| SurveyMonl because knowledge | key.com | | | Logged in as "swa@ambysof | t.com" Log O |
|---|---------------------------------------|-----------------------|---------------|---|-------------------|
| Home Create Survey | My Surveys Address Book My | y Account | | | Help Center |
| survey title: Agile Practices and Princ | riples Survey 2008 <u>Edit Title</u> | | design survey | collect responses analyz | e results |
| ⊠ View Summary | current report: Default Report | Add Report | | | |
| Browse Responses Filter Responses | Response Summar | ту | | Total Started Survey: 3: Total Completed Survey: 2: | |
| Download Responses | | | | Show t | his Page Only |
| Share Responses | Page: Who Are You? | | | | |
| | Which best describes your curren | nt position? | | | |
| | | | | Response Percent | Response Count |
| | Business Stakeholder | | | 2.7% | 9 |
| | Data Professional | | | 2.1% | 7 |
| | Developer | | | 36.9% | 124 |
| | IT Management | | | 17.9% | 60 |
| | Modeler (BA) | | | 3.9% | 13 |
| | Operations/Support Staff | | | 0.9% | 3 |
| | Project Manager | | | 19.0% | 64 |
| | Quality Assurance/Tester | | | 4.5% | 15 |
| | Other | | | 12.2% | 41 |
| | | | | answered question | 336 |
| | | | | skipped question | 1 |
| | 2. How many years of experience in | IT do you have? | | | |
| | | | | Response Percent | Response Count |
| | None | | | 0.3% | 1 |
| | Less than 2 years | | | 3.6% | 12 |
| | 3 to 5 years | | | 9.8% | 33 |
| | 6 to 10 years | | | 27.1% | 91 |
| | 11 to 20 years | | | 42.0% | 141 |
| | 21+ years | | | 17.3% | 58 |
| | | | | answered question | 336 |
| | | | | skipped question | 1 |
| | 3. What is the total number of people | e in your organizatio | n? | | |
| | | | | Response Percent | Response Count |
| | 1 to 10 | | | 13.4% | 45 |

| 11 to 100 | 28.9% | 97 |
|-------------------|-------------------|-----|
| 101 to 1000 | 26.5% | 89 |
| 1,001 to 10,000 | 18.5% | 62 |
| 10,001 to 100,000 | 9.2% | 31 |
| Over 100,000 | 3.6% | 12 |
| | answered question | 336 |
| | skipped question | 1 |

| 4. Where are you based? | | |
|-------------------------|---------------------|-------------------|
| | Response Percent | Response Count |
| North America | 57.3% | 192 |
| Europe | 22.7% | 76 |
| Asia | 7.2% | 24 |
| South & Central America | 8.1% | 27 |
| Australia & New Zealand | 2.7% | 9 |
| Africa | 2.1% | 7 |
| | answered question | 335 |
| | skipped question | 2 |

| 5. Which sector is your organization | primarily in? | |
|--------------------------------------|---------------------|-------------------|
| | Response Percent | Response Count |
| Agricultural | 1.2% | 4 |
| Distribution | 0.6% | 2 |
| Financial | 13.7% | 46 |
| Government | 4.2% | 14 |
| IT Services | 21.1% | 71 |
| Manufacturing | 4.2% | 14 |
| Mining | 0.0% | 0 |
| Real Estate | 0.3% | 1 |
| Retail | 1.5% | 5 |
| Software | 33.0% | 111 |
| Transportation | 1.8% | 6 |
| Utilities (Electric,) | 1.8% | 6 |
| Other | 16.7% | 56 |
| | answered question | 336 |
| | skipped question | 1 |

| 6. How many years has your organization been doing agile? | | |
|---|----------|----------|
| | Response | Response |

| We have no agile experience | 9.2% | 31 |
|-----------------------------|-------------------|-----|
| Less than 1 year | 31.0% | 104 |
| 1 to 2 years | 34.5% | 116 |
| 3 to 5 years | 17.9% | 60 |
| 6 to 10 year | 6.0% | 20 |
| 11+ years | 1.5% | 5 |
| | answered question | 336 |
| | skipped question | 1 |

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| | Very Common | Common | Sometimes | Not Common | Very Uncommon | Never | Don't Know | Response Count |
|---|----------------|---------------|------------|---------------|------------------|---------------|---------------|-------------------|
| Burndown Chart | 41.8% (102) | 17.2% (42) | 14.8% (36) | 4.9% (12) | 5.7% (14) | 12.3% (30) | 3.3% (8) | 24 |
| Daily Scrum Meeting | 63.5% (155) | 16.4% (40) | 9.4% (23) | 4.5% (11) | 2.5% (6) | 3.3% (8) | 0.4% (1) | 24 |
| High-Level Release Planning | 29.5% (72) | 31.6% (77) | 26.2% (64) | 7.0% (17) | 2.0% (5) | 2.9% (7) | 0.8% | 24 |
| Iteration/Sprint Planning | 57.8% (141) | 25.4% (62) | 9.8% (24) | 3.7% (9) | 0.0% (0) | 2.0% (5) | 1.2% | 24 |
| Prioritized Worklist | 44.7% (109) | 32.8% (80) | 12.7% (31) | 5.7% (14) | 1.6% (4) | 0.8% | 1.6% (4) | 24 |
| One Product Owner/Customer | 27.0% (66) | 25.8% (63) | 24.2% (59) | 10.2% (25) | 8.6% (21) | 1.6% (4) | 2.5% (6) | 24 |
| Produce Potentially Shippable Software Each Iteration/Sprint | 25.4% (62) | 26.6% (65) | 25.8% (63) | 12.7% (31) | 6.1% (15) | 2.0% (5) | 1.2% | 24 |
| Retrospectives | 36.5% (89) | 24.6% (60) | 16.4% (40) | 8.6% (21) | 8.2% (20) | 3.7% (9) | 2.0% (5) | 24 |
| Status Reports | 21.3% (52) | 26.2% (64) | 23.8% (58) | 13.9% (34) | 3.7% (9) | 5.7% (14) | 5.3% (13) | 24 |
| tory Board with Task Breakdowns | 29.5% (72) | 18.4% (45) | 20.5% (50) | 13.5% (33) | 8.6% (21) | 8.2% (20) | 1.2% | 24 |
| | | | | | ans | swered qu | uestion | 24 |

| 8. For each of the following develops development projects. | ment practic | es, please ir | idicate how co | mmonly the | y are practiced | on your | agile sof | ware |
|---|----------------|---------------|----------------|---------------|------------------|-------------|---------------|-------------------|
| | Very Common | Common | Sometimes | Not Common | Very Uncommon | Never | Don't Know | Response Count |
| Collective Code Ownership | 34.4% (84) | 23.8% (58) | 20.5% (50) | 11.5% (28) | 3.7% (9) | 2.9% (7) | 3.3% (8) | 244 |
| Follow Coding Standards | 27.0% (66) | 37.3% (91) | 22.5% (55) | 5.3% (13) | 4.1% (10) | 1.2% (3) | 2.5% (6) | 244 |
| Follow Database Standards | 21.7% | 33.2% (81) | 18.4% (45) | 9.4% | 3.3% (8) | 2.5% | 11.5% | 244 |

| Follow User Interface Standards | 17.6% (43) | 32.8% (80) | 29.9% (73) | 9.4% (23) | 2.9% (7) | 2.5% (6) | 4.9% (12) | 244 |
|---------------------------------|---------------|---------------|------------|---------------|------------|---------------|--------------|-----|
| Pair Programming | 9.4% (23) | 11.1% (27) | 28.3% (69) | 15.6% (38) | 20.1% (49) | 13.1% (32) | 2.5% (6) | 244 |
| | | | | | an | swered q | uestion | 244 |
| | | | | | s | kipped q | uestion | 93 |

| 9. For each of the following quality p development projects. | ractices, ple | ease indicate | how common | ly they are p | racticed on yo | our agile s | oftware | |
|--|----------------|---------------|------------|---------------|------------------|---------------|---------------|-------------------|
| | Very Common | Common | Sometimes | Not Common | Very Uncommon | Never | Don't Know | Response Count |
| Automated Acceptance Testing | 11.5% (28) | 13.5% (33) | 29.9% (73) | 18.0% (44) | 7.8% (19) | 17.2% (42) | 2.0% (5) | 244 |
| Automated Developer Testing | 23.0% (56) | 25.0% (61) | 24.6% (60) | 15.6% (38) | 3.7% (9) | 6.1% (15) | 2.0% (5) | 244 |
| Code Refactoring | 23.8% (58) | 29.1% (71) | 28.3% (69) | 9.4% (23) | 4.9% (12) | 1.2% (3) | 3.3% (8) | 244 |
| Continuous Integration | 36.5% (89) | 22.1% (54) | 21.7% (53) | 10.7% (26) | 2.0% (5) | 5.3% (13) | 1.6% (4) | 244 |
| Database Refactoring | 8.6% (21) | 14.8% (36) | 27.5% (67) | 18.9% (46) | 10.7% (26) | 4.5% (11) | 15.2% (37) | 244 |
| Database Regression Testing | 7.4% (18) | 13.9% (34) | 20.5% (50) | 22.5% (55) | 9.8% (24) | 9.8% (24) | 16.0% (39) | 244 |
| Test-Driven Development (TDD) | 15.2% (37) | 18.9% (46) | 26.6% (65) | 18.9% (46) | 8.2% (20) | 9.8% (24) | 2.5% (6) | 244 |
| User Interface Refactoring | 9.8% (24) | 18.4% (45) | 26.6% (65) | 19.7% (48) | 9.8% (24) | 6.1% (15) | 9.4% (23) | 244 |
| User Interface Testing | 22.1% (54) | 32.8% (80) | 21.7% (53) | 11.9% (29) | 5.7% (14) | 2.5% | 3.3% (8) | 244 |
| | | | | | an | swered q | uestion | 244 |
| | | | | | s | kipped q | uestion | 93 |

| 10. For each of the following modelin agile software development projects. | - | mentation p | ractices, pleas | e indicate ho | ow commonly | they are p | oracticed | on your |
|--|----------------|---------------|-----------------|---------------|------------------|---------------|---------------|-------------------|
| | Very Common | Common | Sometimes | Not Common | Very Uncommon | Never | Don't Know | Response Count |
| Active Stakeholder Participation | 23.4% (57) | 34.0% (83) | 27.9% (68) | 8.6% (21) | 3.3% (8) | 1.6% (4) | 1.2% | 244 |
| Documentation Treated as a Requirement | 16.0% (39) | 23.4% (57) | 27.5% (67) | 18.4% (45) | 4.5% (11) | 7.4% (18) | 2.9% (7) | 244 |
| Executable Specifications | 6.6% (16) | 16.8% (41) | 19.7% (48) | 21.7% (53) | 12.3% (30) | 15.6% (38) | 7.4% (18) | 244 |
| Initial Architecture Envisioning | 13.1% (32) | 33.6% (82) | 29.1% (71) | 13.1% (32) | 2.5% (6) | 2.9% (7) | 5.7% (14) | 244 |
| Initial Requirements Envisioning | 13.5% (33) | 38.5% (94) | 25.0% (61) | 10.2% (25) | 2.9% (7) | 3.3% (8) | 6.6% (16) | 244 |
| Just In Time (JIT) Model Storming | 7.8% (19) | 18.9% (46) | 17.6% (43) | 16.0% (39) | 7.8% (19) | 13.5% (33) | 18.4% (45) | 244 |
| | | | | | an | swered q | uestion | 244 |
| | | | | | s | skipped q | uestion | 93 |

| | Show t | his Page Onl |
|--|---|-------------------|
| Page: Agile Principles | | |
| | | |
| 11. Our highest priority is to satisfy t | he customer through early and continuous delivery of valuable software. | |
| | Response | Response |
| Otanovsky A soci | Percent | Count |
| Strongly Agree | 42.3% | 96 |
| Agree | 40.1% | 91 |
| Neutral | 10.1% | 23 |
| Disagree | 6.6% | 15 |
| Strongly Disagree | 0.9% | 2 |
| Don't Know | 0.0% | (|
| | answered question | 227 |
| | skipped question | 110 |
| | | |
| 12. Our agile project teams welcome | new or changing requirements, even "just before delivery." | |
| | Response Percent | Response Count |
| Strongly Agree | 13.7% | 3. |
| Agree | 42.3% | 96 |
| Neutral | 24.7% | 56 |
| Disagree | 15.4% | 35 |
| - | | |
| Strongly Disagree | 3.5% | 8 |
| Don't Know | 0.4% | 1 |
| | answered question | 227 |
| | skipped question | 110 |
| 13 Project stakeholders work closel | y with our agile teams and are readily available. | |
| 13. I Toject stakenolders work closer | | Pasnans |
| | Response Percent | Response Count |
| Strongly Agree | 17.2% | 39 |
| Agree | 38.8% | 88 |
| Neutral | 27.3% | 62 |
| Disagree | 13.7% | 3. |
| Strongly Disagree | 2.2% | į |
| Don't Know | 0.9% | 2 |
| | answered question | 227 |
| | skipped question | 110 |
| | snipped question | 110 |
| 14. We build agile teams around mot | ivated individuals. | |
| | Response | Response |
| | Percent | Count |

Strongly Agree

| Agree | 43.2% | 98 |
|-------------------|-------------------|-----|
| Neutral | 18.9% | 43 |
| Disagree | 11.9% | 27 |
| Strongly Disagree | 1.8% | 4 |
| Don't Know | 0.9% | 2 |
| | answered question | 227 |
| | skipped question | 110 |

| 15. Our agile teams are provided with | n the environment and support that they need to succeed. | | |
|---------------------------------------|--|---------------------|-------------------|
| | | Response Percent | Response Count |
| Strongly Agree | | 15.9% | 36 |
| Agree | | 41.9% | 95 |
| Neutral | | 27.8% | 63 |
| Disagree | | 11.5% | 26 |
| Strongly Disagree | | 3.1% | 7 |
| Don't Know | | 0.0% | 0 |
| | | answered question | 227 |
| | | skipped question | 110 |

| 16. Our agile teams are trusted to ge | t the job done. | | |
|---------------------------------------|-----------------|---------------------|-------------------|
| | | Response Percent | Response Count |
| Strongly Agree | | 21.6% | 49 |
| Agree | | 48.0% | 109 |
| Neutral | | 18.5% | 42 |
| Disagree | | 10.1% | 23 |
| Strongly Disagree | | 1.8% | 4 |
| Don't Know | | 0.0% | 0 |
| | | answered question | 227 |
| | | skipped question | 110 |

| 17. Our agile teams are self-organizing | ng. | |
|---|---------------------|-------------------|
| | Response Percent | Response Count |
| Strongly Agree | 17.6% | 40 |
| Agree | 39.6% | 90 |
| Neutral | 26.9% | 61 |
| Disagree | 11.5% | 26 |
| Strongly Disagree | 4.4% | 10 |
| Don't Know | 0.0% | 0 |
| | answered question | 227 |

| | skipped question | 11 |
|--------------------------------------|--|------------------|
| 18. Working software is the primary | measure of progress for our agile teams. | |
| | Response Percent | Respons Count |
| Strongly Agree | 26.4% | 6 |
| Agree | 48.0% | 10 |
| Neutral | 13.2% | : |
| Disagree | 11.0% | |
| Strongly Disagree | 1.3% | |
| Don't Know | 0.0% | |
| | answered question | 2 |
| | skipped question | 1 |
| 9. Our agile teams are allowed to w | ork at a sustainable nace | |
| o. Our agnoteding the unowed to w | Response Percent | Respor Coun |
| Strongly Agree | 19.8% | |
| Agree | 44.9% | |
| Neutral | 21.6% | |
| Disagree | 11.0% | |
| Strongly Disagree | 2.6% | |
| Don't Know | 0.0% | |
| | answered question | 2 |
| | skipped question | 1 |
| 0. Our agile teams give continuous | attention to technical excellence and good design. | |
| | Response Percent | Respon |
| Strongly Agree | 18.5% | Coun |
| Agree | 45.8% | , |
| Neutral | 26.4% | , |
| Disagree | 7.5% | |
| Strongly Disagree | | |
| • • | 1.3% | |
| Don't Know | 0.4% | |
| | answered question skipped question | 1 |
| | | |
| 1. Simplicity, the art of maximizing | the amount of work not done, works well in practice for our agile teams. | Pasner |
| | Response Percent | Respon Coun |
| Strongly Agree | 10.6% | |

| | skipped question | 110 |
|-------------------|-------------------|-----|
| | answered question | 227 |
| Don't Know | 5.3% | 12 |
| Strongly Disagree | 1.8% | 4 |
| Disagree | 17.2% | 39 |
| Neutral | 37.4% | 85 |
| Agree | 27.8% | 63 |

| 22. We do some initial requirements modeling at the beginning of agile projects for scoping and planning purposes. | | | |
|--|--|---------------------|-------------------|
| | | Response Percent | Response Count |
| Strongly Agree | | 16.3% | 37 |
| Agree | | 55.1% | 125 |
| Neutral | | 16.3% | 37 |
| Disagree | | 7.9% | 18 |
| Strongly Disagree | | 2.2% | 5 |
| Don't Know | | 2.2% | 5 |
| | | answered question | 227 |
| | | skipped question | 110 |

| 23. The requirement details emerge of | over time on our agile projects. | |
|---------------------------------------|----------------------------------|-------------------|
| | Response Percent | Response Count |
| Strongly Agree | 26.9% | 61 |
| Agree | 50.7% | 115 |
| Neutral | 15.0% | 34 |
| Disagree | 6.2% | 14 |
| Strongly Disagree | 0.9% | 2 |
| Don't Know | 0.4% | 1 |
| | answered question | 227 |
| | skipped question | 110 |

| 24. We do some initial architecture modeling at the beginning of agile projects to get going in the right technical direction. | | | |
|--|---------------------|-------------------|--|
| | Response Percent | Response Count | |
| Strongly Agree | 18.1% | 41 | |
| Agree | 54.2% | 123 | |
| Neutral | 18.9% | 43 | |
| Disagree | 6.6% | 15 | |
| Strongly Disagree | 1.8% | 4 | |
| Don't Know | 0.4% | 1 | |
| | answered question | 227 | |

| | skipped question | 110 |
|---|--|-------------------|
| 25. The architecture and design deta | ils emerges over time on our agile projects. | |
| | Response Percent | Response Count |
| Strongly Agree | 20.7% | 47 |
| Agree | 53.3% | 121 |
| Neutral | 17.6% | 40 |
| Disagree | 7.5% | 17 |
| Strongly Disagree | 0.9% | 2 |
| Don't Know | 0.0% | 0 |
| | answered question | 227 |
| | skipped question | 110 |
| 26 Our agile teams identify what "de | no" manns at the hearinging of each iteration/oprint | |
| 20. Our agne teams identity what do | one" means at the beginning of each iteration/sprint. | Pagnanga |
| | Response Percent | Response Count |
| Strongly Agree | 17.2% | 39 |
| Agree | 33.9% | 77 |
| Neutral | 26.9% | 61 |
| Disagree | 15.9% | 36 |
| Strongly Disagree | 4.8% | 11 |
| Don't Know | 1.3% | 3 |
| | answered question | 227 |
| | skipped question | 110 |
| 27 Our agile teams only take credit f | or work that is actually "done" at the end of each iteration/sprint. | |
| 27. Our agric tourns only take orealt? | Response | Response |
| | Percent | Count |
| Strongly Agree | 20.3% | 46 |
| Agree | 47.6% | 108 |
| Neutral | 19.4% | 44 |
| Disagree | 8.4% | 19 |
| Strongly Disagree | 3.1% | 7 |
| Don't Know | 1.3% | 3 |
| | answered question | 227 |
| | skipped question | 110 |
| 28. At regular intervals our agile tear | ns demonstrate potentially shippable software to their stakeholders. | |
| under the contract our agric teat | Response | Response |
| | Percent | Count |
| Strongly Agree | 29.5% | 67 |

| Agree | 45.8% | 104 |
|-------------------|-------------------|-----|
| Neutral | 15.0% | 34 |
| Disagree | 7.9% | 18 |
| Strongly Disagree | 0.9% | 2 |
| Don't Know | 0.9% | 2 |
| | answered question | 227 |
| | skipped question | 110 |

| 29. Our agile teams have an understanding of the correct balance of documentation or other artifacts for delivery. | | | |
|--|---------------------|-------------------|--|
| | Response Percent | Response Count | |
| Strongly Agree | 10.1% | 23 | |
| Agree | 36.6% | 83 | |
| Neutral | 31.3% | 71 | |
| Disagree | 16.3% | 37 | |
| Strongly Disagree | 4.4% | 10 | |
| Don't Know | 1.3% | 3 | |
| | answered question | 227 | |
| | skipped question | 110 | |

| 30. At regular intervals the team reflects on how to become more effective in future iterations/sprints. | | | | | | |
|--|--------------|-------|-------------------|--|--|--|
| | | cent | Response Count | | | |
| Strongly Agree | | 24.2% | 55 | | | |
| Agree | | 42.7% | 97 | | | |
| Neutral | | 16.7% | 38 | | | |
| Disagree | | 11.5% | 26 | | | |
| Strongly Disagree | | 4.0% | 9 | | | |
| Don't Know | | 0.9% | 2 | | | |
| | answered que | stion | 227 | | | |
| | skipped que | stion | 110 | | | |

| 31. The team actually adjusts its behavior in the next iteration/sprint by focusing on the highest priority item(s). | | | | | | | |
|--|---------------------|-------------------|--|--|--|--|--|
| | Response Percent | Response Count | | | | | |
| Strongly Agree | 20.7% | 47 | | | | | |
| Agree | 48.9% | 111 | | | | | |
| Neutral | 19.4% | 44 | | | | | |
| Disagree | 7.5% | 17 | | | | | |
| Strongly Disagree | 2.6% | 6 | | | | | |
| Don't Know | 0.9% | 2 | | | | | |
| | answered question | 227 | | | | | |

skipped question 110

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Page: Communication

| 32. We find the following strategies for conveying information WITHIN THE TEAM to be: | | | | | | | |
|---|-------------------|----------------|------------|-------------------|---------------------|----------------|-------------------|
| | Very Effective | Effective | Neutral | Ineffective | Very Ineffective | Don't Know | Response Count |
| Face-to-face (F2F) communication | 67.0% (148) | 29.0% (64) | 3.2% (7) | 0.5% (1) | 0.0% (0) | 0.5% (1) | 221 |
| F2F at a Whiteboard | 67.3% (148) | 25.9% (57) | 4.5% (10) | 0.0% (0) | 0.5% (1) | 1.8% (4) | 220 |
| Detailed documentation | 1.4% (3) | 19.1% (42) | 38.2% (84) | 29.1% (64) | 9.5% (21) | 2.7% (6) | 220 |
| Email | 3.6% (8) | 36.4% (80) | 41.4% (91) | 16.4% (36) | 2.3% (5) | 0.0% (0) | 220 |
| Overview documentation | 7.3% (16) | 50.0% (110) | 25.5% (56) | 9.1% (20) | 2.3% (5) | 5.9% (13) | 220 |
| Overview diagrams | 11.4% (25) | 62.7% (138) | 16.8% (37) | 3.2% (7) | 1.8% (4) | 4.1% (9) | 220 |
| Online Chat | 12.3% (27) | 42.9% (94) | 23.7% (52) | 6.8% (15) | 1.8% (4) | 12.3% (27) | 219 |
| Teleconference Calls | 8.2% (18) | 36.8% (81) | 20.5% (45) | 13.2% (29) | 3.2% (7) | 18.2% (40) | 220 |
| Videoconferencing | 6.4% (14) | 16.1% (35) | 19.7% (43) | 6.0% (13) | 2.8% (6) | 49.1% (107) | 218 |
| | | | | answered question | | | 221 |
| skipped question | | | | 116 | | | |

| 33. We find the following strategies for conveying information WITH OUR STAKEHOLDERS to be: | | | | | | | |
|---|-------------------|------------|------------|-------------|---------------------|----------------|-------------------|
| | Very Effective | Effective | Neutral | Ineffective | Very Ineffective | Don't Know | Response Count |
| Face-to-face (F2F) communication | 60.5% (133) | 30.9% (68) | 3.6% (8) | 1.8% (4) | 0.0% (0) | 3.2% (7) | 220 |
| F2F at a Whiteboard | 43.8% (95) | 31.3% (68) | 11.1% (24) | 2.8% (6) | 0.9% (2) | 10.1% (22) | 217 |
| Detailed documentation | 4.1% (9) | 22.4% (49) | 29.7% (65) | 27.4% (60) | 10.0% (22) | 6.4% (14) | 219 |
| Email | 6.4% (14) | 42.9% (94) | 30.6% (67) | 16.4% (36) | 2.3% (5) | 1.4% (3) | 219 |
| Overview documentation | 10.0% (22) | 43.4% (95) | 22.8% (50) | 10.0% (22) | 1.8% (4) | 11.9% (26) | 219 |
| Overview diagrams | 12.3% (27) | 42.5% (93) | 20.5% (45) | 10.5% (23) | 2.3% (5) | 11.9% (26) | 219 |
| Online Chat | 2.7% (6) | 16.9% (37) | 25.1% (55) | 17.4% (38) | 5.5% (12) | 32.4% (71) | 219 |
| Teleconference Calls | 6.4% (14) | 35.5% (78) | 25.0% (55) | 10.5% (23) | 2.3% (5) | 20.5% (45) | 220 |
| Videoconferencing | 5.9% (13) | 17.8% (39) | 19.2% (42) | 6.4% (14) | 0.5% (1) | 50.2% (110) | 219 |
| | | | | | answer | 221 | |
| skipped question | | | | | 116 | | |

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