

1. How satisfied have you been with MRX during the last 12 months?

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
General satisfaction	3.3% (7)	5.7% (12)	10.5% (22)	57.1% (120)	23.3% (49)	3.91	210
answered question							210
skipped question							2



2. How likely are you to renew your subscription?

	Very Unlikely	Unlikely	Neutral	Likely	Very Likely	Rating Average	Response Count
Renew subscription	3.3% (7)	2.9% (6)	13.3% (28)	30.5% (64)	50.0% (105)	4.21	210
answered question							210
skipped question							2



3. How likely are you to refer MRX to someone else?

	Very Unlikely	Unlikely	Neutral	Likely	Very Likely	Rating Average	Response Count
Likelihood to refer	4.8% (10)	7.6% (16)	13.8% (29)	36.7% (77)	37.1% (78)	3.94	210
answered question							210
skipped question							2



4. Did you receive training in the last 12 months, either via the Internet or onsite?

		Response Percent	Response Count
Yes		44.3%	93
No		55.7%	117
answered question			210
skipped question			2

5. The ratings you are about to make are for remote training (via the Internet) or on-site training?

		Response Percent	Response Count
Remote training		65.1%	54
Onsite training		34.9%	29
answered question			83
skipped question			129

6. Did the trainer contact you at the scheduled start time?

		Response Percent	Response Count
Yes		92.8%	77
No		7.2%	6
answered question			83
skipped question			129

7. The trainer's communications were clear.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Trainer's communications	1.2% (1)	3.6% (3)	14.5% (12)	39.8% (33)	41.0% (34)	4.16	83
answered question							83
skipped question							129

8. The topics I wanted to learn about were covered.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Your topics covered	2.4% (2)	4.8% (4)	14.5% (12)	43.4% (36)	34.9% (29)	4.04	83
answered question							83
skipped question							129

9. My questions were answered to my satisfaction.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Questions answered	2.4% (2)	3.6% (3)	9.6% (8)	48.2% (40)	36.1% (30)	4.12	83
answered question							83
skipped question							129

10. The trainer seemed knowledgeable.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Trainer was knowledgeable	0.0% (0)	1.2% (1)	8.4% (7)	33.7% (28)	56.6% (47)	4.46	83
					answered question		83
					skipped question		129

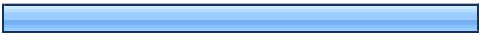

11. After the training session, I was confident I could independently use the features I was taught.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Confidence after training	2.4% (2)	6.0% (5)	20.5% (17)	41.0% (34)	30.1% (25)	3.90	83
					answered question		83
					skipped question		129

12. I would schedule training again if I felt I needed it.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Schedule training again	0.0% (0)	6.0% (5)	15.7% (13)	43.4% (36)	34.9% (29)	4.07	83
					answered question		83
					skipped question		129

13. Comments about training?		Response Count
		26
	answered question	26
	skipped question	186

14. Did you receive support in the last 12 months?		Response Percent	Response Count
Yes		71.9%	143
No		28.1%	56
	answered question		199
	skipped question		13

15. How satisfied are you with the support you received during the last 12 months?							
	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Satisfaction with support	2.8% (4)	2.1% (3)	10.6% (15)	32.4% (46)	52.1% (74)	4.29	142
	answered question						142
	skipped question						70

16. Support was available when I needed it.							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Support availability	0.0% (0)	2.1% (3)	5.6% (8)	29.6% (42)	62.7% (89)	4.53	142
answered question							142
skipped question							70

17. The support staff seemed knowledgeable.							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Support staff was knowledgeable	0.0% (0)	0.7% (1)	6.3% (9)	29.6% (42)	63.4% (90)	4.56	142
answered question							142
skipped question							70

18. After the support call, I was confident I could independently use the features I called about.							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Confidence after call	2.1% (3)	2.8% (4)	15.5% (22)	31.7% (45)	47.9% (68)	4.20	142
answered question							142
skipped question							70

19. I would call for support again if I felt I needed it.							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
Call for support again	0.0% (0)	2.8% (4)	6.3% (9)	31.7% (45)	59.2% (84)	4.47	142
answered question							142
skipped question							70

20. Comments about support?	
	Response Count
	34
answered question	34
skipped question	178

21. What MRX screen or report do you like LEAST?

		Response Percent	Response Count
Taking Attendance		4.8%	6
Attendance Reports		2.4%	3
Record Progress		12.1%	15
Student & Parent Notes		3.2%	4
Review Plan		7.3%	9
Allergies/Medication Report		0.8%	1
Birthday List		0.8%	1
Cumulative Record		2.4%	3
Student Activity		2.4%	3
Progress Analysis		3.2%	4
Report Comments		7.3%	9
Generate Reports		12.1%	15
Design Reports		16.1%	20
Copy Reports		0.0%	0
Students		0.0%	0
Contacts		2.4%	3
Groups		1.6%	2
Manage Lessons		5.6%	7
Reusable Comments		1.6%	2
Holidays		2.4%	3
School Terms		1.6%	2
Email		0.8%	1
Proposed MRX Enhancements		0.0%	0

Class Directory		0.0%	0
Class Directory without Email		0.0%	0
Export Students	<input type="checkbox"/>	1.6%	2
Export Contacts		0.0%	0
Mailing Labels	<input type="checkbox"/>	2.4%	3
Update School/Class/Staff		0.0%	0
Staff Roster	<input type="checkbox"/>	1.6%	2
School Directory	<input type="checkbox"/>	2.4%	3
School Directory without Email		0.0%	0
Student Assignments	<input type="checkbox"/>	0.8%	1
answered question			124
skipped question			88

22. Why do you dislike the screen or report you selected above?	
	Response Count
	119
answered question	119
skipped question	93

23. What feature would you like added to MRX? If your suggestion is already on the Proposed MRX Enhancements screen (Administration men), you can ignore this question. Please provide details of how the feature would operate and a name and phone number if you would be willing to consult on its design.	
	Response Count
	63
answered question	63
skipped question	149

24. Webinars give participants the chance to observe a scheduled presentation, approximately one hour in length, about a specific topic. If they choose, participants can ask questions. Participants don't need to register to attend, only click a link at the designated time. Webinars would occur evenings and weekends. Webinars would be free. How likely are you to attend a scheduled webinar with the follow topics?

	Very Unlikely	Unlikely	Neutral	Likely	Very Likely	Response Count
The quickest way to design a conference report.	15.0% (24)	10.0% (16)	20.0% (32)	35.6% (57)	20.6% (33)	160
How to eliminate lesson planning.	16.2% (25)	12.3% (19)	22.1% (34)	35.1% (54)	14.3% (22)	154
How to evaluate my own performance in the classroom using MRX.	14.8% (24)	8.0% (13)	18.5% (30)	39.5% (64)	19.8% (32)	162
What features are included in the new Parent/Teacher Education subscription?	24.5% (38)	14.2% (22)	23.9% (37)	25.8% (40)	12.3% (19)	155
The quickest way to get my classroom and school setup.	26.7% (40)	17.3% (26)	22.7% (34)	18.7% (28)	15.3% (23)	150
How to plan and track assignments.	20.8% (33)	6.9% (11)	21.4% (34)	35.8% (57)	17.0% (27)	159
answered question						172
skipped question						40

25. Do you have other suggestions for webinar topics?

	Response Count
	19
answered question	19
skipped question	193

26. Any other comments?

	Response Count
	40
answered question	40
skipped question	172