**Section 411.335 Rating Questions**

a) For the questions in the results of the customer satisfaction survey where there is a range of answers from 0-10, the descriptive statistics shall include the following information:

1) The total number of responses and non-responses (N/As);

2) The number and percentage of respondents that answered in each response category;

3) The mean response;

4) The median response;

5) The modal response; and

6) The range of responses.

b) Jurisdictional entities shall also present cross-tabulations indicating statistically significant relationships between rating questions and categorical questions to show how respondents in different categories rated the questions, as follows:

1) The number and percent of responses in each demographic category; and

2) A ranking from highest to lowest of the mean, median, modal and range of responses for each demographic type.

c) Statistically significant cross-tabulated statistics describing responses by income shall present the income as the income per household. Jurisdictional entities shall only report relationships with a statistically significant correlation of, and/or differences of, .5 or higher at the .05 probability level.

(Source: Added at 24 Ill. Reg. 12914, effective September 1, 2000)