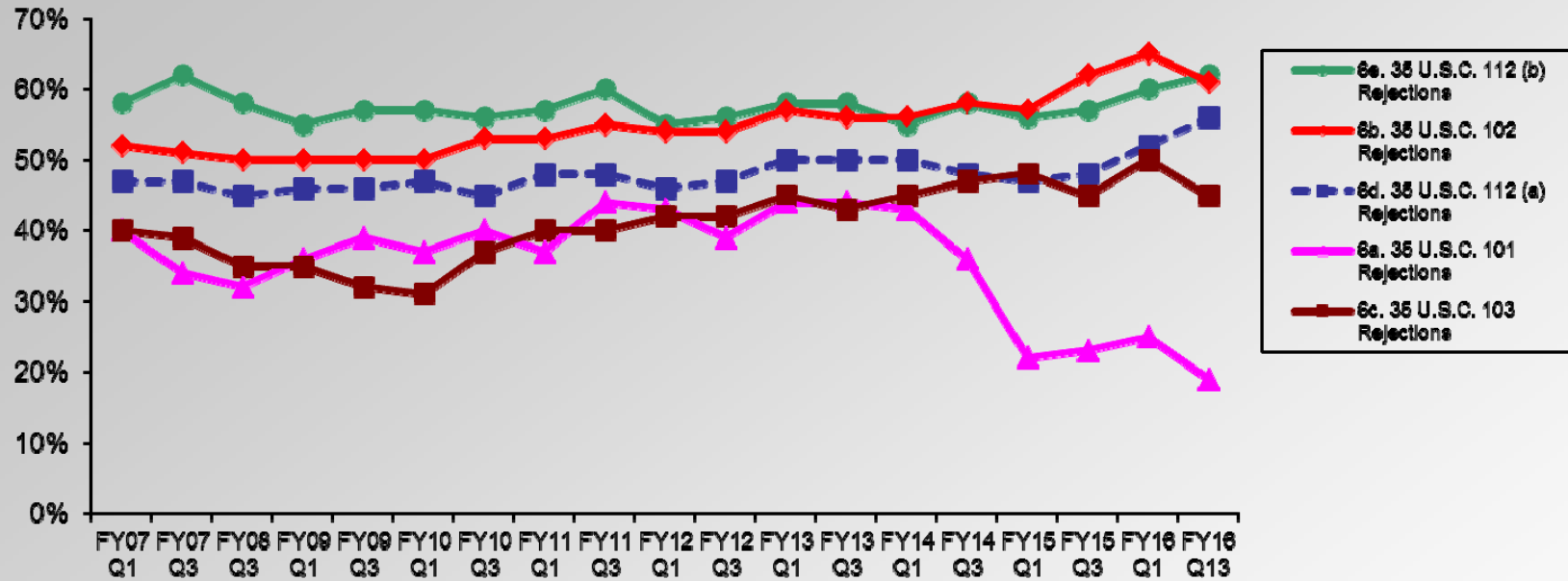


## Frequency of Technically, Legally, and Logically Sound Rejections (Percent reporting “most” or “all” of the time)



Note 1: For FY16-Q3, 76.7% of customers were able to provide a judgment on item 6a. Thus the data are based on a smaller portion of the sample than other data provided in this report.

Note 2: For FY16-Q3, when examining differences across items 6a through 6e, most of the comparisons are significantly different at  $p < .001$ , except 6b vs. 6d ( $p < 0.05$ ) and 6b vs. 6e (not significant).

Note 3: The typical confidence interval for these data is  $\pm 3.8\%$ .