

Shinya Wakao

Summary Report

Term : Spring 2025 Semester

Quantitative

Course Sections	Key	Enrolled Students	Responded Students	Response Rates
GOVT 2305 (050I7): GOVT-2305-050I7	A	20	17	85%
GOVT 2305 (121C2): GOVT-2305-121C2	B	14	9	64.29%
GOVT 2305 (132H2): GOVT-2305-132H2 / GOVT 2305 (321H2): GOVT-2305-321H2	C	10	3	30%
GOVT 2306 (311H1): GOVT-2306-311H1	D	19	15	78.95%
Overall		63	44	69.84%

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
Instructor uses a variety of teaching techniques.	A	52.94% (9)	35.29% (6)	11.76% (2)	0% (0)	0% (0)	4.41	0.69	0	17
	B	55.56% (5)	22.22% (2)	11.11% (1)	11.11% (1)	0% (0)	4.22	1.03	0	9
	C	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	D	26.67% (4)	40% (6)	13.33% (2)	20% (3)	0% (0)	3.73	1.06	0	15

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
Instructor uses examples and explanations to clarify material.	A	58.82% (10)	35.29% (6)	5.88% (1)	0% (0)	0% (0)	4.53	0.61	0	17
	B	77.78% (7)	11.11% (1)	11.11% (1)	0% (0)	0% (0)	4.67	0.67	0	9

	C	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	D	60% (9)	26.67% (4)	6.67% (1)	6.67% (1)	0% (0)	4.4	0.88	0	15

		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	58.82% (10)	41.18% (7)	0% (0)	0% (0)	0% (0)	4.59	0.49	0	17
	B	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	C	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	D	60% (9)	33.33% (5)	6.67% (1)	0% (0)	0% (0)	4.53	0.62	0	15

		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	70.59% (12)	23.53% (4)	5.88% (1)	0% (0)	0% (0)	4.65	0.59	0	17
	B	33.33% (3)	66.67% (6)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	9
	C	0% (0)	66.67% (2)	33.33% (1)	0% (0)	0% (0)	3.67	0.47	0	3
	D	26.67% (4)	60% (9)	0% (0)	13.33% (2)	0% (0)	4	0.89	0	15

		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	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
	B	44.44% (4)	44.44% (4)	11.11% (1)	0% (0)	0% (0)	4.33	0.67	0	9
	C	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3

	D	40% (6)	46.67% (7)	13.33% (2)	0% (0)	0% (0)	4.27	0.68	0	15
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		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	52.94% (9)	41.18% (7)	5.88% (1)	0% (0)	0% (0)	4.47	0.61	0	17
	B	66.67% (6)	22.22% (2)	11.11% (1)	0% (0)	0% (0)	4.56	0.68	0	9
	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	26.67% (4)	53.33% (8)	20% (3)	0% (0)	0% (0)	4.07	0.68	0	15

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor shows respect for students.</i>	A	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
	B	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	4.78	0.42	0	9
	C	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	D	33.33% (5)	66.67% (10)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	15

		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	64.71% (11)	35.29% (6)	0% (0)	0% (0)	0% (0)	4.65	0.48	0	17
	B	55.56% (5)	44.44% (4)	0% (0)	0% (0)	0% (0)	4.56	0.5	0	9
	C	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	D	40% (6)	40% (6)	20% (3)	0% (0)	0% (0)	4.2	0.75	0	15

		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	64.71% (11)	35.29% (6)	0% (0)	0% (0)	0% (0)	4.65	0.48	0	17
	B	77.78% (7)	11.11% (1)	11.11% (1)	0% (0)	0% (0)	4.67	0.67	0	9
	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	26.67% (4)	53.33% (8)	20% (3)	0% (0)	0% (0)	4.07	0.68	0	15

		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	58.82% (10)	35.29% (6)	5.88% (1)	0% (0)	0% (0)	4.53	0.61	0	17
	B	66.67% (6)	22.22% (2)	11.11% (1)	0% (0)	0% (0)	4.56	0.68	0	9
	C	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	D	33.33% (5)	53.33% (8)	6.67% (1)	6.67% (1)	0% (0)	4.13	0.81	0	15

		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	64.71% (11)	23.53% (4)	5.88% (1)	5.88% (1)	0% (0)	4.47	0.85	0	17
	B	77.78% (7)	11.11% (1)	0% (0)	11.11% (1)	0% (0)	4.56	0.96	0	9
	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	46.67% (7)	33.33% (5)	20% (3)	0% (0)	0% (0)	4.27	0.77	0	15

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The course objectives are clear.</i>	A	64.71% (11)	29.41% (5)	5.88% (1)	0% (0)	0% (0)	4.59	0.6	0	17
	B	77.78% (7)	11.11% (1)	0% (0)	11.11% (1)	0% (0)	4.56	0.96	0	9
	C	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	D	33.33% (5)	53.33% (8)	6.67% (1)	6.67% (1)	0% (0)	4.13	0.81	0	15

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The required text is comprehensible.</i>	A	64.71% (11)	29.41% (5)	5.88% (1)	0% (0)	0% (0)	4.59	0.6	0	17
	B	44.44% (4)	33.33% (3)	22.22% (2)	0% (0)	0% (0)	4.22	0.79	0	9
	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	26.67% (4)	60% (9)	6.67% (1)	6.67% (1)	0% (0)	4.07	0.77	0	15

		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	70.59% (12)	23.53% (4)	5.88% (1)	0% (0)	0% (0)	4.65	0.59	0	17
	B	33.33% (3)	33.33% (3)	11.11% (1)	22.22% (2)	0% (0)	3.78	1.13	0	9
	C	33.33% (1)	33.33% (1)	0% (0)	33.33% (1)	0% (0)	3.67	1.25	0	3
	D	26.67% (4)	60% (9)	13.33% (2)	0% (0)	0% (0)	4.13	0.62	0	15

		<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>Course assignments and exams are evaluated and graded fairly.</i>	A	58.82% (10)	35.29% (6)	5.88% (1)	0% (0)	0% (0)	4.53	0.61	0	17
	B	66.67% (6)	33.33% (3)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	9
	C	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	D	26.67% (4)	53.33% (8)	6.67% (1)	13.33% (2)	0% (0)	3.93	0.93	0	15

		<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>Exams reflect the course content and classroom experience.</i>	A	58.82% (10)	35.29% (6)	5.88% (1)	0% (0)	0% (0)	4.53	0.61	0	17
	B	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	4.78	0.42	0	9
	C	0% (0)	66.67% (2)	33.33% (1)	0% (0)	0% (0)	3.67	0.47	0	3
	D	13.33% (2)	53.33% (8)	13.33% (2)	20% (3)	0% (0)	3.6	0.95	0	15

		<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>Grading procedures are easy to understand.</i>	A	52.94% (9)	35.29% (6)	11.76% (2)	0% (0)	0% (0)	4.41	0.69	0	17
	B	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	4.78	0.42	0	9
	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	20% (3)	73.33% (11)	6.67% (1)	0% (0)	0% (0)	4.13	0.5	0	15

		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	58.82% (10)	35.29% (6)	0% (0)	5.88% (1)	0% (0)	4.47	0.78	0	17
	B	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	C	0% (0)	33.33% (1)	66.67% (2)	0% (0)	0% (0)	3.33	0.47	0	3
	D	46.67% (7)	40% (6)	6.67% (1)	0% (0)	6.67% (1)	4.2	1.05	0	15

		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	64.71% (11)	29.41% (5)	0% (0)	5.88% (1)	0% (0)	4.53	0.78	0	17
	B	55.56% (5)	33.33% (3)	0% (0)	11.11% (1)	0% (0)	4.33	0.94	0	9
	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	14.29% (2)	50% (7)	35.71% (5)	0% (0)	0% (0)	3.79	0.67	0	14

		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	64.71% (11)	29.41% (5)	5.88% (1)	0% (0)	0% (0)	4.59	0.6	0	17
	B	66.67% (6)	22.22% (2)	0% (0)	11.11% (1)	0% (0)	4.44	0.96	0	9
	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	28.57% (4)	42.86% (6)	21.43% (3)	0% (0)	7.14% (1)	3.86	1.06	0	14

		<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>I put a lot of effort into this course.</i>	A	47.06% (8)	52.94% (9)	0% (0)	0% (0)	0% (0)	4.47	0.5	0	17
	B	44.44% (4)	44.44% (4)	11.11% (1)	0% (0)	0% (0)	4.33	0.67	0	9
	C	0% (0)	66.67% (2)	33.33% (1)	0% (0)	0% (0)	3.67	0.47	0	3
	D	14.29% (2)	71.43% (10)	14.29% (2)	0% (0)	0% (0)	4	0.53	0	14

		<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>Did Not Answer</i>	<i>Total Responses</i>
<i>What grade do you expect to receive in this course?</i>	A	41.18% (7)	47.06% (8)	11.76% (2)	0% (0)	0% (0)	0	17
	B	22.22% (2)	33.33% (3)	33.33% (3)	11.11% (1)	0% (0)	0	9
	C	0% (0)	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0	3
	D	14.29% (2)	50% (7)	35.71% (5)	0% (0)	0% (0)	0	14

		<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 is prepared and on time.</i>	B	66.67% (6)	33.33% (3)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	9

		<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>The instructor explains material well through verbal communication.</i>	B	77.78% (7)	11.11% (1)	0% (0)	0% (0)	11.11% (1)	4.44	1.26	0	9

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor is prepared and on time.</i>	C	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	D	57.14% (8)	42.86% (6)	0% (0)	0% (0)	0% (0)	4.57	0.49	0	14

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>This instructor explains material well through verbal communication.</i>	C	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	D	21.43% (3)	64.29% (9)	7.14% (1)	7.14% (1)	0% (0)	4	0.76	0	14

		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>	C	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	D	28.57% (4)	64.29% (9)	0% (0)	7.14% (1)	0% (0)	4.14	0.74	0	14

		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>	C	0% (0)	66.67% (2)	33.33% (1)	0% (0)	0% (0)	3.67	0.47	0	3
	D	14.29% (2)	71.43% (10)	14.29% (2)	0% (0)	0% (0)	4	0.53	0	14

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor helps troubleshoot or provides</i>	C	0% (0)	66.67% (2)	33.33% (1)	0% (0)	0% (0)	3.67	0.47	0	3

information on where to obtain technical assistance.	D	21.43% (3)	64.29% (9)	14.29% (2)	0% (0)	0% (0)	4.07	0.59	0	14
		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
Online course platform is easy to use.	C	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	D	28.57% (4)	64.29% (9)	0% (0)	7.14% (1)	0% (0)	4.14	0.74	0	14
		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
Online course platform is reliable.	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	28.57% (4)	64.29% (9)	7.14% (1)	0% (0)	0% (0)	4.21	0.56	0	14
		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
Online content is delivered effectively.	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	D	28.57% (4)	64.29% (9)	7.14% (1)	0% (0)	0% (0)	4.21	0.56	0	14
		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
The course promoted student-to-student and student to faculty interaction and collaboration.	C	0% (0)	33.33% (1)	66.67% (2)	0% (0)	0% (0)	3.33	0.47	0	3
	D	21.43% (3)	64.29% (9)	14.29% (2)	0% (0)	0% (0)	4.07	0.59	0	14

		<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>More time was required to complete this course than I expected.</i>	C	0% (0)	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	3	0.82	0	3
	D	21.43% (3)	21.43% (3)	28.57% (4)	21.43% (3)	7.14% (1)	3.29	1.22	0	14
		<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>I was able to get the technical support I needed.</i>	C	0% (0)	33.33% (1)	66.67% (2)	0% (0)	0% (0)	3.33	0.47	0	3
	D	21.43% (3)	42.86% (6)	28.57% (4)	7.14% (1)	0% (0)	3.79	0.86	0	14
		<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 had the online course prepared and open on time.</i>	A	70.59% (12)	29.41% (5)	0% (0)	0% (0)	0% (0)	4.71	0.46	0	17
		<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>The instructor answers questions within the time frame stated in the course syllabus.</i>	A	64.71% (11)	35.29% (6)	0% (0)	0% (0)	0% (0)	4.65	0.48	0	17
		<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 helps troubleshoot or provides information on where to obtain technical assistance.</i>	A	52.94% (9)	41.18% (7)	5.88% (1)	0% (0)	0% (0)	4.47	0.61	0	17
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		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	64.71% (11)	29.41% (5)	5.88% (1)	0% (0)	0% (0)	4.59	0.6	0	17

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Online course platform is reliable.</i>	A	64.71% (11)	29.41% (5)	5.88% (1)	0% (0)	0% (0)	4.59	0.6	0	17

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Online content is delivered effectively.</i>	A	64.71% (11)	29.41% (5)	0% (0)	5.88% (1)	0% (0)	4.53	0.78	0	17

		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	47.06% (8)	41.18% (7)	5.88% (1)	5.88% (1)	0% (0)	4.29	0.82	0	17

		<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>More time was required to complete this course than I expected.</i>	A	47.06% (8)	23.53% (4)	17.65% (3)	11.76% (2)	0% (0)	4.06	1.06	0	17

		<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>I was able to get the technical support I needed.</i>	A	47.06% (8)	47.06% (8)	5.88% (1)	0% (0)	0% (0)	4.41	0.6	0	17

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