



CIC Marketing Committee  
Evaluation of CIC Meeting Presentations  
Report of Participant Survey  
Conducted in 2004

# Committee Members



- Stacy Bartnik\* Carter & Carter, International
- Guy Bargnes\* BASF
- Lisa Siembab\* CARSTAR
- Bruce Cooley Sherwin-Williams
- Tim Dawe DuPont
- Dave Henderson SeeProgress
- Dennis Kennealy Masters Collision Group
- Karl Krug Toyota
- John McKnight Thoroughbred Collision
- Tom Moreland Akzo Nobel
- Craig Roberts Insurance Auto Auctions
- Margo Smith Storm Appraisals
- Russ Thrall ABRN / CollisionWeek
- John Webb CSi Complete

\* Co-Chairs



# Executive Summary

See Full Report  
for Details and Additional Information

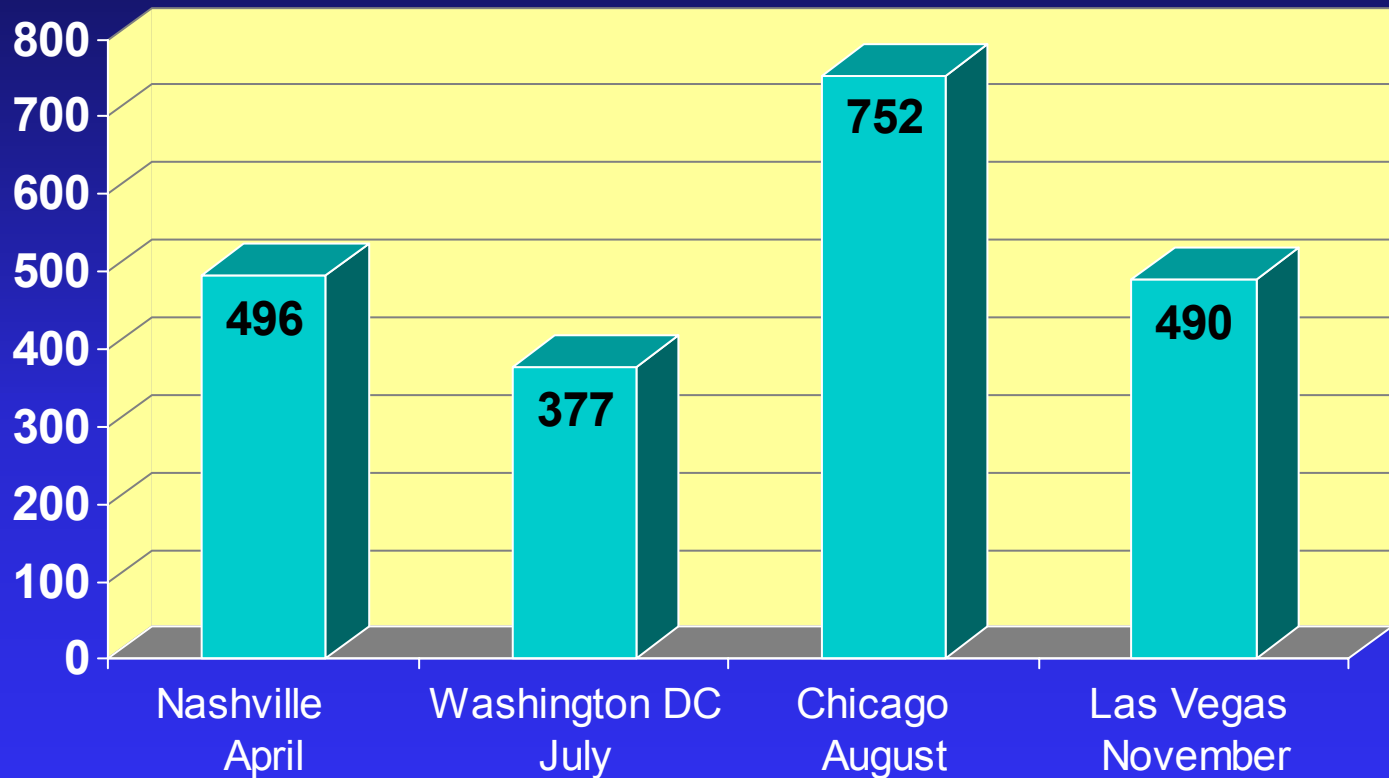


# Participant Survey

- Participants filled out short questionnaire after each committee presentation:
  - ◆ Eight ratings (Strongly Disagree =1, Strongly Agree=5)
    - ◆ Interesting topic
    - ◆ Relevant to daily work
    - ◆ Would like to hear more
    - ◆ Can use information immediately
    - ◆ Important to Industry
    - ◆ Important to CIC
    - ◆ Presenter kept my interest
    - ◆ Overall enjoyed presentation
  - ◆ Two open-ended questions
    - ◆ Questions for next meeting?
    - ◆ Comments to improve presentation?
  - ◆ Check off list for industry segment of participant (for Las Vegas only)



# Survey Responses by Event Location



Total Number of Responses = 2,115



# Average Ratings of Presentations

(all committees and all meetings)

	Question	Average
Topic	Interesting Topic	4.1
	Would Like to Hear More	3.9
	Relevant to My Daily Work	3.8
	Can Use Information Immediately	3.5
Importance	Important to Collision Repair Industry	4.4
	Important to CIC	4.3
Speaker	Presenter Kept My Interest	4.0
Overall	Overall Enjoyed the Presentation	4.0

- **Importance to Industry and to CIC** were the highest rated factors (4.4 and 4.3)
- **Overall satisfaction** was generally high (about 4.0 on a scale of 1 to 5)
- **Relevant to My Daily Work and Can Use Information Immediately** were rated relatively lower than other factors (3.8 and 3.5)
- Although average for **Can Use Information Immediately** is the lowest, respondents are split – many rated this high (5.0), but a substantial number rated this lower (3.0) resulting in an average of 3.5 across all respondents



# Determinants of Overall Satisfaction

- Most important factor contributing to Overall Satisfaction was “Presenter Kept My Interest”
- Other factors contributing to Overall Satisfaction (in descending importance)
  - ◆ Can Use Information Immediately
  - ◆ Interesting Topic
  - ◆ Important to CIC
  - ◆ Would Like to Hear More



# Differences by Location

- Las Vegas
  - ◆ Topics perceived as more *Interesting*
  - ◆ Also higher ratings on *Like to Hear More, Interesting Presenter, and Use Information Immediately*
- Washington, DC
  - ◆ About average on most ratings
  - ◆ Significantly higher than Chicago and Nashville on *Like to Hear More*
- Nashville
  - ◆ Near the average on all ratings
- Chicago
  - ◆ *Interesting Topic* and *Overall Satisfaction* were lowest of the four locations
  - ◆ Other ratings are lower than average although not statistically significant





# Differences by Industry Segment (Las Vegas Only)

- OEs – Gave the most favorable ratings
  - ◆ Rated presentations higher on four of the eight rating scales (*Interesting Topic, Importance to Industry, Importance to CIC and Overall Satisfaction*)
- Repairers
  - ◆ Rated presentations higher on *Relevant to Work* and *Presenter Kept My Interest*
- Associations and “Others”
  - ◆ Ratings were about the average of all other industry segments
- Vendors / Paint Mfrs / Suppliers
  - ◆ Lower ratings for *Relevant to Work* and *Interesting Topic*
- Training / Educators / Consultants
  - ◆ Lower ratings for *Interesting Topic, Importance to Industry, Importance to CIC*
- Insurers – Gave the least favorable ratings
  - ◆ Rated presentations as lower on four of the eight rating scales (*Interesting Topic, Importance to Industry, Presenter Kept My Interest and Overall Satisfaction*)



# Differences by Committee

- Estimating and Human Resources
  - ◆ Presentations were most well received
  - ◆ Rated high or highest on all eight questions
- Industry Issues
  - ◆ Rated high on Importance to Industry and about average on other questions
- IT, Parts, Technical, and OEM
  - ◆ Ratings were about the average of all other committees
- Definitions, Education, Legislative and Write-it-Right
  - ◆ All rated lower on Interesting Topic and about average on other questions



# Differences by Committee...Cont'd

## ■ Ethics

- ◆ Low rating on both *Overall Satisfaction* and *Presenter Kept My Interest*

## ■ Insurance Relations

- ◆ Low rating on *Importance to CIC* and relatively lower on *Interesting Topic*

## ■ Marketing

- ◆ Low ratings on five of the seven questions (*Interesting Topic, Relevant to My Work, Like to Hear More, Use Information Immediately, and Importance to Industry*)
- ◆ Results may indicate some misaligned expectations on the part of participants



# Data Issues Mean Caution Advised When Interpreting Results

- Missing Data
  - ◆ Variety of missing data throughout
  - ◆ Chicago – missing 113 answers for “useful” question (missing 310 answers for this question across the whole sample)
  - ◆ Missing 102 responses for “overall” question
- Response Bias
  - ◆ Tendency for respondents to circle all the same numbers for the list of questions (for example, all “3s”)
  - ◆ 545 respondents (26% of all respondents) circled the same number for all questions
  - ◆ Of those 545, 72% circled all “5s” (strongly agree) and 18% circled all “4s” for all eight questions
- Miscoded Answers
  - ◆ Small number of responses were miscoded (unknown committee, value out of range, and etc.)
- Questions are Correlated
  - ◆ Difficult to identify distinct “factors” related to satisfaction with presentations



# Questionnaire Design

## Recommendations for the Future

- Determine factors of most interest to the marketing committee
  - ◆ Revise the list of questions accordingly
- Use “Reverse Wording” on some questions to get more variations in answers and avoid response bias
- Include an “overall” question that is numeric (like giving a grade of A, B, C, etc., or a % (90%, 80%, 70%, etc.))

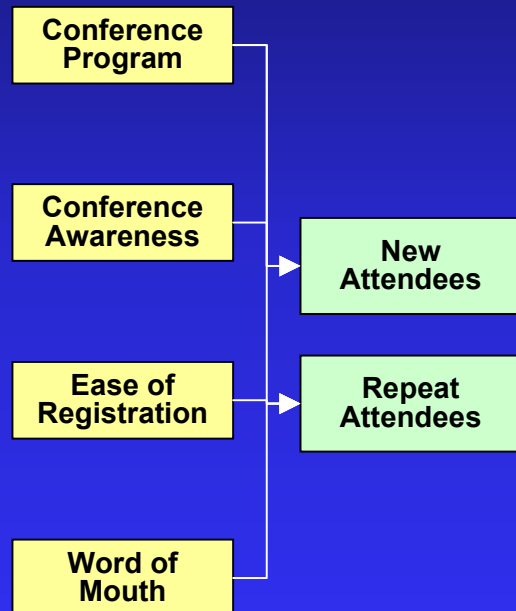


# Full Report



# Framework of CIC Participation and Satisfaction

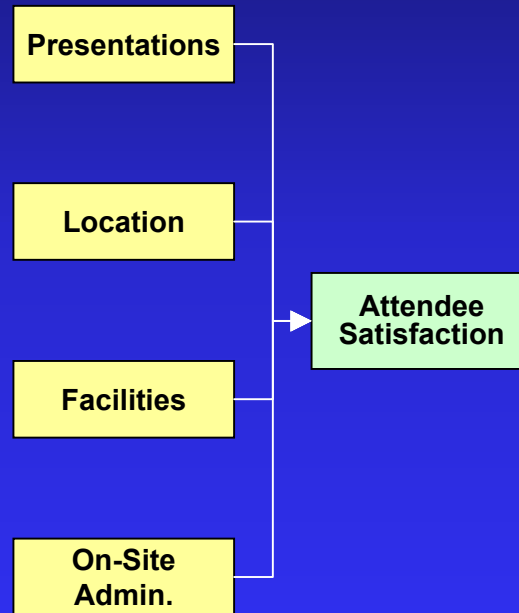
## Pre-Conference





# Framework of CIC Participation and Satisfaction

## Conference

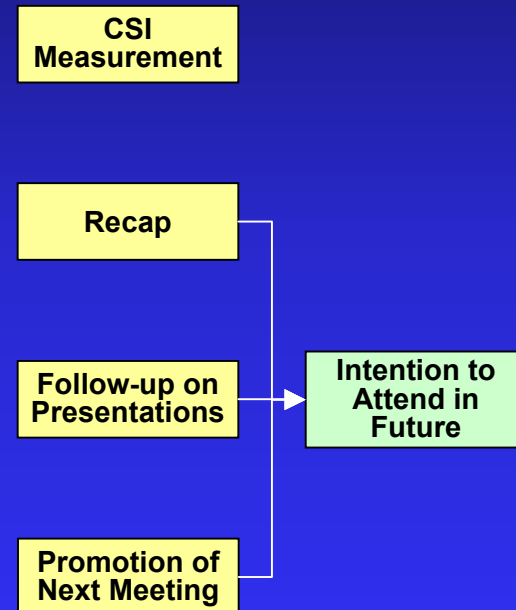






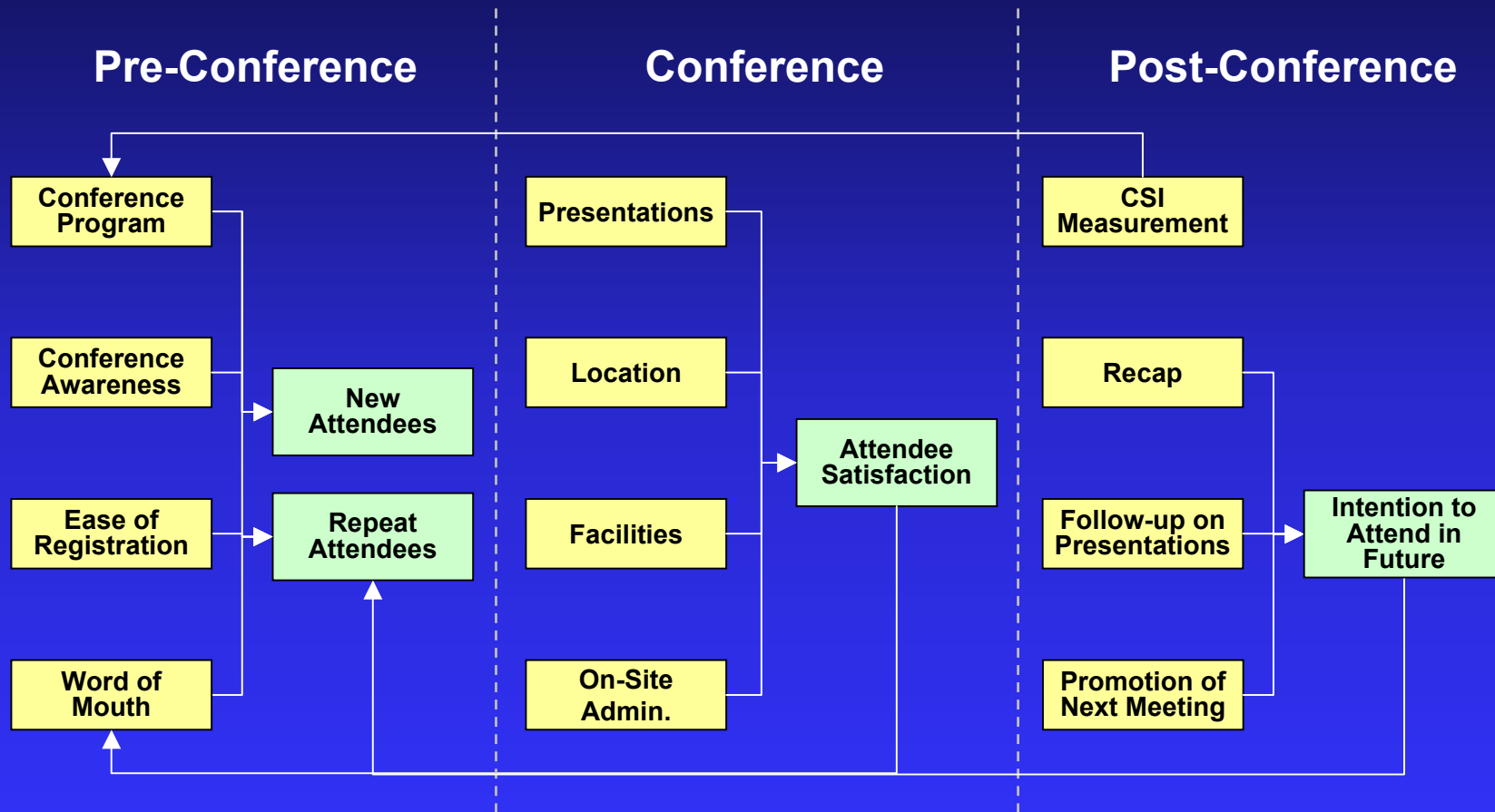
# Framework of CIC Participation and Satisfaction

## Post-Conference



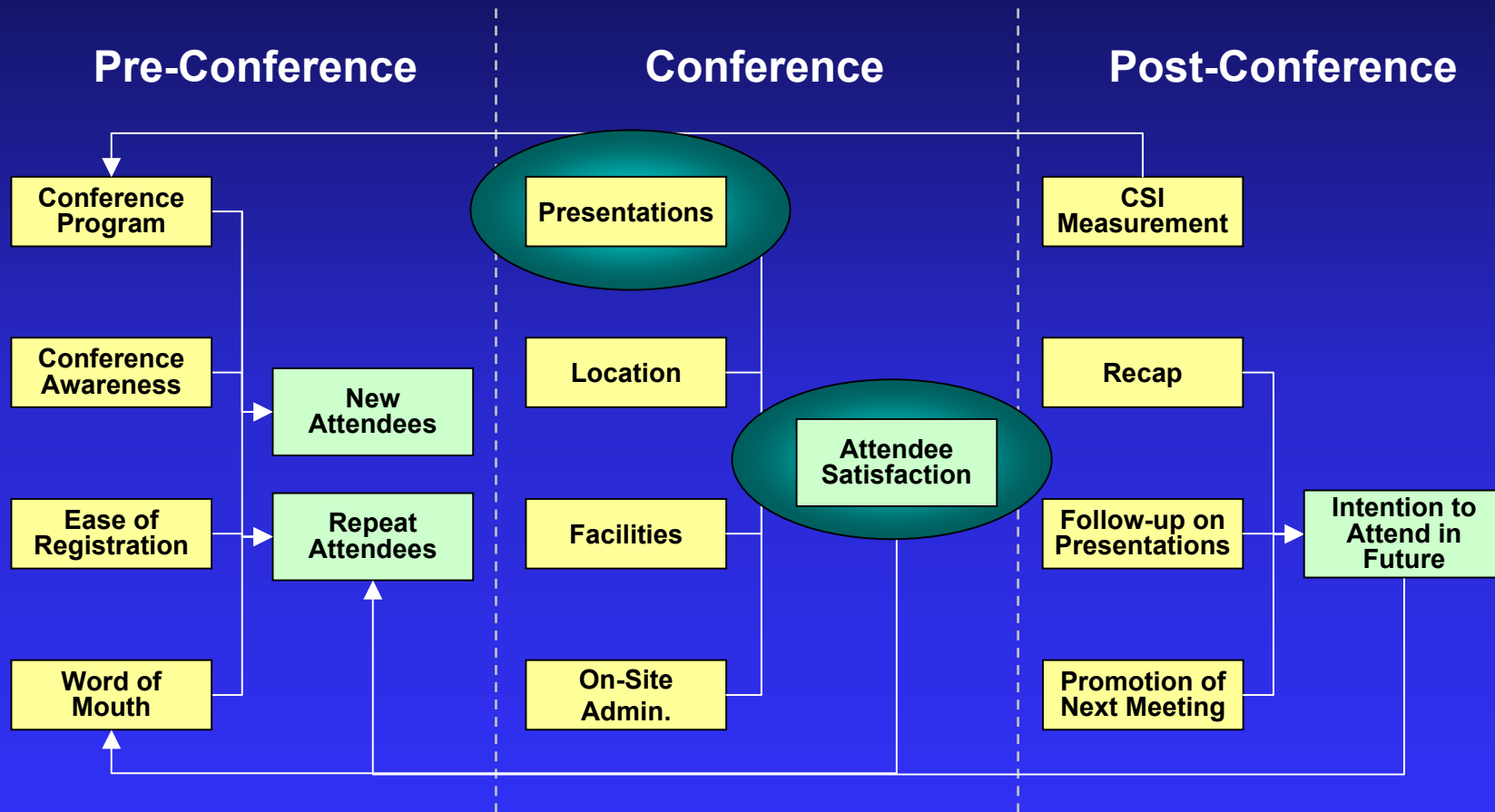


# Framework of CIC Participation and Satisfaction



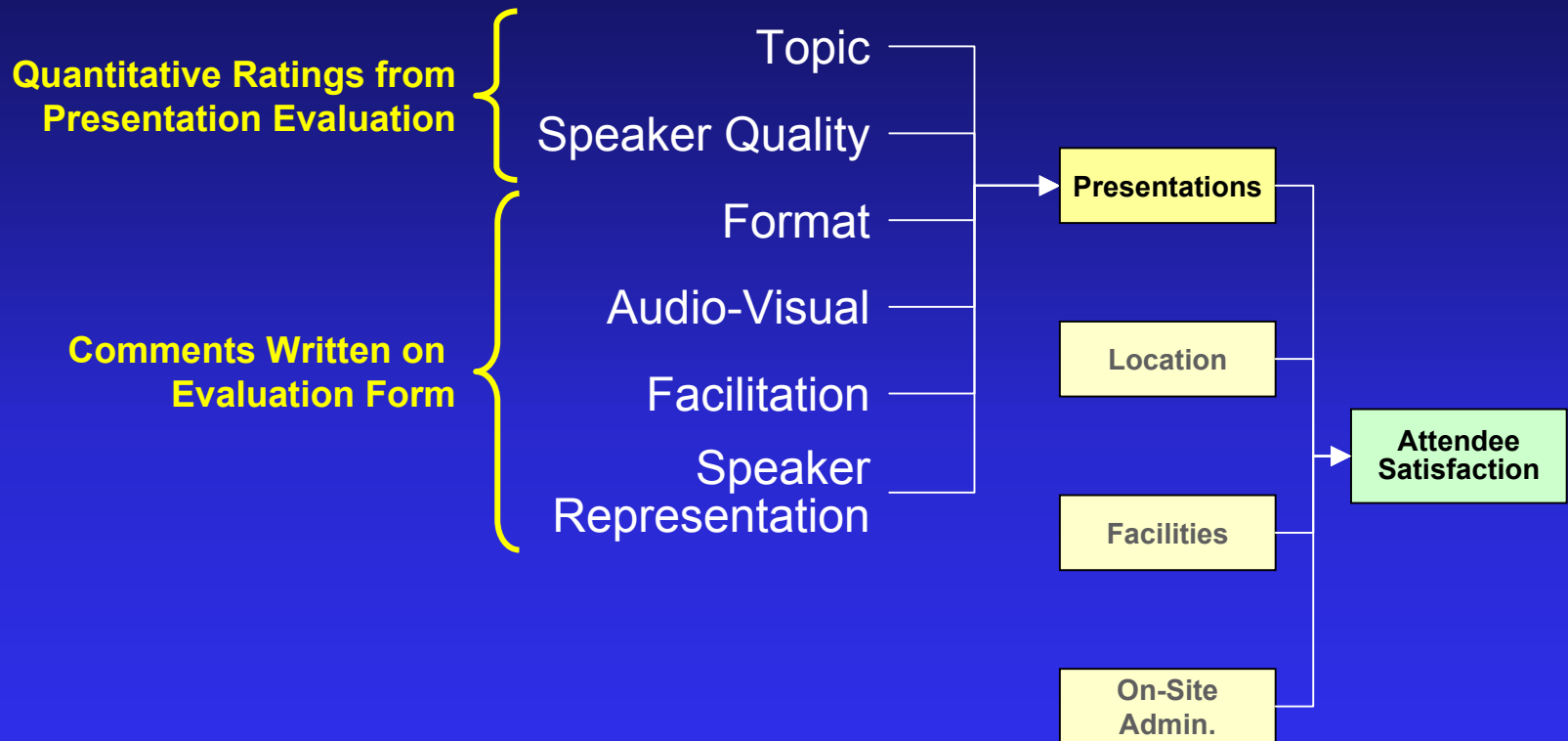


# Focus of “Presentation Evaluation” Survey





# Satisfaction with Presentations





# Presentation Evaluation Survey

- Participants asked to fill out short questionnaire after each committee presentation
  - ◆ Eight quantitative ratings
    - ◆ Based on scale of 1 to 5 (Strongly Disagree =1, Strongly Agree=5)
  - ◆ Two open-ended questions
  - ◆ Check off Industry segment (for Las Vegas only)



# Eight Quantitative Ratings of Presentation

## ■ Topic-Related

- ◆ *The topic covered was very interesting to me*
- ◆ *The presentation was relevant to my daily work*
- ◆ *I would like to hear more about this topic*
- ◆ *This presentation contained information I can use immediately in my shop*

## ■ Importance

- ◆ *The topic is very important to the collision repair industry at large*
- ◆ *The information covered in this presentation is important to CIC*

## ■ Speaker-Related

- ◆ *The presenter kept my interest throughout the presentation*

## ■ Overall Satisfaction

- ◆ *Overall, I thoroughly enjoyed this presentation*



# Open-Ended Questions

- *Are there any questions you would like this group to answer/address during the next CIC meeting?*
- *Any comment to help the presenters improve the quality of their presentation?*



# Focus of Analysis of Responses

1. Who responded to the survey?
2. In general, how are the presentations rated?
3. What determines Overall Satisfaction?
4. What are the differences across:  
Event Locations?  
Industry Segments (Las Vegas only)  
Committees?
5. What else can we learn from comments provided?
6. How should the Evaluation Form be revised for future use?

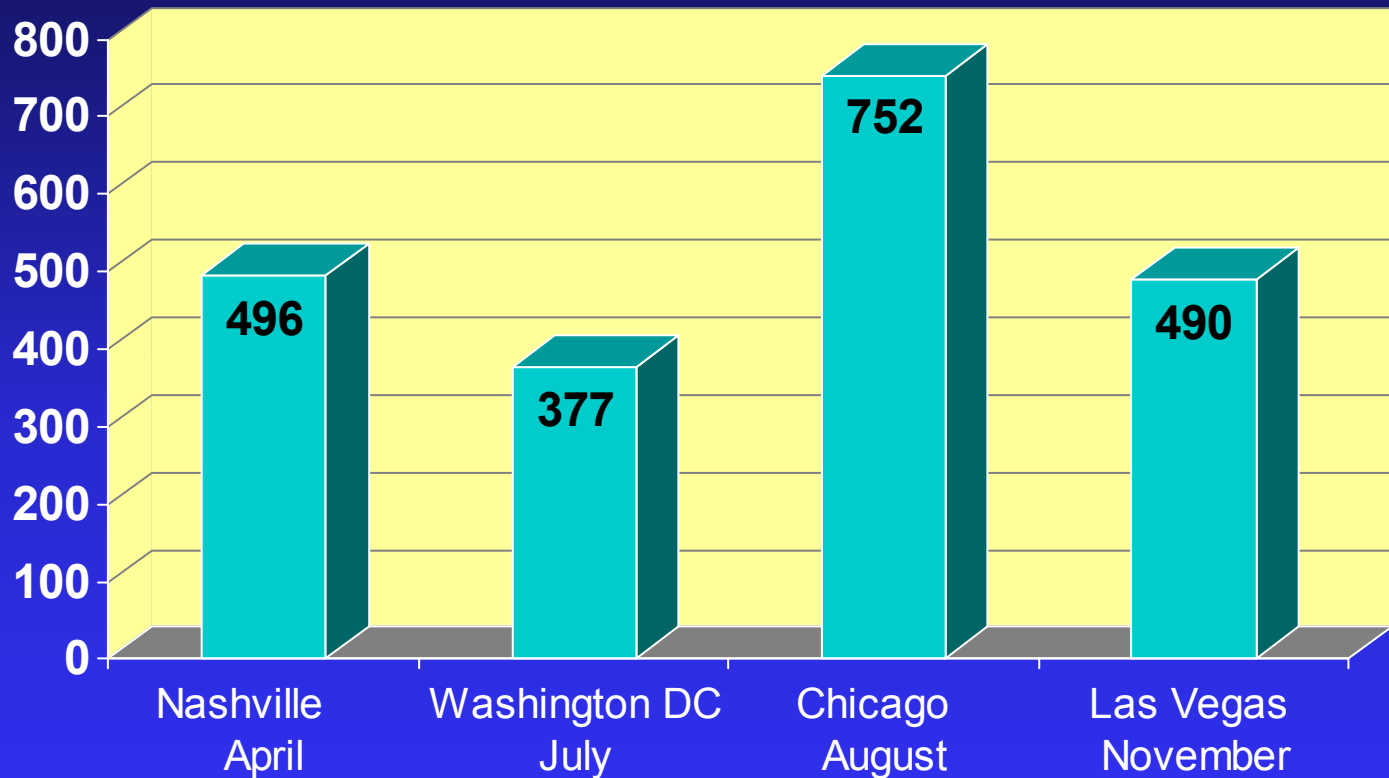




# 1. Who Responded to the Survey?



# Survey Responses by Event Location



Total Number of Responses = 2,115



# Survey Responses by Committee

Committee	Number of Responses	Percent of Total
Education	258	12 %
Parts	209	10 %
Marketing	198	9 %
Ethics	182	9 %
OEM	165	8 %
IT	163	8 %
Legislative	154	7 %
H-R	151	7 %
Technical	141	7 %
Definitions	137	7 %
Industry Issues	137	7 %
Estimating	123	6 %
Insurance Relations	77	4 %
Write it Right	18	1 %
Total	2113	100 %



# Survey Responses by Committee and Event Location

Committee	Chicago	Nashville	Washington DC	Las Vegas
Definitions	38	31	17	51
Education	98	82	53	25
Estimating	46	36	41	n/a
Ethics	85	31	41	25
H-R	66	n/a	35	50
Industry Issues	75	n/a	n/a	61
Insurance Relations	54	23	n/a	n/a
IT	52	17	65	29
Legislative	16	47	28	63
Marketing	51	70	29	48
Parts	100	41	21	47
Technical	53	28	n/a	60
Write it Right	18	n/a	n/a	n/a
OEM	n/a	87	47	31

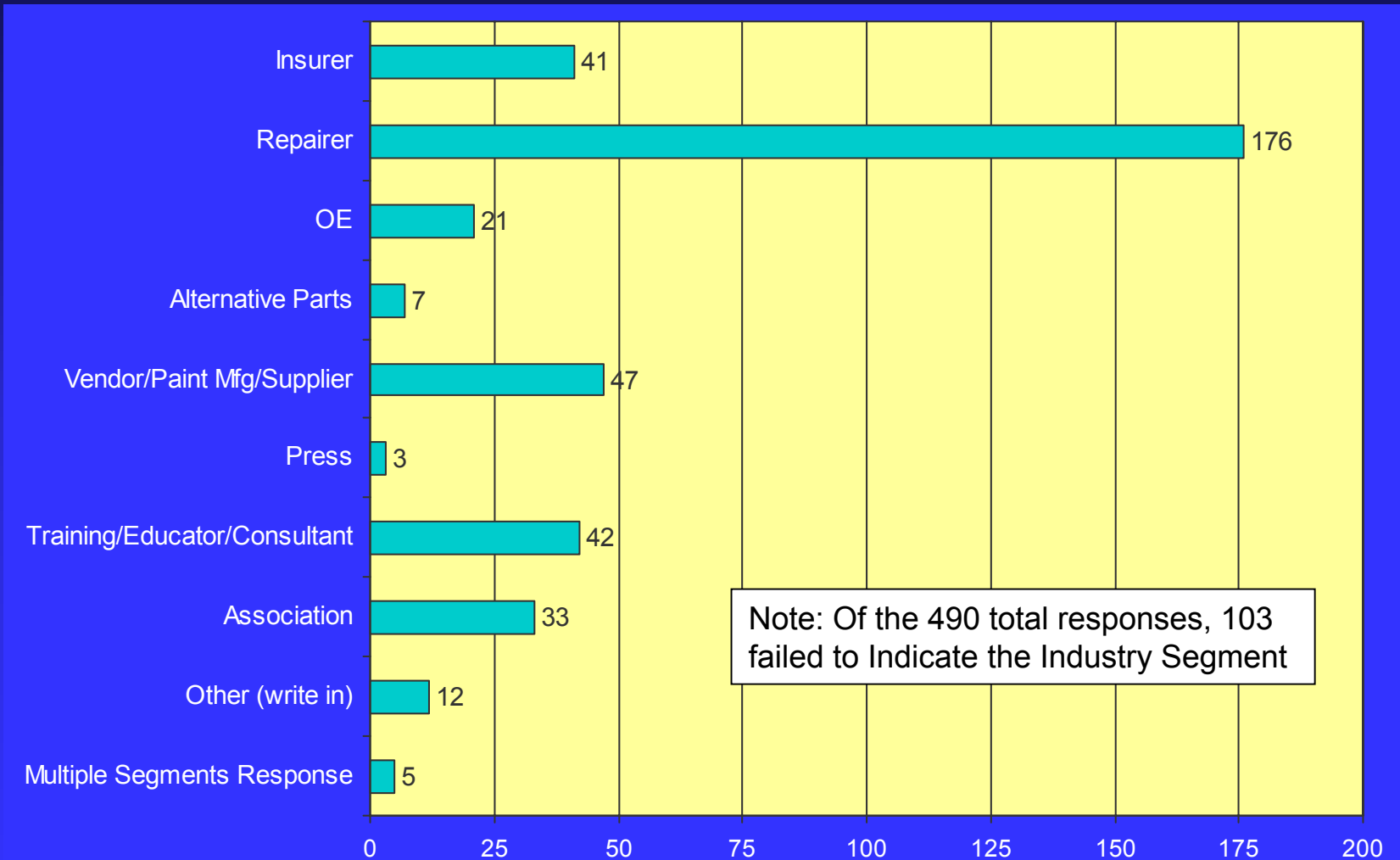


# Survey Responses by Industry Segment (Las Vegas only)

Industry Segment	Number of Responses	Percent
Repairer	176	45 %
Vendor/Paint Mfg/Supplier	47	12 %
Training/Educator/Consultant	42	11 %
Insurer	41	11 %
Association	33	9 %
OE	21	5 %
Alternative Parts	7	2 %
Press	3	1 %
Multiple Segments Response	5	1 %
Other (write in)	12	3 %
Total Responses to This Question	387	100 %
Missing	103	
Total Number of Respondents	490	



# Survey Responses by Industry Segments ( Las Vegas Only)





# Conclusions about Survey Responses

- 2115 responses across 4 event locations and 14 committees
- Industry Segments from Las Vegas
  - ◆ Greatest % are “Repairers” (45%)
  - ◆ Fair amount (>10%) from Vendor/Paint Mfg/Supplier, Training/ Educator/ Consultant, and Insurer groups



2. In general, how are the presentations rated?



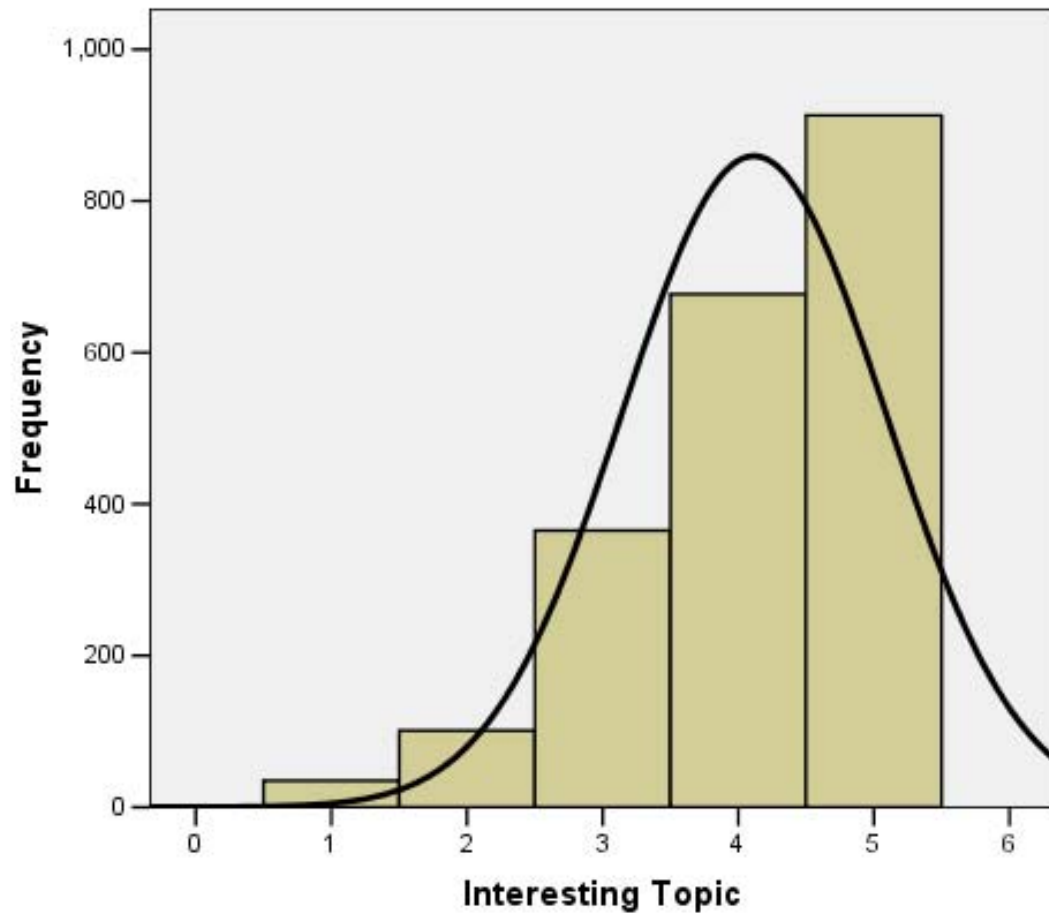


# Average Ratings

	<b>Rating Questions</b>	<b>Average</b>	<b>Standard Deviation</b>
<b>Topic</b>	Interesting Topic	<b>4.12</b>	<b>0.97</b>
	Would Like to Hear More	<b>3.87</b>	<b>1.13</b>
	Relevant to My Daily Work	<b>3.77</b>	<b>1.20</b>
	Can Use Information Immediately	<b>3.54</b>	<b>1.31</b>
<b>Importance</b>	Important to Collision Repair Industry	<b>4.37</b>	<b>0.88</b>
	Important to CIC	<b>4.30</b>	<b>0.91</b>
<b>Speaker</b>	Presenter Kept My Interest	<b>4.01</b>	<b>1.03</b>
<b>Overall</b>	Overall Enjoyed the Presentation	<b>3.97</b>	<b>1.01</b>



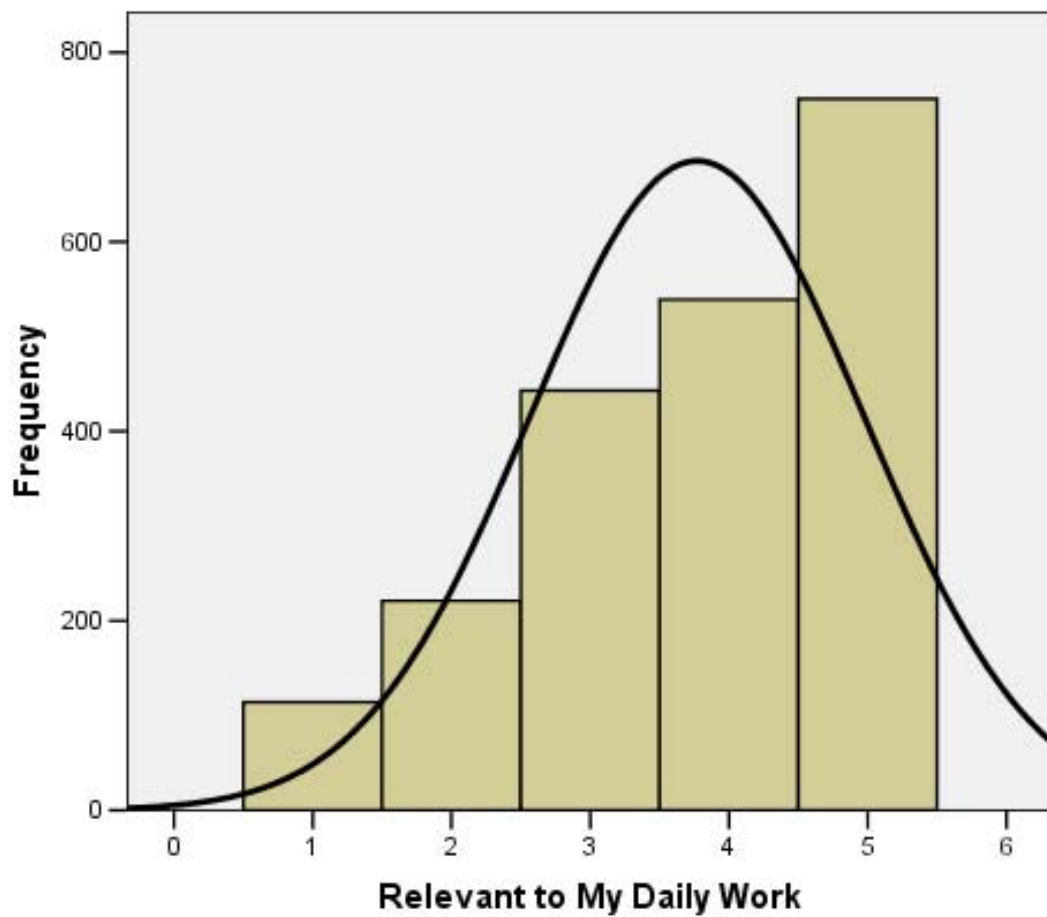
### Interesting Topic



Mean = 4.12  
Std. Dev. = 0.971  
N = 2,091



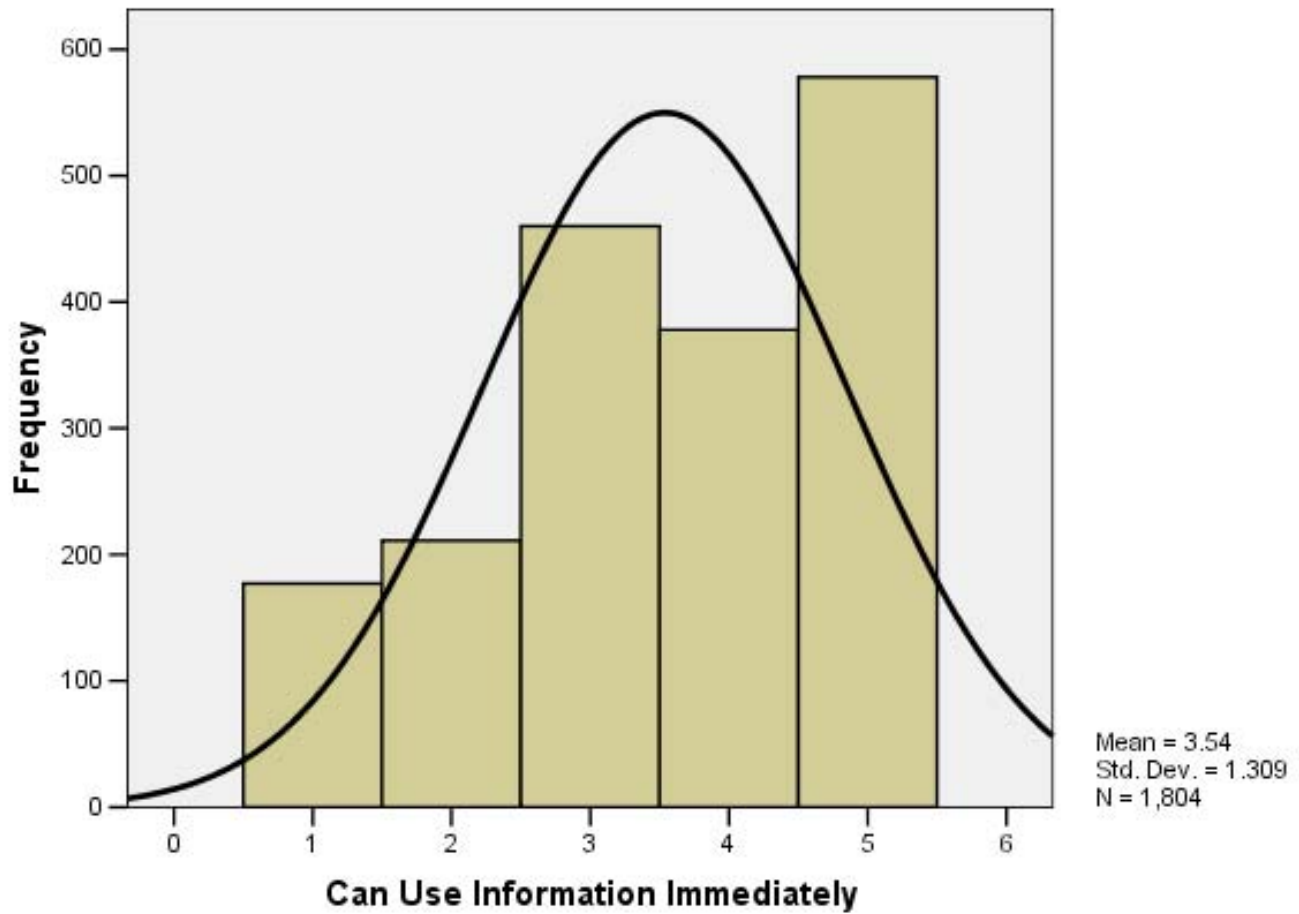
### Relevant to My Daily Work



Mean = 3.77  
Std. Dev. = 1.204  
N = 2,068

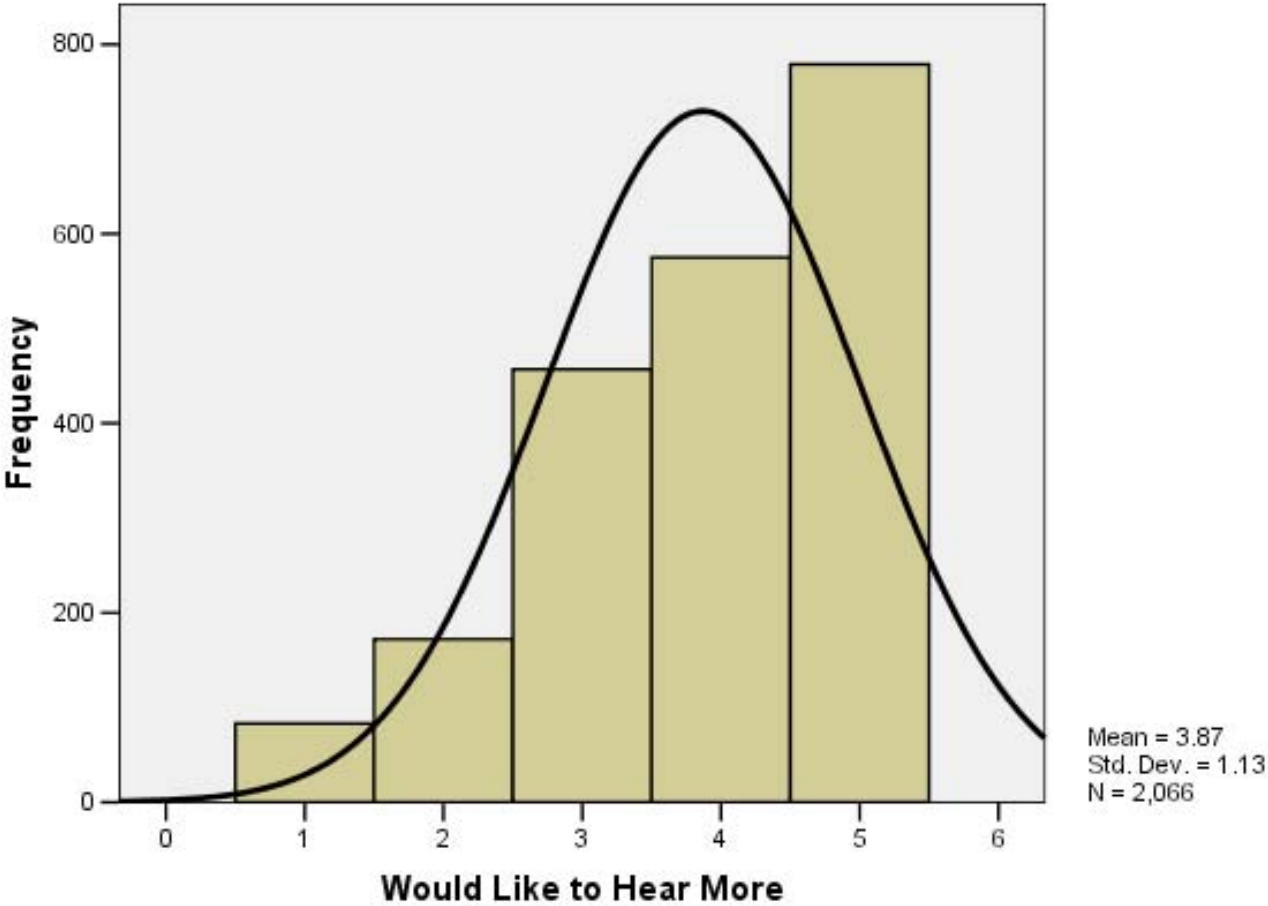


### Can Use Information Immediately



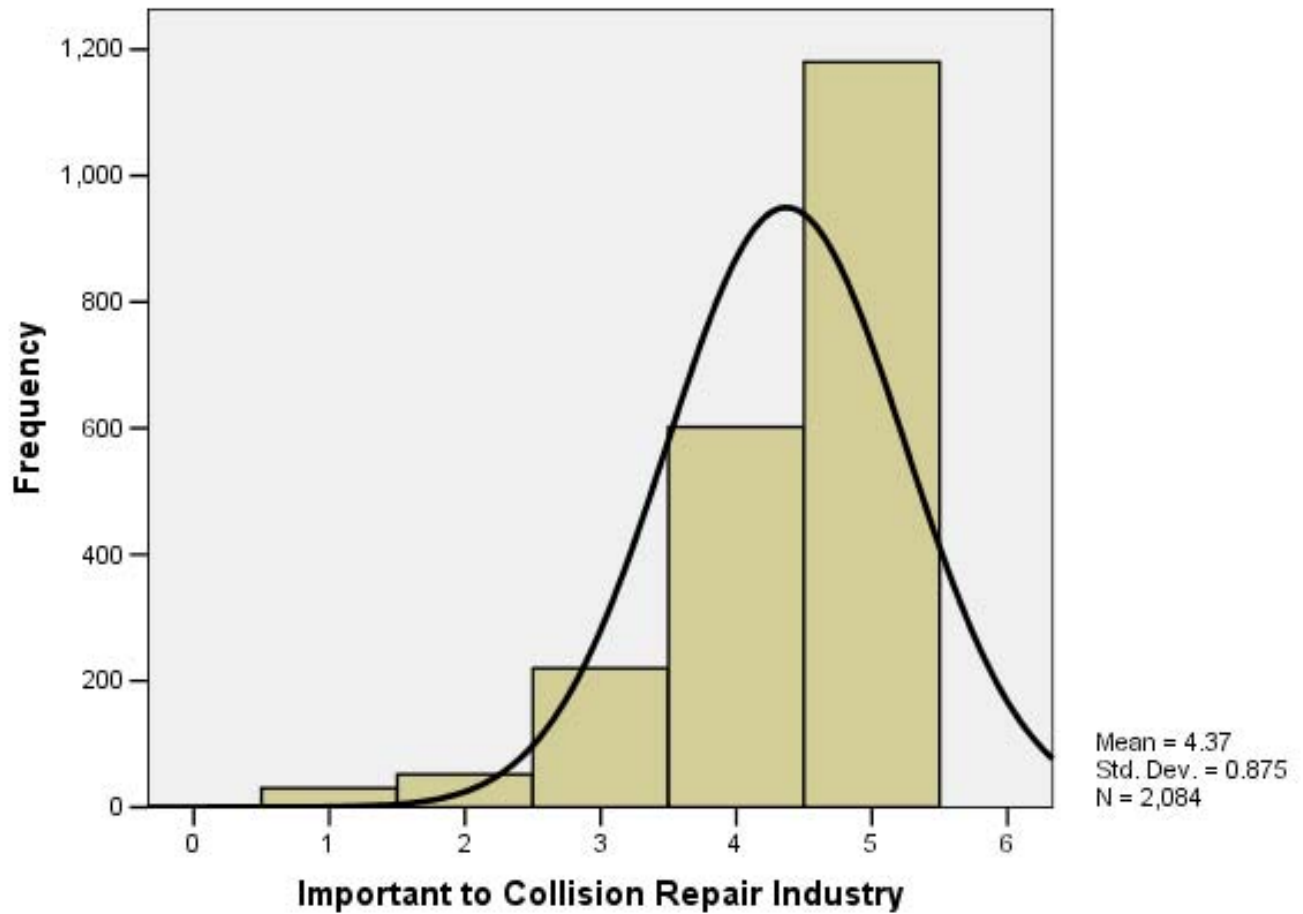


### Would Like to Hear More



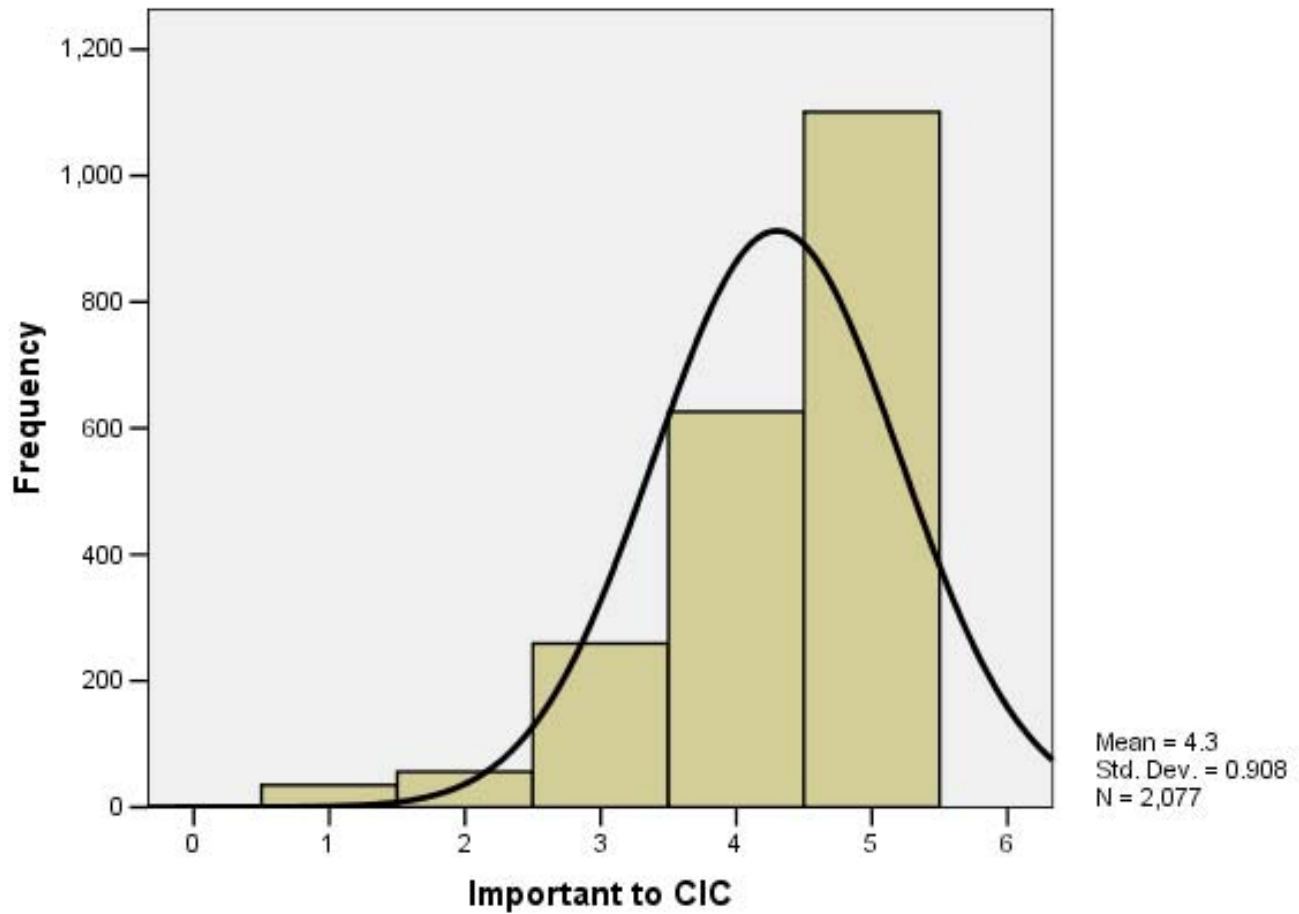


### Important to Collision Repair Industry



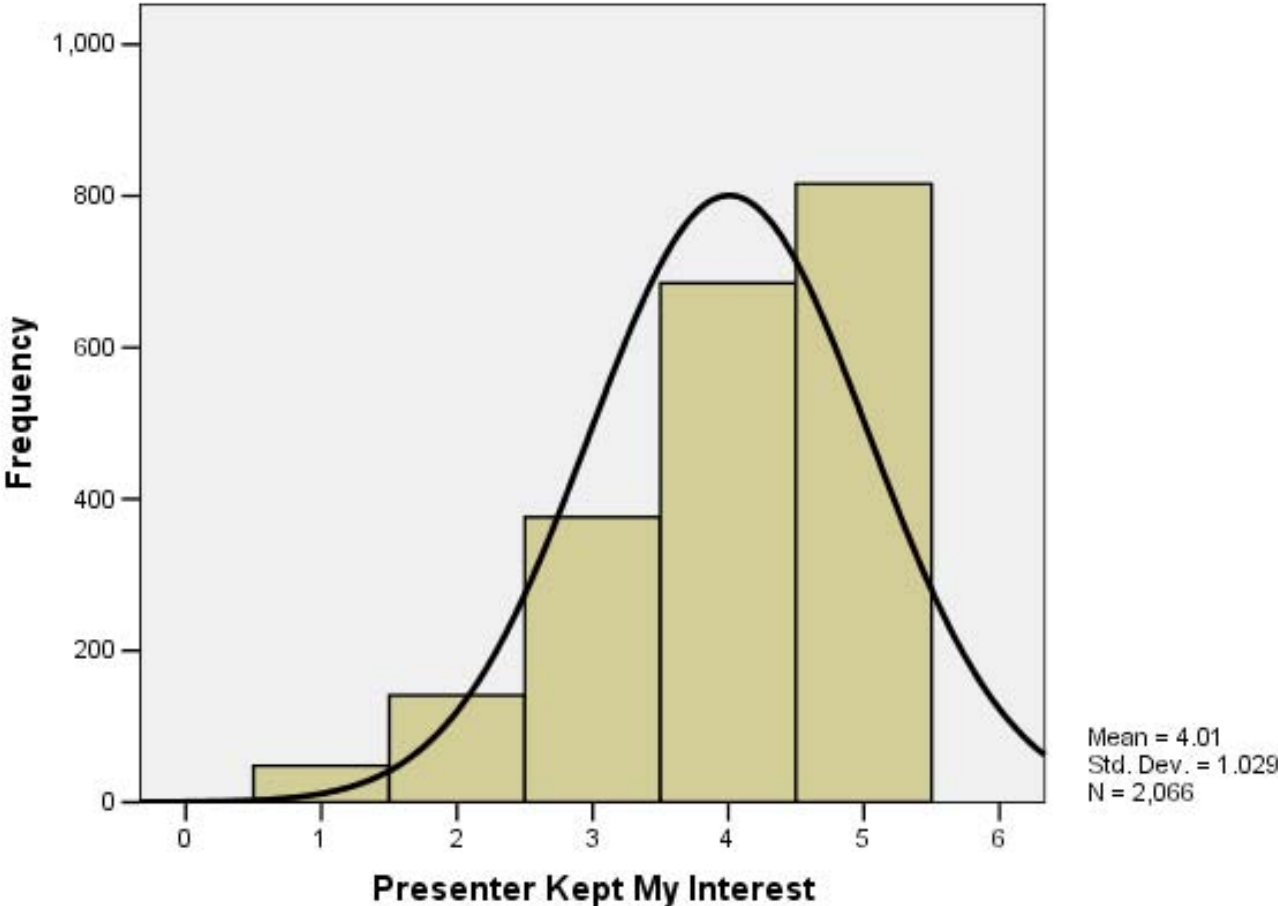


### Important to CIC





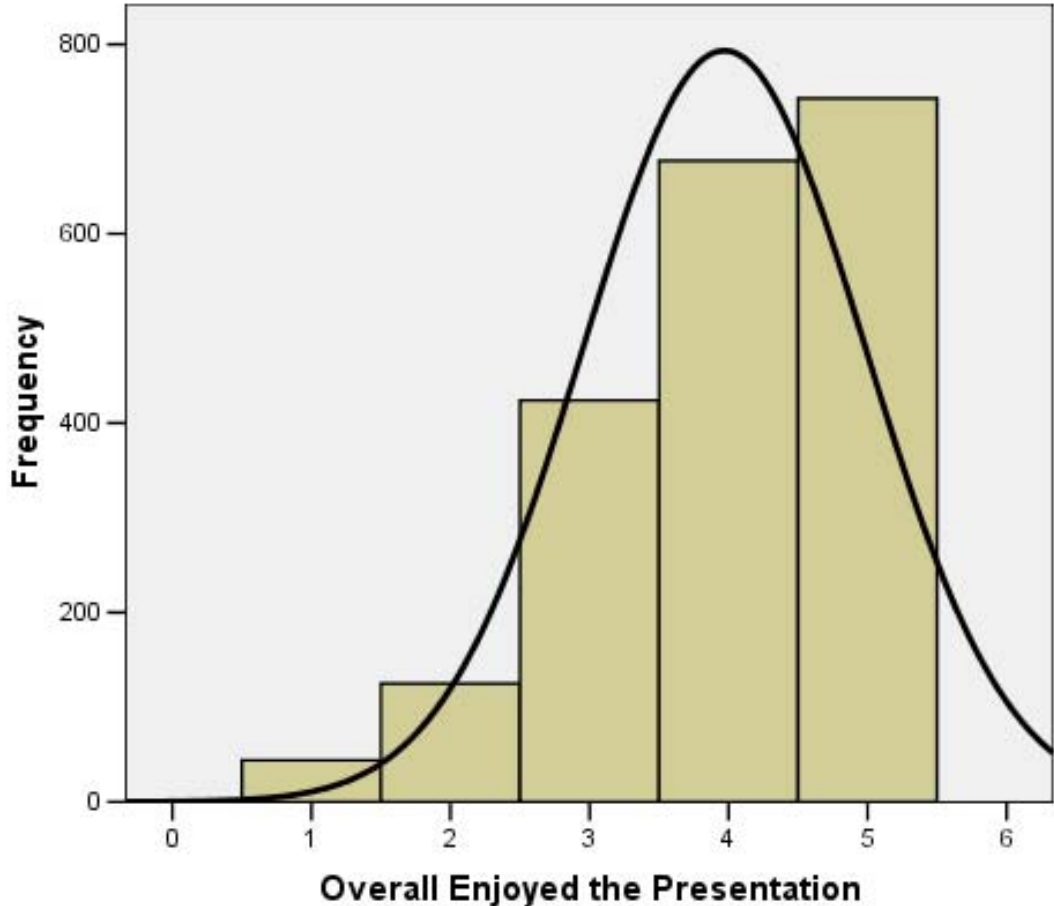
### Presenter Kept My Interest







### Overall Enjoyed the Presentation



Mean = 3.97  
Std. Dev. = 1.012  
N = 2,013



# Conclusions about Results for Rating Scales

- Overall satisfaction – as indicated by “Overall Enjoyed the Presentation” – was generally high (about 4.0 on a scale of 1 to 5)
- Importance to Industry and to CIC were the highest rated factors (4.4 and 4.3)
- “Relevant to My Daily Work” and “Can Use Information Immediately” were rated relatively lower than other factors (3.8 and 3.5)
- Respondents are split on “Can Use Information Immediately” (many rated this high (5.0), but substantial number rated this lower (3.0))



### 3. What factors determine Overall Satisfaction?



# Determinants of Overall Satisfaction

- Consider “overall satisfaction” to be a function of the other seven rating scales
- So.. Overall satisfaction is made up of things like topic, importance and speaker
- Identify which of these are more or less related to overall satisfaction
- Helps direct future efforts for CIC to improve satisfaction with committee presentations



# Results for Determinants of Overall Satisfaction

Rating Scale	Standardized Coefficient
Presenter Kept My Interest	0.42
Can Use Information Immediately	0.22
Interesting Topic	0.18
Important to CIC	0.15
Would Like to Hear More	0.05



Think of these as the relative weight in determining overall satisfaction with the presentation



# Conclusions about Determinants of Overall Satisfaction

- Most important factor contributing to Overall Satisfaction was “Presenter Kept My Interest”
- Other factors contributing to Overall Satisfaction (in descending importance)
  - ◆ Can Use Information Immediately
  - ◆ Interesting Topic
  - ◆ Important to CIC
  - ◆ Would Like to Hear More
- Cautionary note – these result are based on the whole sample (the “average” response)



4. What are the differences across Event Locations, Industry Segments and Committees?



# Average Ratings by Event Location

Location of Event	Relevant to My Daily Work	Interesting Topic	Important to Collision Repair Industry	Important to CIC	Would Like to Hear More	Presenter Kept My Interest	Can Use Information Immediately	Overall Enjoyed the Presentation
Chicago	3.74	4.07	4.35	4.26	3.82	3.96	3.50	3.91
Nashville	3.72	4.08	4.36	4.29	3.76	3.97	3.48	3.94
Washington DC	3.71	4.11	4.39	4.34	3.95	4.05	3.49	3.98
Las Vegas	3.91	4.23	4.38	4.34	3.99	4.08	3.68	4.08
Average	3.77	4.12	4.37	4.30	3.87	4.01	3.54	3.97

**Red** indicates significantly lower than the others  
**Green** indicates significantly higher than the others  
**Black** indicates no differences across groups





# Differences by Location

- Las Vegas
  - ◆ Topics perceived as more *Interesting*
  - ◆ Also higher ratings on *Like to Hear More, Interesting Presenter, and Use Information Immediately*
- Washington, DC
  - ◆ About average on most ratings
  - ◆ Significantly higher than Chicago and Nashville on *Like to Hear More*
- Nashville
  - ◆ Near the average on all ratings
- Chicago
  - ◆ *Interesting Topic* and *Overall Satisfaction* were lowest of the four locations
  - ◆ Other ratings are lower than average although not statistically significant



# Average Ratings by Industry Segment (Las Vegas Only)

Reduced List of Segment Codes	Relevant to My Daily Work	Interesting Topic	Important to Collision Repair Industry	Important to CIC	Would Like to Hear More	Presenter Kept My Interest	Can Use Information Immediately	Overall Enjoyed the Presentation
Insurer	<b>3.63</b>	<b>3.95</b>	<b>4.02</b>	<b>4.10</b>	<b>3.88</b>	<b>3.71</b>	<b>3.46</b>	<b>3.73</b>
Repairer	<b>4.15</b>	<b>4.32</b>	<b>4.51</b>	<b>4.41</b>	<b>3.93</b>	<b>4.22</b>	<b>3.85</b>	<b>4.22</b>
OE	<b>3.55</b>	<b>4.50</b>	<b>4.70</b>	<b>4.85</b>	<b>4.20</b>	<b>4.00</b>	<b>3.25</b>	<b>4.30</b>
Vendor/Paint Mfr/Supplier	<b>3.43</b>	<b>3.98</b>	<b>4.24</b>	<b>4.22</b>	<b>3.76</b>	<b>3.91</b>	<b>3.27</b>	<b>3.93</b>
Training/Educator/Consultant	<b>3.85</b>	<b>4.00</b>	<b>3.95</b>	<b>3.95</b>	<b>4.03</b>	<b>3.90</b>	<b>3.47</b>	<b>3.76</b>
Association	<b>3.75</b>	<b>4.17</b>	<b>4.44</b>	<b>4.36</b>	<b>4.00</b>	<b>3.86</b>	<b>3.69</b>	<b>4.00</b>
Other (see next slide)	<b>3.88</b>	<b>4.21</b>	<b>4.50</b>	<b>4.57</b>	<b>4.08</b>	<b>4.05</b>	<b>3.71</b>	<b>4.05</b>
Average	<b>3.89</b>	<b>4.19</b>	<b>4.37</b>	<b>4.33</b>	<b>3.94</b>	<b>4.04</b>	<b>3.64</b>	<b>4.05</b>



# Detail of “Other” Industry Segment Category (from previous slide)

Industry Segment	Relevant to My Daily Work	Interesting Topic	Important to Collision Repair Industry	Important to CIC	Would Like to Hear More	Presenter Kept My Interest	Can Use Information Immediately	Overall Enjoyed the Presentation
Alternative Parts	4.00	4.29	4.86	4.86	4.29	4.14	4.17	4.33
Press	4.33	3.67	3.67	3.67	4.33	3.67	4.00	4.00
Other	3.75	4.08	4.33	4.45	4.08	4.08	3.80	4.18
Multiple Segment Response	4.00	4.40	4.40	4.40	3.80	3.67	3.00	3.40
Average	3.88	4.21	4.50	4.57	4.08	4.05	3.71	4.05



# Differences by Industry Segment (Las Vegas Only)

- OEs – Gave the most favorable ratings
  - ◆ *Rated presentations higher on four of the eight rating scales (Interesting Topic, Importance to Industry, Importance to CIC and Overall Satisfaction)*
- Repairers
  - ◆ *Rated presentations higher on Relevant to Work and Presenter Kept My Interest*
- Associations and “Others”
  - ◆ *Ratings were about the average of all other industry segments*



# Differences by Industry Segment (Las Vegas Only)...Cont'd

- Vendors / Paint Mfrs / Suppliers
  - ◆ Lower ratings for *Relevant to Work* and *Interesting Topic*
- Training / Educators / Consultants
  - ◆ Lower ratings for *Interesting Topic*, *Importance to Industry*, *Importance to CIC*
- Insurers – Gave the least favorable ratings
  - ◆ Rated presentations as lower on four of the eight rating scales (*Interesting Topic*, *Importance to Industry*, *Presenter Kept My Interest* and *Overall Satisfaction*)

# Average Ratings by Event Committee



CIC Committee	Interesting Topic	Relevant to My Daily Work	Would Like to Hear More	Can Use Information Immediately	Important to Collision Repair Industry	Important to CIC	Presenter Kept My Interest	Overall Enjoyed the Presentation
Definitions	4.00	3.73	3.62	3.43	4.31	4.29	3.86	3.81
Education	3.98	3.59	3.59	2.93	4.44	4.25	3.71	3.76
Estimating	4.34	4.08	4.19	3.75	4.57	4.51	4.27	4.16
Ethics	4.06	3.85	3.86	3.09	4.30	4.15	3.58	3.47
Human Resource	4.35	4.13	3.89	3.99	4.50	4.33	4.33	4.21
Industry Issues	4.36	4.06	4.21	3.39	4.56	4.38	4.19	4.07
Insurance Relations	4.04	3.71	3.68	3.34	4.24	3.97	3.86	3.77
IT	4.14	3.68	4.08	3.16	4.42	4.39	4.11	4.04
Legislative	4.00	3.69	3.83	3.31	4.26	4.21	3.72	3.84
Marketing	3.94	3.09	3.59	2.80	4.03	4.36	4.05	3.87
Parts	4.07	3.80	3.77	3.22	4.31	4.18	3.98	3.78
Technical	4.18	3.83	3.96	3.74	4.43	4.34	4.11	3.93
Write it Right	4.00	4.06	4.17	3.28	4.39	4.33	4.17	3.89
OEM	4.13	3.81	3.91	3.65	4.36	4.30	4.13	4.12
Average	4.11	3.75	3.84	3.33	4.36	4.28	3.98	3.90



# Differences by Committee

- Estimating and Human Resources
  - ◆ Presentations were most well received
  - ◆ Rated high or highest on all eight questions
- Industry Issues
  - ◆ Rated high on Importance to Industry and about average on other questions
- IT, Parts, Technical, and OEM
  - ◆ Ratings were about the average of all other committees
- Definitions, Education, Legislative and Write-it-Right
  - ◆ All rated lower on Interesting Topic and about average on other questions



# Differences by Committee...Cont'd

## ■ Ethics

- ◆ Low rating on both *Overall Satisfaction* and *Presenter Kept My Interest*

## ■ Insurance Relations

- ◆ Low rating on *Importance to CIC* and relatively lower on *Interesting Topic*

## ■ Marketing

- ◆ Low ratings on five of the seven questions (*Interesting Topic, Relevant to My Work, Like to Hear More, Use Information Immediately, and Importance to Industry*)
- ◆ Results may indicate some misaligned expectations on the part of participants



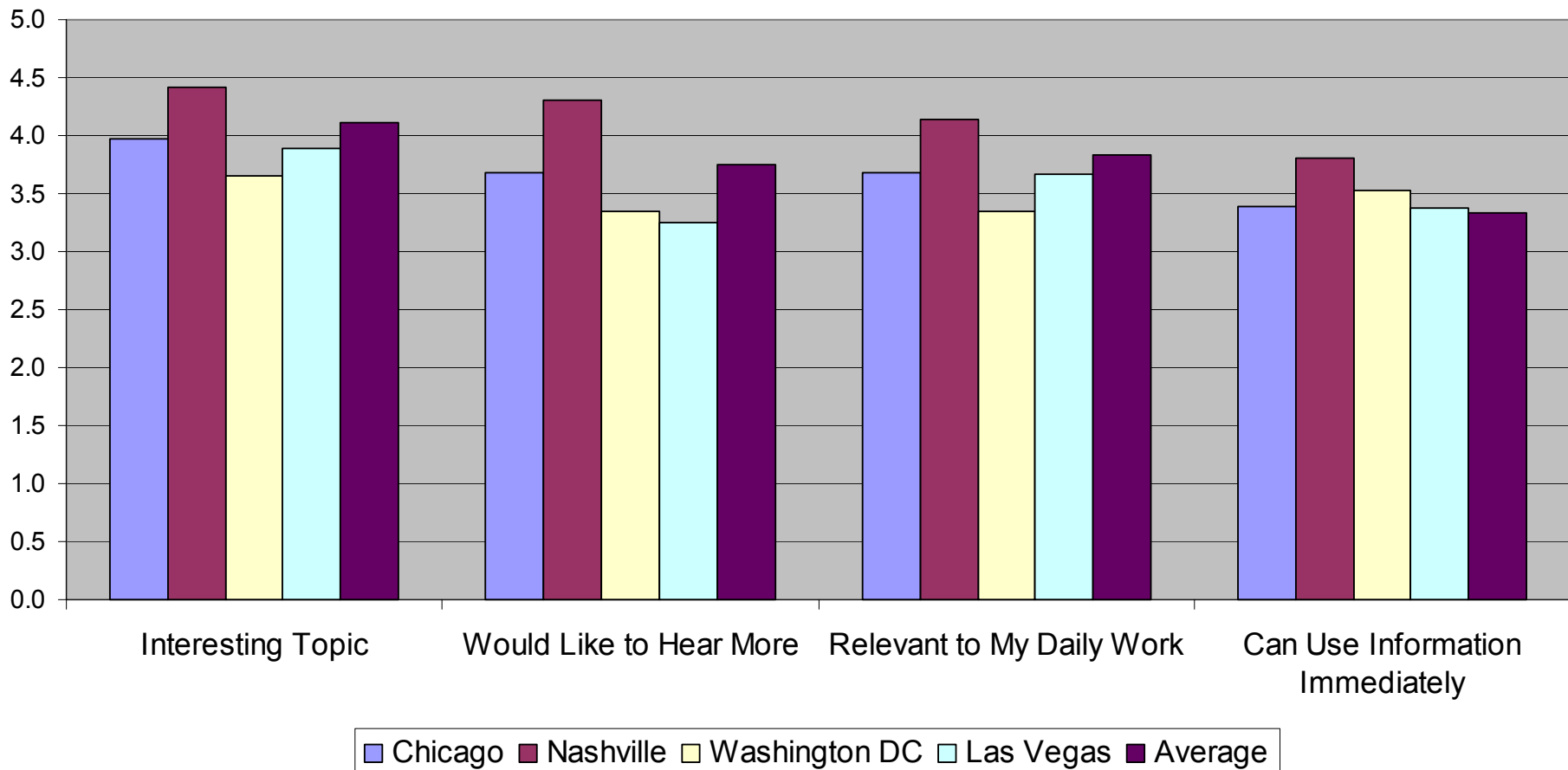


# Additional Results Related to Committee

- The following charts give the average ratings of each committee at each meeting location
- Average of all committees across all events is shown on each chart
- Missing “bars” in a chart mean the committee had no presentation at that meeting location

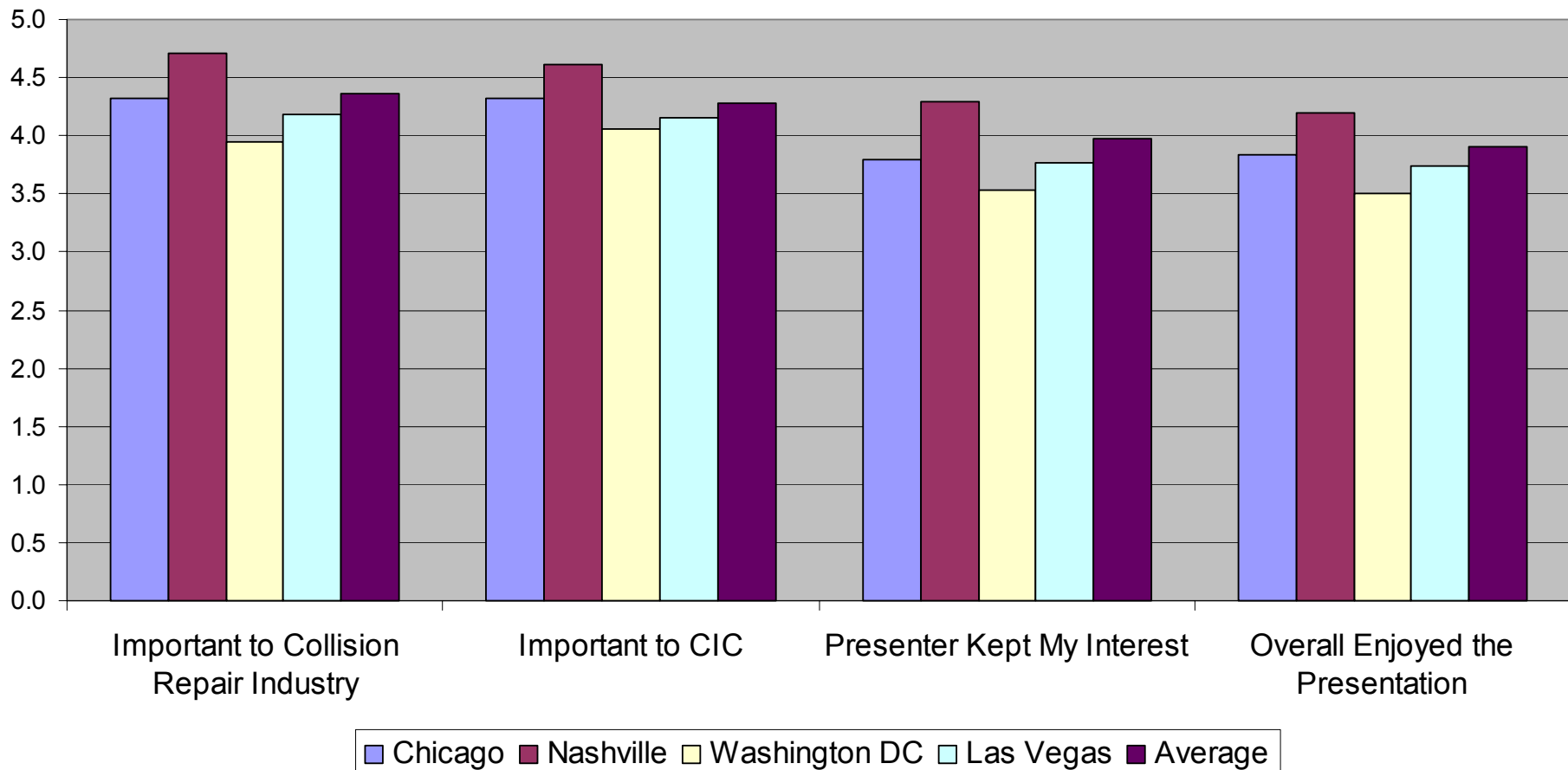


# Results for Definitions Committee



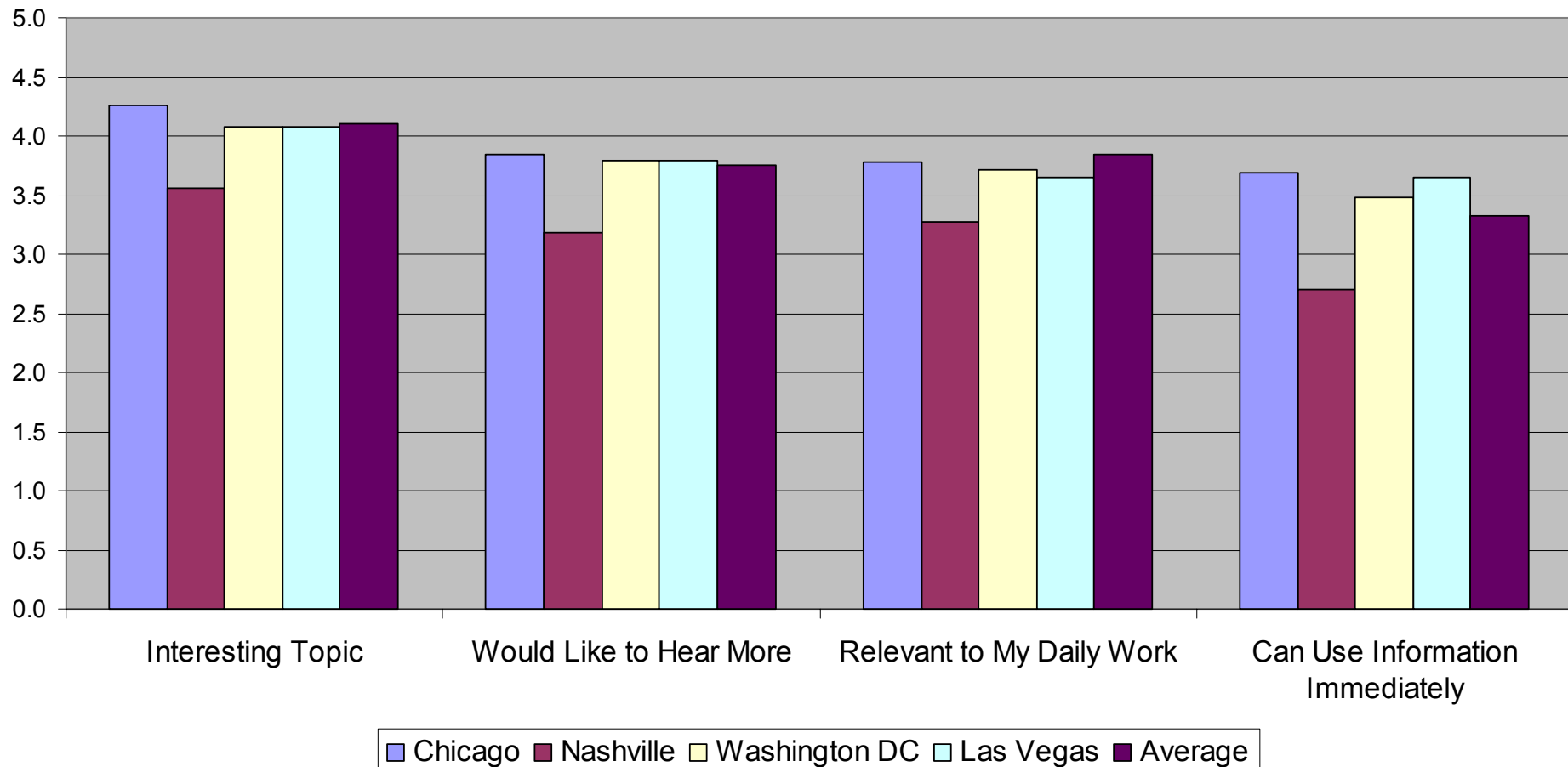


# Results for Definitions Committee (Cont'd)



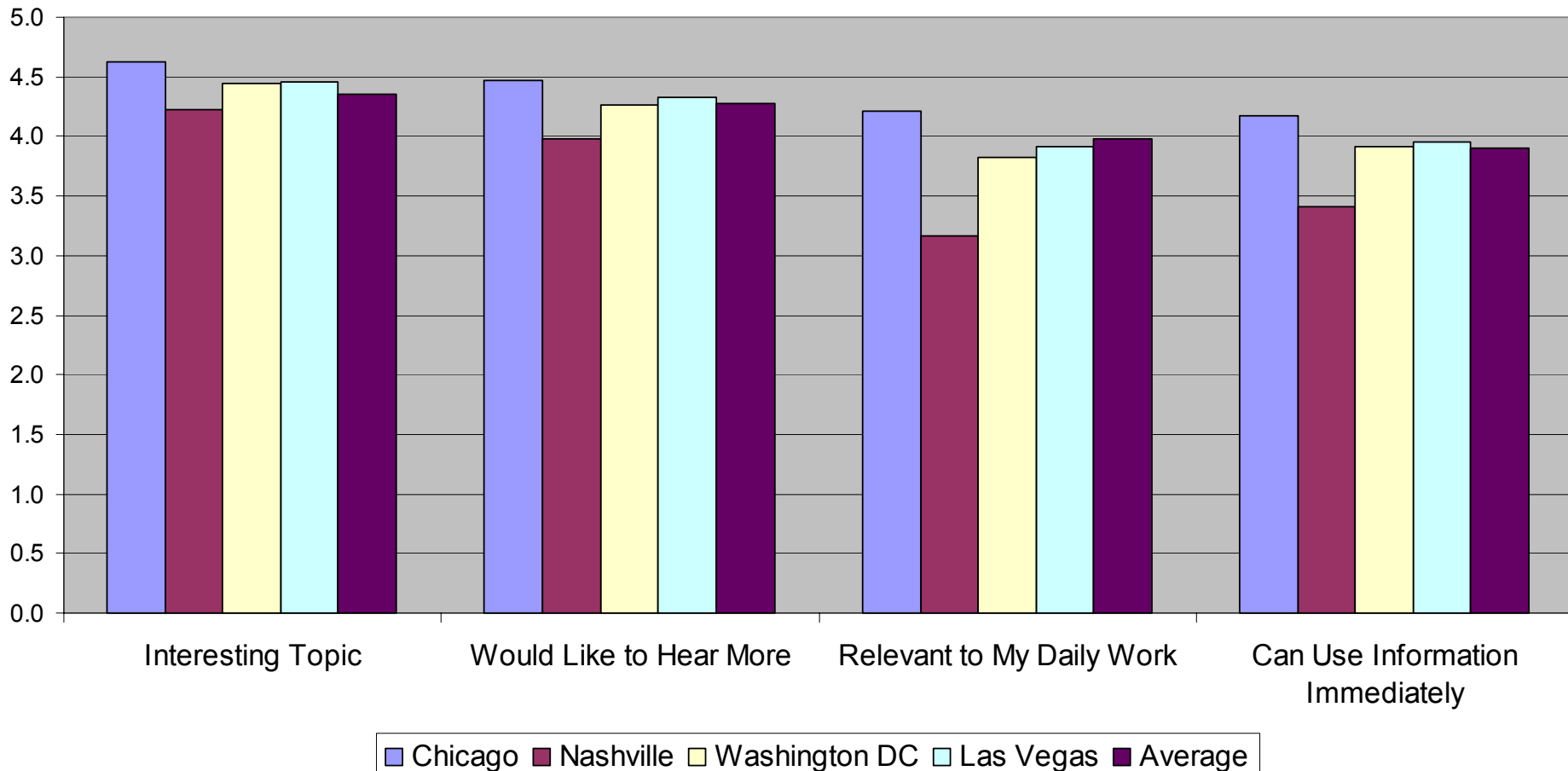


# Results for Education Committee



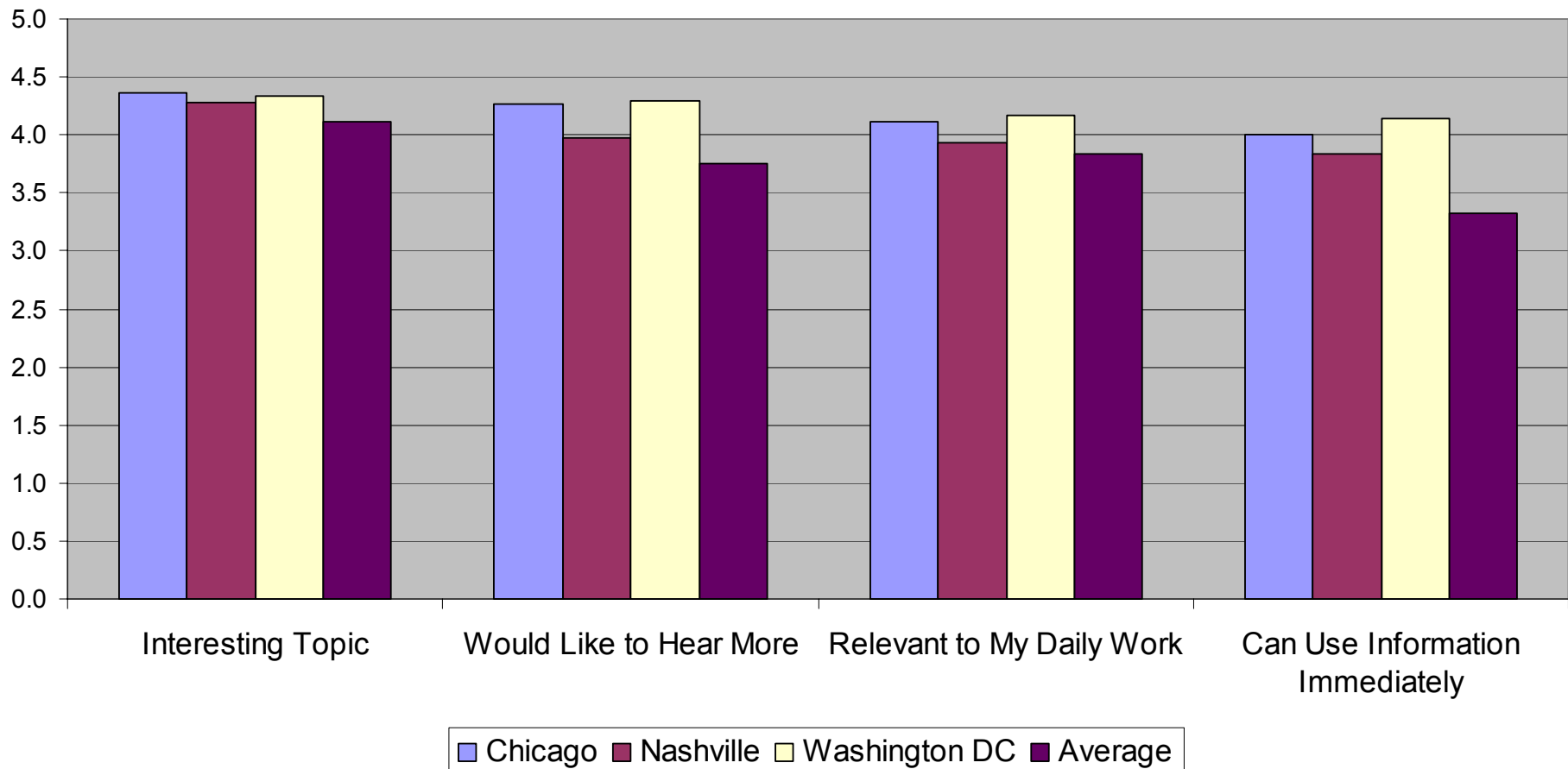


# Results for Education Committee (Cont'd)



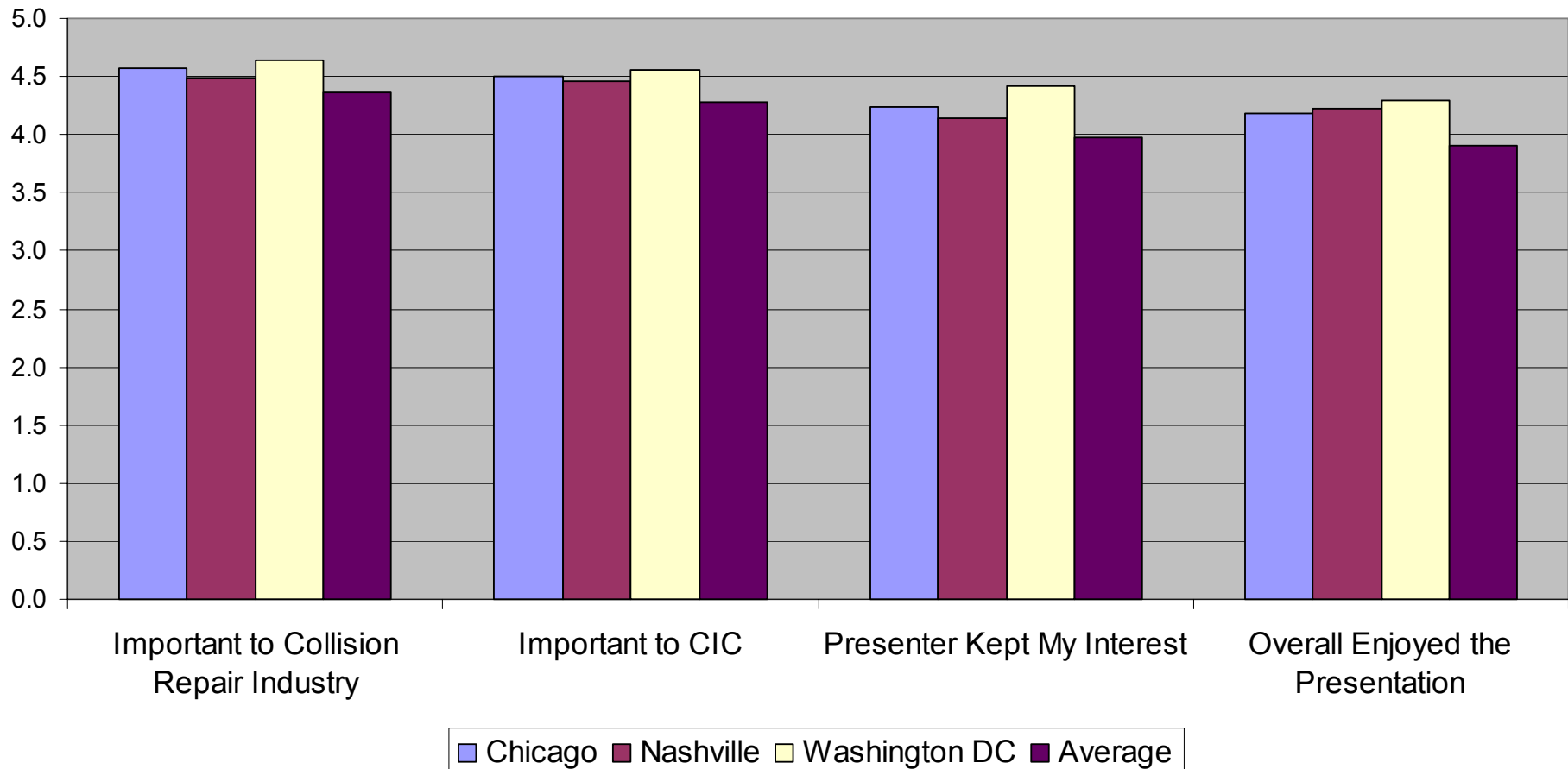


# Results for Estimating Committee



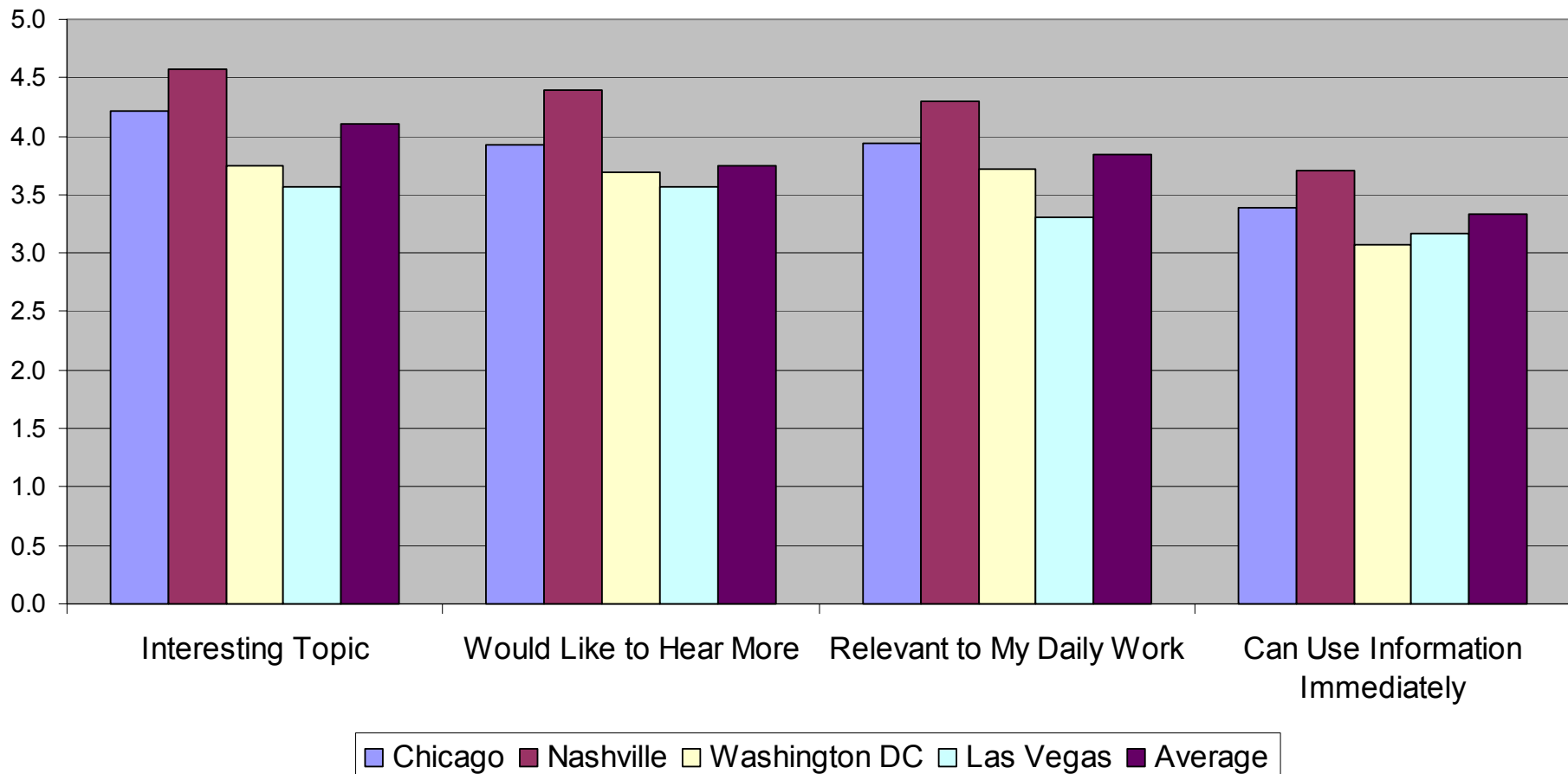


# Results for Estimating Committee (Cont'd)





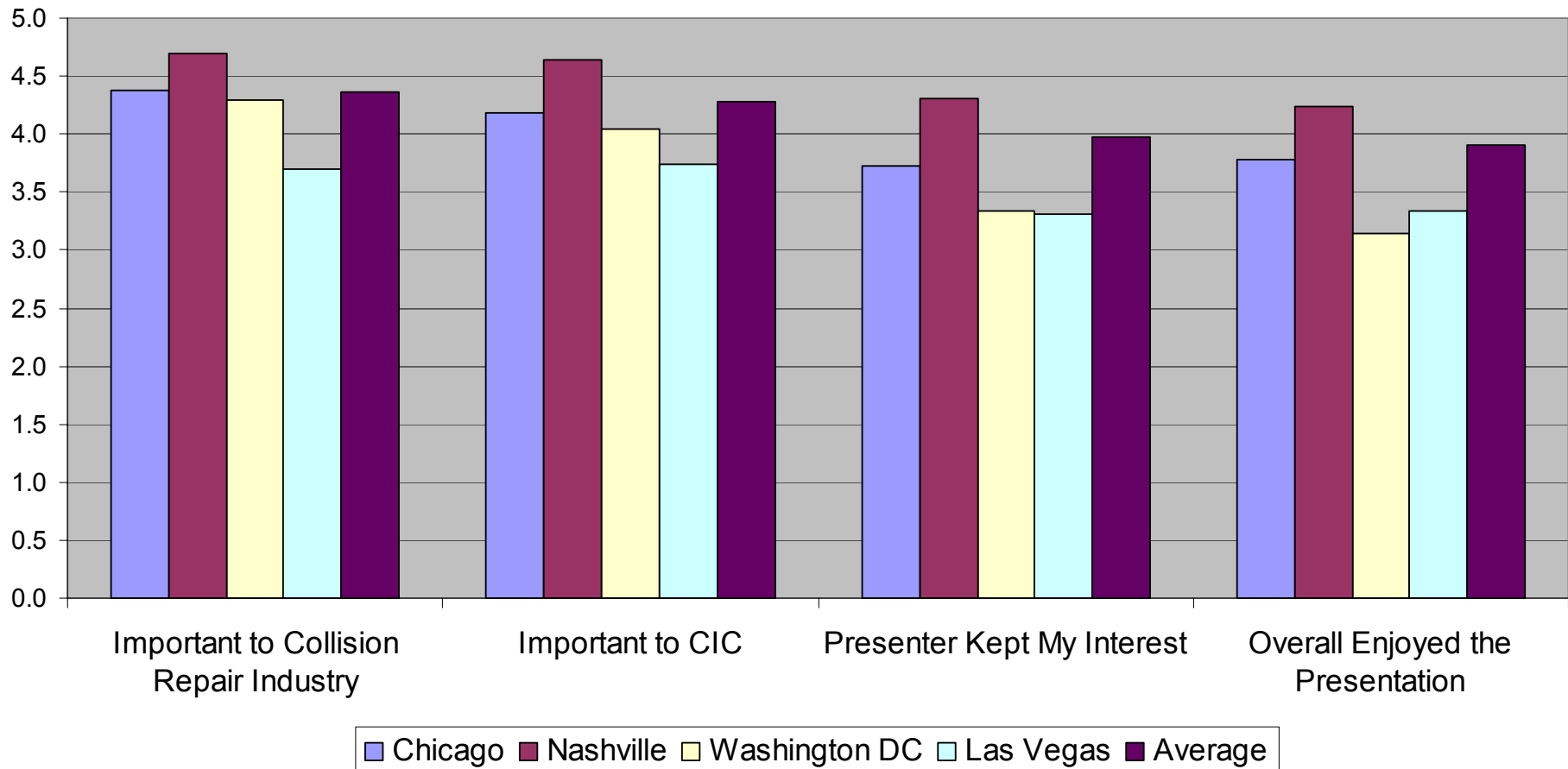
# Results for Ethics Committee





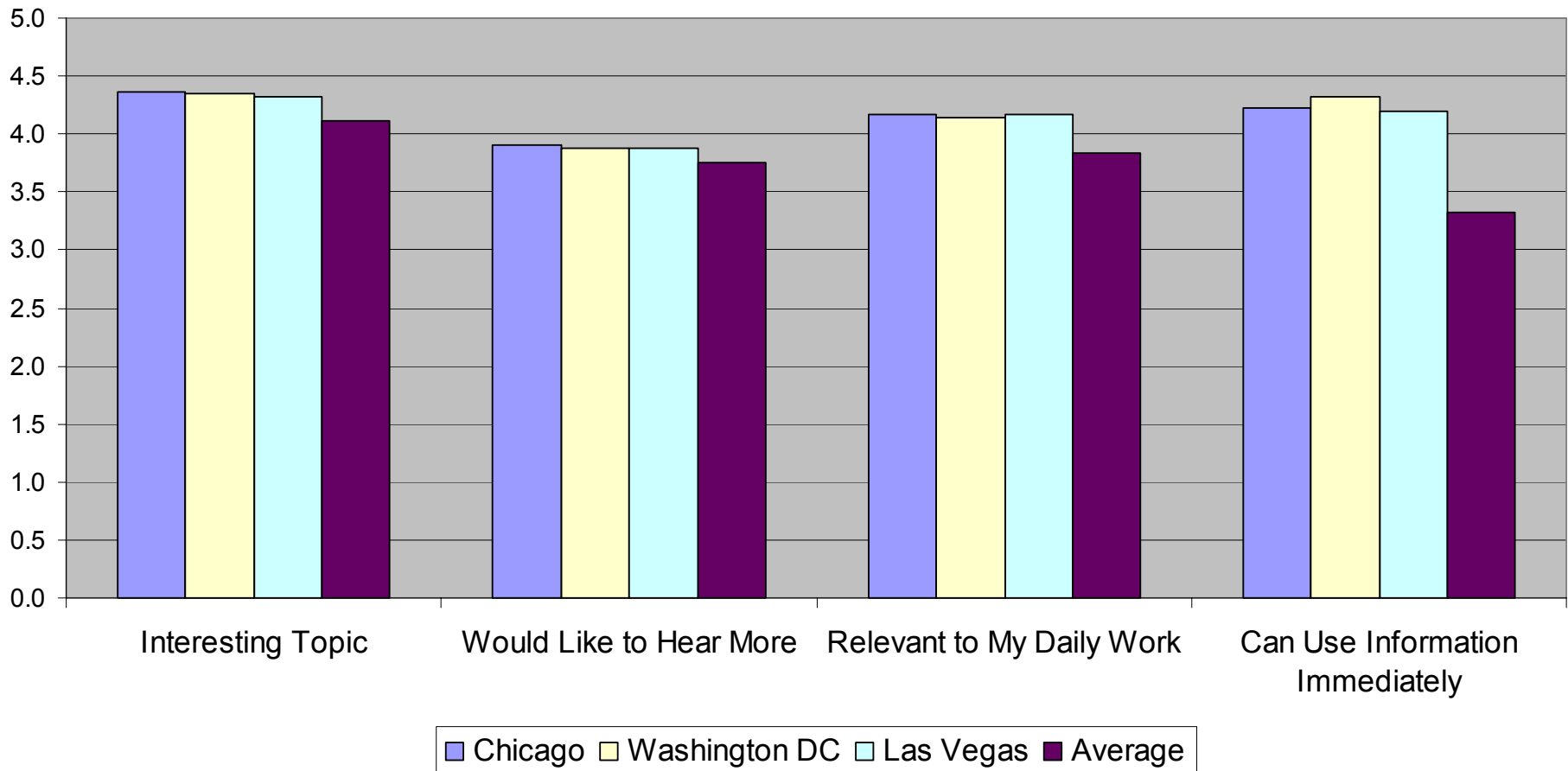


# Results for Ethics Committee (Cont'd)



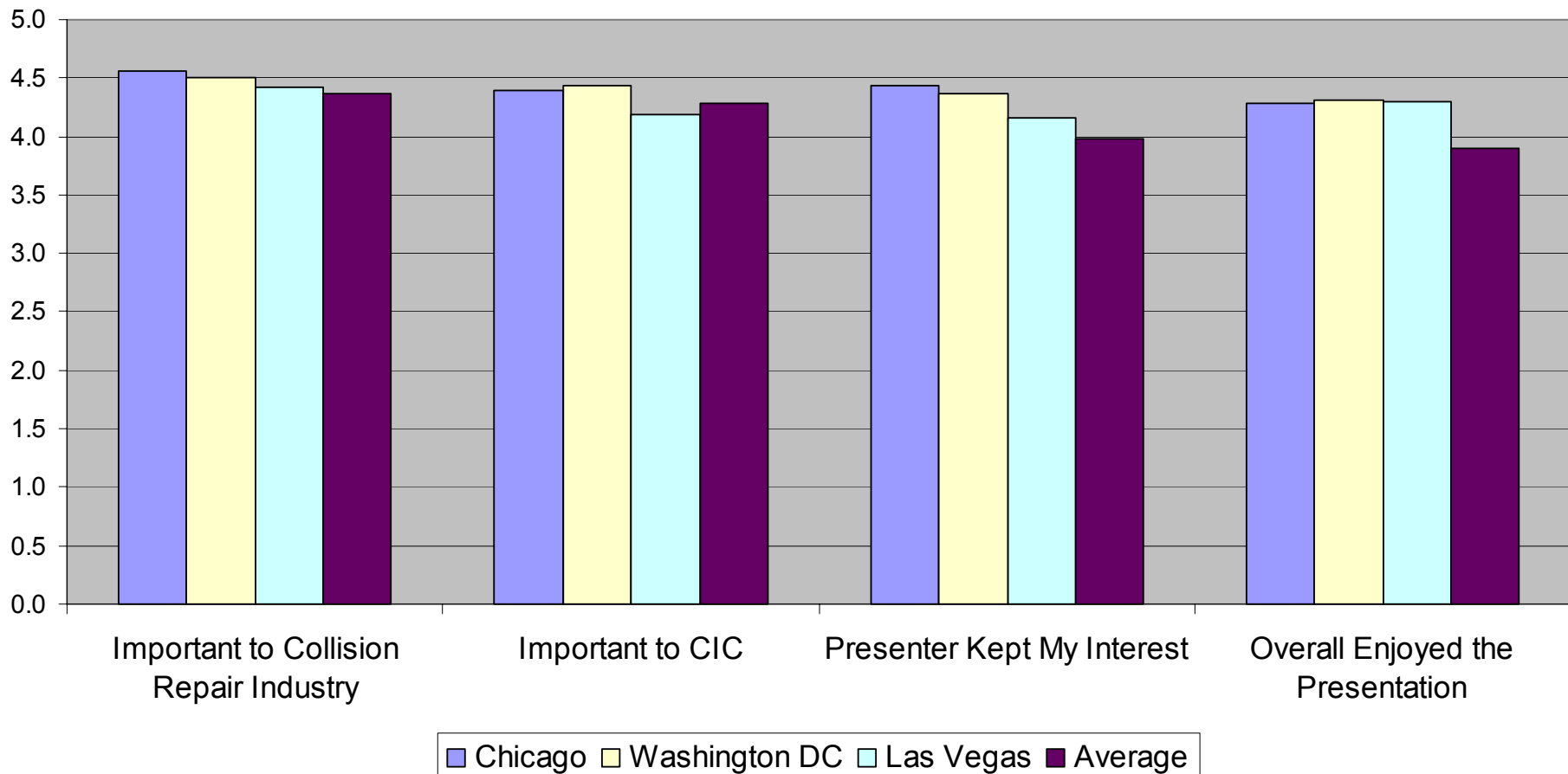


# Results for Human Resources Committee



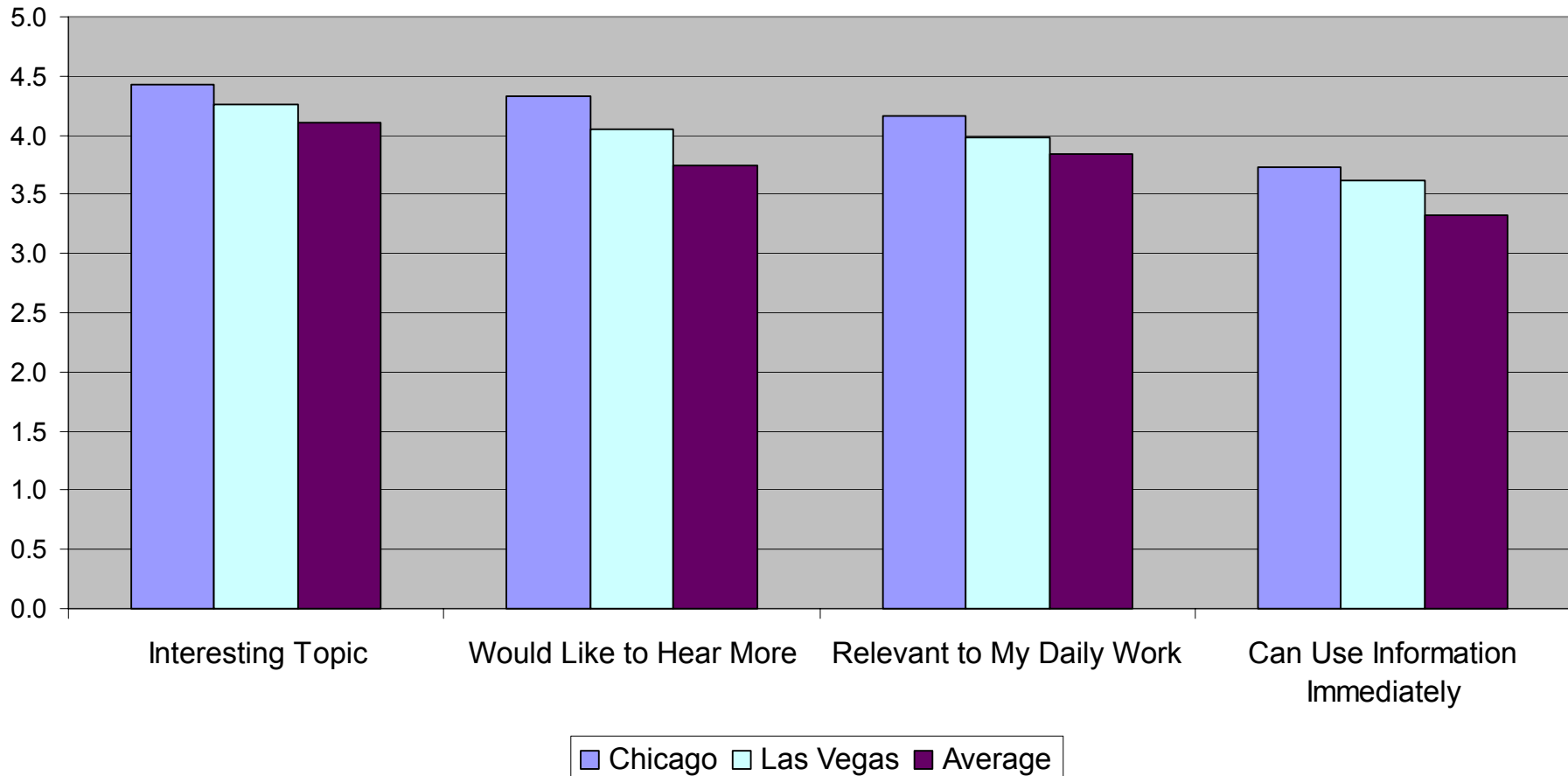


# Results for Human Resources Committee (Cont'd)



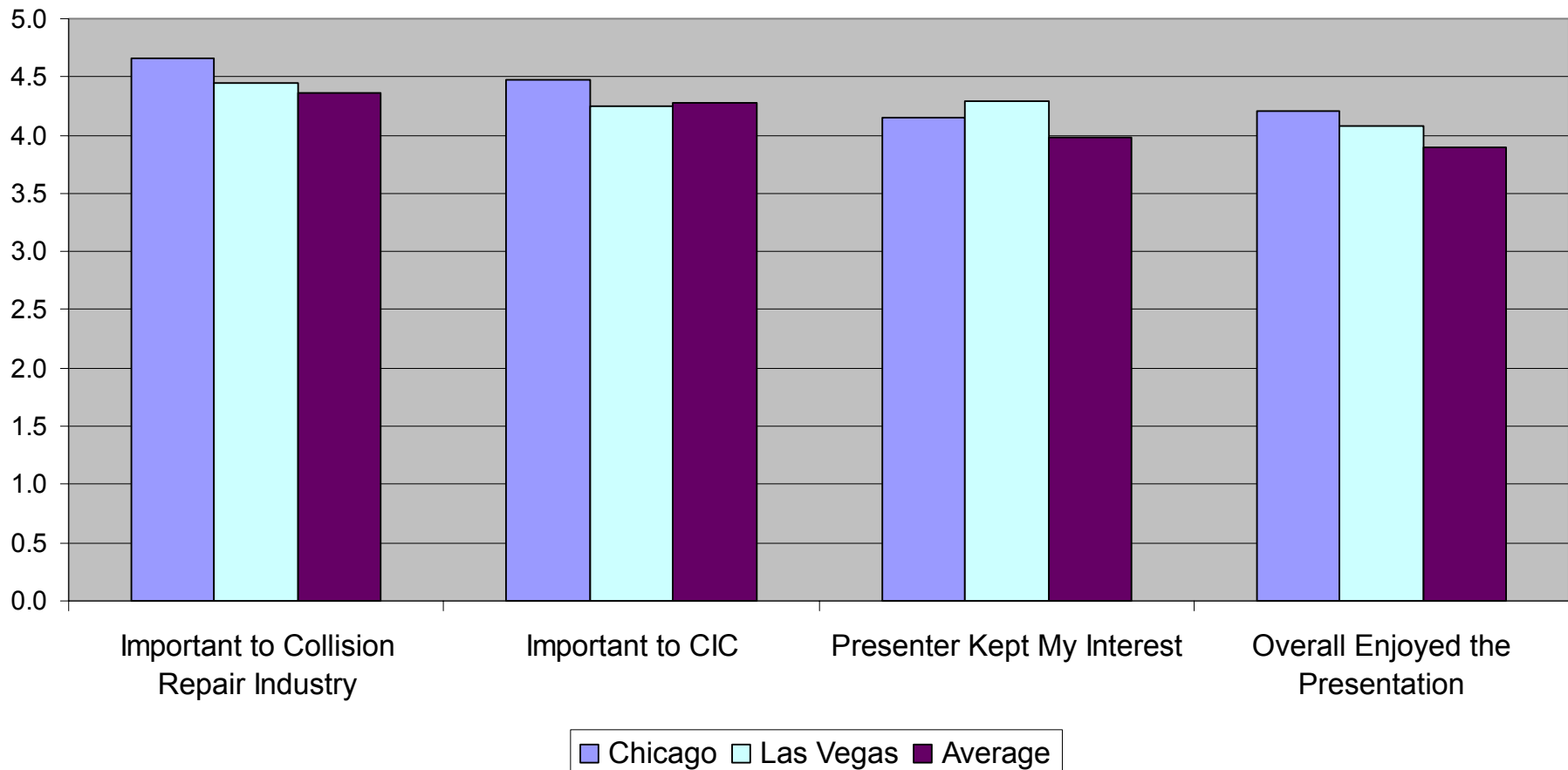


# Results for Industry Issues Committee



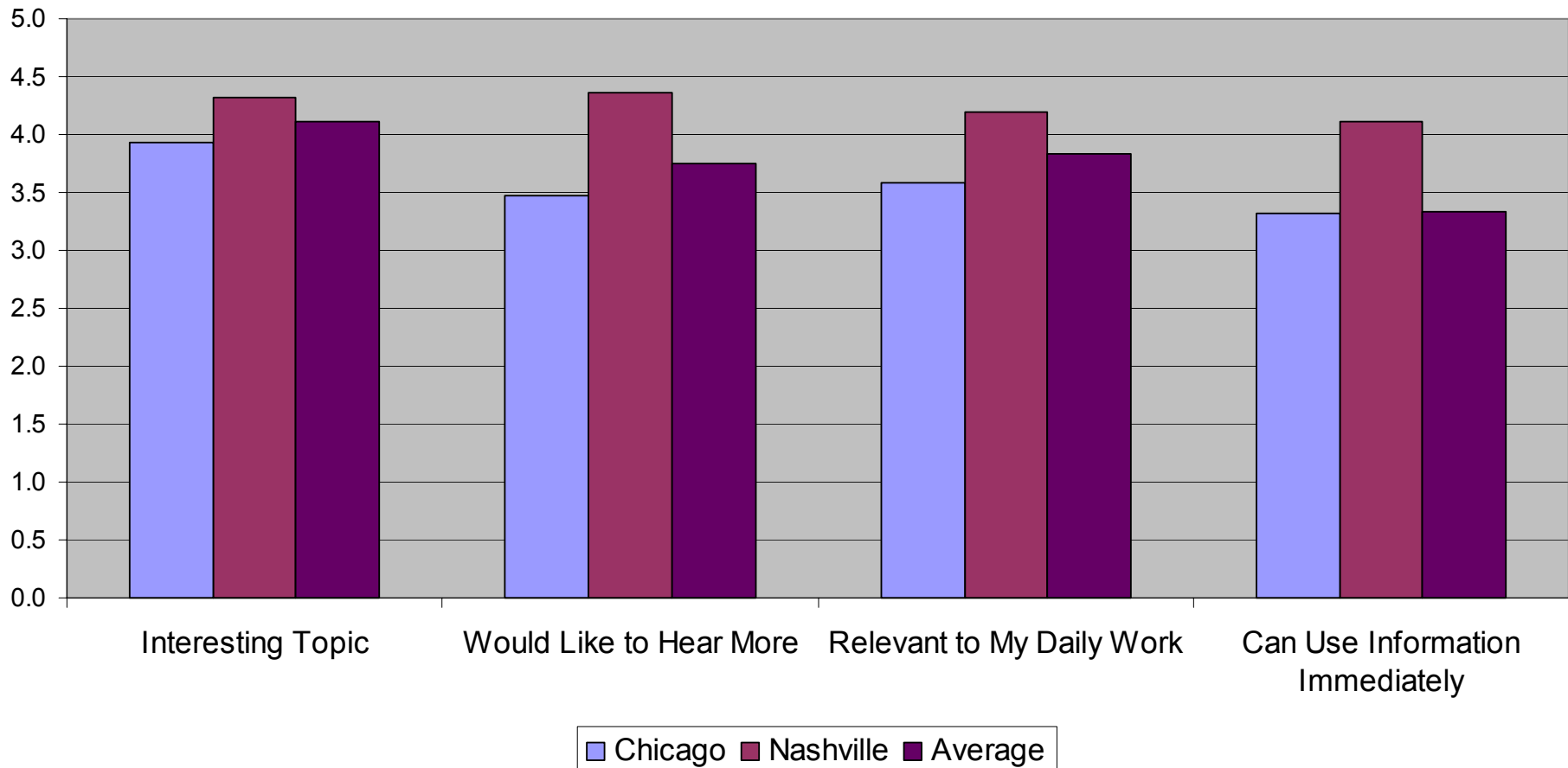


# Results for Industry Issues Committee (Cont'd)



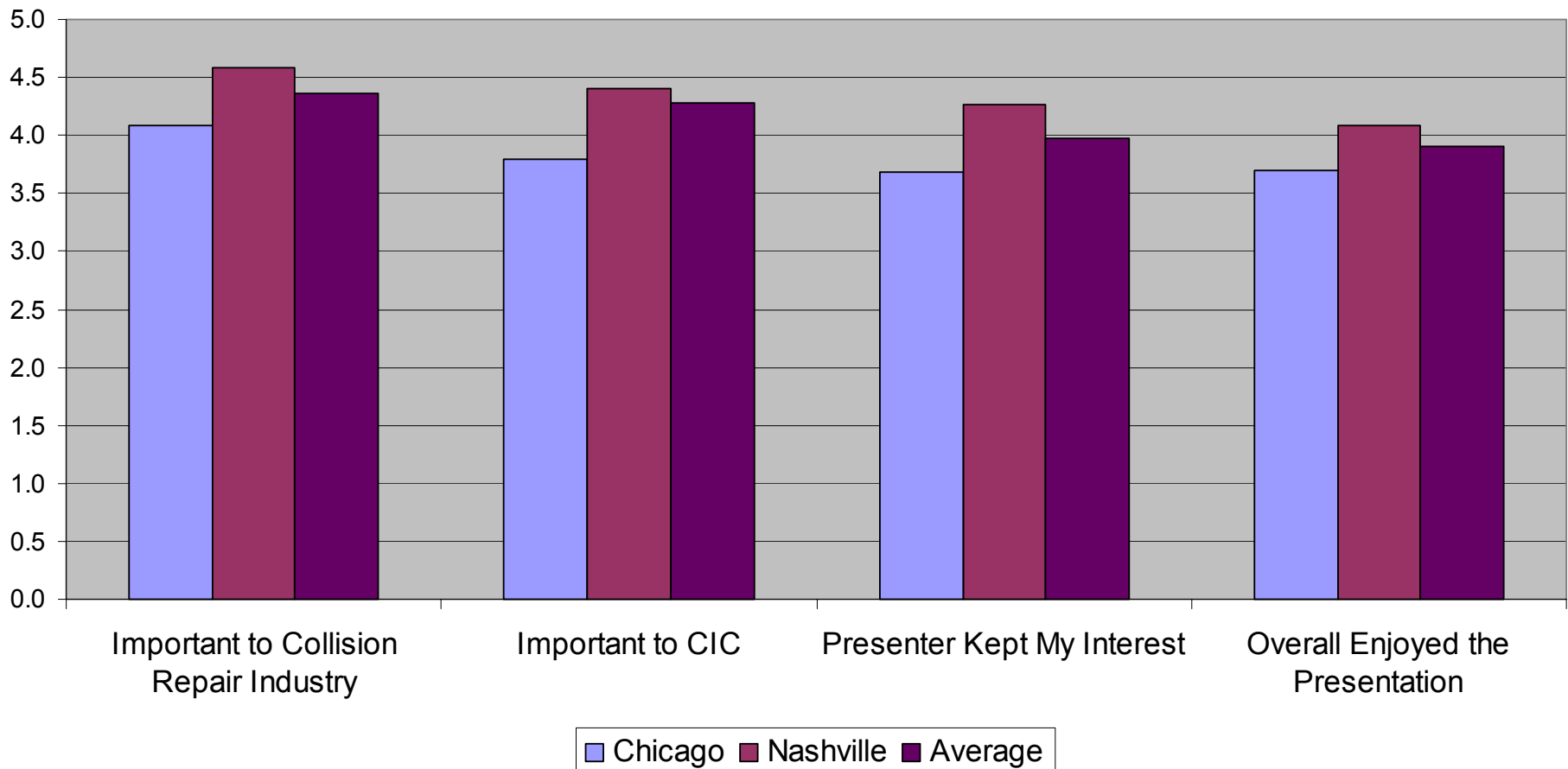


# Results for Insurance Relations Committee



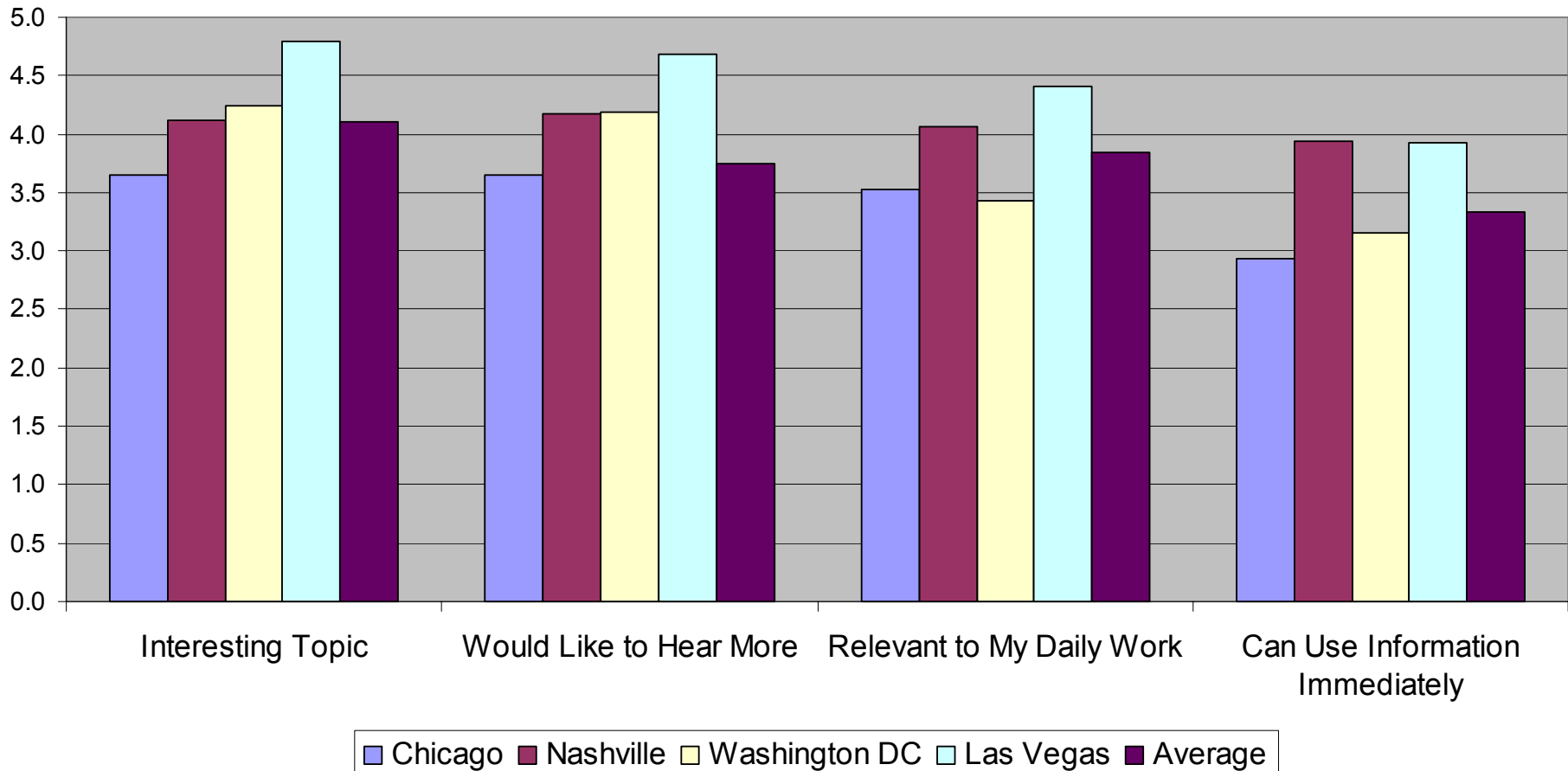


# Results for Insurance Relations Committee (Cont'd)





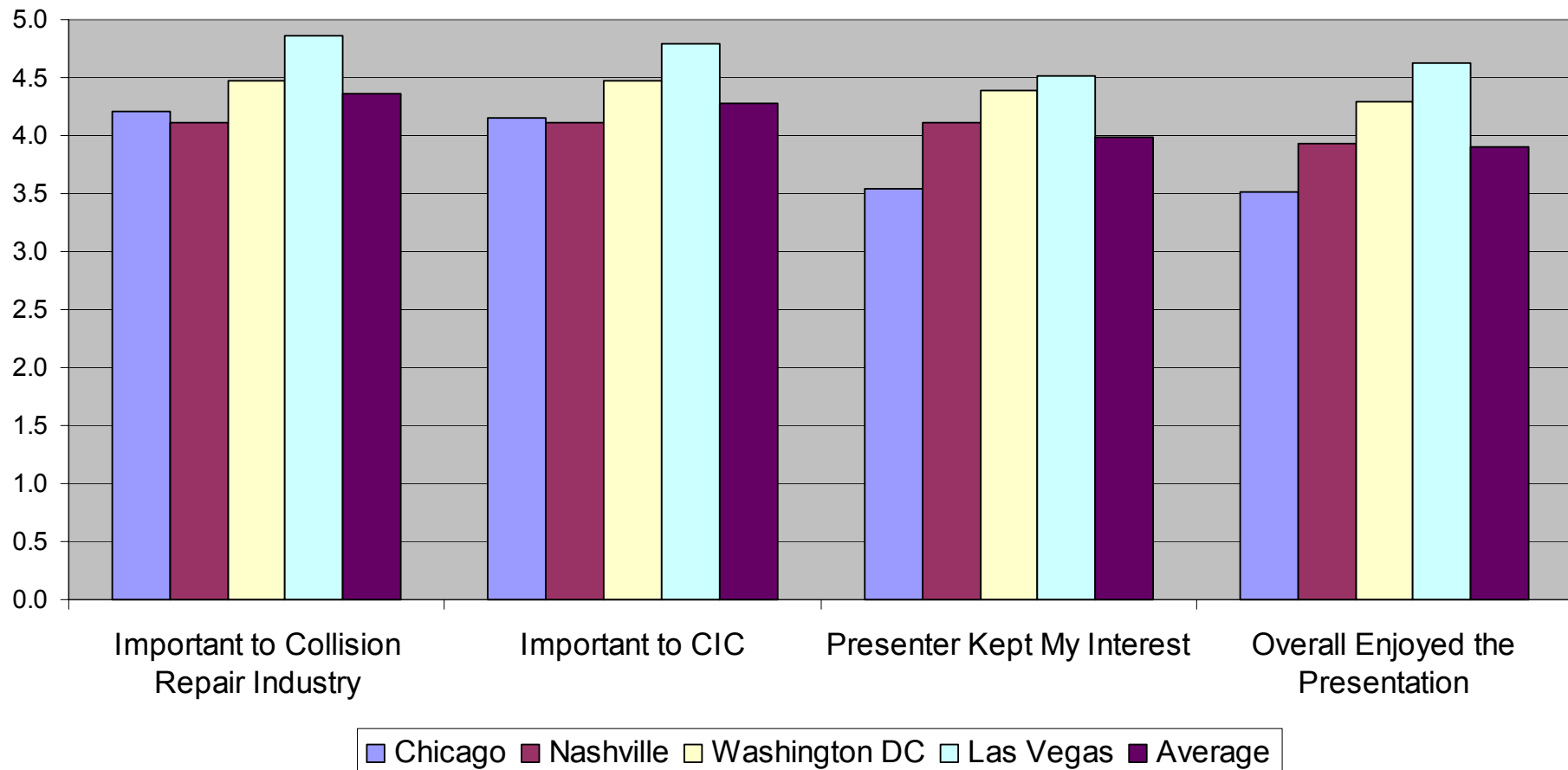
# Results for IT Committee





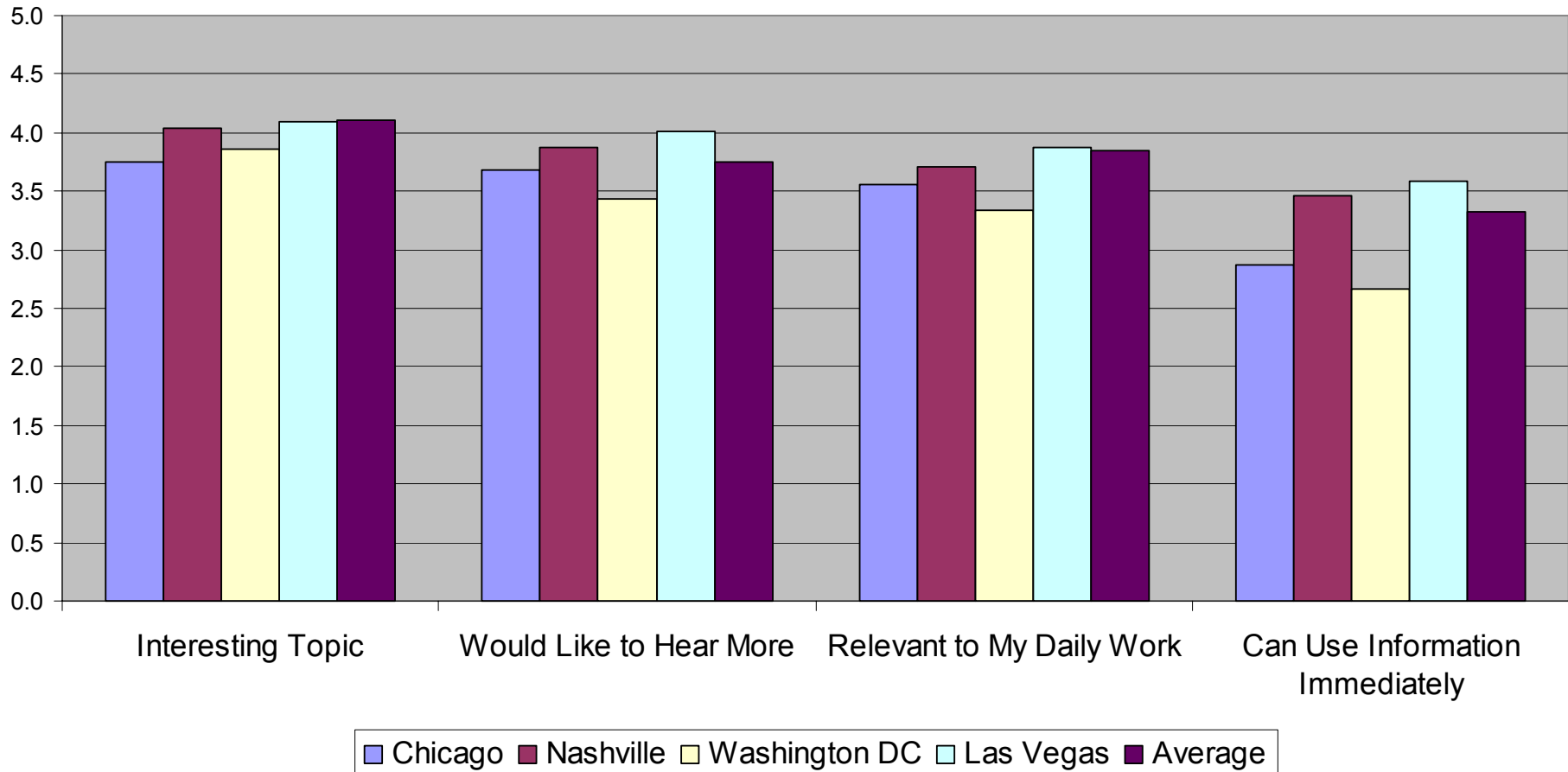


# Results for IT Committee (Cont'd)



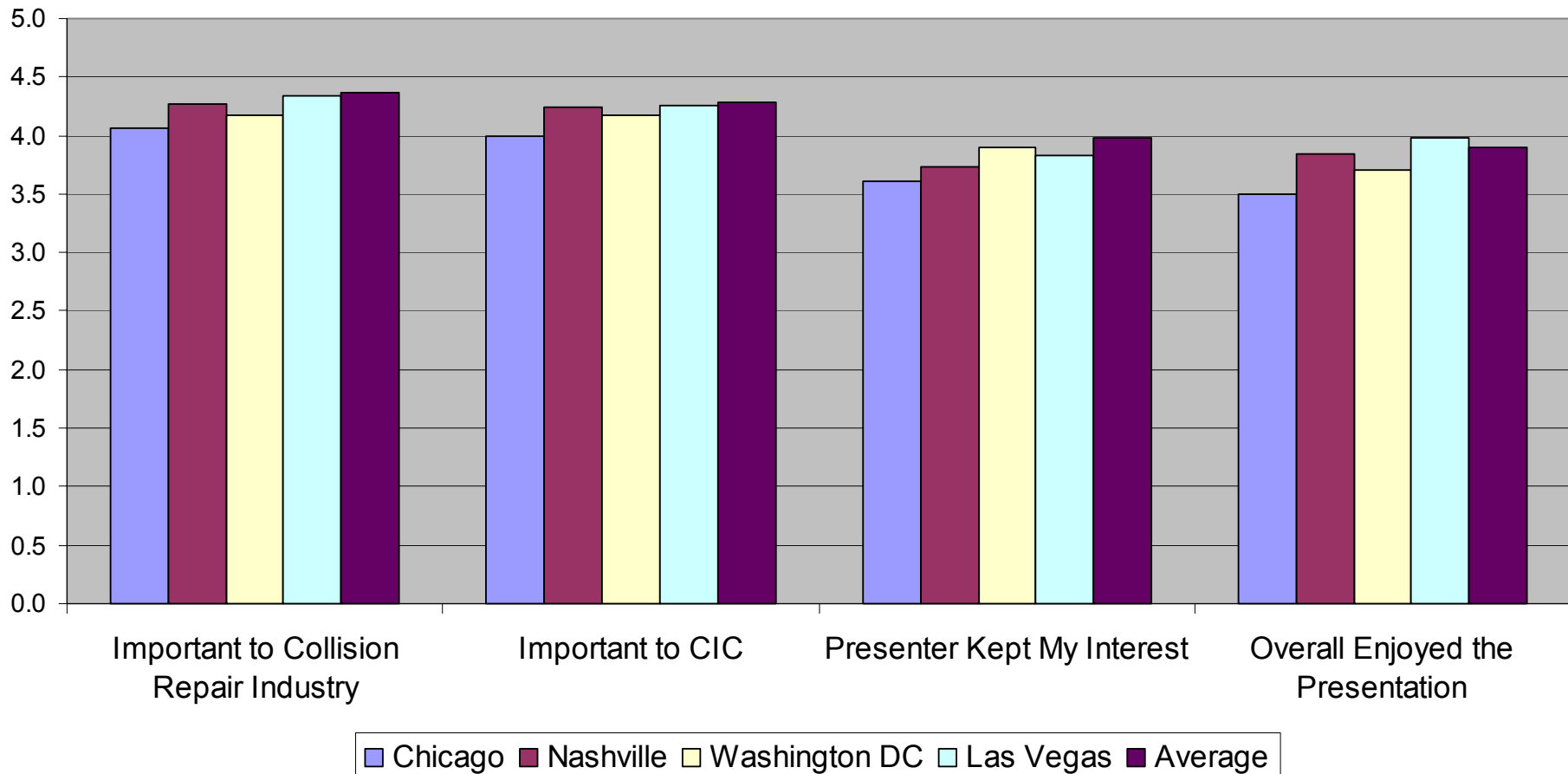


# Results for Legislative Committee



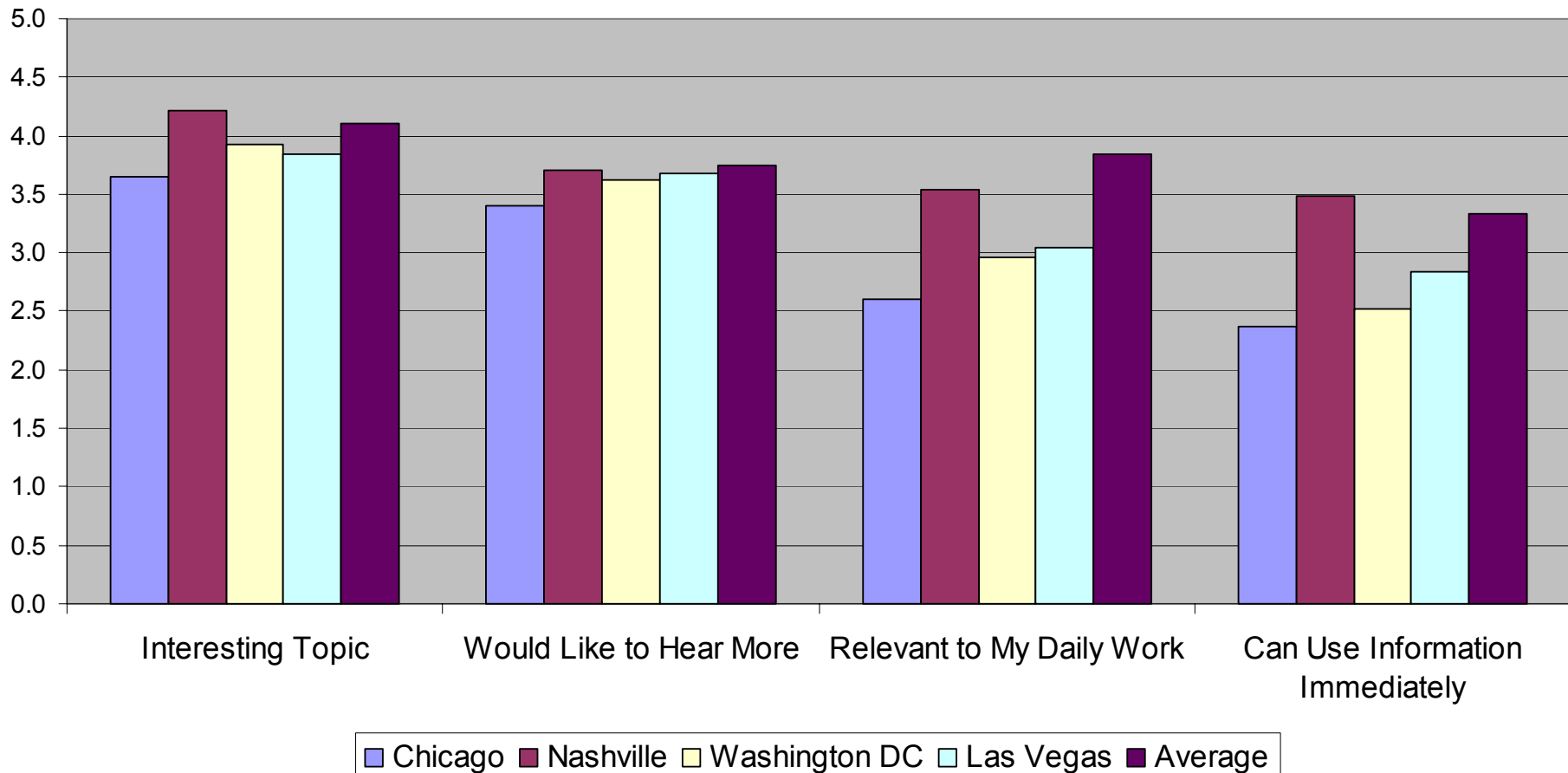


## Results for Legislative Committee (Cont'd)



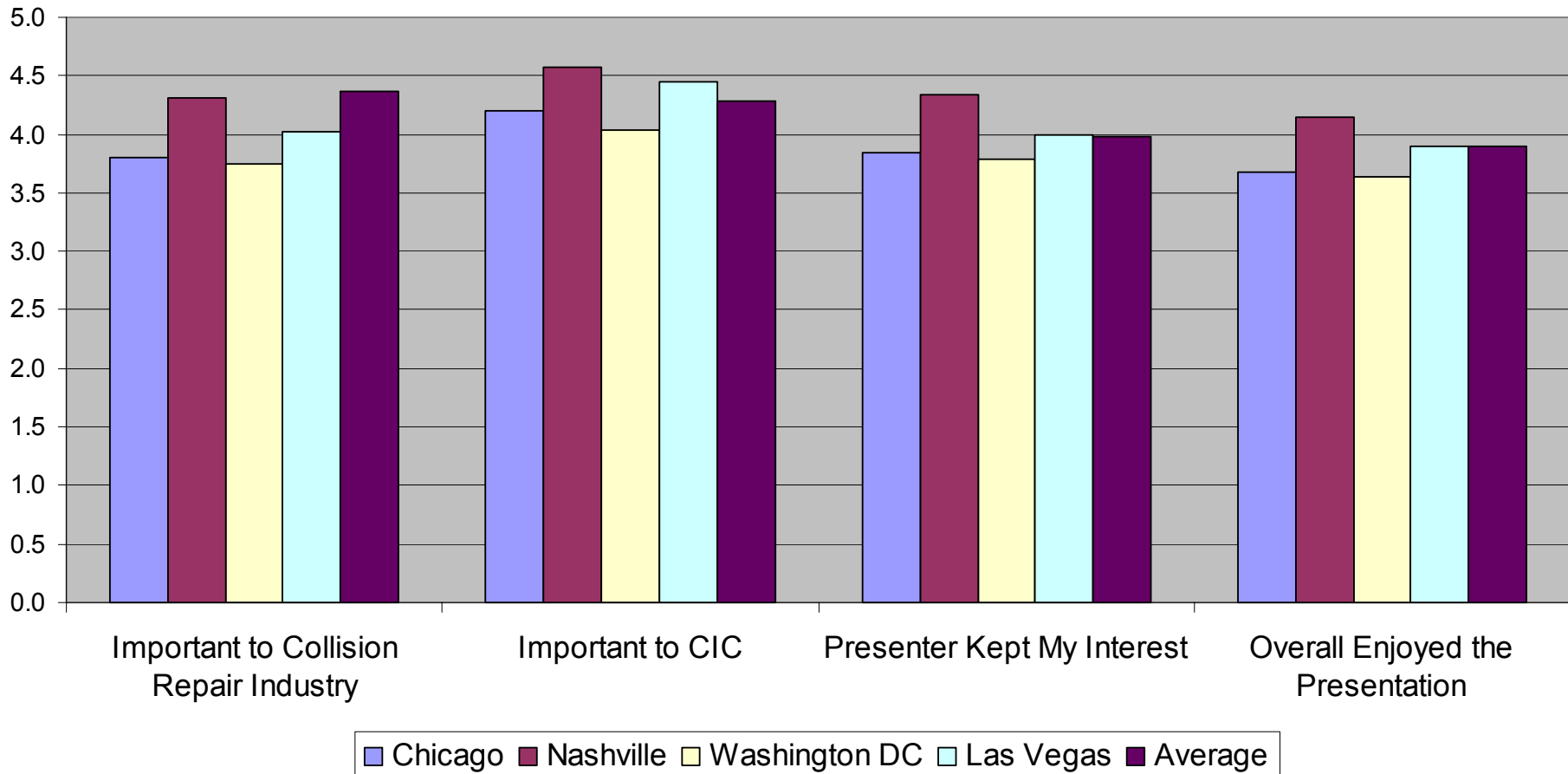


# Results for Marketing Committee



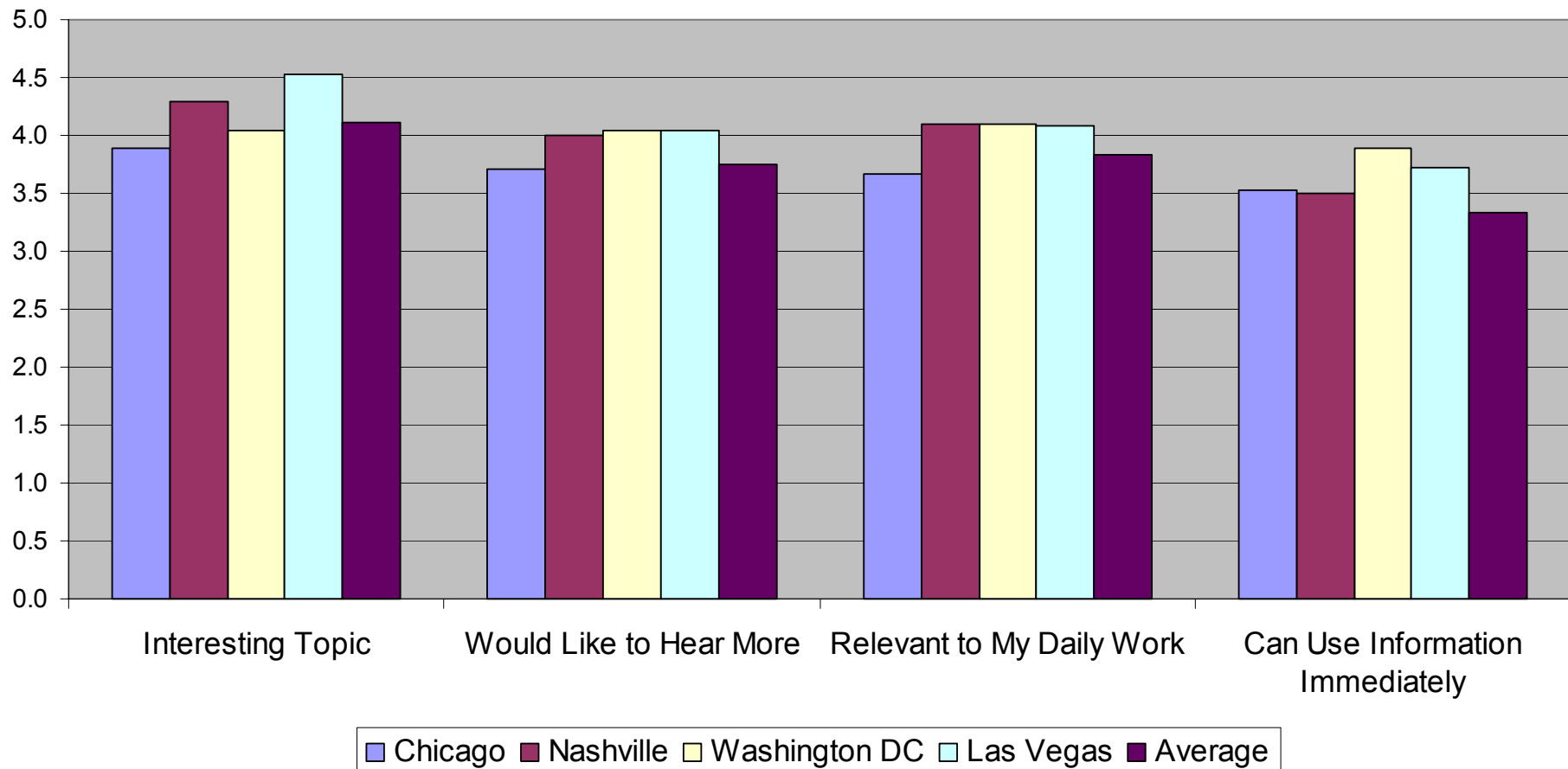


# Results for Marketing Committee (Cont'd)



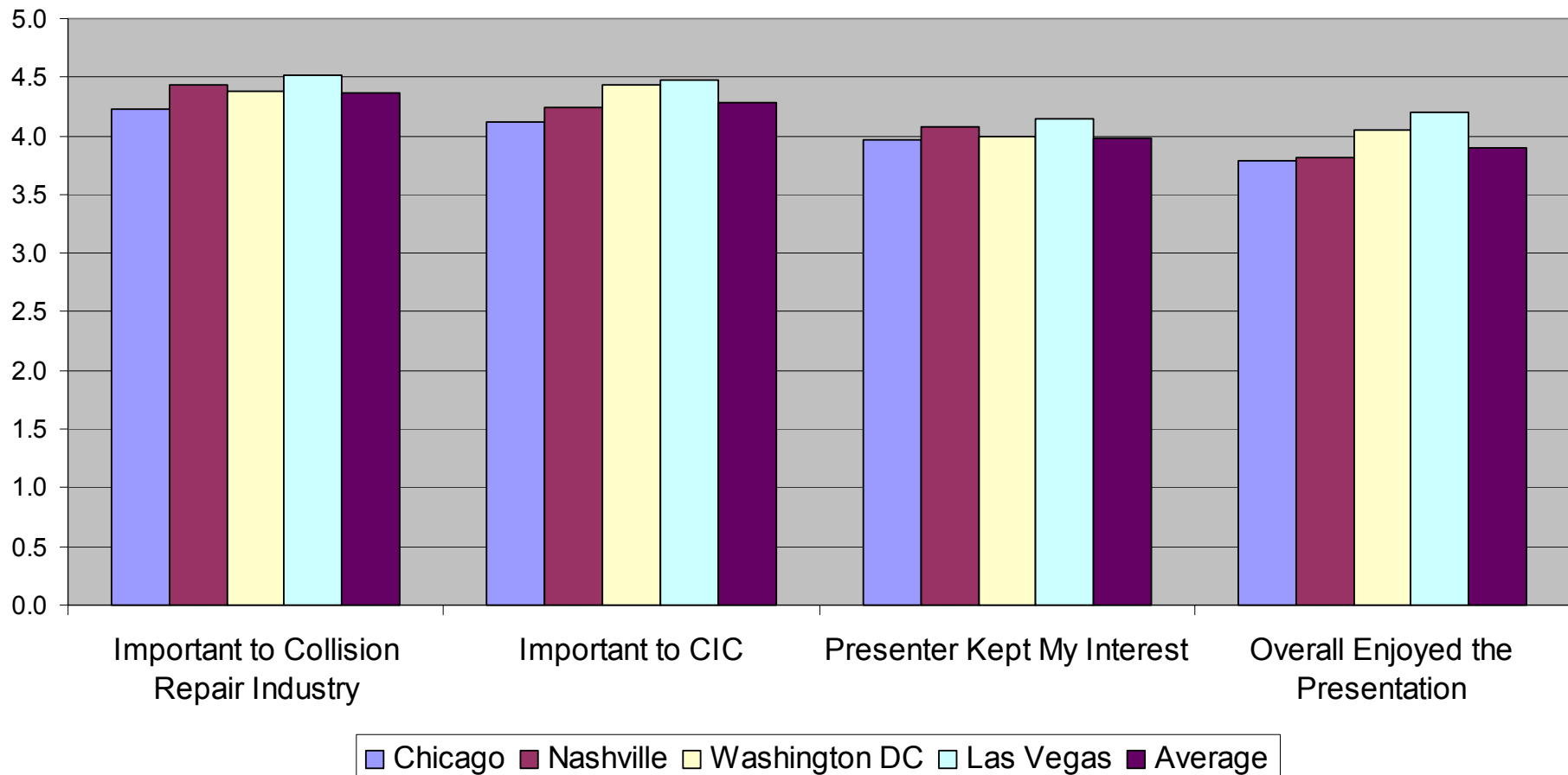


# Results for Parts Committee



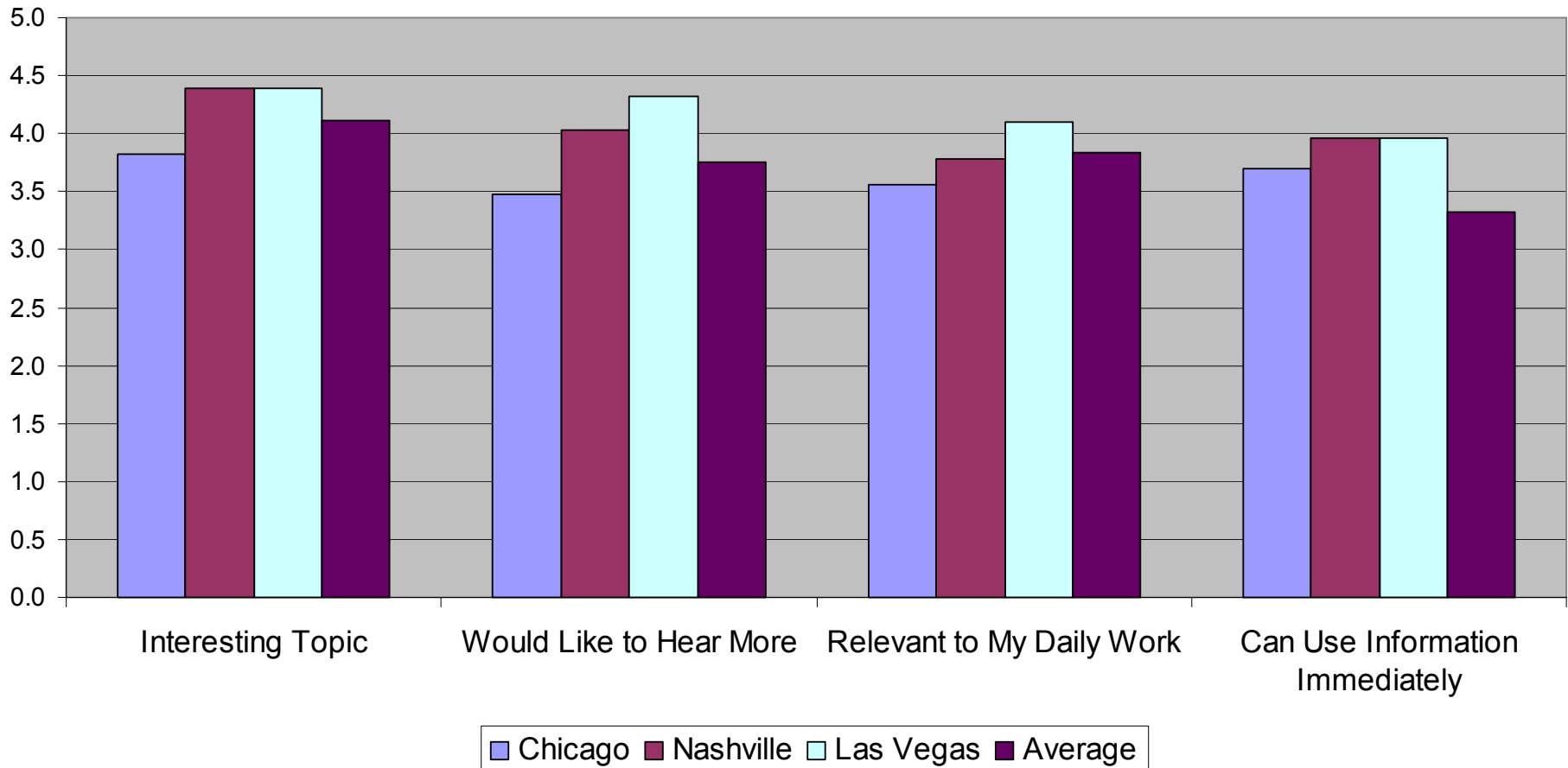


# Results for Parts Committee (Cont'd)





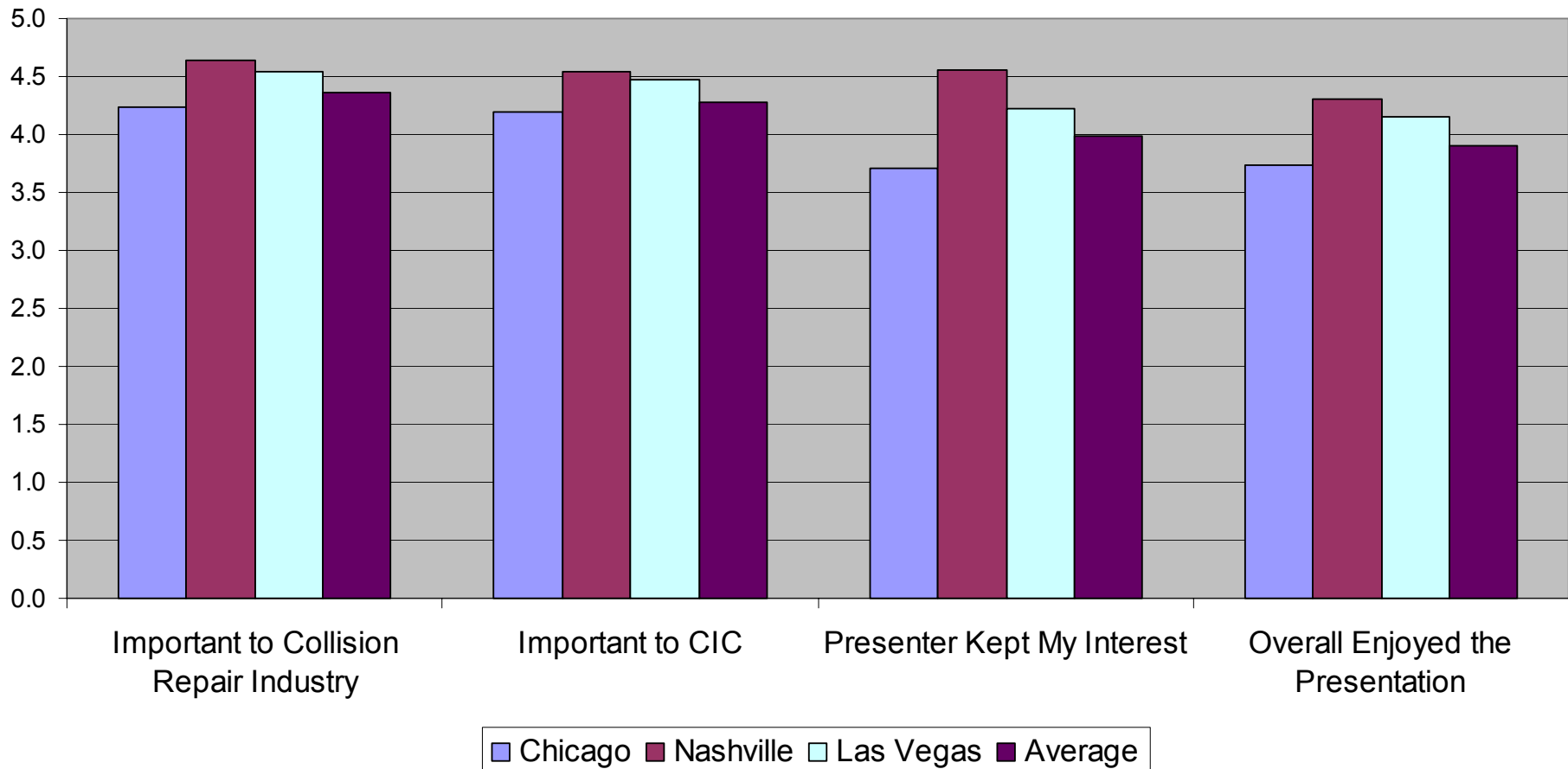
# Results for Technical Committee





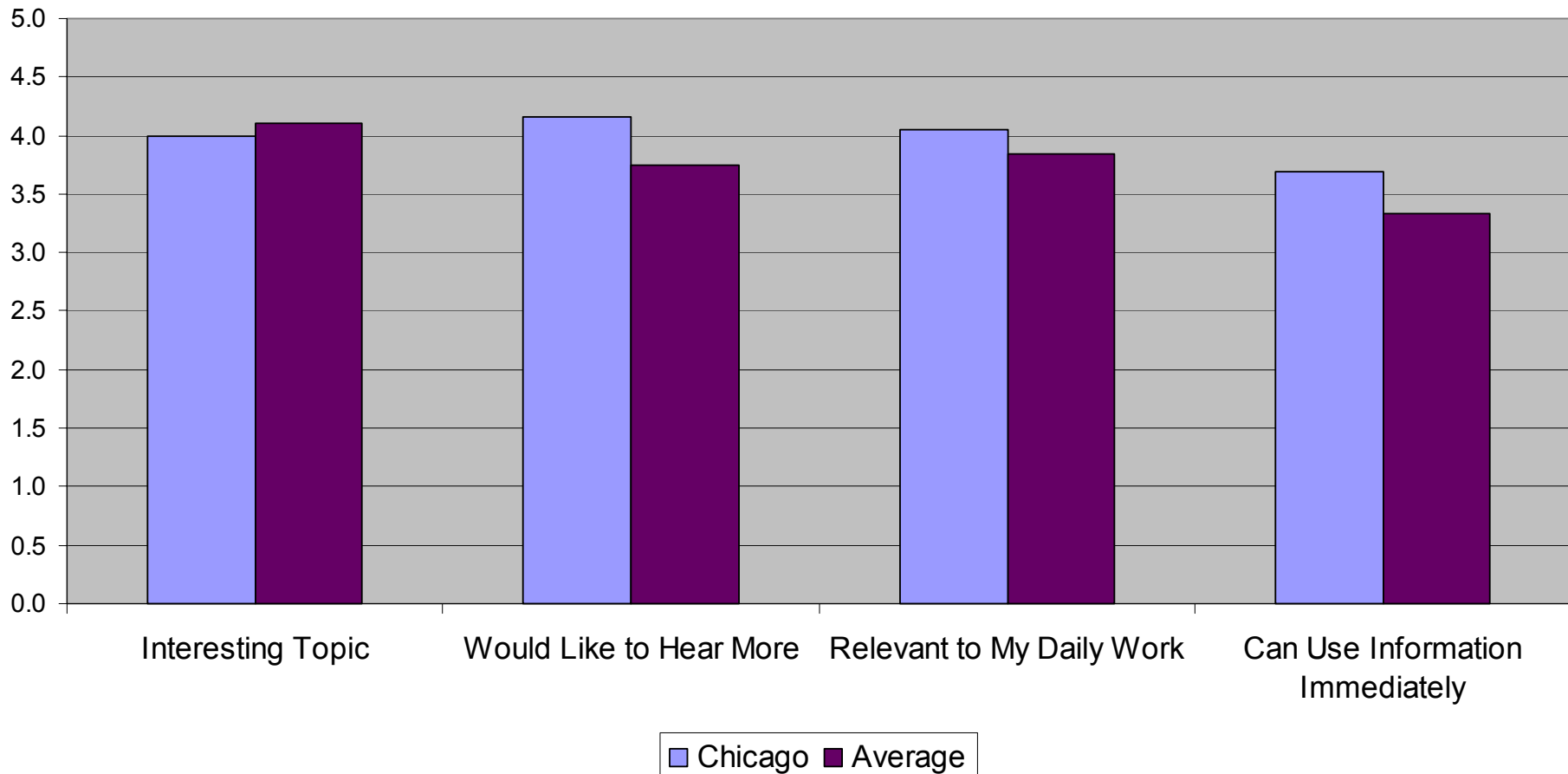


# Results for Technical Committee (Cont'd)



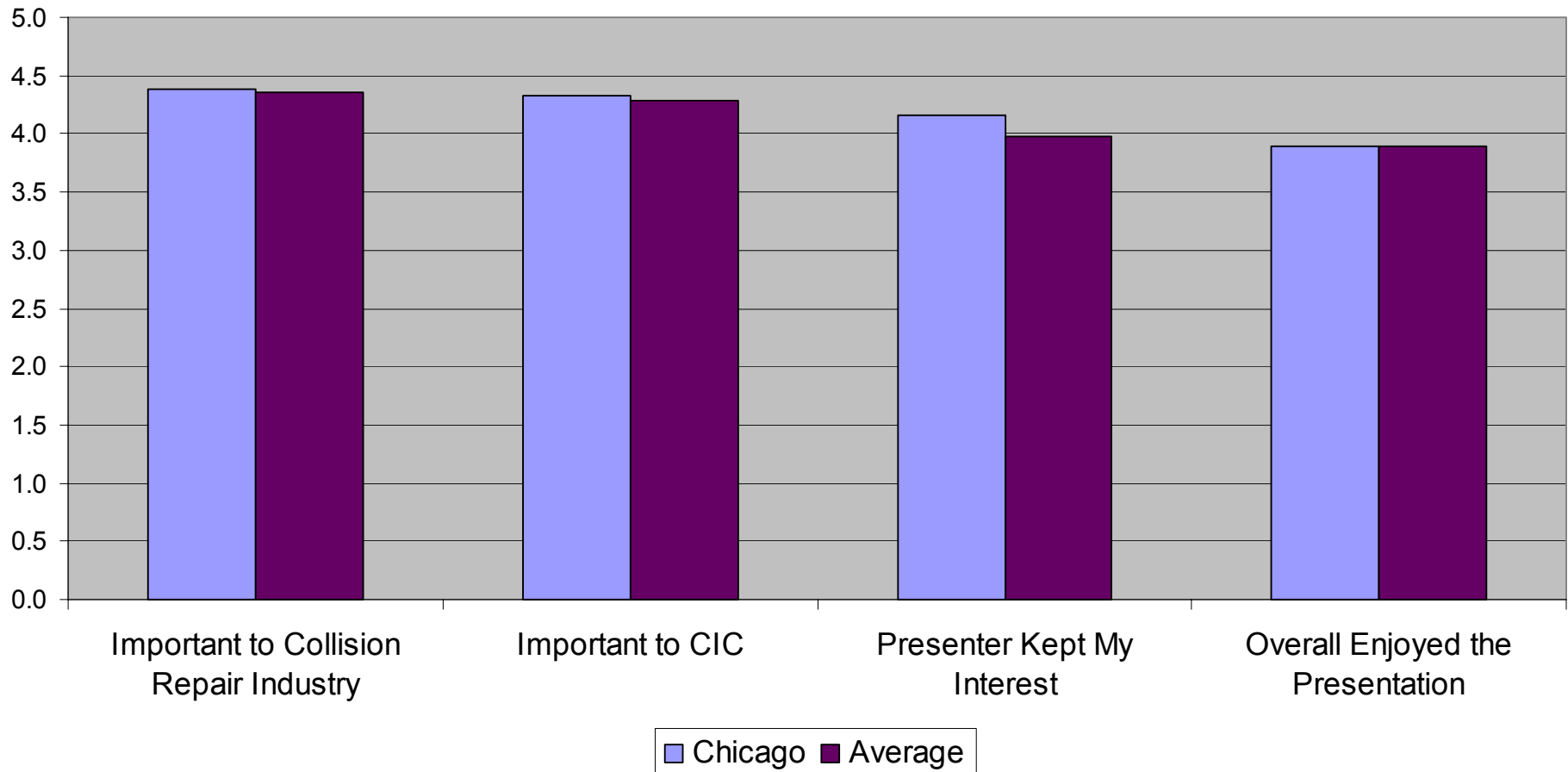


# Results for Write it Right Committee



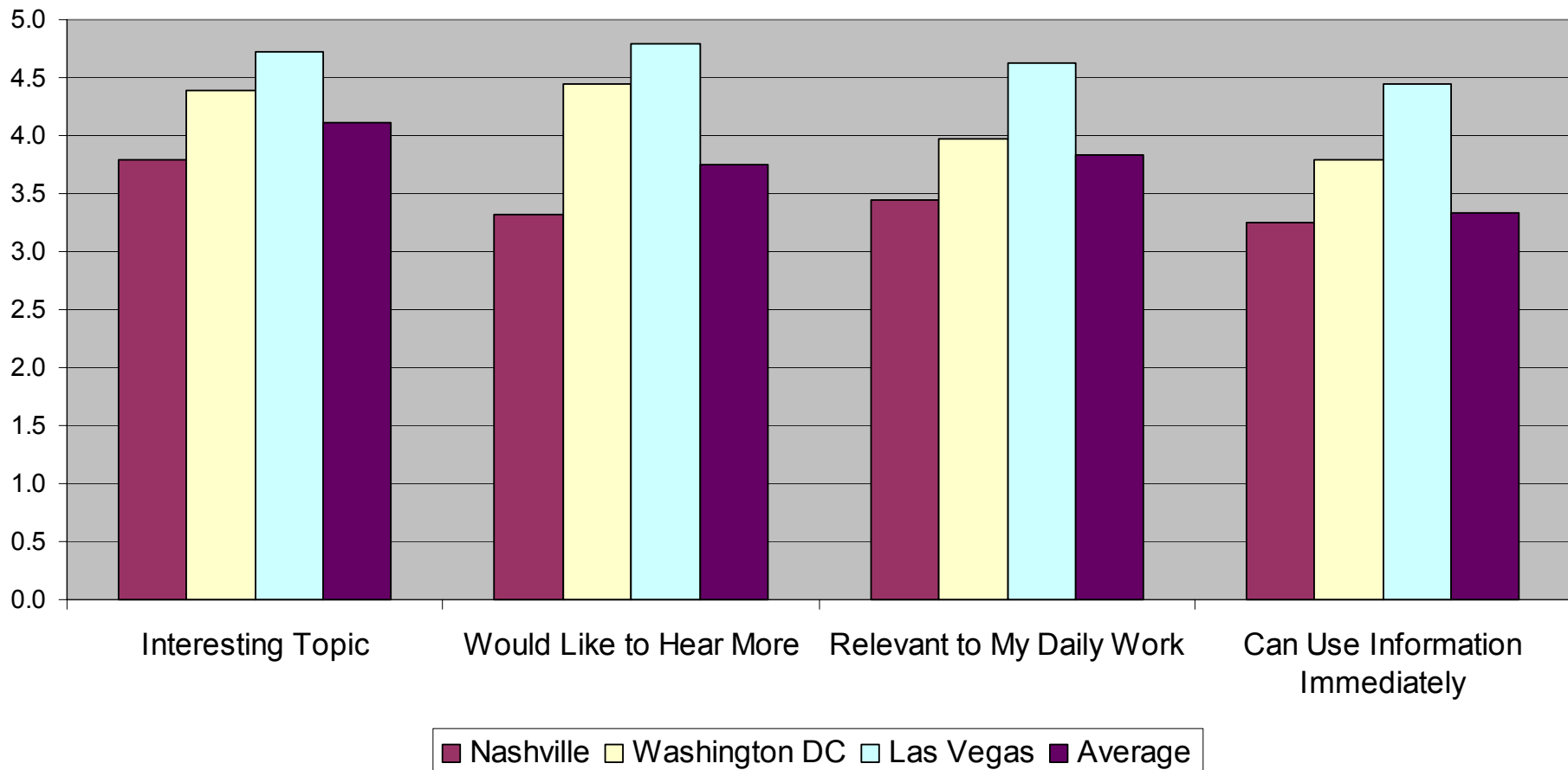


# Results for Write it Right Committee (Cont'd)



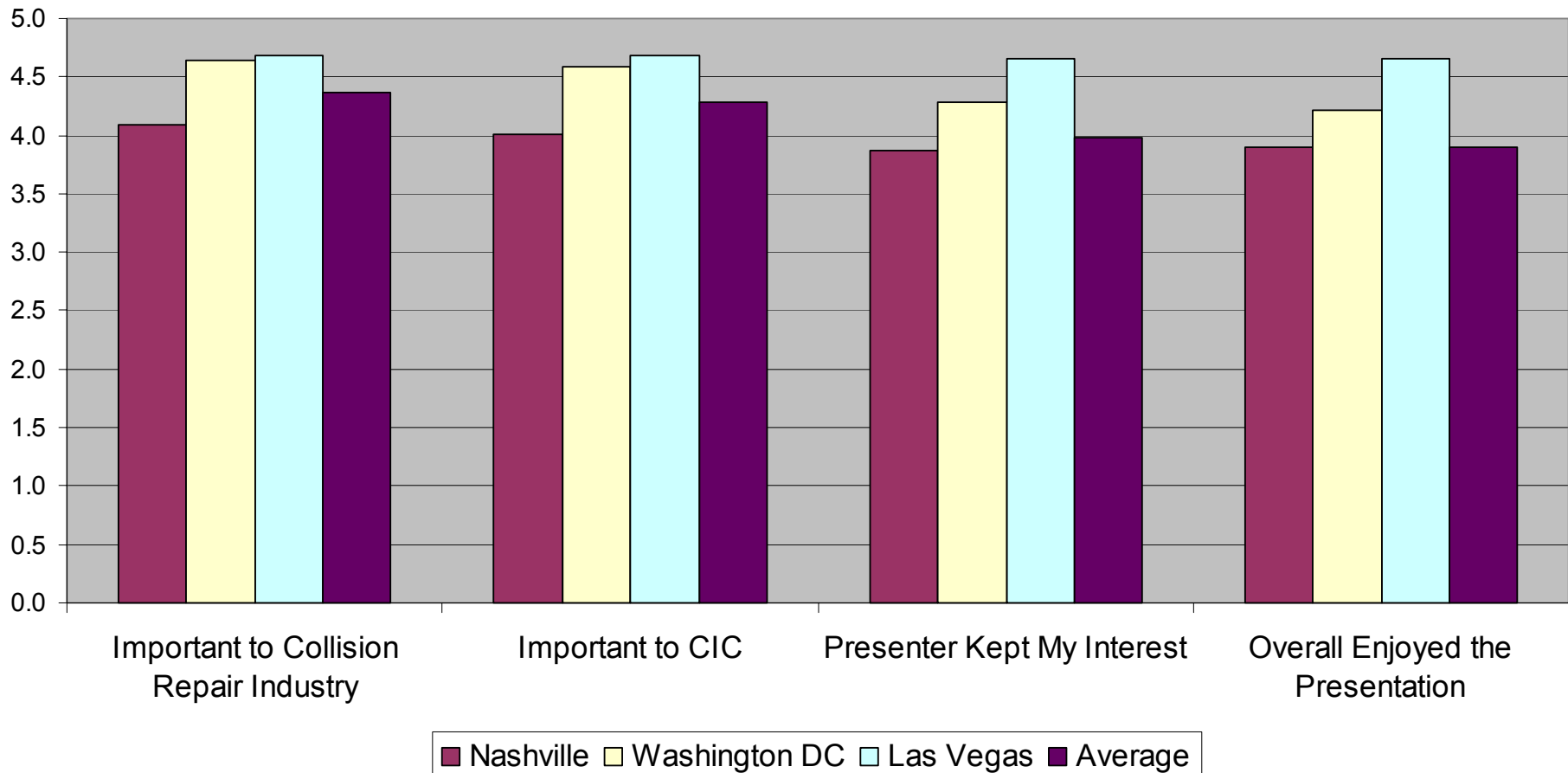


# Results for OEM Committee





# Results for OEM Committee (Cont'd)





## 5. What else can we learn from comments provided?

- See Excel File for comments classified into “broad” categories and “summarized comments”
- Can sort by Event Location, Committee and categories of comments
- *These Excel files were provided individually to each Committee Co-Chair and to the CIC Chair only.*



6. How should the Evaluation Form be revised for future use?



# Questionnaire Design Issues and Recommendations

- Determine what factors are of most interest to the marketing committee
  - ◆ Revise the list of questions accordingly
- Use “Reverse Wording” on some questions to get more variations in the answers and avoid response bias
- Include an “overall” question that is numeric (like giving a grade of A, B, C, etc., or a % (90%, 80%, 70%, etc.))





# Data Analysis Issues

- Missing Data
  - ◆ Variety of missing data throughout
  - ◆ Chicago – missing 113 answers for “useful” question (missing 310 answers for this question across the whole sample)
  - ◆ Missing 102 responses for “overall” question
- Response Bias
  - ◆ Tendency for respondents to circle all the same numbers for the list of questions (for example, all “3s”)
  - ◆ 545 respondents (26% of all respondents) circled the same number for all questions
  - ◆ Of those 545, 72% circled all “5s” (strongly agree) and 18% circled all “4s” for all eight questions
- Miscoded Answers
  - ◆ Small number of responses were miscoded (unknown committee, value out of range, and etc.)
- Questions are Correlated
  - ◆ Difficult to identify distinct “factors” related to satisfaction with presentations