

Solutions

2.1 Compare the sampling frames and definitions before comparing percentages. The vendor may accurately describe completers while omitting failed access. The broader survey may better address access, yet still face nonresponse. A defensible question asks how the named system affects successful booking for a defined group. Retain references and explain source disagreement in multimedia evidence. Authored points for identifying relevant evidence, explaining a supported inference and a material limit.

3.1 Satisfaction reports do not establish that the system caused improved access or outcomes. Recruitment, prior expectations and alternatives may differ. A relevant before/after and comparison design, with failed users included appropriately, would improve inference. Authored points for a relevant judgement, reason tied to the case and justified qualification or method. Accept a supported alternative.