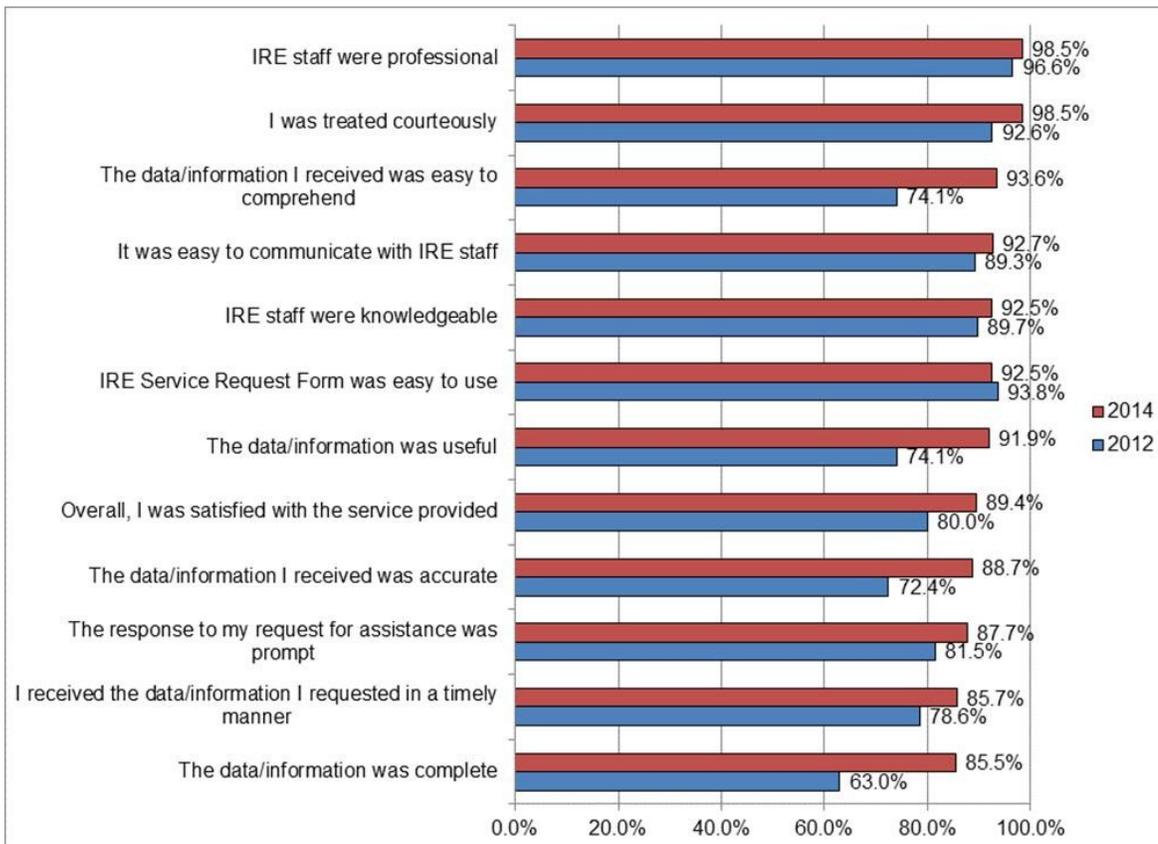


Results from our IRE Customer Satisfaction 2014 Survey!

We constantly strive to improve our services as evidenced by our higher agreement ratings in 2014 compared to 2012 among those who they have requested our services.



Note: Red and blue bars indicate agreement ratings of 'Agree' and 'Strongly Agree.'

Stats Corner

Quotes and Jokes...

- **The greatest moments are those when you see the result pop up in a graph or in your statistics analysis—that moment you realize you know something no one else does and you get the pleasure of thinking about how to tell the person.**
- **There was this statistics student who, when driving his car, would always accelerate hard before coming to any junction, whizz straight over it, then slow down again once he'd got over it. One day, he took a passenger, who was understandably unnerved by his driving style, and asked him why he went so fast over junctions. The statistics student replied, "Well statistically speaking, you are far more likely to have an accident at a junction, so I just make sure that I spend less time there."**
- **Data do not give up their secrets easily. They must be tortured to confess.**

Western University of Health Sciences

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