

Kristina Jantz

Summary Report

Term : Fall 2023 Semester

Quantitative

<i>Course Sections</i>	<i>Key</i>	<i>Enrolled Students</i>	<i>Responded Students</i>	<i>Response Rates</i>
<i>BIOL 2401 (103HY): BIOL-2401-103HY</i>	A	21	18	85.71%
<i>BIOL 2401 (106HY): BIOL-2401-106HY</i>	B	22	20	90.91%
<i>BIOL 2401 (111HY): BIOL-2401-111HY</i>	C	23	17	73.91%
<i>BIOL 2401 (221CL): BIOL-2401-221CL</i>	D	19	17	89.47%
<i>BIOL 2402 (104HY): BIOL-2402-104HY</i>	E	23	11	47.83%
Overall		108	83	76.85%

		<i>Strongly Agree</i>	<i>Agree</i>	<i>Undecided</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Mean</i>	<i>Standard Deviation</i>	<i>Did Not Answer</i>	<i>Total Responses</i>
		<i>Instructor uses a variety of teaching techniques.</i>	A	88.89% (16)	11.11% (2)	0% (0)			0% (0)	
	B	70% (14)	30% (6)	0% (0)	0% (0)	0% (0)	4.7	0.46	0	20
	C	76.47% (13)	23.53% (4)	0% (0)	0% (0)	0% (0)	4.76	0.42	0	17
	D	76.47% (13)	23.53% (4)	0% (0)	0% (0)	0% (0)	4.76	0.42	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		<i>Strongly Agree</i>	<i>Agree</i>	<i>Undecided</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Mean</i>	<i>Standard Deviation</i>	<i>Did Not Answer</i>	<i>Total Responses</i>
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<i>Instructor uses examples and explanations to clarify material.</i>	A	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18
	B	80% (16)	15% (3)	5% (1)	0% (0)	0% (0)	4.75	0.54	0	20
	C	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
	D	88.24% (15)	11.76% (2)	0% (0)	0% (0)	0% (0)	4.88	0.32	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor demonstrates knowledge of the subject matter.</i>	A	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18
	B	90% (18)	10% (2)	0% (0)	0% (0)	0% (0)	4.9	0.3	0	20
	C	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17
	D	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>This instructor requires me to be an active participant in class.</i>	A	66.67% (12)	22.22% (4)	11.11% (2)	0% (0)	0% (0)	4.56	0.68	0	18
	B	60% (12)	40% (8)	0% (0)	0% (0)	0% (0)	4.6	0.49	0	20
	C	82.35% (14)	17.65% (3)	0% (0)	0% (0)	0% (0)	4.82	0.38	0	17
	D	64.71% (11)	29.41% (5)	5.88% (1)	0% (0)	0% (0)	4.59	0.6	0	17

	E	63.64% (7)	36.36% (4)	0% (0)	0% (0)	0% (0)	4.64	0.48	0	11
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		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor promotes an open atmosphere in discussions, critiques, etc.</i>	A	83.33% (15)	16.67% (3)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	18
	B	80% (16)	15% (3)	5% (1)	0% (0)	0% (0)	4.75	0.54	0	20
	C	88.24% (15)	11.76% (2)	0% (0)	0% (0)	0% (0)	4.88	0.32	0	17
	D	100% (17)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	17
	E	100% (11)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor was available (during office hours, by e-mail/chat, or by appointment) for consultation with students.</i>	A	94.44% (17)	0% (0)	5.56% (1)	0% (0)	0% (0)	4.89	0.46	0	18
	B	85% (17)	15% (3)	0% (0)	0% (0)	0% (0)	4.85	0.36	0	20
	C	76.47% (13)	17.65% (3)	5.88% (1)	0% (0)	0% (0)	4.71	0.57	0	17
	D	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17
	E	81.82% (9)	18.18% (2)	0% (0)	0% (0)	0% (0)	4.82	0.39	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>The instructor shows respect for students.</i>	A	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	18
	B	90% (18)	5% (1)	5% (1)	0% (0)	0% (0)	4.85	0.48	0	20
	C	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17
	D	100% (17)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor follows a course document, outline, or schedule.</i>	A	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18
	B	85% (17)	15% (3)	0% (0)	0% (0)	0% (0)	4.85	0.36	0	20
	C	76.47% (13)	23.53% (4)	0% (0)	0% (0)	0% (0)	4.76	0.42	0	17
	D	82.35% (14)	17.65% (3)	0% (0)	0% (0)	0% (0)	4.82	0.38	0	17
	E	100% (11)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>This instructor explains material well through written documents and/or graphic presentation, in person or online.</i>	A	94.44% (17)	0% (0)	5.56% (1)	0% (0)	0% (0)	4.89	0.46	0	18
	B	80% (16)	15% (3)	5% (1)	0% (0)	0% (0)	4.75	0.54	0	20
	C	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17
	D	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17

	E	81.82% (9)	18.18% (2)	0% (0)	0% (0)	0% (0)	4.82	0.39	0	11
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		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor uses language that is clear and easy to understand.</i>	A	83.33% (15)	16.67% (3)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	18
	B	80% (16)	15% (3)	5% (1)	0% (0)	0% (0)	4.75	0.54	0	20
	C	76.47% (13)	17.65% (3)	5.88% (1)	0% (0)	0% (0)	4.71	0.57	0	17
	D	82.35% (14)	17.65% (3)	0% (0)	0% (0)	0% (0)	4.82	0.38	0	17
	E	72.73% (8)	27.27% (3)	0% (0)	0% (0)	0% (0)	4.73	0.45	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The material is presented in an organized manner.</i>	A	88.89% (16)	5.56% (1)	5.56% (1)	0% (0)	0% (0)	4.83	0.5	0	18
	B	80% (16)	20% (4)	0% (0)	0% (0)	0% (0)	4.8	0.4	0	20
	C	70.59% (12)	17.65% (3)	11.76% (2)	0% (0)	0% (0)	4.59	0.69	0	17
	D	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>The course objectives are clear.</i>	A	83.33% (15)	11.11% (2)	5.56% (1)	0% (0)	0% (0)	4.78	0.53	0	18
	B	75% (15)	25% (5)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	20
	C	70.59% (12)	23.53% (4)	5.88% (1)	0% (0)	0% (0)	4.65	0.59	0	17
	D	100% (17)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	17
	E	100% (11)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The required text is comprehensible.</i>	A	72.22% (13)	22.22% (4)	5.56% (1)	0% (0)	0% (0)	4.67	0.58	0	18
	B	75% (15)	25% (5)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	20
	C	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
	D	88.24% (15)	11.76% (2)	0% (0)	0% (0)	0% (0)	4.88	0.32	0	17
	E	72.73% (8)	27.27% (3)	0% (0)	0% (0)	0% (0)	4.73	0.45	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The required text was an important component of the course.</i>	A	77.78% (14)	11.11% (2)	5.56% (1)	5.56% (1)	0% (0)	4.61	0.83	0	18
	B	70% (14)	30% (6)	0% (0)	0% (0)	0% (0)	4.7	0.46	0	20
	C	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
	D	76.47% (13)	17.65% (3)	5.88% (1)	0% (0)	0% (0)	4.71	0.57	0	17

E	81.82% (9)	9.09% (1)	9.09% (1)	0% (0)	0% (0)	4.73	0.62	0	11
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	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses	
<i>Course assignments and exams are evaluated and graded fairly.</i>	A	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	18
	B	85% (17)	15% (3)	0% (0)	0% (0)	0% (0)	4.85	0.36	0	20
	C	82.35% (14)	11.76% (2)	5.88% (1)	0% (0)	0% (0)	4.76	0.55	0	17
	D	100% (17)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses	
<i>Exams reflect the course content and classroom experience.</i>	A	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18
	B	95% (19)	5% (1)	0% (0)	0% (0)	0% (0)	4.95	0.22	0	20
	C	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
	D	64.71% (11)	35.29% (6)	0% (0)	0% (0)	0% (0)	4.65	0.48	0	17
	E	81.82% (9)	18.18% (2)	0% (0)	0% (0)	0% (0)	4.82	0.39	0	11

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>Grading procedures are easy to understand.</i>	A	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18
	B	85% (17)	10% (2)	5% (1)	0% (0)	0% (0)	4.8	0.51	0	20
	C	76.47% (13)	23.53% (4)	0% (0)	0% (0)	0% (0)	4.76	0.42	0	17
	D	100% (17)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>I received feedback on my performance in a reasonable time frame.</i>	A	83.33% (15)	11.11% (2)	5.56% (1)	0% (0)	0% (0)	4.78	0.53	0	18
	B	85% (17)	10% (2)	5% (1)	0% (0)	0% (0)	4.8	0.51	0	20
	C	76.47% (13)	23.53% (4)	0% (0)	0% (0)	0% (0)	4.76	0.42	0	17
	D	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17
	E	72.73% (8)	18.18% (2)	9.09% (1)	0% (0)	0% (0)	4.64	0.64	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>I have learned a great deal in this course.</i>	A	83.33% (15)	16.67% (3)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	18
	B	65% (13)	35% (7)	0% (0)	0% (0)	0% (0)	4.65	0.48	0	20
	C	76.47% (13)	17.65% (3)	5.88% (1)	0% (0)	0% (0)	4.71	0.57	0	17
	D	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17

E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
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	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses	
<i>Overall, I would recommend this course to other students.</i>	A	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	18
	B	80% (16)	10% (2)	10% (2)	0% (0)	0% (0)	4.7	0.64	0	20
	C	76.47% (13)	17.65% (3)	0% (0)	5.88% (1)	0% (0)	4.65	0.76	0	17
	D	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses	
<i>I put a lot of effort into this course.</i>	A	66.67% (12)	22.22% (4)	11.11% (2)	0% (0)	0% (0)	4.56	0.68	0	18
	B	70% (14)	20% (4)	10% (2)	0% (0)	0% (0)	4.6	0.66	0	20
	C	64.71% (11)	35.29% (6)	0% (0)	0% (0)	0% (0)	4.65	0.48	0	17
	D	76.47% (13)	23.53% (4)	0% (0)	0% (0)	0% (0)	4.76	0.42	0	17
	E	72.73% (8)	27.27% (3)	0% (0)	0% (0)	0% (0)	4.73	0.45	0	11

	A	B	C	D	F	Did Not Answer	Total Responses
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<i>What grade do you expect to receive in this course?</i>	A	33.33% (6)	38.89% (7)	27.78% (5)	0% (0)	0% (0)	0	18
	B	20% (4)	50% (10)	25% (5)	0% (0)	5% (1)	0	20
	C	29.41% (5)	47.06% (8)	17.65% (3)	5.88% (1)	0% (0)	0	17
	D	58.82% (10)	29.41% (5)	11.76% (2)	0% (0)	0% (0)	0	17
	E	27.27% (3)	54.55% (6)	18.18% (2)	0% (0)	0% (0)	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor is prepared and on time.</i>	D	88.24% (15)	11.76% (2)	0% (0)	0% (0)	0% (0)	4.88	0.32	0	17

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor explains material well through verbal communication.</i>	D	94.12% (16)	5.88% (1)	0% (0)	0% (0)	0% (0)	4.94	0.24	0	17

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor is prepared and on time.</i>	A	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18
	B	95% (19)	5% (1)	0% (0)	0% (0)	0% (0)	4.95	0.22	0	20
	C	76.47% (13)	17.65% (3)	5.88% (1)	0% (0)	0% (0)	4.71	0.57	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>This instructor explains material well through verbal communication.</i>	A	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18
	B	90% (18)	10% (2)	0% (0)	0% (0)	0% (0)	4.9	0.3	0	20
	C	70.59% (12)	17.65% (3)	11.76% (2)	0% (0)	0% (0)	4.59	0.69	0	17
	E	81.82% (9)	18.18% (2)	0% (0)	0% (0)	0% (0)	4.82	0.39	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor had the online course prepared and open on time.</i>	A	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18
	B	90% (18)	10% (2)	0% (0)	0% (0)	0% (0)	4.9	0.3	0	20
	C	76.47% (13)	23.53% (4)	0% (0)	0% (0)	0% (0)	4.76	0.42	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor answers questions within the time frame stated in the course syllabus.</i>	A	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18
	B	90% (18)	10% (2)	0% (0)	0% (0)	0% (0)	4.9	0.3	0	20
	C	64.71% (11)	29.41% (5)	5.88% (1)	0% (0)	0% (0)	4.59	0.6	0	17
	E	90.91% (10)	0% (0)	9.09% (1)	0% (0)	0% (0)	4.82	0.57	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>Instructor helps troubleshoot or provides information on where to obtain technical assistance.</i>	A	83.33% (15)	16.67% (3)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	18
	B	90% (18)	10% (2)	0% (0)	0% (0)	0% (0)	4.9	0.3	0	20
	C	58.82% (10)	35.29% (6)	5.88% (1)	0% (0)	0% (0)	4.53	0.61	0	17
	E	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Online course platform is easy to use.</i>	A	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18
	B	90% (18)	10% (2)	0% (0)	0% (0)	0% (0)	4.9	0.3	0	20
	C	70.59% (12)	17.65% (3)	11.76% (2)	0% (0)	0% (0)	4.59	0.69	0	17
	E	81.82% (9)	18.18% (2)	0% (0)	0% (0)	0% (0)	4.82	0.39	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Online course platform is reliable.</i>	A	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18
	B	85% (17)	10% (2)	5% (1)	0% (0)	0% (0)	4.8	0.51	0	20
	C	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
	E	54.55% (6)	45.45% (5)	0% (0)	0% (0)	0% (0)	4.55	0.5	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>Online content is delivered effectively.</i>	A	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18
	B	85% (17)	15% (3)	0% (0)	0% (0)	0% (0)	4.85	0.36	0	20
	C	64.71% (11)	35.29% (6)	0% (0)	0% (0)	0% (0)	4.65	0.48	0	17
	E	72.73% (8)	27.27% (3)	0% (0)	0% (0)	0% (0)	4.73	0.45	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The course promoted student-to-student and student to faculty interaction and collaboration.</i>	A	61.11% (11)	38.89% (7)	0% (0)	0% (0)	0% (0)	4.61	0.49	0	18
	B	65% (13)	25% (5)	10% (2)	0% (0)	0% (0)	4.55	0.67	0	20
	C	64.71% (11)	29.41% (5)	0% (0)	0% (0)	5.88% (1)	4.47	0.98	0	17
	E	54.55% (6)	45.45% (5)	0% (0)	0% (0)	0% (0)	4.55	0.5	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>More time was required to complete this course than I expected.</i>	A	50% (9)	11.11% (2)	11.11% (2)	16.67% (3)	11.11% (2)	3.72	1.48	0	18
	B	55% (11)	25% (5)	10% (2)	10% (2)	0% (0)	4.25	0.99	0	20
	C	11.76% (2)	35.29% (6)	35.29% (6)	11.76% (2)	5.88% (1)	3.35	1.03	0	17
	E	9.09% (1)	18.18% (2)	36.36% (4)	36.36% (4)	0% (0)	3	0.95	0	11

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>I was able to get the technical support I needed.</i>	A	66.67% (12)	16.67% (3)	11.11% (2)	0% (0)	5.56% (1)	4.39	1.06	0	18
	B	60% (12)	20% (4)	20% (4)	0% (0)	0% (0)	4.4	0.8	0	20
	C	41.18% (7)	47.06% (8)	11.76% (2)	0% (0)	0% (0)	4.29	0.67	0	17
	E	54.55% (6)	45.45% (5)	0% (0)	0% (0)	0% (0)	4.55	0.5	0	11

