

Lalanya Maldonado

Summary Report

Term : Summer 2025 Semester

Quantitative

<i>Course Sections</i>	<i>Key</i>	<i>Enrolled Students</i>	<i>Responded Students</i>	<i>Response Rates</i>
<i>PSYC 1300 (02215): PSYC-1300-02215</i>	A	27	11	40.74%
<i>PSYC 2301 (01414): PSYC-2301-01414</i>	B	19	12	63.16%
<i>PSYC 2301 (02215): PSYC-2301-02215</i>	C	25	13	52%
<i>PSYC 2301 (05017): PSYC-2301-05017</i>	D	10	6	60%
<i>PSYC 2314 (01214): PSYC-2314-01214</i>	E	21	8	38.1%
Overall		102	50	49.02%

		<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	54.55% (6)	36.36% (4)	9.09% (1)	0% (0)	0% (0)	4.45	0.66	0	11
	B	16.67% (2)	58.33% (7)	25% (3)	0% (0)	0% (0)	3.92	0.64	0	12
	C	38.46% (5)	38.46% (5)	15.38% (2)	7.69% (1)	0% (0)	4.08	0.92	0	13
	D	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	E	50% (4)	37.5% (3)	0% (0)	0% (0)	12.5% (1)	4.13	1.27	0	8

		<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 examples and</i>	A	45.45% (5)	36.36% (4)	18.18% (2)	0% (0)	0% (0)	4.27	0.75	0	11

explanations
to clarify
material.

B	25% (3)	58.33% (7)	8.33% (1)	8.33% (1)	0% (0)	4	0.82	0	12
C	61.54% (8)	15.38% (2)	23.08% (3)	0% (0)	0% (0)	4.38	0.84	0	13
D	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
E	62.5% (5)	12.5% (1)	12.5% (1)	0% (0)	12.5% (1)	4.13	1.36	0	8

		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	45.45% (5)	45.45% (5)	9.09% (1)	0% (0)	0% (0)	4.36	0.64	0	11
	B	33.33% (4)	58.33% (7)	8.33% (1)	0% (0)	0% (0)	4.25	0.6	0	12
	C	53.85% (7)	38.46% (5)	0% (0)	7.69% (1)	0% (0)	4.38	0.84	0	13
	D	83.33% (5)	0% (0)	16.67% (1)	0% (0)	0% (0)	4.67	0.75	0	6
	E	75% (6)	12.5% (1)	12.5% (1)	0% (0)	0% (0)	4.63	0.7	0	8

		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	54.55% (6)	45.45% (5)	0% (0)	0% (0)	0% (0)	4.55	0.5	0	11
	B	33.33% (4)	58.33% (7)	8.33% (1)	0% (0)	0% (0)	4.25	0.6	0	12
	C	76.92% (10)	15.38% (2)	7.69% (1)	0% (0)	0% (0)	4.69	0.61	0	13
	D	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	6
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8

		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	63.64% (7)	9.09% (1)	27.27% (3)	0% (0)	0% (0)	4.36	0.88	0	11
	B	25% (3)	75% (9)	0% (0)	0% (0)	0% (0)	4.25	0.43	0	12
	C	46.15% (6)	38.46% (5)	7.69% (1)	7.69% (1)	0% (0)	4.23	0.89	0	13
	D	66.67% (4)	16.67% (1)	16.67% (1)	0% (0)	0% (0)	4.5	0.76	0	6
	E	62.5% (5)	25% (2)	0% (0)	0% (0)	12.5% (1)	4.25	1.3	0	8

		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	54.55% (6)	45.45% (5)	0% (0)	0% (0)	0% (0)	4.55	0.5	0	11
	B	25% (3)	75% (9)	0% (0)	0% (0)	0% (0)	4.25	0.43	0	12
	C	38.46% (5)	38.46% (5)	23.08% (3)	0% (0)	0% (0)	4.15	0.77	0	13
	D	66.67% (4)	16.67% (1)	16.67% (1)	0% (0)	0% (0)	4.5	0.76	0	6
	E	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor shows respect for students.</i>	A	54.55% (6)	18.18% (2)	9.09% (1)	18.18% (2)	0% (0)	4.09	1.16	0	11
	B	33.33% (4)	58.33% (7)	8.33% (1)	0% (0)	0% (0)	4.25	0.6	0	12
	C	53.85% (7)	30.77% (4)	15.38% (2)	0% (0)	0% (0)	4.38	0.74	0	13

	D	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
	E	62.5% (5)	25% (2)	0% (0)	0% (0)	12.5% (1)	4.25	1.3	0	8

		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	63.64% (7)	36.36% (4)	0% (0)	0% (0)	0% (0)	4.64	0.48	0	11
	B	58.33% (7)	41.67% (5)	0% (0)	0% (0)	0% (0)	4.58	0.49	0	12
	C	69.23% (9)	23.08% (3)	7.69% (1)	0% (0)	0% (0)	4.62	0.62	0	13
	D	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	6
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8

		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	54.55% (6)	36.36% (4)	9.09% (1)	0% (0)	0% (0)	4.45	0.66	0	11
	B	50% (6)	33.33% (4)	8.33% (1)	8.33% (1)	0% (0)	4.25	0.92	0	12
	C	53.85% (7)	23.08% (3)	15.38% (2)	7.69% (1)	0% (0)	4.23	0.97	0	13
	D	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
	E	62.5% (5)	25% (2)	0% (0)	0% (0)	12.5% (1)	4.25	1.3	0	8

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor uses language</i>	A	54.55% (6)	36.36% (4)	0% (0)	9.09% (1)	0% (0)	4.36	0.88	0	11

that is clear and easy to understand.

B	41.67% (5)	33.33% (4)	8.33% (1)	16.67% (2)	0% (0)	4	1.08	0	12
C	61.54% (8)	15.38% (2)	7.69% (1)	15.38% (2)	0% (0)	4.23	1.12	0	13
D	33.33% (2)	66.67% (4)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	6
E	50% (4)	37.5% (3)	0% (0)	0% (0)	12.5% (1)	4.13	1.27	0	8

	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	63.64% (7)	27.27% (3)	9.09% (1)	0% (0)	0% (0)	4.55	0.66	0	11
	B	41.67% (5)	58.33% (7)	0% (0)	0% (0)	0% (0)	4.42	0.49	0	12
	C	61.54% (8)	23.08% (3)	15.38% (2)	0% (0)	0% (0)	4.46	0.75	0	13
	D	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	6
	E	50% (4)	50% (4)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	8

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses	
<i>The course objectives are clear.</i>	A	54.55% (6)	45.45% (5)	0% (0)	0% (0)	0% (0)	4.55	0.5	0	11
	B	25% (3)	41.67% (5)	25% (3)	0% (0)	8.33% (1)	3.75	1.09	0	12
	C	46.15% (6)	38.46% (5)	7.69% (1)	7.69% (1)	0% (0)	4.23	0.89	0	13
	D	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	0	6
	E	62.5% (5)	25% (2)	0% (0)	0% (0)	12.5% (1)	4.25	1.3	0	8

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The required text is comprehensible.</i>	A	63.64% (7)	36.36% (4)	0% (0)	0% (0)	0% (0)	4.64	0.48	0	11
	B	41.67% (5)	50% (6)	8.33% (1)	0% (0)	0% (0)	4.33	0.62	0	12
	C	53.85% (7)	30.77% (4)	15.38% (2)	0% (0)	0% (0)	4.38	0.74	0	13
	D	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	6
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8

		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	63.64% (7)	27.27% (3)	9.09% (1)	0% (0)	0% (0)	4.55	0.66	0	11
	B	41.67% (5)	58.33% (7)	0% (0)	0% (0)	0% (0)	4.42	0.49	0	12
	C	61.54% (8)	23.08% (3)	7.69% (1)	7.69% (1)	0% (0)	4.38	0.92	0	13
	D	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	E	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8

		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	36.36% (4)	36.36% (4)	9.09% (1)	18.18% (2)	0% (0)	3.91	1.08	0	11
	B	25% (3)	25% (3)	41.67% (5)	8.33% (1)	0% (0)	3.67	0.94	0	12
	C	46.15% (6)	38.46% (5)	7.69% (1)	0% (0)	7.69% (1)	4.15	1.1	0	13

	D	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
	E	50% (4)	25% (2)	0% (0)	12.5% (1)	12.5% (1)	3.88	1.45	0	8

		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	45.45% (5)	45.45% (5)	9.09% (1)	0% (0)	0% (0)	4.36	0.64	0	11
	B	33.33% (4)	66.67% (8)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	12
	C	38.46% (5)	38.46% (5)	15.38% (2)	0% (0)	7.69% (1)	4	1.11	0	13
	D	33.33% (2)	50% (3)	0% (0)	16.67% (1)	0% (0)	4	1	0	6
	E	50% (4)	37.5% (3)	0% (0)	0% (0)	12.5% (1)	4.13	1.27	0	8

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Grading procedures are easy to understand.</i>	A	54.55% (6)	18.18% (2)	9.09% (1)	9.09% (1)	9.09% (1)	4	1.35	0	11
	B	16.67% (2)	58.33% (7)	16.67% (2)	8.33% (1)	0% (0)	3.83	0.8	0	12
	C	61.54% (8)	15.38% (2)	7.69% (1)	7.69% (1)	7.69% (1)	4.15	1.29	0	13
	D	66.67% (4)	16.67% (1)	16.67% (1)	0% (0)	0% (0)	4.5	0.76	0	6
	E	50% (4)	37.5% (3)	0% (0)	0% (0)	12.5% (1)	4.13	1.27	0	8

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>I received feedback on</i>	A	63.64% (7)	36.36% (4)	0% (0)	0% (0)	0% (0)	4.64	0.48	0	11

<i>my performance in a reasonable time frame.</i>	B	33.33% (4)	66.67% (8)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	12
	C	61.54% (8)	23.08% (3)	15.38% (2)	0% (0)	0% (0)	4.46	0.75	0	13
	D	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
	E	50% (4)	50% (4)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	8

		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	36.36% (4)	36.36% (4)	9.09% (1)	9.09% (1)	9.09% (1)	3.82	1.27	0	11
	B	33.33% (4)	66.67% (8)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	12
	C	61.54% (8)	23.08% (3)	15.38% (2)	0% (0)	0% (0)	4.46	0.75	0	13
	D	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
	E	62.5% (5)	25% (2)	0% (0)	0% (0)	12.5% (1)	4.25	1.3	0	8

		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	54.55% (6)	18.18% (2)	9.09% (1)	9.09% (1)	9.09% (1)	4	1.35	0	11
	B	25% (3)	50% (6)	25% (3)	0% (0)	0% (0)	4	0.71	0	12
	C	61.54% (8)	7.69% (1)	23.08% (3)	0% (0)	7.69% (1)	4.15	1.23	0	13
	D	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
	E	50% (4)	37.5% (3)	0% (0)	0% (0)	12.5% (1)	4.13	1.27	0	8

		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	72.73% (8)	27.27% (3)	0% (0)	0% (0)	0% (0)	4.73	0.45	0	11
	B	50% (6)	41.67% (5)	8.33% (1)	0% (0)	0% (0)	4.42	0.64	0	12
	C	76.92% (10)	15.38% (2)	7.69% (1)	0% (0)	0% (0)	4.69	0.61	0	13
	D	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	E	50% (4)	37.5% (3)	12.5% (1)	0% (0)	0% (0)	4.38	0.7	0	8

		A	B	C	D	F	Did Not Answer	Total Responses
<i>What grade do you expect to receive in this course?</i>	A	45.45% (5)	36.36% (4)	9.09% (1)	0% (0)	9.09% (1)	0	11
	B	33.33% (4)	50% (6)	8.33% (1)	8.33% (1)	0% (0)	0	12
	C	69.23% (9)	23.08% (3)	7.69% (1)	0% (0)	0% (0)	0	13
	D	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	0	6
	E	37.5% (3)	62.5% (5)	0% (0)	0% (0)	0% (0)	0	8

		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	63.64% (7)	36.36% (4)	0% (0)	0% (0)	0% (0)	4.64	0.48	0	11
	B	58.33% (7)	41.67% (5)	0% (0)	0% (0)	0% (0)	4.58	0.49	0	12
	C	76.92% (10)	15.38% (2)	7.69% (1)	0% (0)	0% (0)	4.69	0.61	0	13

	D	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	6
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8

		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	54.55% (6)	45.45% (5)	0% (0)	0% (0)	0% (0)	4.55	0.5	0	11
	B	41.67% (5)	58.33% (7)	0% (0)	0% (0)	0% (0)	4.42	0.49	0	12
	C	61.54% (8)	15.38% (2)	23.08% (3)	0% (0)	0% (0)	4.38	0.84	0	13
	D	66.67% (4)	16.67% (1)	16.67% (1)	0% (0)	0% (0)	4.5	0.76	0	6
	E	50% (4)	37.5% (3)	0% (0)	12.5% (1)	0% (0)	4.25	0.97	0	8

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor helps troubleshoot or provides information on where to obtain technical assistance.</i>	A	36.36% (4)	36.36% (4)	27.27% (3)	0% (0)	0% (0)	4.09	0.79	0	11
	B	33.33% (4)	41.67% (5)	16.67% (2)	8.33% (1)	0% (0)	4	0.91	0	12
	C	46.15% (6)	30.77% (4)	23.08% (3)	0% (0)	0% (0)	4.23	0.8	0	13
	D	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	0	6
	E	50% (4)	37.5% (3)	0% (0)	12.5% (1)	0% (0)	4.25	0.97	0	8

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Online course platform is</i>	A	63.64% (7)	27.27% (3)	9.09% (1)	0% (0)	0% (0)	4.55	0.66	0	11

easy to use.

B	58.33% (7)	41.67% (5)	0% (0)	0% (0)	0% (0)	4.58	0.49	0	12
C	61.54% (8)	30.77% (4)	7.69% (1)	0% (0)	0% (0)	4.54	0.63	0	13
D	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	0	6
E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses	
<i>Online course platform is reliable.</i>	A	54.55% (6)	36.36% (4)	0% (0)	0% (0)	9.09% (1)	4.27	1.14	0	11
	B	50% (6)	33.33% (4)	16.67% (2)	0% (0)	0% (0)	4.33	0.75	0	12
	C	61.54% (8)	30.77% (4)	7.69% (1)	0% (0)	0% (0)	4.54	0.63	0	13
	D	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	6
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses	
<i>Online content is delivered effectively.</i>	A	63.64% (7)	27.27% (3)	9.09% (1)	0% (0)	0% (0)	4.55	0.66	0	11
	B	50% (6)	41.67% (5)	8.33% (1)	0% (0)	0% (0)	4.42	0.64	0	12
	C	76.92% (10)	15.38% (2)	7.69% (1)	0% (0)	0% (0)	4.69	0.61	0	13
	D	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	6
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8

		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	63.64% (7)	18.18% (2)	18.18% (2)	0% (0)	0% (0)	4.45	0.78	0	11
	B	41.67% (5)	58.33% (7)	0% (0)	0% (0)	0% (0)	4.42	0.49	0	12
	C	53.85% (7)	23.08% (3)	23.08% (3)	0% (0)	0% (0)	4.31	0.82	0	13
	D	66.67% (4)	16.67% (1)	16.67% (1)	0% (0)	0% (0)	4.5	0.76	0	6
	E	50% (4)	50% (4)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	8

		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	45.45% (5)	27.27% (3)	9.09% (1)	18.18% (2)	0% (0)	4	1.13	0	11
	B	41.67% (5)	25% (3)	0% (0)	33.33% (4)	0% (0)	3.75	1.3	0	12
	C	30.77% (4)	23.08% (3)	30.77% (4)	7.69% (1)	7.69% (1)	3.62	1.21	0	13
	D	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	0	6
	E	37.5% (3)	37.5% (3)	12.5% (1)	12.5% (1)	0% (0)	4	1	0	8

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>I was able to get the technical support I needed.</i>	A	36.36% (4)	36.36% (4)	18.18% (2)	9.09% (1)	0% (0)	4	0.95	0	11
	B	50% (6)	33.33% (4)	16.67% (2)	0% (0)	0% (0)	4.33	0.75	0	12
	C	30.77% (4)	46.15% (6)	23.08% (3)	0% (0)	0% (0)	4.08	0.73	0	13

D	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	0	6
E	37.5% (3)	37.5% (3)	12.5% (1)	12.5% (1)	0% (0)	4	1	0	8