**Section 411.345 Categorical Questions**

a) For the categorical questions in the results of the customer satisfaction survey, the following descriptive statistics shall be included:

1) The number and percent of responses and non-responses;

2) The number and percent of responses in each category;

3) The modal response; and

4) A ranking of the responses from the most frequent to the least frequent.

b) Non-demographic categorical questions shall also be cross-tabulated with demographic questions to show how respondents in different categories answered the questions, including the number and percent of responses in each demographic category.

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)