1. Use Dataset_1 to build a program using SAS or Python to calculate the %Excellent, %Good/Fair/Poor, and the net score per month for SurveyQuestion1 and SurveyQuestion2. ***Please describe your thought process, show programming code, and provide final output table.***
    a. Output table should be in the below format:
        i. Columns: SurveyQuestion, MonthYear (MMYY), %Excellent, %Good/Fair/Poor, Net Score.
    b. **Background**: The table shows survey responses for two questions.
        i. The %Excellent is the percentage of responses that gave a score of 5.
        ii. The %Good/Fair/Poor is the percentage of responses that gave a 3/2/1.
        iii. The Net Score is defined as 100*(%Excellent - %Good/Fair/Poor) and should be expressed as a number with one decimal place, not as a percentage.

2. Use Dataset_2 to design a program using SQL/SAS to select one phone number per customer per the columns in the dataset. ***Please describe your thought process, show programming code, and provide final deliverable as if you were presenting to clients.***
    a. Show code to determine whether the phone number is an appropriate length/format.
    b. Show code that prioritizes PhoneNumber1 over PhoneNumber2 when PhoneNumber1 is available and clean but will settle for PhoneNumber2 if PhoneNumber1 is not available.

3. Use Dataset_3 to build a heat map using Power BI or other data visualization tools to show which zip codes have the highest number of responses. Zip codes included are either zip-5 or zip-9. ***Please describe your thought process and provide final deliverable as if you were presenting to clients.***