|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Very  happy |  |  |  |  |  |  |  |  |  |  |  |
| Happy |  |  |  |  |  |  |  |  |  |  |  |
| Average |  |  |  |  |  |  |  |  |  |  |  |
| Unhappy |  |  |  |  |  |  |  |  |  |  |  |
| Very Unhappy |  |  |  |  |  |  |  |  |  |  |  |
| Year or Quarter | 1 | 2 |  | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |