7.7	0.0	0.0	6.7	0.0	0.0	2.2	0.0	4.2	0.0	0.0	0.0	0.0	8.8	3.6	1.4	0.0
	2	1	0	0	1	0	0	2	0	2	0	0	0	0	2	1	1	0
MEAN:	7.94	6.75	7.75	8.27	7.75	7.74	*	7.94	7.07	7.91	8.49	8.54	7.31	7.85	8.47	8.62	7.79	8.94
							*				K							

ETS (#3782) 2006/11/29
 P10F. As a result of the class, I am better able to implement energy efficient technologies or solutions
 BASE: End User

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					Once/Comp/		Not							
		TYPE OF BUSINESS		Sen-ior		Small		Large		month		yr or		lete		satis					
		Eng/Arch/Const	Con-trac-tor	New	Mid	Sen-ior	<=5	>5	<=5	>5	less	more	ly	ly	ly	ly	ly				
		Eng/Arch/Const	Con-trac-tor	Use	End User	Con-sul-tant	6-25	>25	<=5	>5	less	more	ly	ly	ly	ly	ly				
		Eng/Arch/Const	Con-trac-tor	Use	End User	Con-sul-tant	6-25	>25	<=5	>5	less	more	ly	ly	ly	ly	ly				
		Eng/Arch/Const	Con-trac-tor	Use	End User	Con-sul-tant	6-25	>25	<=5	>5	less	more	ly	ly	ly	ly	ly				
		Eng/Arch/Const	Con-trac-tor	Use	End User	Con-sul-tant	6-25	>25	<=5	>5	less	more	ly	ly	ly	ly	ly				
		Eng/Arch/Const	Con-trac-tor	Use	End User	Con-sul-tant	6-25	>25	<=5	>5	less	more	ly	ly	ly	ly	ly				
		Eng/Arch/Const	Con-trac-tor	Use	End User	Con-sul-tant	6-25	>25	<=5	>5	less	more	ly	ly	ly	ly	ly				
8		15	0	2	2	5	0	0	0	15	3	6	5	3	5	2	2	4	11	5	10
	%	15.6	0.0	19.0	15.4	20.0	26.3	0.0	0.0	15.6	19.9	12.2	19.0	22.6	11.5	13.8	7.9	11.7	18.7	11.9	19.9
		18	0	4	2	3	5	0	0	18	4	7	6	3	5	3	2	5	13	6	12
9		4	1	1	0	2	0	0	0	4	0	2	1	0	1	1	2	1	3	1	3
	%	3.7	7.7	4.8	0.0	13.3	0.0	0.0	0.0	3.7	0.0	4.5	5.0	0.0	2.0	3.7	8.8	2.3	4.7	1.9	5.5
		4	1	1	0	2	0	0	0	4	0	3	1	0	1	1	2	1	3	1	3
10 - Strongly Agree		37	5	4	6	3	6	0	0	37	4	21	11	4	15	6	7	22	15	28	9
	%	39.1	30.8	33.3	46.2	26.7	31.6	0.0	0.0	39.1	21.3	41.9	45.0	36.8	37.0	35.4	30.7	61.8	26.7	66.4	17.9
		41	4	7	6	4	6	0	0	41	4	23	13	3	17	8	8	21	20	30	11
NA		8	0	1	3	1	2	0	0	8	4	2	1	1	4	0	5	2	5	2	6
	%	8.0	0.0	4.8	23.1	6.7	10.5	0.0	0.0	8.0	24.8	4.7	4.1	9.3	9.2	0.0	21.2	6.0	9.6	4.9	11.2
		9	0	1	3	1	2	0	0	9	5	3	1	1	5	0	6	2	7	2	7
DK/DR		3	1	1	0	1	0	0	0	3	0	3	0	0	1	0	2	1	2	0	2
	%	3.3	7.7	4.8	0.0	6.7	0.0	0.0	0.0	3.3	0.0	5.4	1.8	0.0	1.4	0.0	8.8	3.6	3.3	0.0	3.8
		4	1	1	0	1	0	0	0	4	0	3	1	0	1	0	2	1	3	0	3
MEAN:		7.91	7.00	7.79	7.90	7.92	7.88	*	*	7.91	7.56	7.71	8.40	7.98	7.26	7.41	7.63	8.88	7.51	9.05	6.91

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp/		Not			
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	yr	or	lete	lete	Very	Very		
		Use	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly		
		ing	---G	---H	---I	---J	---K	---L	---M	---N	---O	---P	---Q	---R	---S	---T	---U		
		---D	---E	---F	---P	---U	---V	---W	---X	---Y	---Z	---AA	---AB	---AC	---AD	---AE	---AF		
		---B	---C	---G	---H	---I	---J	---K	---L	---M	---N	---O	---P	---Q	---R	---S	---T		
		---A	---B	---C	---D	---E	---F	---G	---H	---I	---J	---K	---L	---M	---N	---O	---P		
		---A	---B	---C	---D	---E	---F	---G	---H	---I	---J	---K	---L	---M	---N	---O	---P		
95	16	13	14	12	20	0	0	0	17	49	25	11	42	16	24	35	57	43	49
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
106	13	21	13	15	19	0	0	0	19	56	28	11	46	20	25	35	69	45	58
2	1	1	0	0	0	0	0	0	2	0	0	0	2	0	0	0	2	0	2
%	2.0	7.7	4.8	0.0	0.0	0.0	0.0	0.0	3.8	0.0	0.0	0.0	4.5	0.0	0.0	0.0	3.3	0.0	3.8
2	1	1	0	0	0	0	0	0	2	0	0	0	2	0	0	0	2	0	2
1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	1
%	1.1	0.0	0.0	0.0	5.3	0.0	1.1	6.3	0.0	0.0	0.0	0.0	2.6	0.0	4.5	0.0	1.9	0.0	2.2
1	0	0	0	0	1	0	0	1	0	0	0	0	1	0	1	0	1	0	1
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.9	0.0	0.0	6.7	0.0	0.0	0.9	0.0	1.7	0.0	0.0	2.0	5.1	0.0	0.0	1.4	0.0	1.7	1.7
1	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0	1
2	0	1	0	0	1	0	0	2	1	1	0	0	1	1	0	1	1	0	2
%	1.8	0.0	4.8	0.0	0.0	5.3	0.0	1.8	3.5	2.2	0.0	0.0	2.6	6.6	0.0	3.0	1.0	0.0	3.4
2	0	1	0	0	1	0	0	2	1	1	0	0	1	1	0	1	1	0	2
3	3	0	0	1	0	0	0	3	1	2	0	0	3	1	1	2	1	2	1
%	3.5	15.4	0.0	6.7	0.0	0.0	3.5	7.4	4.2	0.0	0.0	8.1	5.1	5.3	5.9	2.2	4.9	2.6	2.6
3	2	0	0	1	0	0	0	3	1	2	0	0	3	1	1	2	1	2	1
4	1	1	1	0	0	0	0	4	1	1	3	0	1	0	1	1	2	3	2
%	4.5	7.7	4.8	7.7	0.0	0.0	4.5	3.5	2.1	10.3	0.0	2.5	0.0	2.5	3.8	3.3	6.1	3.4	3.4
4	1	1	1	0	0	0	0	4	1	1	2	0	1	0	1	1	2	2	2
14	3	2	1	2	5	0	0	14	4	7	3	2	6	3	4	2	13	1	13
%	15.2	15.4	14.3	7.7	20.0	26.3	0.0	15.2	24.7	15.1	11.0	20.4	14.6	16.6	17.7	4.7	22.3	2.5	27.2
16	2	3	1	3	5	0	0	16	4	9	3	2	6	3	4	2	14	1	15
16	2	3	1	3	5	0	0	16	4	9	3	2	6	3	4	2	14	1	15

	PFC BANNER										ATTENDANCE EXPECTATION SATISFIED																		
	COURSE TYPE					TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS					ATTENDANCE FREQUENCY					EXPECTATION SATISFIED			
	LEED	Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	End	New	Mid	for	Sen-	Small	Large	yr	or	lete	Not	Very	Not	Very	Not	Very				
	Green	Build	Renew	Const	tor	tant	Use	able	Const	tor	tant	User	<=5	>5	<=5	>100	more	less	ly	ly	ly	ly	ly	ly	ly				
	Codes	Stand	ards	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings	ings				
	Standards	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use				
8	17	1	4	2	2	6	0	0	0	17	2	8	6	3	7	1	0	4	11	7	8								
	%	17.7	28.6	15.4	13.3	31.6	0.0	0.0	0.0	17.7	11.5	15.2	24.8	22.5	16.6	6.5	0.0	12.5	19.5	16.9	15.8								
		21	1	6	2	2	6	0	0	21	3	9	8	4	8	2	0	5	15	8	11								
9	7	1	1	0	1	1	0	0	0	7	0	4	3	2	2	1	2	3	4	4	3								
	%	7.6	7.7	0.0	6.7	5.3	0.0	0.0	0.0	7.6	0.0	8.6	11.6	20.6	4.0	7.4	8.8	9.1	7.0	8.9	6.9								
		7	1	2	0	1	1	0	0	7	0	4	3	1	2	2	2	2	2	5	3								
10 - Strongly Agree	37	5	4	9	4	3	0	0	0	37	6	19	11	3	15	9	11	19	18	26	11								
	%	39.3	30.8	69.2	33.3	15.8	0.0	0.0	0.0	39.3	34.1	38.0	42.4	27.2	35.6	52.9	47.0	54.3	31.7	60.7	23.2								
		42	4	6	9	5	3	0	0	42	6	22	12	3	17	10	12	20	22	29	13								
NA	3	0	0	0	1	2	0	0	0	3	2	2	0	1	2	0	1	1	2	0	3								
	%	3.6	0.0	0.0	6.7	10.5	0.0	0.0	0.0	3.6	9.0	3.8	0.0	9.3	5.6	0.0	5.4	3.0	4.1	0.0	7.0								
		4	0	0	1	2	0	0	0	4	2	2	0	1	3	0	2	1	3	0	4								
DK/DR	3	1	1	0	1	0	0	0	0	3	0	3	0	0	0	1	0	2	1	1	0								
	%	2.8	7.7	4.8	0.0	6.7	0.0	0.0	0.0	2.8	0.0	5.4	0.0	0.0	1.4	0.0	8.8	3.6	2.5	0.0	2.9								
		3	1	1	0	1	0	0	0	3	0	3	0	0	1	0	2	1	2	0	2								
MEAN:	8.21	7.33	7.90	9.15	8.00	7.53	*	*	8.21	7.59	8.10	8.65	8.60	7.62	8.30	8.43	8.81	7.89	9.01	7.45									

P11. How would you rate your overall knowledge of energy efficiency technologies and solutions compared to your peers in your industry? Would you say you are....?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Very/Very					
		Other	Eng/	Con-	Con-	Con-	Eng/	Con-	Con-	Con-	Sen-	Small	Large	yr or	lete	lete	lete	lete			
		End-	Renew	Arch/	trac	sul-	End	New	Mid	ior	<=5	>5	>100	more	less	-ly	-ly	-ly			
		Use	-able	Const-	tor	tant	User	<=5	>5	>25	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--			
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	110	251	152	208		
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246	
More knowledgeable than most	215	34	41	16	32	85	51	26	57	37	105	59	70	48	56	34	68	145	94	119	
%	58.8	54.0	62.2	52.0	55.6	60.0	54.7	59.3	74.7	59.8	48.3	57.2	67.4	65.7	71.5	45.8	61.7	57.7	61.5	57.4	
247	27	56	39	20	30	102	59	29	62	48	117	67	78	50	65	37	76	169	103	141	
About as knowledgeable as average	139	28	19	38	12	18	67	31	7	35	36	72	27	31	45	21	38	40	96	54	82
%	38.0	44.0	35.6	48.0	41.7	34.0	43.2	36.6	20.9	36.6	46.8	39.1	31.2	29.4	46.9	26.7	51.5	36.7	38.3	35.4	39.3
159	22	32	36	15	17	77	34	10	40	41	80	35	37	52	23	42	44	113	60	96	
Not very well informed about energy efficiency	7	1	0	0	1	2	2	1	0	3	4	3	0	3	1	2	2	5	2	5	
%	1.9	2.0	0.0	0.0	2.8	4.0	1.3	1.4	1.3	3.6	4.9	1.8	0.0	2.7	3.1	1.0	2.7	1.6	2.1	1.1	2.6
9	1	0	0	1	2	2	2	1	4	5	4	0	0	3	4	1	3	2	7	2	7
DK/DR	5	0	1	0	0	1	1	2	1	0	0	3	1	2	0	1	0	0	5	3	2
%	1.3	0.0	2.2	0.0	0.0	2.0	0.8	2.7	3.1	0.0	0.0	1.9	1.4	2.2	0.0	0.8	0.0	0.0	1.8	1.9	0.8
4	0	2	0	0	1	2	1	1	1	0	0	2	2	1	0	1	0	0	4	2	2

ETS (#3782)
 P12. Prior to attending the class, would you say that you were....?

		PEC BANNER																			
COURSE TYPE		YEARS OF BUSINESS EXPERIENCE				YEARS OF INDUSTRY EXPERIENCE				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED							
		TYPE OF BUSINESS				SIZE OF BUSINESS				Once/Comp- Not											
		Eng/Con- sul- End New Mid or Small Large month yr or lete				Small Large month yr or lete				Once/Comp- Not											
		Renew Arch/ trac tant User <=5 >25 <=5 >100 more less ly -ly				Small Large month yr or lete				Once/Comp- Not											
		-F--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				Small Large month yr or lete				Once/Comp- Not											
		-E--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				Small Large month yr or lete				Once/Comp- Not											
		-D--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				Small Large month yr or lete				Once/Comp- Not											
		-C--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				Small Large month yr or lete				Once/Comp- Not											
		-B--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				Small Large month yr or lete				Once/Comp- Not											
		-A--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--				Small Large month yr or lete				Once/Comp- Not											
Total		365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
More knowledgeable		172	22	35	11	27	74	43	19	41	33	74	52	57	35	43	28	52	118	75	95
%	47.0	34.0	51.1	44.0	36.1	50.0	47.4	49.8	56.9	42.8	43.3	40.5	59.9	53.4	36.4	54.7	37.9	47.6	46.8	49.4	45.8
About as knowledgeable		198	17	46	33	13	25	88	50	23	44	42	85	59	63	50	31	58	138	81	115
%	54.0	27.0	41.3	47.2	36.0	39.5	39.4	45.1	31.4	35.4	45.1	31.4	35.4	45.4	34.5	47.1	39.8	39.4	39.7	38.8	92
Not very well informed		43	8	7	12	5	20	7	4	12	12	23	6	9	17	7	11	13	30	14	29
about energy efficiency%	11.7	12.0	13.3	14.7	16.7	10.0	12.8	8.0	10.5	12.6	15.9	12.6	7.2	8.0	17.4	9.1	15.1	12.0	11.8	9.3	13.8
DK/DR		5	0	1	0	0	2	1	1	1	1	1	2	2	1	2	0	1	4	1	4
%	1.6	0.0	1.1	0.0	0.0	4.0	0.4	2.7	3.1	1.1	1.4	1.9	1.5	3.2	0.7	1.7	0.0	0.7	2.0	1.6	1.7

P13. From what sources does your company get information on equipment or design options, such as technology advancements and updated design practices?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		YEARS OF INDUSTRY EXPERIENCE																				
		TYPE OF BUSINESS					SIZE OF BUSINESS															
		Other		PV/		Eng/		Con-		Sen-		Small		Once/		Not						
		End-		Renew		Arch/		trac		ior		Large		month		Comp-						
		Use		-able		Const-		tor		>25		<=5		ly		lete						
		-ing		-F-		-G-		-H-		-K-		-N-		-O-		-P-		-Q-				
		-D-		-E-		-I-		-J-		-L-		-M-		-R-		-S-		-T-				
		-C-		-F-		-G-		-H-		-K-		-L-		-M-		-R-		-S-				
		-B-		-E-		-I-		-J-		-L-		-M-		-R-		-S-		-T-				
		-A-		-E-		-I-		-J-		-L-		-M-		-R-		-S-		-T-				
Internet	%	17.9	14.0	23.3	12.0	16.7	20.0	19.5	11.3	19.3	16.3	20.0	18.0	28.3	17.3	14.0	16.5	28.5	13.6	23.0	13.8	
		79	7	21	9	6	10	38	17	6	20	16	43	19	17	15	13	32	47	36	40	
Professional organization	%	1.4	2.0	0.0	1.3	5.6	2.0	2.0	1.0	0.0	1.1	2.4	0.4	2.7	2.7	1.1	1.3	1.1	0.7	1.7	1.2	1.5
		5	1	0	1	2	1	3	1	0	1	2	1	2	3	1	1	1	1	4	2	3
Self research	%	0.9	2.0	0.0	1.3	2.8	0.0	0.8	2.2	0.0	0.0	0.0	1.3	0.9	2.0	0.0	0.0	1.1	0.7	0.9	0.5	1.1
		3	1	0	1	1	0	1	2	0	0	0	2	1	2	0	0	1	1	2	1	2
Other	%	1.4	0.0	0.0	0.0	0.0	2.0	0.5	0.0	8.2	1.6	2.0	2.0	0.0	1.4	2.5	0.0	0.0	1.9	0.3	2.3	
		5	0	0	0	0	1	1	0	3	2	2	3	0	2	1	0	0	1	4	1	4
DK/DR	%	20	1	4	5	2	4	3	2	2	9	7	7	5	3	4	4	8	7	14	8	12
		24	1	7	5	2	4	3	2	3	11	8	9	6	4	5	5	9	8	16	10	14

P14a. What is your honest opinion about the following statement...The type of information provided is best learned in a classroom.

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION SATISFIED								
		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS										
		TYPE OF BUSINESS		TYPE OF BUSINESS		YEARS OF BUSINESS EXPERIENCE		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED								
		Other Eng/Con-		Renew Arch/trac-		New Mid		Sen-		Small Large		Once/Comp-		Not								
		Use -able Const-tor tant User		-ing Use -able Const-tor tant User		6-25 >25		ior		month yr or lete		ly lete		Very very								
		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		<=5 >25		ior		less ly		more ly		ly -ly		-fied -fied						
		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		6-25 >25		ior		month yr or lete		ly lete		ly -ly		-fied -fied						
8	46	10	12	8	4	5	22	11	4	7	11	23	12	13	8	9	11	35	12	33		
	%	12.5	16.0	22.2	10.7	13.9	10.0	14.0	12.3	12.9	7.7	13.6	12.5	13.9	15.7	13.4	10.7	12.6	9.7	13.9	8.0	16.1
		56	8	20	8	5	26	12	7	9	13	27	16	21	14	11	10	13	43	14	42	U
				D	C																	T
9	29	8	4	3	1	6	10	7	1	12	8	8	10	8	9	6	9	7	22	10	19	
	%	8.0	12.0	6.7	4.0	2.8	12.0	6.2	8.3	2.7	13.0	9.9	4.5	11.4	7.7	9.0	8.1	12.8	6.5	8.8	6.9	9.0
		33	6	6	3	1	6	13	8	2	13	9	8	12	10	7	8	9	7	26	13	20
							J			G		M	L									
10 - Strongly Agree	143	25	18	25	10	19	66	32	17	34	26	74	37	41	42	35	26	58	84	90	51	
	%	39.3	40.0	33.3	32.0	33.3	36.0	42.4	37.1	50.8	36.2	33.4	40.3	42.2	38.2	43.2	45.0	35.2	52.7	33.2	59.2	24.8
		166	20	30	24	12	18	77	35	20	40	32	81	47	46	48	39	30	65	99	65	T
																			S	R	U	
NA	6	0	0	3	0	0	2	3	0	0	0	3	2	3	0	0	0	0	2	4	2	4
	%	1.6	0.0	0.0	4.0	0.0	1.3	4.0	0.0	0.5	0.6	1.9	2.4	2.9	0.5	0.0	0.6	1.9	1.5	1.4	1.9	
		5	0	0	3	0	0	2	2	0	1	1	2	2	3	1	0	1	2	3	2	3
DK/DR	5	1	0	3	1	0	1	1	0	3	2	3	0	1	0	0	0	4	2	3	1	3
	%	1.4	2.0	0.0	4.0	2.8	0.0	0.7	1.2	0.0	3.3	2.7	1.7	0.0	1.0	0.0	5.7	2.1	1.2	0.7	1.4	
		5	1	0	3	1	0	1	1	0	3	2	3	0	1	0	0	4	2	3	1	3
MEAN:	7.87	8.14	7.72	7.38	7.60	7.68	7.90	7.69	8.03	7.99	7.60	7.91	8.03	7.87	8.15	8.08	7.92	8.42	7.63	8.55	7.36	
																			S	R	U	

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

COURSE TYPE		PEC BANNER										ATTENDANCE		EXPECTATION		SATISFIED				
		YEARS OF BUSINESS					YEARS OF INDUSTRY					FREQUENCY		S		T				
		TYPE OF BUSINESS					EXPERIENCE					SIZE OF BUSINESS		Once/Comp-		Not				
		Eng/Con-					Sen-					Small Large		month yr or		lete				
		Other PV/ Renew Arch/ trac sul-					New Mid lor					<=5 >100		more less		ly				
		End- able Const- tor tant User <=5 >25					6-25 >25					more less		ly		-fied -fied				
		-E--D-- --F-- --G-- --H-- --I-- --J-- --K-- --L-- --M-- --N-- --O-- --P-- --Q-- --R-- --S-- --T-- --U--																		
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	419	50	90	75	36	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246
1 - Strongly Disagree	63	13	9	18	4	7	27	18	5	11	16	28	15	16	15	16	13	49	18	45
%	17.2	20.0	16.7	22.7	13.9	14.0	17.4	20.4	15.4	11.9	21.3	15.4	17.0	15.0	16.0	20.5	18.3	11.9	19.6	11.9
	67	10	15	17	5	7	31	17	5	13	18	30	16	15	17	15	14	52	19	48
2	20	0	4	2	3	5	8	5	2	5	6	11	2	4	4	2	7	4	16	7
%	5.4	0.0	6.7	2.7	11.1	10.0	4.9	6.4	4.5	5.7	7.6	6.0	1.9	3.7	4.0	2.4	9.5	3.4	6.3	4.8
	26	0	6	2	4	5	10	8	2	6	8	14	2	5	5	3	9	5	21	10
3	19	1	6	6	2	2	8	3	4	4	5	9	6	8	2	5	3	4	15	4
%	5.3	2.0	11.1	8.0	8.3	4.0	5.4	3.2	10.3	4.4	6.0	4.9	6.6	7.6	2.6	5.8	3.7	4.0	5.9	2.8
	24	1	10	6	3	2	11	3	5	5	6	11	7	10	3	5	3	6	18	5
4	16	1	3	4	4	1	10	2	1	2	6	8	2	4	5	3	3	2	14	4
%	4.4	2.0	5.6	5.3	13.9	2.0	6.7	2.6	3.7	2.4	8.2	4.1	2.6	3.3	4.7	3.9	3.5	2.2	5.4	2.3
	21	1	5	4	5	1	13	3	2	3	8	10	3	4	5	4	3	4	17	5
5	51	11	6	8	2	7	22	10	5	14	8	30	11	18	16	13	6	23	27	24
%	13.9	18.0	11.1	10.7	8.3	14.0	14.4	11.8	14.0	14.9	10.6	16.5	12.2	17.2	16.3	16.3	8.6	20.6	10.7	16.0
	57	9	10	8	3	7	27	12	5	14	11	31	13	20	17	15	8	24	32	27
6	23	1	2	4	2	6	7	6	2	6	3	13	6	3	5	4	4	6	17	5
%	6.2	2.0	4.4	5.3	5.6	12.0	4.4	7.3	5.8	6.1	3.3	7.1	6.9	2.6	5.3	4.7	5.0	5.1	6.8	3.3
	26	1	4	4	2	6	9	7	3	6	3	14	8	5	6	6	4	6	20	5
7	30	4	6	7	3	3	14	10	3	7	8	17	5	8	13	7	7	23	10	19
%	8.2	6.0	11.1	9.3	11.1	6.0	8.8	11.1	10.0	7.5	10.7	9.1	5.8	7.6	13.1	8.5	9.1	6.3	9.2	6.5
	36	3	10	7	4	3	16	12	3	10	10	19	7	11	13	8	7	9	27	10

P14B. What is your honest opinion about the following statement . . . Classes like this are the only source I know of to get this type of information

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
LEED		YEARS OF BUSINESS EXPERIENCE					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp-lete		Not Very					
		Other PV/Eng/Con-		Renew Arch/trac		Con- sul- tant		New Mid-6-25		Sen-ior >25		Small Large		month yr or		lete					
		Use -able Const-ior		User <=5		>5		<=5		>100		more less		ly -ly		-fied -fied					
		-E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		-A--B--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--					
8	45	6	7	9	2	10	21	13	2	12	9	21	10	14	15	11	5	14	31	22	23
	%	12.3	10.0	12.0	8.3	18.0	13.7	14.5	4.8	13.1	12.2	11.4	11.9	13.5	15.3	13.6	6.9	12.3	12.5	14.4	11.1
		48	5	11	9	3	9	22	14	3	13	10	23	12	16	15	10	5	14	34	21
9	15	1	3	2	0	3	6	5	4	2	4	4	6	6	2	4	4	4	12	6	9
	%	4.1	2.0	5.6	2.7	0.0	6.0	3.6	5.5	12.6	1.6	5.6	2.2	7.1	5.4	1.6	5.6	3.2	4.6	3.7	4.6
		19	1	5	2	0	3	8	6	4	2	6	5	7	5	2	7	5	4	15	7
								I		GJ	I		M	L							
10 - Strongly Agree	75	23	7	13	4	7	30	12	6	26	9	39	22	22	20	14	15	30	44	49	24
	%	20.6	36.0	13.3	16.0	13.9	14.0	19.2	14.3	18.9	11.2	21.3	25.2	20.4	20.7	17.9	21.0	27.2	17.5	32.4	11.8
		85	18	12	12	5	7	33	11	9	29	11	42	26	23	22	16	17	32	52	29
								J		H	LM	K	K	K				S	R	U	T
NA	2	0	0	1	0	0	1	0	0	0	0	0	1	1	1	0	0	1	0	1	0
	%	0.4	0.0	1.3	0.0	0.0	0.7	0.0	0.0	0.5	0.6	0.0	1.2	1.0	0.5	0.0	0.6	1.0	0.2	0.7	0.2
		2	0	0	1	0	0	1	0	0	1	0	1	1	1	0	1	1	1	1	1
DK/DR	7	1	1	3	2	0	0	1	2	0	4	2	4	1	3	0	1	6	3	4	2
	%	2.0	2.0	4.0	5.6	0.0	0.8	2.9	0.0	4.4	2.7	2.0	1.6	2.9	0.0	0.8	8.3	2.8	1.4	1.2	1.7
		8	1	2	3	2	0	2	3	0	4	2	4	2	4	0	1	6	3	4	4
								J		G						Q	P				
MEAN:	5.81	6.49	5.39	5.32	5.03	5.76	5.73	5.59	5.86	6.36	5.12	5.83	6.23	5.96	6.02	5.70	5.65	6.41	5.55	6.70	5.15
		E			B			M			K						S	R		U	T

P14D. What is your honest opinion about the following statement . . . Classes like this provides unbiased or objective information

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		YEARS OF INDUSTRY EXPERIENCE										SIZE OF BUSINESS		Not		Very				
Codes Green		Sen-ior										Once/ month		lete		satis				
Stand Build		New Mid										Large		lete		satis				
ards -ing Use		6-25 >25										<=5 >100		ly		-fied				
-A--C--D--E--F--G--H--I--J--K--L--M--N--O--P--Q--R--S--T--U--		--K--L--M--N--O--P--Q--R--S--T--U--										--O--P--Q--R--S--T--U--		--R--S--T--U--		--S--T--U--				
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246
1 - Strongly Disagree	5	1	2	0	0	3	1	0	1	1	1	2	1	0	3	1	0	5	3	2
%	1.4	2.0	2.7	0.0	0.0	2.1	1.2	0.0	1.3	1.4	0.3	2.7	1.1	0.0	3.5	1.7	0.0	2.0	1.8	1.1
6	1	2	2	0	4	2	2	0	1	2	1	2	2	0	3	1	0	6	3	3
2	9	1	2	2	2	2	4	1	2	3	4	1	5	2	2	1	0	9	1	8
%	2.5	2.0	2.7	5.6	4.0	1.5	4.5	3.1	2.0	3.6	2.4	1.2	4.7	2.0	3.0	1.5	0.0	3.4	0.7	3.9
11	1	2	2	2	3	5	5	1	2	4	5	1	6	2	3	1	0	10	1	10
3	4	0	2	1	0	2	2	0	0	1	2	0	3	0	2	0	2	2	2	1
%	1.0	0.0	3.3	1.3	0.0	1.3	1.9	0.0	0.0	1.5	1.3	0.0	2.9	0.0	2.6	0.0	1.7	0.7	1.6	0.6
5	0	3	1	0	0	3	2	0	0	2	3	0	4	0	3	0	2	3	3	2
4	7	0	1	3	1	3	3	1	1	2	5	1	2	0	1	1	2	5	2	5
%	1.9	0.0	2.2	4.0	2.8	1.7	3.3	4.1	1.1	2.1	2.6	0.7	2.0	0.0	1.4	1.4	1.9	1.9	1.4	2.3
8	0	2	3	1	1	3	3	2	1	2	5	1	2	0	1	1	2	6	2	6
5	21	0	4	4	1	3	5	5	6	3	13	5	7	6	4	4	3	17	5	16
%	5.8	0.0	6.7	5.3	2.8	3.0	5.9	14.4	5.8	4.1	7.0	5.8	6.4	6.0	4.9	5.0	3.2	6.6	3.1	7.6
24	0	6	4	1	3	7	4	5	6	5	14	5	7	8	6	4	5	18	7	16
6	16	1	2	6	1	3	8	4	1	2	4	8	4	3	6	2	3	0	16	0
%	4.5	2.0	3.3	8.0	2.8	6.0	4.9	3.7	2.2	5.6	4.4	4.2	3.2	6.2	1.9	4.3	0.0	6.5	0.0	7.9
20	1	3	6	1	3	10	4	2	3	5	10	4	4	4	2	3	0	20	0	20
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6	7	30	9	26
%	10.0	6.0	11.1	9.3	11.1	14.0	7.7	6.5	8.2	14.6	7.2	11.8	9.0	10.5	9.6	8.3	6.2	11.8	6.2	12.7
39	3	10	7	4	7	16	7	4	8	12	13	12	11	9	10	7	9	30	9	29
7	36	4	6	7	3	7	12	6	8	11	13	10	10	10	8	6				

ETS (#3782) 2006/11/29
 P16. Approximately, how many other classes have you taken at the center in the last two years?
 BASE: Respondents who have taken other classes

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Once/Comp- Not						
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	month	yr	or	lete	lete	lete	lete				
		Use	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	ly	ly	ly				
		---D---	---G---	---H---	---I---	---J---	---K---	---L---	---M---	---N---	---O---	---P---	---Q---	---R---	---S---	---T---	---U---	---V---				
7-9		28	5	4	2	3	6	9	9	1	8	2	17	8	12	8	5	0	11	16	19	9
%		8.0	2.9	11.4	13.0	5.9	11.8	3.8	9.2	2.3	10.1	9.8	12.1	8.8	6.4	0.0	10.9	6.7	13.5	4.3	10	10
		29	4	6	2	4	6	11	9	1	7	2	17	9	11	8	5	0	10	18	19	10
												LM	K	K		Q					U	T
10		26	3	7	4	2	3	14	6	1	7	4	11	10	6	7	10	2	7	19	9	16
%		7.4	4.1	12.5	5.9	5.7	6.5	9.4	7.0	3.1	7.6	5.9	6.2	11.3	5.5	7.6	12.6	3.7	6.5	8.0	6.7	8.2
		32	2	11	4	2	3	17	7	2	8	6	15	9	6	7	12	2	7	25	11	21
More than 10		36	5	13	7	2	3	18	9	4	6	5	19	11	17	4	22	3	14	21	14	21
%		10.4	8.2	25.0	10.3	5.7	6.5	12.3	10.9	12.7	7.3	7.3	11.3	12.8	16.6	4.6	28.6	5.2	13.5	9.0	10.2	10.5
		47	4	22	7	2	3	23	11	6	8	7	23	16	21	6	30	4	17	29	19	27
															O	N	Q					
DK/RF		21	4	3	5	1	3	12	2	1	4	2	8	4	8	4	7	2	9	12	13	8
%		6.1	5.7	7.4	2.9	6.5	7.8	2.6	3.2	5.0	3.2	4.7	5.2	7.5	4.3	9.5	4.1	8.3	5.2	9.4	3.9	9
		22	3	5	5	1	3	11	2	1	6	3	8	6	8	5	7	2	10	12	13	9
MEAN:		6.2	4.8	9.4	5.4	5.1	6.1	6.5	7.1	5.1	5.6	5.1	6.3	6.7	7.7	5.0	10.0	4.1	7.4	5.6	6.7	5.8
			C	BDEF	C	C	C	C				M		K	O	N	Q	P	S	R		

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very				
Codes	Standards	Other	Eng/Arch/Const	Con/Trac/Intor	Con/Trac/Intor	New	Mid	Sen	Small	Large	Once/month	Once/month	Comp/lete	Comp/lete	Not	Very	Not	Very		
63	54	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208		
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246
247	41	36	57	25	37	104	62	20	66	45	125	66	69	70	56	44	69	174	91	153
%	67.5	64.0	72.0	86.1	70.0	67.0	71.9	58.6	69.5	57.7	68.1	75.9	64.3	73.1	71.4	59.9	62.9	69.3	59.7	73.7
288	32	61	54	31	35	125	70	25	76	56	141	79	82	79	67	50	79	206	103	182
E	E	E	E	BC	BC					M		K							U	T
107	22	16	20	4	15	47	23	14	24	30	52	19	36	22	22	26	37	70	54	53
%	29.4	34.0	25.3	13.9	28.0	30.0	26.2	41.4	25.5	38.8	28.4	21.5	33.8	22.9	28.6	35.9	33.2	27.9	35.4	25.4
116	17	26	19	5	14	52	24	16	24	34	55	21	35	22	23	29	38	77	54	61
E	E	E	E	B	B					M		K							U	T
11	1	2	2	0	1	5	2	0	5	3	6	2	2	2	4	0	3	4	7	2
%	3.1	2.0	3.3	2.7	0.0	3.0	1.9	0.0	5.0	3.5	3.5	2.6	1.9	4.0	0.0	4.2	4.0	2.7	4.9	0.9
15	1	3	2	0	1	6	2	0	6	4	7	4	2	5	0	3	5	10	10	3
																			U	T

U3. Which programs are you aware of?

BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
	LEED	Other PV/Eng/Con-	Stand Build Light End-Use	Renew Arch/Con-	End sul-trac	New Mid tor	Sen-ior	EXPERIENCE	SIZE OF BUSINESS	Once/More/less	Once/More/less	Not Comp-lete	Not Comp-lete	Very satis	Very satis										
Total	247	41 36 57 25 37 104 62 20 66 45 125 66 69 70 56 44 69 174 91 153	% 100.0	288	32 61 54 31 35 125 70 25 76 56 141 79 82 79 67 50 79 206 103 182	Prescriptive rebate program for standard energy efficiency measures at existing facilities	89 16 10 19 11 15 40 25 5 22 15 50 19 26 23 24 15 24 66 36 53	% 36.2 40.6 26.2 33.3 41.9 40.0 38.7 40.6 22.5 33.4 32.6 40.1 28.2 38.4 33.2 43.2 33.3 34.1 37.7 39.9 34.7	105 13 16 18 13 14 47 28 7 26 22 56 22 32 27 28 16 26 79 38 67	Custom incentive program for more complex energy efficiency projects at existing facilities	45 10 3 13 5 5 17 11 5 11 11 19 11 12 10 10 9 13 30 19 25	% 18.2 25.0 8.2 22.2 19.4 14.3 16.0 18.2 26.6 16.8 23.6 14.8 16.4 16.8 14.7 18.6 21.1 19.3 17.4 21.0 16.0	51 8 5 12 6 5 19 13 8 11 13 22 11 16 11 12 10 14 36 19 31	Incentive and technical assistance program for new construction	64 6 13 18 6 9 32 16 3 15 15 31 17 15 19 13 6 18 45 23 41	% 25.8 15.6 36.1 31.5 22.6 22.9 30.6 26.4 16.2 22.2 33.9 24.5 25.8 21.8 27.3 24.0 13.1 26.3 26.1 25.3 26.6	80 5 22 17 7 8 38 22 6 18 19 38 21 23 21 17 8 21 59 27 53	Agricultural incentives and pumping services	3 0 1 1 1 0 1 2 0 0 0 2 0 1 2 0 0 1 1 2 1 2	% 1.1 0.0 1.6 1.9 0.0 2.9 1.6 0.0 0.0 3.7 0.0 1.6 2.4 0.0 0.0 0.0 0.0 1.5 0.9 1.2 1.1	3 0 1 1 1 0 1 2 0 0 0 2 0 1 2 0 0 1 1 2 1 2	Incentive program for multi-family properties	6 1 3 0 1 3 0 2 3 1 3 2 2 2 2 1 1 0 3 3 4 2	% 2.6 3.1 8.2 0.0 3.2 0.0 2.4 4.3 4.1 3.8 4.2 1.9 3.3 3.6 1.2 2.1 0.0 4.9 1.7 4.4 1.6	8 1 5 0 1 0 3 3 1 3 2 4 2 3 1 2 0 3 5 4 4 4

U3. Which programs are you aware of?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	PFC BANNER																					
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION SATISFIED								
	LEED	Other PV/Eng/Con-	Renew Arch/trac sul-	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/month	Once/yr or less	Comp-lete	Not comp-lete	Satis-	Not satis-							
	Codes Stand-ards	Build-ings	Light-ing	Use	Const-	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor							
Incentive program for distributors or other vendors of energy efficient equipment	%	12	1	2	2	1	4	5	4	1	3	0	6	4	7	4	1	0	4	7	7	5
		4.7	3.1	4.9	3.7	3.2	11.4	4.8	6.1	4.1	4.1	0.0	5.2	6.1	9.6	5.3	2.1	0.0	6.1	4.2	7.6	3.0
		13	1	3	2	1	4	5	4	1	4	0	7	5	6	5	2	0	5	8	8	5
Other rebate/financial incentive program	%	10	3	2	1	1	3	3	4	3	3	2	6	2	2	3	3	3	1	4	7	3
		4.2	6.3	4.9	1.9	3.2	8.6	3.2	7.1	14.6	4.1	3.7	4.9	3.8	3.1	3.8	4.6	2.4	5.4	3.8	3.5	4.7
		12	2	3	1	1	3	4	4	4	3	2	7	3	2	3	3	1	4	8	3	9
Incentive program for renewable power and distributed generation projects	%	7	1	0	3	0	2	3	2	2	1	1	4	2	0	2	1	2	0	7	0	7
		2.8	3.1	0.0	5.6	0.0	5.7	3.3	3.4	7.5	1.6	2.4	3.1	3.2	0.7	3.0	1.9	4.8	0.0	4.0	0.0	4.6
		7	1	0	3	0	2	3	2	2	1	1	4	2	1	2	1	2	0	7	0	7
Other renewable/self-generation program	%	3	1	0	1	0	1	3	1	0	0	0	1	2	1	1	3	0	1	2	3	0
		1.4	3.1	0.0	1.9	0.0	2.9	3.2	1.7	0.0	0.0	0.0	0.9	3.5	1.6	1.8	6.1	0.0	1.5	1.3	3.7	0.0
		3	1	0	1	0	1	3	1	0	0	0	1	2	1	1	3	0	1	2	3	0
Interruptible rate/service program	%	1	0	0	0	0	1	1	1	0	0	0	1	0	0	0	0	0	0	0	1	0
		0.4	0.0	0.0	0.0	0.0	2.9	1.0	1.7	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0
		1	0	0	0	0	1	1	1	0	0	0	1	0	0	0	0	0	0	0	1	0
Demand bidding program	%	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0
		0.2	0.0	1.6	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0
		1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0
Critical peak pricing	%	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0
		0.5	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0
		2	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	2	0

U3. Which programs are you aware of?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

	PF3 BANNER												ATTENDANCE FREQUENCY	EXPECTATION	SATISFIED					
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS										
	LEED	Other PV/End-Use	Renewable Const	Arch/Const	trac-tor	Con-sultant	Eng/Const	Con-sultant	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/month or more	Once/less	Comp-ly	Not	Very satis-fied	Not	
Other demand response/interruptible rate prog	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.2	0.0	0.0	0.0	0.4	0.7	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	1.0	0.0	0.3	0.0	0.3	1
"20/20" program	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
%	0.3	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	1.1	0.0	1.8	0.0	0.5	0.9	0.0
Flex Your Power	5	0	1	2	0	0	0	0	0	1	3	3	0	2	0	0	0	5	1	4
%	2.1	0.0	1.6	3.7	0.0	0.0	0.0	0.0	1.3	0.8	5.2	5.0	0.0	3.8	0.0	0.0	2.9	1.2	2.6	4
Rebate programs (not specified)	5	1	1	0	1	1	2	1	1	0	3	2	2	3	2	0	0	5	1	4
%	2.0	3.1	1.6	0.0	3.2	0.0	1.4	1.0	1.9	0.0	2.4	3.2	2.7	4.5	3.3	0.0	2.9	0.7	2.9	4
Other	7	0	1	2	0	3	2	0	1	3	3	3	3	3	2	1	2	5	2	6
%	2.9	0.0	1.6	3.7	0.0	8.6	2.4	0.0	3.2	2.4	5.2	5.2	3.9	3.7	2.7	2.4	3.3	2.8	1.7	3.7
None	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	0.2	0.0	0.0	0.0	0.0	0.0	0.4	0.7	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.3	1
Don't know	49	6	7	10	7	5	15	10	2	19	9	12	14	14	7	12	17	30	20	28
%	19.9	15.6	19.7	18.5	25.8	14.3	14.5	16.6	10.9	29.6	20.0	21.5	18.6	20.5	12.6	28.5	24.9	17.4	22.0	18.2
	59	5	12	10	8	5	21	10	3	23	12	29	17	17	9	15	20	37	25	32

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

		PFC BANNER																					
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				ATTENDANCE FREQUENCY				EXPECTATION SATISFIED					
		LEED				Other PV/ Eng/ Con-				New Mid for Sen-				Once/ Once/				Not					
		Stand Build Light End-				Arch/ trac sul-				End User <=5 >25				Small Large month yr or				lete					
		-ing Use -able Const -tor tant				--H-- --G-- --J-- --K-- --L-- --M--				--I-- --E-- --F-- --P-- --Q--				--R-- --S-- --T-- --U--									
		--D-- --C-- --B-- --A--																					
Total		123	20	16	28	11	18	49	31	11	32	21	57	38	25	38	26	17	38	83	49	72	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
143	16	26	27	14	17	59	39	12	36	27	62	46	30	43	32	21	44	98	57	85			
37	4	4	7	2	9	15	9	3	8	7	16	11	11	10	11	6	9	28	15	22			
%	30.4	18.8	23.1	25.9	21.4	47.1	30.4	30.2	29.5	25.5	35.5	27.9	28.4	42.8	25.0	41.5	34.2	23.4	34.0	31.1	30.4		
44	3	6	7	3	8	19	13	3	8	10	19	11	12	12	12	7	10	34	17	27			
21	8	1	4	2	2	7	5	2	8	2	10	7	2	5	3	4	8	12	7	13			
%	17.5	37.5	3.8	14.8	21.4	11.8	14.2	16.0	15.6	25.3	9.9	18.1	19.4	9.8	12.1	12.8	22.0	20.2	15.0	13.9	18.4		
23	6	1	4	3	2	7	6	3	8	2	12	7	4	5	4	4	7	15	6	16			
24	1	3	8	2	4	12	8	1	5	6	6	11	3	9	5	2	8	16	12	12			
%	19.5	6.3	19.2	29.6	14.3	23.5	25.2	26.6	8.2	14.5	28.8	9.8	29.9	10.3	23.7	18.8	12.0	21.2	19.1	23.6	17.1		
31	1	5	8	2	4	15	11	2	6	8	8	6	16	5	11	7	3	11	20	15	16		
2	0	1	0	0	1	1	0	0	0	1	0	0	2	1	0	0	1	2	0	1	1		
%	1.4	0.0	3.8	0.0	0.0	5.9	2.2	0.0	0.0	1.8	0.0	0.0	4.4	4.3	0.0	0.0	6.1	4.4	0.0	2.2	0.8		
2	0	1	0	0	1	1	0	0	0	1	0	0	2	1	0	0	1	2	0	1	1		
4	0	2	1	0	0	1	1	1	0	3	1	2	1	2	0	1	0	2	2	3	1		
%	3.4	0.0	11.5	3.7	0.0	0.0	1.2	1.9	0.0	9.2	2.8	3.9	3.6	6.6	0.0	4.5	0.0	6.3	2.1	6.1	1.7		
5	0	3	1	0	0	1	1	1	0	3	1	3	1	2	0	2	0	2	3	3	2		

ETS (#3782)
 U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

	PF3 BANNER												ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
	COURSE TYPE				TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS		Once/Comp		Not	
	LEED	Other PV/End-Use	Eng/Arch/Const	Con/Trac/Const	Renew/able	Mid 6-25	New 26-50	Sen >25	Small <=5	Large 6-10	Once/yr or more	Comp/lete	Very satis	Not	Very			
Incentive program for distributors or other vendors of energy efficient equipment	3	0	0	0	1	0	1	1	0	1	0	0	1	0	0	2	1	2
Other rebate/financial incentive program	2	0	0	0	1	2	1	1	0	0	1	0	0	0	0	2	0	2
Incentive program for renewable power and distributed generation projects	3	0	1	0	2	1	2	1	2	1	0	1	0	1	0	3	0	3
Other renewable/self-generation program	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	1	1	0
Demand bidding program	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
"20/20" program	2	1	1	0	0	1	0	0	1	0	0	0	0	0	0	2	0	2
Flex Your Power	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	1

U4. Which programs, if any, have you participated in the past two years?
 BASE: Respondents who have participated in any programs

		PFC BANNER												ATTENDANCE		EXPECTATION		SATISFIED	
COURSE TYPE		TYPE OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				FREQUENCY		Not		Very	
LEED		Other	Eng/	Con-	Con-	Eng/	Arch/	trac	End	New	Mid	Sen-	Small	Large	yr	or	lete	lete	satis
Codes	Green	PV/	Renew	able	Const	tor	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	-fied	-fied
Stand	ards	-ing	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	1	2	0	1	0	1	1	0	2	1	1	1	3	0	1	2	1
3	0	0	3.7	14.3	0.0	1.7	0.0	9.4	2.5	0.0	3.3	2.2	3.3	2.1	10.2	0.0	2.2	2.2	1.7
%	0.5	0.0	3.8	0.0	0.0	1.2	1.9	0.0	0.0	0.0	1.0	0.0	2.4	0.0	2.3	0.0	0.0	0.7	1.2
1	0	1	0	0	1	1	1	0	0	0	1	0	1	0	1	0	0	1	1
3	0	0	1	2	0	1	0	1	1	0	2	1	1	1	3	0	1	2	1
%	2.2	0.0	0.0	14.3	0.0	1.7	0.0	9.4	2.5	0.0	3.3	2.2	3.3	2.1	10.2	0.0	2.2	2.2	1.7
3	0	0	1	2	0	1	0	1	1	0	2	1	1	1	3	0	1	2	1
17	5	2	3	1	2	7	2	3	5	2	9	5	2	11	2	1	5	11	5
%	13.5	25.0	11.5	11.1	7.1	11.8	14.5	5.6	30.7	14.7	11.1	16.6	12.7	8.4	28.4	6.3	7.3	13.8	13.6
16	4	3	3	1	2	8	2	2	2	5	2	9	5	2	10	2	1	5	11
19	3	2	3	3	1	4	7	1	6	2	12	4	4	5	2	4	9	10	12
%	15.4	12.5	11.5	11.1	28.6	5.9	7.8	21.4	9.5	17.3	10.0	20.9	10.3	15.8	12.8	5.9	23.2	23.7	11.9
23	2	3	3	4	1	5	7	2	7	4	12	6	4	6	2	6	11	12	15
Don't know																			

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED						
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS										
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Once/	Comp-	Not	Very	Not					
		Use	Arch/	tor	tor	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	satis	ly					
		ing	Const	tor	tor	Use	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--					
		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--					
		--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--					
		--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--					
		--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--					
Total		247	41	36	57	25	37	104	62	20	66	45	125	66	69	70	56	44	69	174	91	153
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
288		61	54	31	35	125	70	25	76	56	141	79	82	79	67	50	67	50	79	206	103	182
Prescriptive rebate program for standard energy efficiency measures at existing facilities	%	53	11	5	13	5	7	29	13	2	9	6	32	8	14	13	14	11	16	37	25	28
		21.6	28.1	13.1	22.2	19.4	20.0	28.0	21.3	12.1	13.9	14.3	25.6	12.2	19.9	19.0	25.2	25.2	23.6	21.2	27.6	18.4
		61	9	8	12	6	7	32	15	4	10	9	35	10	16	15	15	11	19	42	28	33
Custom incentive program for more complex energy efficiency projects at existing facilities	%	30	6	0	10	2	4	11	12	3	5	8	12	9	6	8	5	6	5	25	8	22
		12.2	15.6	0.0	18.5	9.7	11.4	10.5	19.0	13.9	8.1	18.1	9.5	12.9	8.1	11.1	9.7	14.6	7.1	14.4	8.4	14.6
		32	5	0	10	3	4	11	13	4	5	8	13	9	7	8	6	7	5	27	8	24
Incentive and technical assistance program for new construction	%	22	1	4	6	2	4	15	4	1	5	6	7	8	5	7	5	2	8	14	10	12
		8.9	3.1	11.5	11.1	6.5	11.4	14.8	6.2	6.8	7.9	13.9	6.0	12.6	6.8	9.6	9.3	3.5	11.1	8.2	10.8	8.0
		28	1	7	6	2	4	18	5	3	7	7	9	12	7	8	7	2	9	19	11	17
Agricultural incentives and pumping services	%	2	0	0	1	0	1	2	1	0	0	1	0	1	1	1	1	1	1	1	1	1
		0.9	0.0	0.0	1.9	0.0	2.9	2.0	1.7	0.0	0.0	2.4	0.0	1.6	1.6	1.5	1.9	2.4	1.5	0.6	1.2	0.7
		2	0	0	1	0	1	2	1	0	0	1	0	1	1	1	1	1	1	1	1	1
Incentive program for multi-family properties	%	3	0	1	0	0	1	1	1	0	1	1	1	1	2	0	1	0	0	3	1	2
		1.2	0.0	3.3	0.0	0.0	2.9	1.3	1.0	0.0	1.6	2.4	1.0	1.2	2.4	0.0	2.1	0.0	0.0	1.8	0.7	1.6
		4	0	2	0	0	1	2	1	0	1	1	2	1	2	0	2	0	0	4	1	3

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		PFIC BANNER										ATTENDANCE EXPECTATION		SATISFIED					
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		FREQUENCY		Not			
Codes	Green	Other PV/	Eng/	Con-	Con-	Sen-	New	Mid	Sen-	Small	Once/	Once/	Comp-	Not	Very	Very	Not		
Stand	Build	End-	Renew	Arch/	trac	End	Use	6-25	ior	4-6	Large	month	or	lete	satis	satis			
ards	ings	ing	Use	Const	tor	User	able	<=5	>25	<=5	>100	more	less	ly	-fied	-fied			
--A--	--B--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
4	0	1	1	0	1	3	2	0	2	1	1	2	2	0	0	4	1	4	
1.7	0.0	3.3	1.9	0.0	2.9	2.9	2.7	0.0	4.7	1.0	1.2	0.9	3.0	0.0	0.0	2.4	0.7	2.3	
5	0	2	1	0	1	4	2	0	2	2	1	1	2	2	0	5	1	4	
4	0	0	1	1	2	2	2	0	1	0	2	3	0	1	0	3	1	3	
1.6	0.0	0.0	1.9	3.2	5.7	2.0	3.4	0.0	1.2	0.0	1.7	4.6	0.0	1.9	0.0	0.6	3.2	0.7	
4	0	0	1	1	2	2	2	0	1	0	2	3	0	1	0	3	1	3	
1.5	0.0	0.0	1.9	0.0	5.7	3.0	1.7	2.3	0.0	4.7	1.2	2.2	1.5	1.9	2.4	2.1	1.2	1.7	
4	0	0	1	0	2	3	1	1	0	2	2	2	1	1	1	0	4	1	
1	0	0	1	0	0	1	0	0	0	0	0	1	1	0	0	0	1	0	
0.4	0.0	0.0	1.9	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.6	1.5	0.0	0.0	0.0	0.6	0.0	0.7	
1	0	0	1	0	0	1	0	0	0	0	1	1	0	0	0	0	1	0	
2	0	1	1	0	0	2	1	0	1	1	0	0	1	1	0	1	1	2	
0.9	0.0	3.3	1.9	0.0	0.0	1.6	1.7	0.0	0.9	2.4	0.0	1.8	0.0	1.5	1.9	0.0	1.7	0.6	
3	0	2	1	0	0	2	1	0	1	1	0	2	0	1	1	0	2	1	
1	0	0	1	0	0	1	1	0	0	1	0	0	0	1	1	0	0	1	
0.4	0.0	0.0	1.9	0.0	0.0	1.0	1.7	0.0	0.0	2.4	0.0	0.0	1.5	1.9	0.0	0.0	0.6	0.0	
1	0	0	1	0	0	1	1	0	0	1	0	0	0	1	1	0	0	1	
1	0	0	0	0	0	1	1	0	0	0	1	0	0	1	0	0	1	0	
0.3	0.0	0.0	0.0	0.0	0.0	0.8	1.3	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.5	0.0	
1	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	

Incentive program for distributors or other vendors of energy efficient equipment %
 Other rebate/financial incentive program %
 Incentive program for renewable power and distributed generation projects %
 Other renewable/self-generation program %
 Interruptible rate/service program %
 Demand bidding program %
 Other demand response/interruptible rate prog %

U5. Are there any programs that you are likely to participate in the next two years?
 BASE: Respondents who are aware of programs offered by the utility to help businesses promote energy efficiency

		PFIC BANNER												ATTENDANCE		EXPECTATION		SATISFIED			
COURSE TYPE		YEARS OF BUSINESS				YEARS OF INDUSTRY EXPERIENCE				SIZE OF BUSINESS				FREQUENCY		NOT		SATISFIED			
LEED		Other PV/ Eng/ Con-		Arch/ trac sul-		New Mid Sen-		Small Large		Once/ Comp-		Once/ Comp-		Not		Very		Very			
Codes Green		End-	Renew	Eng/	Con-	Arch/	trac	sul-	New	Mid	Sen-	Small	Large	Once/	Comp-	Once/	Comp-	Not	Very		
Stand -ards -ing -ing		Use	able	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	>100	more	less	ly	ly	-S-	-T-		
--A--		--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--		
"20/20" program	%	2	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	0	2	1	0
		0.6	0.0	0.0	0.0	2.9	1.0	0.7	0.0	1.2	0.0	1.6	0.6	0.0	0.0	0.0	0.0	0.9	1.2	0.3	1
		2	0	0	0	1	1	1	0	2	0	1	1	0	0	0	0	0	2	1	1
		6	1	2	0	2	1	2	1	2	0	3	2	3	0	1	5	2	2	4	4
	%	2.5	3.1	1.6	3.7	0.0	5.7	1.0	3.2	0.0	3.2	3.9	3.3	4.8	0.0	1.5	2.9	1.8	2.9	2.9	4
		6	1	1	2	0	2	1	2	0	4	2	3	2	3	0	1	5	2	2	4
Other	%	4	1	1	0	0	2	2	0	1	1	1	1	0	0	0	3	1	3	1	1
		1.5	3.1	1.6	0.0	0.0	1.8	2.8	0.0	2.0	2.4	1.0	1.5	0.0	0.0	3.8	0.6	2.9	0.7	0.7	2
		4	1	1	0	0	2	2	0	1	2	1	2	0	0	2	2	2	2	2	2
		39	8	7	8	4	6	16	8	3	13	9	16	14	12	15	15	5	13	25	25
	%	16.0	18.8	18.0	14.8	16.1	17.1	15.7	13.2	14.1	19.5	20.8	12.8	21.4	16.7	21.3	26.0	11.3	18.4	14.6	14.2
		46	6	11	8	5	6	19	10	4	15	10	19	17	13	17	16	6	15	30	14
		93	14	17	19	11	11	30	22	11	30	14	54	23	24	31	15	20	24	67	32
	%	37.6	34.4	45.9	33.3	45.2	28.6	29.1	35.6	52.4	44.9	32.2	42.8	35.3	35.1	43.9	26.7	45.4	35.2	38.2	34.8
		110	11	28	18	14	10	41	23	11	35	21	60	27	29	34	20	24	28	80	38

U6. Did the class provide you with information about any of these programs?
 BASE: Respondents who aware of the programs offered by the utility to help businesses promote energy efficiency

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS														
		TYPE OF BUSINESS		Sen-ior		Small		Large		Once/		Comp-		Not		Very					
		Other	Eng/	Con-	Con-	End	New	Mid	ior	6-25	>25	<=5	>100	more	less	ly	ly	ly			
		Use	Const	tor	tant	User	<=5	6-25	>25	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--			
		able	able	tor	tant	User	<=5	6-25	>25	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--			
Total	247	41	36	57	25	37	104	62	20	66	45	125	66	69	70	56	44	69	174	91	153
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	288	32	61	54	31	35	125	70	25	76	56	141	79	82	79	67	50	79	206	103	182
Yes	101	22	9	23	8	18	33	21	14	33	19	48	28	29	31	22	20	27	73	38	62
%	40.8	53.1	24.6	40.7	32.3	48.6	31.8	33.6	67.5	50.1	43.1	38.5	42.2	41.8	43.8	39.7	46.6	38.5	42.0	42.2	40.2
	113	17	15	22	10	17	40	23	14	37	24	51	32	32	34	26	23	30	82	43	69
No	105	15	22	21	11	12	50	31	7	22	18	57	25	28	27	25	20	26	78	32	72
%	42.8	37.5	60.7	37.0	41.9	31.4	47.6	49.9	32.5	33.2	40.5	45.8	37.2	41.4	38.6	45.5	44.8	37.7	44.8	34.9	47.3
	128	12	37	20	13	11	59	36	11	27	24	67	31	36	32	31	22	30	97	36	91
Dk/RF	41	4	5	13	7	7	21	10	0	11	7	20	14	12	12	8	4	16	23	21	19
%	16.5	9.4	14.8	22.2	25.8	20.0	20.6	16.5	0.0	16.7	16.4	15.7	20.6	16.8	17.7	14.8	8.6	23.8	13.2	22.9	12.4
	47	3	9	12	8	7	26	11	0	12	8	23	16	14	13	10	5	19	27	24	22

U7. Which programs?

BASE: Respondents who said the class provided information about program

		PF3 BANNER													ATTENDANCE		EXPECTATION		SATISFIED	
COURSE TYPE		TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			FREQUENCY			Not		Very		Not		
		Other	Eng/	Con-	Eng/	Con-	New	Mid	Sen-	Small	Large	Once	Once	Comp-	Comp-	Very	Very	Not	Not	
		Use	Const	tor	Arch/	trac	User	6-25	>25	<=5	>25	more	less	ly	ly	satis	satis	-T-	-U-	
		ing	ant	tant	End	End	End	6-25	>25	<=5	>25	less	more	ly	ly	fy	fy	-T-	-U-	
		ing	ant	tant	End	End	End	6-25	>25	<=5	>25	less	more	ly	ly	fy	fy	-T-	-U-	
		ing	ant	tant	End	End	End	6-25	>25	<=5	>25	less	more	ly	ly	fy	fy	-T-	-U-	
4	0	1	2	0	1	1	0	0	3	1	1	1	3	0	0	3	0	3	3	
3.7	0.0	6.7	4.5	20.0	0.0	1.8	5.0	3.4	2.5	0.0	6.1	2.9	4.9	2.7	12.1	0.0	1.7	4.5	1.2	
5	0	1	1	2	0	1	1	1	0	4	1	2	1	3	0	1	4	1	4	
2	0	1	0	0	1	0	0	0	2	0	1	0	0	1	0	2	1	1	1	
1.7	0.0	6.7	0.0	0.0	5.9	0.0	0.0	0.0	5.0	0.0	1.2	3.8	0.0	0.0	2.7	0.0	0.0	2.3	1.6	
2	0	1	0	0	1	0	0	0	2	0	1	1	0	0	1	0	2	2	1	
2	0	0	0	0	2	1	0	0	1	0	1	1	1	0	0	2	1	1	1	
2.1	0.0	0.0	0.0	0.0	11.8	3.2	0.0	0.0	3.2	0.0	2.2	3.8	3.7	0.0	0.0	0.0	2.9	2.8	1.7	
2	0	0	0	0	2	1	0	0	1	0	1	1	1	0	0	2	1	1	1	
1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	
1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0	0.0	0.0	4.8	0.0	0.0	0.0	0.0	5.0	0.0	3.5	
1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	0	
1	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	1	0	
0.8	0.0	0.0	0.0	0.0	2.4	3.9	0.0	0.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0	0.0	1.1	0.0	1.3	
1	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	
1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	
1.0	0.0	0.0	4.5	0.0	0.0	0.0	0.0	7.8	0.0	0.0	3.8	3.7	0.0	4.7	0.0	1.4	2.7	0.0	0.0	
1	0	0	1	0	0	0	0	1	0	0	1	1	0	1	0	0	1	1	0	
2	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	2	0	2	
2.1	0.0	0.0	4.5	0.0	5.9	0.0	0.0	7.8	3.2	5.6	2.2	0.0	3.7	0.0	4.7	5.2	0.0	2.9	0.0	
2	0	0	1	0	1	0	0	0	1	1	1	0	1	0	1	1	0	2	0	

U7. Which programs?

BASE: Respondents who said the class provided information about program

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Very					
Codes	Standards	Other PV/End-Use	Renewable Const	Arch/Const	Eng/Const	Con-trac-tor	Con-tant	Con-sul-tant	New User	Mid <=5	Sen-ior >25	Small <=5	Large >100	Once more	Comp-ly	Comp-ly	Very satis-fied	Not			
4	1	0	1	1	0	1	1	1	1	2	1	2	1	1	1	1	4	1	4		
%	4.3	5.9	13.3	0.0	10.0	5.9	0.0	6.1	4.4	4.3	3.1	4.3	2.1	8.1	4.6	6.4	5.2	3.1	4.8	2.1	5.7
5	1	2	0	1	1	0	1	1	1	2	1	2	2	2	1	1	4	1	4	1	4
27	6	2	5	2	4	8	5	5	4	10	8	13	7	6	11	4	6	7	19	9	17
%	26.6	29.4	20.0	22.7	30.0	23.5	24.7	23.5	30.2	30.3	39.2	26.3	23.5	21.9	37.2	18.9	27.4	27.0	25.8	24.3	27.3
29	5	3	5	3	4	10	5	5	3	12	9	12	8	7	11	5	7	7	21	10	18

ETS (#3782)
 2006/11/29
 Cl. Has your business purchased any major energy-using equipment, such as lighting, refrigeration, HVAC, or food service equipment since attending the class?
 BASE: End Users

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Once/ month yr or more		Once/ month yr or less		Not comp-lete		Very satis-fied						
Other	PV/ Renew-able	Eng/ Arch/ Const	Con- trac-tor	New	Mid	Sen-ior	Small	Large	100	100	100	100	Not	Very						
Use	Use	Const	tor	User	6-25	>25	<=5	>100	more	less	ly	ly	-T-	-U-						
33	9	3	3	5	7	0	0	0	33	8	15	7	13	7	10	11	22	13	20	
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
37	7	5	3	6	7	0	0	0	37	10	17	8	4	15	9	11	12	25	14	23
16	5	2	2	3	2	0	0	0	16	2	10	3	0	9	4	4	6	10	7	10
%	49.9	57.1	60.0	66.7	66.7	28.6	0.0	0.0	49.9	30.0	63.8	45.0	0.0	72.3	50.4	35.7	58.3	45.8	51.6	48.8
19	4	3	2	4	2	0	0	0	19	3	11	4	0	11	5	4	7	12	7	12
14	4	1	1	2	4	0	0	0	14	5	4	4	3	3	4	5	2	12	4	10
%	43.7	42.9	20.0	33.3	33.3	57.1	0.0	0.0	43.7	62.7	29.1	48.9	100.0	24.2	49.6	48.2	22.1	54.2	32.3	51.2
15	3	1	1	2	4	0	0	0	15	6	5	3	4	3	4	5	2	13	4	11
2	0	1	0	0	1	0	0	0	2	1	1	0	0	0	0	2	2	0	2	0
%	6.4	0.0	20.0	0.0	0.0	14.3	0.0	0.0	6.4	7.3	7.1	6.1	0.0	3.5	0.0	16.0	19.6	0.0	16.1	0.0
3	0	1	0	0	1	0	0	0	3	1	1	1	0	1	0	2	3	0	3	0

2006/11/29

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Once/Comp-Not		Once/Comp-Not		Very Satis-ly-fied		Very Satis-ly-fied						
Other PV/Eng/Con-	End-Renew Arch/trac sul-	End User <=5	New Mid 6-25	Sen-ior >25	Small <=5	Large >100	Less	More	Less	More	Less	More	Less	More	Less	More				
Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--	Use -able Const -tor -H--G--				
33	9	3	3	5	7	0	0	0	0	33	8	15	7	13	7	10	11	22	13	20
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
37	7	5	3	6	7	0	0	0	0	37	10	17	8	15	9	11	12	25	14	23
9	3	1	1	2	1	0	0	0	0	9	2	4	2	0	4	3	2	3	6	4
%	27.3	28.6	40.0	33.3	50.0	14.3	0.0	0.0	0.0	27.3	24.4	27.3	24.9	0.0	31.5	42.2	19.1	29.0	26.5	32.0
10	2	2	1	3	1	0	0	0	0	10	2	5	2	0	5	4	3	7	4	6
22	6	2	2	2	5	0	0	0	0	22	6	10	5	3	8	4	7	6	16	7
%	68.0	71.4	60.0	66.7	50.0	71.4	0.0	0.0	0.0	68.0	75.6	65.6	69.0	100.0	65.0	57.8	70.6	56.9	73.5	56.4
25	5	3	2	3	5	0	0	0	0	25	8	11	5	4	9	5	8	7	18	8
2	0	0	0	0	1	0	0	0	0	2	0	1	0	0	0	0	1	2	0	0
%	4.6	0.0	0.0	0.0	0.0	14.3	0.0	0.0	0.0	4.6	0.0	7.1	6.1	0.0	3.5	0.0	10.3	14.1	0.0	11.6
2	0	0	0	0	1	0	0	0	0	2	0	1	1	0	1	0	1	2	0	2

ETS (#3782) 2006/11/29
 CIB. Since attending the class, have you made any major changes to the building's shell - such as, insulating walls, replacing a roof or windows, etc.?
 BASE: End User

COURSE TYPE		PFIC BANNER										ATTENDANCE EXPECTATION		SATISFIED									
		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		Not		SATISFIED											
		Eng/	Con-	Other PV/	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Very	Not									
		Arch/	trac	Renew	Use	End	6-25	ior	<=5	>100	month	lete	satis	Very									
		Const	-tor	able	ing	User	<=5	>25	<=5	>100	ly	ly	-fied	-fied									
		--G--	--H--	--P--	--D--	--E--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--									
		--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--	--AA--	--AB--	--AC--	--AD--									
Total		33	9	3	3	5	7	0	0	0	33	8	15	7	3	13	7	10	11	22	13	20	
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
		37	7	5	3	6	7	0	0	0	37	10	17	8	4	15	9	11	12	25	14	23	
Yes	%	22.2	42.9	20.0	0.0	50.0	0.0	0.0	0.0	0.0	7	0	5	3	1	4	4	1	1	6	1	6	
		8	3	1	0	3	0	0	0	0	8	0	6	2	1	4	4	1	1	7	1	7	
No	%	76.5	57.1	80.0	100.0	50.0	100.0	0.0	0.0	0.0	25	8	10	5	2	9	4	9	10	16	12	13	
		28	4	4	3	3	7	0	0	0	28	10	11	5	3	10	5	10	18	12	16	16	
Dk/RF	%	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	
		1	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0	1	0	0	

ETS (#3782) 2006/11/29
 CIC. Since attending the class, have you made any major changes to the design of your facility, such as adding more space or remodeling existing space?
 BASE: End User

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Once/ month yr or more		Once/ month yr or less		Not comp-lete		Very satis-fied						
Other Eng/ Con-	PV/ Arch/ trac-	End User	Con-sul-tant	New <=5	Mid 6-25	Sen->25	Small <=5	Large >100	Less	More	ly	ly	ly	ly	ly	ly				
33	9	3	3	5	7	0	0	0	33	8	15	7	3	13	7	10	11	22	13	20
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
37	7	5	3	6	7	0	0	0	37	10	17	8	4	15	9	11	12	25	14	23
12	4	1	2	2	1	0	0	0	12	2	7	3	0	7	3	3	6	7	6	7
%	37.1	42.9	40.0	66.7	50.0	14.3	0.0	0.0	37.1	24.4	45.9	45.0	0.0	52.8	42.2	29.4	52.8	29.5	43.4	33.0
14	3	2	2	3	1	0	0	0	14	2	8	4	0	8	4	3	6	8	6	8
19	4	2	1	2	6	0	0	0	19	6	7	4	3	4	4	6	5	14	7	12
%	57.6	42.9	60.0	33.3	50.0	85.7	0.0	0.0	57.6	75.6	45.6	48.9	100.0	34.0	57.8	58.4	43.0	64.8	53.1	60.7
21	3	3	1	3	6	0	0	0	21	8	8	3	4	5	5	7	5	16	7	14
2	1	0	0	0	0	0	0	0	2	0	1	0	0	2	0	1	0	1	0	1
%	5.2	14.3	0.0	0.0	0.0	0.0	0.0	0.0	5.2	0.0	8.4	6.1	0.0	13.2	0.0	12.2	4.2	5.7	3.5	6.4
2	1	0	0	0	0	0	0	0	2	0	1	1	0	2	0	1	1	1	1	1

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Once/More/less		Comp/ly		Not		Very										
Other	PV/	Eng/	Con-	Eng/	Con-	Other	Renew	Arch/	trac	End	New	Mid	Sen-	Small	Large	month	yr	or	lete	lete	satis	Very	Not	
Use	able	Const	tor	tor	tant	User	<=5	>25	>25	<=5	>100	more	less	ly	ly	-S-	-T-	-U-	-V-	-W-	-X-	-Y-	-Z-	-AA-
33	9	3	3	5	7	0	0	0	0	0	33	8	15	7	3	13	7	10	11	22	13	20		
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
37	7	5	3	6	7	0	0	0	0	0	37	10	17	8	4	15	9	11	12	25	14	23		
5	3	1	1	1	0	0	0	0	0	0	5	1	1	2	0	4	1	1	2	3	2	3		
%	15.2	28.6	20.0	33.3	16.7	0.0	0.0	0.0	0.0	0.0	15.2	15.6	9.4	30.9	0.0	28.7	11.3	12.2	21.4	12.1	17.6	13.5		
5	2	1	1	1	0	0	0	0	0	0	5	1	2	2	0	4	1	1	2	3	2	3		
26	5	2	2	4	7	0	0	0	0	0	26	7	14	5	3	9	5	9	8	18	9	17		
%	79.6	57.1	80.0	66.7	83.3	100.0	0.0	0.0	0.0	0.0	79.6	84.4	90.6	63.0	100.0	67.8	71.2	87.8	74.3	82.2	69.3	86.5		
30	4	4	2	5	7	0	0	0	0	0	30	9	15	5	4	10	7	10	9	21	10	20		
2	1	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	1	2	0		
%	5.2	14.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.2	0.0	0.0	6.1	0.0	3.5	17.5	0.0	4.2	5.7	13.1	0.0		
2	1	0	0	0	0	0	0	0	0	0	2	0	0	1	0	1	1	0	1	1	2	0		

ETS (#3782) 2006/11/29
 C2B. Did the class in any way influence the decision you made about . . . the changes you made to the building shell
 BASE: End User who made change to the building shell

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Once/ month yr or more less		Comp- ly -ly -S-		Not comp- ly -ly -S-		Very satis- fied -T-		Not very satis- fied -U-	
Codes	Standards	Other PV/End-Use	Eng/Arch/Const	Con/Trac/Const	New User	Mid 6-25	Senior >25	Small <=5	Large >100	Once/ month yr or more less	Comp- ly -ly -S-	Not comp- ly -ly -S-	Very satis- fied -T-	Not very satis- fied -U-			
7	4	1	0	0	0	0	5	3	1	4	1	1	6	1	6	1	6
%	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
8	3	1	0	0	0	0	6	2	1	4	1	1	7	1	7	1	7
3	3	0	0	0	0	0	0	0	1	0	1	0	3	0	3	0	3
%	40.9	66.7	0.0	0.0	40.9	0.0	9.6	100.0	100.0	0.0	34.1	100.0	0.0	46.1	0.0	46.1	0.0
3	2	0	0	0	0	0	1	2	1	0	1	0	3	0	3	0	3
3	0	1	0	0	0	0	0	0	0	2	0	1	2	1	2	1	2
%	41.7	0.0	100.0	0.0	0.0	0.0	63.9	0.0	0.0	63.8	65.9	0.0	100.0	34.4	100.0	34.4	100.0
4	0	1	0	0	0	0	4	0	0	3	0	1	3	1	3	1	3
1	1	0	0	0	0	0	1	0	0	1	0	0	1	0	1	0	1
%	17.3	33.3	0.0	0.0	17.3	0.0	26.5	0.0	0.0	36.2	0.0	0.0	19.5	0.0	19.5	0.0	19.5
1	1	0	0	0	0	0	1	0	0	1	0	0	1	0	1	0	1

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED					
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not					
Codes	Green	Other	PV/	Eng/	Con-	Eng/	Con-	Arch/	trac	End	New	Mid	lor	Sen-	Small	Large	Once/	Comp-	Very	Not	
Standards	Build	Light	Renew	Const	tor	Const	tor	able	Use	End	User	<=5	>25	>25	<=5	>100	more	less	ly	ly	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
12	4	1	2	2	1	0	0	0	0	0	12	2	7	3	0	7	3	3	6	7	6
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
14	3	2	2	3	1	0	0	0	0	14	2	8	4	0	0	8	4	3	6	8	6
7	1	1	2	1	1	0	0	0	0	7	0	3	3	0	0	3	1	2	4	2	4
%	55.2	33.3	100.0	33.3	100.0	0.0	0.0	0.0	0.0	55.2	0.0	49.2	100.0	0.0	42.5	46.4	76.5	77.8	35.5	77.8	35.5
8	1	1	2	1	1	0	0	0	0	8	0	4	4	0	0	4	2	2	5	3	5
4	1	1	0	2	0	0	0	0	0	4	2	2	0	0	0	3	2	1	1	3	1
%	34.4	33.3	0.0	66.7	0.0	0.0	0.0	0.0	34.4	100.0	32.4	0.0	0.0	0.0	39.0	53.6	23.5	22.2	45.1	22.2	45.1
5	1	1	0	2	0	0	0	0	0	5	2	3	0	0	0	3	2	1	1	4	1
1	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	1	0
%	10.3	33.3	0.0	0.0	0.0	0.0	0.0	0.0	10.3	0.0	18.4	0.0	0.0	0.0	18.5	0.0	0.0	0.0	19.4	0.0	19.4
1	1	0	0	0	0	0	0	0	1	0	1	0	1	0	0	1	0	0	0	1	0

ETS (#3782) 2006/11/29
 C2D. Did the class in any way influence the decision you made about . . . the other changes you made?
 BASE: End User who made other changes

COURSE TYPE		PF3 BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS		Once/Comp- month yr or lete		Not		Very		Not		
Other PV/ End-Use	Eng/Arch/ Const	Con- tor	Con- tant	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once more	Comp- less	Not	Very	Not	Very	Not	Very	
5	3	1	1	0	0	0	0	0	4	1	1	2	3	2	3	2	3
%	100.0	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5	2	1	1	0	0	0	0	0	4	1	1	2	3	2	3	2	3
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%	25.4	50.0	0.0	0.0	0.0	0.0	54.7	0.0	0.0	0.0	100.0	0.0	47.3	0.0	47.3	0.0	47.3
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	1	1	1	0	0	0	0	0	4	1	1	0	2	1	2	1	2
%	74.6	50.0	100.0	100.0	0.0	0.0	45.3	0.0	100.0	100.0	0.0	100.0	52.7	100.0	52.7	100.0	52.7
4	1	1	1	0	0	0	0	0	4	1	1	0	2	2	2	2	2

ETS (#3782)
 C3. What influence did it have on the new equipment you purchased?
 BASE: End User who said class influenced decision

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Very satis-ly -fied -U-	
		Other PV/ Eng/ Con-	Renew Arch/ trac sul-	End User	New <=5	Mid 6-25	Sen- >25	Small <=5	Large >100	Once/ month yr or	Comp- less ly	Not comp- ly	Very satis-ly	Very -fied	Not -T-	Very -fied	Very -U-
6	1	1	2	0	0	0	4	2	0	4	2	1	2	4	2	4	2
%	100.0	100.0	100.0	0.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
8	1	1	3	0	0	0	5	3	0	5	3	1	3	5	3	5	3
1	0	0	1	0	0	1	0	0	0	1	1	0	1	0	1	0	0
%	13.0	0.0	33.3	0.0	0.0	20.7	0.0	0.0	23.3	36.6	0.0	35.2	0.0	35.2	0.0	35.2	0.0
3	0	1	0	0	0	2	1	0	0	3	1	0	0	2	0	2	0
%	42.8	0.0	66.7	0.0	0.0	41.3	45.4	0.0	76.7	63.4	0.0	19.7	56.4	19.7	56.4	19.7	56.4
4	0	1	0	0	0	2	2	0	0	4	2	0	1	3	1	3	1
3	1	0	1	0	0	2	1	0	0	1	0	1	1	2	1	2	1
%	49.9	100.0	33.3	0.0	0.0	47.2	54.6	0.0	23.3	0.0	100.0	45.2	52.7	45.2	52.7	45.2	52.7
1	0	1	0	0	0	0	0	1	0	1	1	0	0	1	0	1	0
%	16.8	0.0	100.0	0.0	0.0	11.5	25.7	0.0	17.0	26.7	0.0	0.0	26.6	0.0	26.6	0.0	26.6
2	0	1	0	0	0	1	1	0	0	1	1	0	0	2	0	2	0

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not				
Codes	Green	Other PV/	Eng/	Con-	Con-	Eng/	Con-	trac	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
Stand	ards	Use	Const	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--
7	1	1	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	1	1	1	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	7	1	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	%	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
More energy efficient	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	%	36.4	0.0	0.0	33.3	100.0	0.0	0.0	36.4	100.0	23.3	0.0	0.0	36.6	26.8	36.2	0.0	49.3	36.4	36.4
Maintenance on better schedule/more aware	4	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	%	52.2	100.0	100.0	33.3	0.0	0.0	0.0	52.2	0.0	53.3	100.0	0.0	63.4	46.4	63.8	100.0	35.3	63.6	44.2
DK/RF	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	%	11.4	0.0	0.0	33.3	0.0	0.0	0.0	11.4	0.0	23.3	0.0	0.0	0.0	26.8	0.0	0.0	0.0	15.5	0.0

ETS (#3782)
 C3B. What influence did it have on the changes you made the building shell?
 BASE: End User who said class influenced decision

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED			
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			Not			Not			
Codes	Green	Other PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	End	Con-	Sen-	Small	Large	Once/	Once/	Comp-	comp-	Very	Very	Very	
Stand	ards	Use	Const	tor	tant	User	<=5	>25	>25	<=5	>100	>100	>100	more	less	ly	ly	satis	satis	fy	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
3	3	0	0	0	0	0	0	0	3	0	0	3	1	0	1	1	0	3	0	0	3
%	100.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	0.0	100.0	0.0	100.0	0.0
3	2	0	0	0	0	0	0	0	3	0	1	2	1	0	1	1	0	3	0	0	3
1	1	0	0	0	0	0	0	0	1	0	0	1	1	0	1	0	0	1	0	0	1
%	42.4	50.0	0.0	0.0	0.0	0.0	0.0	42.4	0.0	0.0	50.0	100.0	0.0	0.0	100.0	0.0	0.0	42.4	0.0	42.4	0.0
More insulation																					
2	1	0	0	0	0	0	0	0	2	0	0	1	0	0	0	1	0	2	0	0	2
%	57.6	50.0	0.0	0.0	0.0	0.0	0.0	57.6	0.0	100.0	50.0	0.0	0.0	0.0	100.0	0.0	0.0	57.6	0.0	57.6	0.0
2	1	0	0	0	0	0	0	2	0	1	1	0	0	0	0	1	0	2	0	0	2

ETS (#3782)
 C3D. What influence did it have on the other changes you made?
 BASE: End User who said class influenced decision

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not			
		Other	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once	Comp-	Comp-	Very	Very	Very	Very	
		Use	Arch/	trac	tant	User	<=5	6-25	>25	<=5	>100	more	ly	ly	satis	satis	satis	satis	
		ing	Const	tor	tor	tor	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--
		ing	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor
1	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0
1	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	1
1	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0
1	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	1
%	100.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0

Total

DK/RF

ETS (#3782)
 C4. Why do you say it had no influence on the equipment you purchased?
 BASE: End User who said class had no influence

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED			
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not			
Codes	Green	Other PV/	Eng/	Con-	Con-	Eng/	Con-	trac	tor	tor	tor	tor	tor	tor	tor	tor	tor	tor	
Stand	Build	End-	Renew	Arch/	End	New	Mid	6-25	>25	Sen-	Small	Large	month	yr	or	lete	lete	satis	
ards	ings	Use	able	Const	tor	User	<=5	>5	>25	--N--	<=5	>100	more	less	ly	ly	ly	ly	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--
7	1	1	1	1	1	2	0	0	0	7	2	3	1	0	3	1	0	4	3
8	1	2	1	1	1	2	0	0	0	8	2	4	1	0	4	2	1	4	4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
We already had the right equipment	30.6	0.0	0.0	100.0	0.0	50.0	0.0	0.0	30.6	0.0	0.0	0.0	100.0	0.0	31.1	0.0	0.0	26.4	36.3
Other	8.6	0.0	50.0	0.0	0.0	0.0	0.0	0.0	8.6	0.0	19.4	0.0	0.0	17.7	0.0	0.0	0.0	20.3	0.0
DK/RF	60.8	100.0	50.0	0.0	100.0	50.0	0.0	0.0	60.8	100.0	80.6	0.0	0.0	51.2	100.0	100.0	73.6	43.4	52.4

ETS (#3782) 2006/11/29
 C4A. Why do you say it had no influence on the changes you made to your equipment operation or maintenance?
 BASE: End User who said class had no influence

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED	
LEED		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		Once/ month yr or more		Comp-lete ly		Not		Very satis-fied		Not very	
Other	End-Use	Eng/Arch/Const	Con-trac-tor	New	Mid	Sen-ior	Small	Large	Less	More	ly	ly	ly	ly	ly	ly	ly
2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
100.0	100.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
1	1	0	0	0	2	1	0	0	2	0	0	1	1	1	1	1	1
2	1	0	0	0	2	1	0	0	2	0	0	1	1	1	1	1	1
%	100.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
2	1	0	0	0	2	1	0	0	2	0	0	1	1	1	1	1	1
%	100.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0
2	1	0	0	0	2	1	0	0	2	0	0	1	1	1	1	1	1
%	100.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0

C4B. Why do you say it had not influence on the changes you made the building shell?

BASE: End User who said class had no influence

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not				
Codes	Green	Other	Eng/	Con-	Con-	Eng/	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Very	Very		
Standards	Buildings	Light	Arch/	trac	sul-	Arch/	trac	tor	User	<=5	6-25	>25	<=5	>100	more	ly	ly	satis		
--A--	--B--	--D--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--			
3	0	1	0	2	0	0	0	0	3	0	3	0	0	0	2	0	1	2	1	2
%	100.0	0.0	100.0	0.0	100.0	0.0	0.0	0.0	100.0	0.0	100.0	0.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0	100.0
4	0	1	0	3	0	0	0	0	4	0	4	0	0	3	3	0	1	3	1	3
1	0	1	0	1	0	0	0	0	1	0	1	0	0	0	1	0	0	1	0	1
%	46.4	0.0	100.0	0.0	33.3	0.0	0.0	0.0	46.4	0.0	46.4	0.0	0.0	63.4	33.3	0.0	0.0	63.4	0.0	63.4
2	0	1	0	1	0	0	0	0	2	0	2	0	0	2	1	0	0	2	0	2
%	53.6	0.0	0.0	66.7	0.0	0.0	0.0	0.0	53.6	0.0	53.6	0.0	0.0	36.6	66.7	0.0	100.0	36.6	100.0	36.6
2	0	0	0	2	0	0	0	0	2	0	2	0	0	1	2	0	1	1	1	1
%	53.6	0.0	0.0	66.7	0.0	0.0	0.0	0.0	53.6	0.0	53.6	0.0	0.0	36.6	66.7	0.0	100.0	36.6	100.0	36.6

COURSE TYPE		PFIC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED		
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not		
Other	PV/	Eng/	Con-	Con-	Con-	End	New	Mid	Sen-	Small	Large	Once/	Once/	Comp-	Comp-	Very	Very	
Use	Renew	Arch/	trac	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	ly	satis	satis	
ing	able	Const	-tor	-H-	-I-	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	Use	
4	1	0	2	0	0	0	4	2	2	0	0	3	2	1	1	3	1	3
%	100.0	0.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5	1	0	2	0	0	0	5	2	3	0	0	3	2	1	1	4	1	4
3	1	0	1	0	0	0	3	2	1	0	0	3	1	1	1	2	1	2
%	80.6	100.0	0.0	50.0	0.0	0.0	80.6	100.0	63.4	0.0	0.0	100.0	50.0	100.0	100.0	72.3	100.0	72.3
4	1	0	1	0	0	0	4	2	2	0	0	3	1	1	1	3	1	3
1	0	0	1	0	0	0	1	0	1	0	0	0	1	0	0	1	0	1
%	19.4	0.0	0.0	50.0	0.0	0.0	19.4	0.0	36.6	0.0	0.0	0.0	50.0	0.0	0.0	27.7	0.0	27.7
1	0	0	1	0	0	0	1	0	1	0	0	0	1	0	0	1	0	1

ETS (#3782)
 C4D. Why do you say it had no influence on the other changes you made?
 BASE: End User who said class had no influence

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED				
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Not		Not				
Codes	Green	Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	End	New	Mid	Sen-	Small	Large	Once/	Comp-	Very	Very	
Stand	Build	Light	End-	Renew	Arch/	trac	End	Use	User	<=5	6-25	>25	Sen-	<=5	>100	more	less	ly	ly	
ards	ings	ing	Use	able	Const	tor	tant	tor	tor	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	
4	1	1	1	1	1	0	0	0	0	4	1	1	1	0	4	1	0	2	1	2
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0
4	1	1	1	1	1	0	0	0	0	4	1	2	1	0	4	1	0	2	2	2
4	1	1	1	1	1	0	0	0	0	4	1	1	1	0	4	1	0	2	1	2
%	100.0	100.0	100.0	100.0	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	100.0	0.0	100.0	100.0	0.0	100.0	100.0	100.0

ETS (#3782)
 Fl. Overall, how satisfied were you with the class?

COURSE TYPE		PC BANNER										ATTENDANCE			EXPECTATION			SATISFIED			
		YEARS OF BUSINESS					YEARS OF INDUSTRY					FREQUENCY			S			T			
		TYPE OF BUSINESS					EXPERIENCE					BUSINESS			R			U			
		Eng/ Con-					Sen-					Once/			Comp-			Very			
		Arch/ trac					ior					month			lete			lete			
		Const- tor					>25					or			lete			lete			
		-F--					-K--					more			ly			-fied			
		-D--					-J--					-P--			-Q--			-S--			
		-E--					-L--					-O--			-R--			-T--			
		-C--					-H--					-N--			-Q--			-S--			
		-G--					-M--					-P--			-R--			-T--			
		-I--					-K--					-O--			-Q--			-S--			
		-J--					-L--					-P--			-R--			-T--			
		-K--					-M--					-N--			-Q--			-S--			
		-L--					-N--					-P--			-R--			-T--			
		-M--					-O--					-Q--			-S--			-T--			
		-N--					-P--					-R--			-S--			-T--			
		-O--					-Q--					-R--			-S--			-T--			
		-P--					-R--					-S--			-T--			-U--			
		-Q--					-S--					-T--			-U--			-V--			
		-R--					-T--					-U--			-V--			-W--			
		-S--					-T--					-U--			-V--			-W--			
		-T--					-U--					-V--			-W--			-X--			
		-U--					-V--					-W--			-X--			-Y--			
		-V--					-W--					-X--			-Y--			-Z--			
		-W--					-X--					-Y--			-Z--			-AA--			
		-X--					-Y--					-Z--			-AA--			-AB--			
		-Y--					-Z--					-AA--			-AB--			-AC--			
		-Z--					-AA--					-AB--			-AC--			-AD--			
		-AA--					-AB--					-AC--			-AD--			-AE--			
		-AB--					-AC--					-AD--			-AE--			-AF--			
		-AC--					-AD--					-AE--			-AF--			-AG--			
		-AD--					-AE--					-AF--			-AG--			-AH--			
		-AE--					-AF--					-AG--			-AH--			-AI--			
		-AF--					-AG--					-AH--			-AI--			-AJ--			
		-AG--					-AH--					-AI--			-AJ--			-AK--			
		-AH--					-AI--					-AJ--			-AK--			-AL--			
		-AI--					-AJ--					-AK--			-AL--			-AM--			
		-AJ--					-AK--					-AL--			-AM--			-AN--			
		-AK--					-AL--					-AM--			-AN--			-AO--			
		-AL--					-AM--					-AN--			-AO--			-AP--			
		-AM--					-AN--					-AO--			-AP--			-AQ--			
		-AN--					-AO--					-AP--			-AQ--			-AR--			
		-AO--					-AP--					-AQ--			-AR--			-AS--			
		-AP--					-AQ--					-AR--			-AS--			-AT--			
		-AQ--					-AR--					-AS--			-AT--			-AU--			
		-AR--					-AS--					-AT--			-AU--			-AV--			
		-AS--					-AT--					-AU--			-AV--			-AW--			
		-AT--					-AU--					-AV--			-AW--			-AX--			
		-AU--					-AV--					-AW--			-AX--			-AY--			
		-AV--					-AW--					-AX--			-AY--			-AZ--			
		-AW--					-AX--					-AY--			-AZ--			-BA--			
		-AX--					-AY--					-AZ--			-BA--			-BB--			
		-AY--					-AZ--					-BA--			-BB--			-BC--			
		-AZ--					-BA--					-BB--			-BC--			-BD--			
		-AZ--					-BA--					-BB--			-BC--			-BD--			
Total	365	54	79	29	53	156	86	34	95	77	184	87	107	96	78	73	110	251	152	208	
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
419	50	90	75	36	50	183	96	41	106	94	203	104	119	106	90	82	122	293	167	246	
1-Not at all satisfied	3	0	1	2	0	2	2	0	0	0	1	2	2	1	0	0	0	0	3	0	3
%	0.7	0.0	1.1	2.7	0.0	1.1	1.9	0.0	0.0	0.0	0.3	2.4	1.5	1.1	0.0	0.0	0.0	1.1	0.0	1.3	
3	0	1	2	0	2	2	2	0	0	0	1	2	2	1	0	0	0	3	0	3	
2	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	
%	0.3	0.0	0.0	1.3	0.0	0.7	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.0	0.5	
1	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	
3	2	1	0	0	0	2	0	0	0	0	1	1	0	1	0	0	0	2	0	2	
%	0.5	2.0	1.1	0.0	0.0	1.2	0.0	0.0	0.0	0.0	0.7	0.7	0.0	1.3	0.0	0.0	0.0	0.7	0.0	0.9	
2	1	0	0	0	0	2	0	0	0	0	1	1	0	1	0	0	0	2	0	2	
5	8	0	1	2	1	2	4	0	2	1	5	2	0	4	2	6	0	8	0	8	
%	2.2	0.0	2.7	2.8	2.0	1.1	5.2	0.0	2.0	1.4	2.9	1.9	0.0	3.8	2.6	7.6	0.0	3.2	0.0	3.8	
8	0	2	2	1	1	3	3	0	2	1	4	3	0	3	3	4	0	8	0	8	
6	12	1	2	2	1	2	1	3	4	3	4	4	5	2	1	2	0	12	0	12	
%	3.3	2.0	4.4	2.7	5.6	2.0	1.4	1.2	4.6	4.3	2.3	4.2	4.4	1.9	1.8	3.4	0.0	4.8	0.0	5.9	
14	1	4	2	2	1	3	1	2	6	5	5	3	4	2	2	3	0	14	0	14	
7	42	8	9	2	7	15	15	1	11	12	21	7	13	13	7	9	1	42	0	42	
%	11.5	12.0	15.6	12.0	8.3	14.0	9.7	17.1	11.4	16.0	11.5	8.1	12.2	13.8	8.4	12.4	1.3	15.8	0.0	20.3	
52	6	14	9	3	7	19	17	2	13	17	23	10	15	16	8	10	2	49	0	52	
8	92	16	15	20	7	13	41	20	11	19	23	50	17	20	24	18	15	10	82	0	92
%	25.3	26.0	27.8	25.3	25.0	24.0	26.1	23.4	31.2	20.6	30.2	27.5	19.7	18.8	25.0	22.9	21.1	9.3	32.5	0.0	44.5
107	13	25	19	9	12	50	22	13	22	27	58	20	27	26	21	18	12	94	0	107	

Fl. Overall, how satisfied were you with the class?

COURSE TYPE		TYPE OF BUSINESS										YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			ATTENDANCE FREQUENCY			EXPECTATION SATISFIED			
		Other	PV/	Eng/	Con-	Con-	Eng/	Con-	trac	Con-	End	New	Mid	ior	Sen-	Small	Large	month	yr	or	lete	lete	Comp-	comp-	Very	Not
		Use	End-	Arch/	tor	tant	User	<=5	>5	>25	<=5	>5	>25	<=5	>5	>100	more	less	ly	ly	-R-	-S-	-U-	-T-	-U-	
		-A-	-B-	-C-	-D-	-E-	-F-	-G-	-H-	-I-	-J-	-K-	-L-	-M-	-N-	-O-	-P-	-Q-	-R-	-S-	-T-	-U-	-V-	-W-	-X-	-Y-
9	47	9	5	8	3	9	23	9	4	13	13	20	13	14	11	14	11	14	8	7	40	0	47			
	%	13.0	14.0	8.9	10.7	11.1	16.0	14.8	11.0	12.9	13.3	16.4	11.1	15.1	13.5	11.4	18.2	11.2	6.6	16.0	0.0	22.8				
		59	7	8	4	8	27	14	7	15	15	27	16	17	14	18	11				8	51	0	59		
10-Very satisfied	152	25	19	34	14	22	67	34	15	43	23	76	41	51	39	35	31	89	63	152	0					
	%	41.7	40.0	35.6	42.7	47.2	42.0	43.2	39.5	44.6	44.9	30.0	41.4	47.2	47.8	45.3	42.7	81.0	25.0	100.0	0.0					
		167	20	32	17	21	74	36	17	45	27	80	48	51	42	37	35	98	69	167	0					
NA	1	1	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	
	%	0.3	2.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.7	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
		1	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	
DK/DR	4	1	2	0	0	0	1	1	0	2	1	2	1	2	0	0	1	1	2	1	2	1	0	0	0	
	%	1.0	2.0	3.3	0.0	0.0	0.8	0.7	0.0	2.0	1.7	1.0	0.7	1.8	0.0	0.8	1.7	1.8	0.5	0.0	0.0	0.0	0.0	0.0	0.0	
		5	1	3	0	0	2	1	0	2	2	2	1	3	0	1	1	2	2	2	2	0	0	0	0	
MEAN:	8.6	8.7	8.4	8.4	8.8	8.8	8.7	8.4	8.8	8.8	8.5	8.6	8.7	8.8	8.5	8.9	8.6	9.7	8.2	10.0	7.6					

F4. How likely are you to attend another class in the next year or two?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED									
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS		Once/Comp- Not		Very very									
Codes	Green	Other	PV/	Eng/	Con-	Con-	trac	tor	tant	User	New	Mid	Sen-	Small	Large	month	yr or	lete	lete	ly	-ly	-S-	-T-	-U-	
Stand	Build	Light	End-	Renew	Arch/	Con-	tor	tant	User	<=5	6-25	>25	Sen-	<=5	>100	more	less	ly	-R-	-S-	-T-	-U-	-U-		
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	--V--	--W--	--X--	--Y--	--Z--
28	5	4	4	3	3	8	7	4	6	6	13	13	2	11	9	5	6	1	27	3	24				
%	7.6	8.0	6.7	5.3	11.1	6.0	5.1	8.1	6.4	16.7	7.0	2.4	10.4	9.0	6.3	7.7	1.0	10.6	2.2	11.4					
30	4	6	4	4	3	10	6	4	7	7	LM	K	2	12	10	4	6	1	29	2	27				
24	4	4	4	2	5	8	7	6	7	7	7	13	4	5	10	2	3	8	15	7	17				
%	6.6	6.0	6.7	5.3	5.6	10.0	5.2	7.6	18.2	7.8	8.6	7.3	4.7	4.3	9.9	2.1	4.2	7.6	5.9	4.6	8.2				
27	3	6	4	2	5	10	8	6	8	8	8	14	5	6	9	3	4	10	16	9	18				
262	35	42	61	22	35	123	61	23	58	47	129	72	85	56	65	40	91	169	129	131					
%	71.6	56.0	77.3	75.0	66.0	79.1	70.8	66.4	61.1	61.1	70.1	82.7	79.5	58.3	83.8	54.3	82.5	67.4	84.9	63.0					
309	28	71	58	27	33	146	70	29	68	59	148	88	94	66	77	47	101	206	144	163					
CD	B	B	B	B	B	J	J	G	G	M	M	M	KL	O	N	Q	P	S	R	U					
2	0	0	0	0	0	0	2	0	0	0	2	0	0	0	2	0	2	0	2	0	2				
%	0.6	0.0	0.0	0.0	0.0	0.0	2.7	0.0	0.0	0.0	1.3	0.0	0.0	2.5	0.0	3.2	0.0	0.9	0.0	1.1					
1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	1	0	1	0	1				
5	1	1	1	0	1	1	1	1	3	0	5	0	0	0	1	0	1	1	3	0	3				
%	1.3	2.0	2.2	1.3	0.0	2.0	0.7	0.0	3.1	0.0	2.5	0.0	0.0	0.6	0.0	1.7	1.1	1.3	0.0	1.6					
5	1	2	1	0	1	1	1	0	3	0	5	0	0	0	1	0	1	1	4	0	4				
MEAN:	9.10	8.16	9.51	9.34	9.31	8.76	9.33	9.11	9.43	8.58	8.75	9.16	9.49	9.44	8.59	9.43	8.19	9.48	8.95	9.43	8.90				
CDE	BF	B	B	B	C	J	J	J	GI	M	M	K	O	O	N	Q	P	S	R	U					

ETS (#3782)
 F5. Why do you say that?
 BASE: Respondents who are not likely to attend another class

	PF5 BANNER												ATTENDANCE FREQUENCY			EXPECTATION			SATISFIED		
	COURSE TYPE			TYPE OF BUSINESS			YEARS OF INDUSTRY EXPERIENCE			SIZE OF BUSINESS			Once/ month yr or more			Comp-lete ly			Not comp-lete ly		
	LEED	Other PV/ Arch/ trac-able	Eng/ Const	Con-tractor	Renew-able	End User	New <=5	Mid 6-25	Sen-ior >25	Small <=5	Large >100	Once/ month	yr or more	Comp-lete ly	Not comp-lete ly	Very satis- fied	Very satis- fied	Very satis- fied	Very satis- fied	Very satis- fied	Very satis- fied
Total	73	23	7	13	6	12	23	16	5	26	23	35	11	17	28	11	27	10	62	16	54
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Too busy/depends on work schedule/timing	6	1	0	2	2	0	3	3	2	1	2	2	1	2	2	1	3	2	3	0	4
%	8.5	5.6	0.0	16.7	28.6	0.0	9.6	13.0	6.0	9.6	11.5	7.5	11.6	10.9	18.4	5.1	0.0	7.8	0.0	0.0	7.8
More knowledge/benefit from class	13	1	2	1	2	2	4	4	2	4	6	1	2	4	3	3	2	11	4	9	9
%	17.4	5.6	27.3	8.3	28.6	18.2	11.4	25.7	44.8	13.4	17.1	17.1	7.5	13.6	14.3	28.8	12.4	17.3	17.8	25.2	15.9
Depends on topic/subject of class	21	5	1	4	1	5	4	5	4	9	8	10	3	4	10	2	6	4	18	7	15
%	29.4	22.2	18.2	33.3	14.3	45.5	15.0	29.7	67.1	33.1	35.5	28.5	28.9	22.4	37.6	21.4	23.3	39.5	28.4	41.6	27.2
Location/too far to travel	3	1	0	1	0	0	2	2	0	0	2	0	2	0	0	1	1	0	1	2	1
%	4.5	5.6	0.0	8.3	0.0	0.0	7.4	12.5	0.0	0.0	2.0	6.7	4.2	2.6	3.8	11.5	1.7	13.2	3.2	8.0	3.6
Budget/too expensive	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0
%	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	13.6	0.0	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	1.3
New material/topics for classes	8	4	0	0	0	2	0	2	2	4	6	2	0	2	4	2	2	2	2	6	3
%	11.4	16.7	0.0	0.0	0.0	18.2	0.0	14.9	44.8	13.6	25.5	6.8	0.0	13.6	13.0	21.4	8.0	24.3	9.7	36.3	4.7
Don't know when classes are held	2	0	1	1	0	0	1	0	0	1	1	0	1	2	0	1	0	0	2	0	2
%	2.9	0.0	9.1	8.3	0.0	0.0	4.5	2.9	0.0	2.3	4.5	0.0	9.6	8.7	0.0	9.5	0.0	0.0	3.4	0.0	3.9
No plans to attend at his time	4	0	1	0	0	2	2	0	0	1	2	2	0	2	1	0	1	0	3	0	3
%	5.2	0.0	18.2	0.0	0.0	18.2	9.6	0.0	8.7	4.0	7.1	6.1	0.0	9.6	3.9	0.0	4.0	4.7	5.4	2.9	6.2

F5. Why do you say that?
 BASE: Respondents who are not likely to attend another class

COURSE TYPE		PF5 BANNER										ATTENDANCE EXPECTATION			SATISFIED						
LEED		TYPE OF BUSINESS					YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS			FREQUENCY			Not			
Codes	Green	Other	PV/	Eng/	Con-	Con-	Eng/	Arch/	trac	Con-	Sen-	Small	Large	Once/	Comp-	Not	Very	Not			
Stand	Build	Light	End-	Renew	Arch/	trac	Con-	Eng/	Arch/	trac	Con-	Sen-	Small	Large	Once/	Comp-	Very	Not			
ards	ings	ing	Use	able	Const	tor	tant	User	<=5	6-25	>25	<=5	>100	more	less	ly	satis	ly			
--A--	--B--	--C--	--D--	--E--	--F--	--G--	--H--	--I--	--J--	--K--	--L--	--M--	--N--	--O--	--P--	--Q--	--R--	--S--	--T--	--U--	
2	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	2	0	2
2.4	5.6	0.0	0.0	0.0	0.0	1.9	0.0	0.0	4.8	2.0	0.0	11.6	7.3	1.6	11.5	0.0	0.0	2.8	0.0	3.2	
2	1	0	0	0	0	1	0	0	1	1	0	1	1	1	1	0	0	2	0	2	
2	1	0	0	0	0	2	0	0	0	1	1	0	2	0	0	1	0	2	0	2	
2.7	5.6	0.0	0.0	0.0	0.0	8.5	0.0	0.0	0.0	3.1	3.7	0.0	11.5	0.0	0.0	4.7	0.0	3.2	0.0	3.7	
2	1	0	0	0	0	2	0	0	0	1	1	0	2	0	0	1	0	2	0	2	
24	10	2	4	2	3	10	4	1	10	6	13	3	5	8	3	13	1	23	6	18	
32.9	44.4	36.4	33.3	28.6	27.3	41.2	25.4	24.2	36.0	26.9	36.7	28.6	29.0	30.5	27.1	46.9	11.1	37.0	35.8	32.5	
26	8	4	4	2	3	10	5	2	9	8	13	3	6	9	3	14	1	25	5	20	

F6. Are there any suggestions you have for helping to make the classes offered at center more useful or valuable to you and others in your industry?

COURSE TYPE		PEC BANNER										ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED								
		YEARS OF INDUSTRY EXPERIENCE					SIZE OF BUSINESS																	
		TYPE OF BUSINESS		YEARS OF INDUSTRY EXPERIENCE		SIZE OF BUSINESS		ATTENDANCE FREQUENCY		EXPECTATION		SATISFIED												
		Eng/Con	Other PV/Con	Renew Arch/Con	Light End-Use	Standards -ing	Codes Green	Eng/Con	Other PV/Con	Renew Arch/Con	Light End-Use	Standards -ing	Codes Green	Once/Comp	More/ly	Not	Very							
		117	59	20	65	66	66	57	75	52	60	79	180	152	87	134	134							
		61.4	50.0	67.8	64.0	80.6	62.0	61.9	61.4	51.3	61.4	72.2	59.6	58.9	48.2	70.5	58.2	74.3	65.1	60.4	57.0	64.6		
		260	25	61	48	29	31	117	59	20	65	66	66	122	61	57	75	52	60	79	180	96	160	
		24	8	5	4	2	4	13	6	2	6	2	16	7	8	5	8	1	7	16	16	9	14	
		6.6	12.0	8.9	5.3	5.6	8.0	8.0	7.1	4.4	6.7	2.0	8.5	8.2	7.7	5.5	9.8	1.4	6.2	6.4	5.7	6.8	6.8	
		27	6	8	4	2	4	14	7	2	6	2	16	9	10	5	12	1	8	18	10	16	16	
		18	6	1	1	2	2	10	0	2	5	0	4	4	4	3	8	0	5	13	13	5	5	
		4.9	10.0	2.2	1.3	5.6	4.0	6.6	0.5	4.5	5.8	0.6	2.4	5.1	4.1	2.8	10.9	0.6	4.1	5.3	8.7	2.2	2.2	
		19	5	2	1	2	2	10	1	2	6	1	6	6	6	3	7	1	5	14	13	6	6	
		CD	B	B	B	B	B	H	GJ	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H

Instructors/more knowledgeable

No/Nothing

Other

DK/RF

