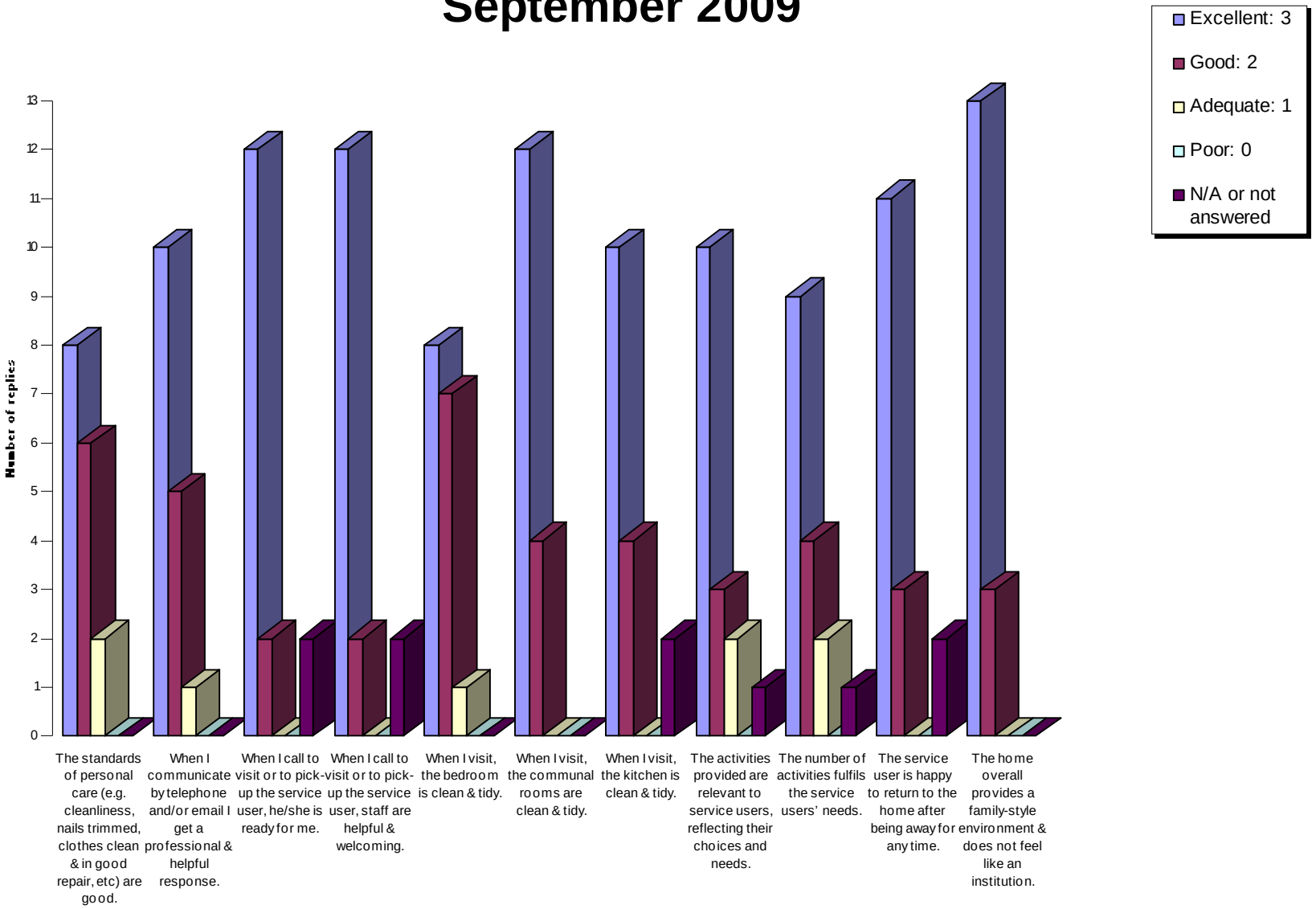Quality Assurance Survey Analysis: Parents - September 2009