

Michele Betancourt

Summary Report

Term : Spring 2025 Semester

Quantitative

Course Sections	Key	Enrolled Students	Responded Students	Response Rates
GOVT 2305 (011I1): GOVT-2305-011I1	A	23	3	13.04%
GOVT 2306 (021I2): GOVT-2306-021I2	B	25	3	12%
GOVT 2306 (221H2): GOVT-2306-221H2	C	16	3	18.75%
Overall		64	9	14.06%

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
Instructor uses a variety of teaching techniques.	A	33.33% (1)	0% (0)	33.33% (1)	33.33% (1)	0% (0)	3.33	1.25	0	3
	B	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	C	33.33% (1)	33.33% (1)	0% (0)	33.33% (1)	0% (0)	3.67	1.25	0	3

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
Instructor uses examples and explanations to clarify material.	A	33.33% (1)	0% (0)	66.67% (2)	0% (0)	0% (0)	3.67	0.94	0	3
	B	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	C	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>Instructor demonstrates knowledge of the subject matter.</i>	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>This instructor requires me to be an active participant in class.</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	0% (0)	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	3	0.82	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Instructor promotes an open atmosphere in discussions, critiques, etc.</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>The instructor was available (during office hours, by e-mail/chat, or by appointment) for consultation with students.</i>	<b>A</b>	33.33% (1)	0% (0)	33.33% (1)	33.33% (1)	0% (0)	3.33	1.25	0	3
	<b>B</b>	0% (0)	0% (0)	100% (3)	0% (0)	0% (0)	3	0	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>The instructor shows respect for students.</i>	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Instructor follows a course document, outline, or schedule.</i>	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>This instructor explains material well through written documents and/or graphic presentation, in person or online.</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>The instructor uses language that is clear and easy to understand.</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3

	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
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		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>The material is presented in an organized manner.</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3

  

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>The course objectives are clear.</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3

  

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>The required text is comprehensible.</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	<b>B</b>	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	<b>C</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3

  

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>The required text was an</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3

<i>important component of the course.</i>	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
<i>Course assignments and exams are evaluated and graded fairly.</i>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
	<b>A</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
<i>Exams reflect the course content and classroom experience.</i>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
<i>Grading procedures are easy to understand.</i>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>

<i>I received feedback on my performance in a reasonable time frame.</i>	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	<b>B</b>	33.33% (1)	0% (0)	33.33% (1)	33.33% (1)	0% (0)	3.33	1.25	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>I have learned a great deal in this course.</i>	<b>A</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Overall, I would recommend this course to other students.</i>	<b>A</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	33.33% (1)	33.33% (1)	0% (0)	33.33% (1)	0% (0)	3.67	1.25	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>I put a lot of effort into this course.</i>	<b>A</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>B</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

							<i>Did Not Answer</i>	<i>Total Responses</i>
		<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>		
<i>What grade do you expect to receive in this course?</i>	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	0	3
	<b>B</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	0	3
	<b>C</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	0	3

								<i>Did Not Answer</i>	<i>Total Responses</i>
		<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>Instructor is prepared and on time.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0

								<i>Did Not Answer</i>	<i>Total Responses</i>
		<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>This instructor explains material well through verbal communication.</i>	<b>C</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0

								<i>Did Not Answer</i>	<i>Total Responses</i>
		<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>Instructor had the online course prepared and open on time.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0

								<i>Did Not Answer</i>	<i>Total Responses</i>
		<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>The instructor answers questions within the time frame stated in the course syllabus.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
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		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Instructor helps troubleshoot or provides information on where to obtain technical assistance.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Online course platform is easy to use.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Online course platform is reliable.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Online content is delivered effectively.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
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<i>The course promoted student-to-student and student to faculty interaction and collaboration.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>More time was required to complete this course than I expected.</i>	<b>C</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>I was able to get the technical support I needed.</i>	<b>C</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Instructor had the online course prepared and open on time.</i>	<b>A</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	<b>B</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>The instructor answers questions within the time frame stated in the course</i>	<b>A</b>	33.33% (1)	0% (0)	33.33% (1)	33.33% (1)	0% (0)	3.33	1.25	0	3
	<b>B</b>	33.33% (1)	0% (0)	66.67% (2)	0% (0)	0% (0)	3.67	0.94	0	3

syllabus.

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Instructor helps troubleshoot or provides information on where to obtain technical assistance.</i>	<b>A</b>	33.33% (1)	0% (0)	66.67% (2)	0% (0)	0% (0)	3.67	0.94	0	3
	<b>B</b>	33.33% (1)	0% (0)	66.67% (2)	0% (0)	0% (0)	3.67	0.94	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Online course platform is easy to use.</i>	<b>A</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	<b>B</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Online course platform is reliable.</i>	<b>A</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>B</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
<i>Online content is delivered effectively.</i>	<b>A</b>	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	<b>B</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Did Not Answer</b>	<b>Total Responses</b>
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<i>The course promoted student-to-student and student to faculty interaction and collaboration.</i>	<b>A</b>	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	<b>B</b>	0% (0)	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	3	0.82	0	3

		<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>	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	<b>B</b>	66.67% (2)	0% (0)	0% (0)	33.33% (1)	0% (0)	4	1.41	0	3

		<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>	<b>A</b>	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	<b>B</b>	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3

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