

Seraiah Smith

Summary Report

Term : Spring 2024 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	18	8	44.44%
<i>BIOL 2401 (104HY): BIOL-2401-104HY</i>	B	16	8	50%
<i>BIOL 2401 (105HY): BIOL-2401-105HY</i>	C	20	12	60%
<i>BIOL 2401 (221HY): BIOL-2401-221HY</i>	D	13	7	53.85%
<i>BIOL 2402 (102CL): BIOL-2402-102CL</i>	E	20	19	95%
Overall		87	54	62.07%

							<i>Mean</i>	<i>Standard Deviation</i>	<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>Instructor uses a variety of teaching techniques.</i>	A	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8
	B	100% (8)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	8
	C	58.33% (7)	41.67% (5)	0% (0)	0% (0)	0% (0)	4.58	0.49	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	1	18

							<i>Mean</i>	<i>Standard Deviation</i>	<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>Instructor uses examples and explanations to clarify material.</i>	A	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	75% (9)	25% (3)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	1	18

		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	75% (6)	0% (0)	25% (2)	0% (0)	0% (0)	4.5	0.87	0	8
	B	100% (8)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	8
	C	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	1	18

		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	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	83.33% (10)	16.67% (2)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	12
	D	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7

E	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	1	18
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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	100% (8)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	1	18

	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	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	B	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	C	83.33% (10)	16.67% (2)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	12
	D	71.43% (5)	28.57% (2)	0% (0)	0% (0)	0% (0)	4.71	0.45	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	1	18

	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	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	1	18

		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	62.5% (5)	12.5% (1)	12.5% (1)	12.5% (1)	0% (0)	4.25	1.09	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	83.33% (10)	16.67% (2)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	1	18

		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	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	83.33% (10)	16.67% (2)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7

E	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	1	18
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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	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	83.33% (10)	16.67% (2)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	1	18

	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	62.5% (5)	12.5% (1)	25% (2)	0% (0)	0% (0)	4.38	0.86	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	66.67% (8)	16.67% (2)	16.67% (2)	0% (0)	0% (0)	4.5	0.76	0	12
	D	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18

	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	50% (4)	50% (4)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	66.67% (8)	33.33% (4)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The required text is comprehensible.</i>	A	50% (4)	25% (2)	25% (2)	0% (0)	0% (0)	4.25	0.83	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	66.67% (8)	25% (3)	8.33% (1)	0% (0)	0% (0)	4.58	0.64	0	12
	D	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18

		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	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	58.33% (7)	41.67% (5)	0% (0)	0% (0)	0% (0)	4.58	0.49	0	12
	D	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7

E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18
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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	50% (4)	37.5% (3)	12.5% (1)	0% (0)	0% (0)	4.38	0.7	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	75% (9)	16.67% (2)	0% (0)	8.33% (1)	0% (0)	4.58	0.86	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18

	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	37.5% (3)	62.5% (5)	0% (0)	0% (0)	0% (0)	4.38	0.48	0	8
	B	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	C	58.33% (7)	8.33% (1)	25% (3)	8.33% (1)	0% (0)	4.17	1.07	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18

	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	37.5% (3)	50% (4)	12.5% (1)	0% (0)	0% (0)	4.25	0.66	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	58.33% (7)	25% (3)	0% (0)	8.33% (1)	8.33% (1)	4.17	1.28	0	12
	D	85.71% (6)	0% (0)	14.29% (1)	0% (0)	0% (0)	4.71	0.7	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18

		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	37.5% (3)	25% (2)	25% (2)	12.5% (1)	0% (0)	3.88	1.05	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	58.33% (7)	33.33% (4)	8.33% (1)	0% (0)	0% (0)	4.5	0.65	0	12
	D	85.71% (6)	0% (0)	14.29% (1)	0% (0)	0% (0)	4.71	0.7	0	7
	E	83.33% (15)	11.11% (2)	5.56% (1)	0% (0)	0% (0)	4.78	0.53	0	18

		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	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8
	B	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	C	58.33% (7)	25% (3)	16.67% (2)	0% (0)	0% (0)	4.42	0.76	0	12
	D	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7

E	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18
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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	50% (4)	50% (4)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	8
	B	75% (6)	12.5% (1)	12.5% (1)	0% (0)	0% (0)	4.63	0.7	0	8
	C	58.33% (7)	25% (3)	8.33% (1)	8.33% (1)	0% (0)	4.33	0.94	0	12
	D	85.71% (6)	0% (0)	14.29% (1)	0% (0)	0% (0)	4.71	0.7	0	7
	E	88.89% (16)	11.11% (2)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	18

	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	50% (4)	0% (0)	50% (4)	0% (0)	0% (0)	4	1	0	8
	B	50% (4)	37.5% (3)	12.5% (1)	0% (0)	0% (0)	4.38	0.7	0	8
	C	50% (6)	41.67% (5)	8.33% (1)	0% (0)	0% (0)	4.42	0.64	0	12
	D	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7
	E	66.67% (12)	11.11% (2)	22.22% (4)	0% (0)	0% (0)	4.44	0.83	0	18

	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	25% (2)	25% (2)	50% (4)	0% (0)	0% (0)	0	8
	B	12.5% (1)	37.5% (3)	50% (4)	0% (0)	0% (0)	0	8
	C	16.67% (2)	50% (6)	25% (3)	8.33% (1)	0% (0)	0	12
	D	42.86% (3)	57.14% (4)	0% (0)	0% (0)	0% (0)	0	7
	E	27.78% (5)	44.44% (8)	27.78% (5)	0% (0)	0% (0)	0	18

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor is prepared and on time.</i>	E	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18

		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>	E	94.44% (17)	5.56% (1)	0% (0)	0% (0)	0% (0)	4.94	0.23	0	18

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor is prepared and on time.</i>	A	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	83.33% (10)	16.67% (2)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	12
	D	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	6

		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	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	B	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	C	66.67% (8)	33.33% (4)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	12
	D	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	6

		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	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	83.33% (10)	16.67% (2)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	12
	D	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	6

		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	62.5% (5)	25% (2)	0% (0)	12.5% (1)	0% (0)	4.38	0.99	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	91.67% (11)	8.33% (1)	0% (0)	0% (0)	0% (0)	4.92	0.28	0	12
	D	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6

		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	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	66.67% (8)	25% (3)	8.33% (1)	0% (0)	0% (0)	4.58	0.64	0	12
	D	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	6

		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	75% (6)	12.5% (1)	12.5% (1)	0% (0)	0% (0)	4.63	0.7	0	8
	B	62.5% (5)	12.5% (1)	25% (2)	0% (0)	0% (0)	4.38	0.86	0	8
	C	75% (9)	25% (3)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	12
	D	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Online course platform is reliable.</i>	A	37.5% (3)	62.5% (5)	0% (0)	0% (0)	0% (0)	4.38	0.48	0	8
	B	62.5% (5)	0% (0)	37.5% (3)	0% (0)	0% (0)	4.25	0.97	0	8
	C	75% (9)	16.67% (2)	8.33% (1)	0% (0)	0% (0)	4.67	0.62	0	12
	D	83.33% (5)	0% (0)	16.67% (1)	0% (0)	0% (0)	4.67	0.75	0	6

		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	50% (4)	37.5% (3)	0% (0)	12.5% (1)	0% (0)	4.25	0.97	0	8
	B	62.5% (5)	12.5% (1)	25% (2)	0% (0)	0% (0)	4.38	0.86	0	8
	C	66.67% (8)	25% (3)	8.33% (1)	0% (0)	0% (0)	4.58	0.64	0	12
	D	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6

		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	50% (4)	50% (4)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	8
	B	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	4.88	0.33	0	8
	C	66.67% (8)	25% (3)	8.33% (1)	0% (0)	0% (0)	4.58	0.64	0	12
	D	66.67% (4)	16.67% (1)	16.67% (1)	0% (0)	0% (0)	4.5	0.76	0	6

		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	37.5% (3)	50% (4)	12.5% (1)	0% (0)	0% (0)	4.25	0.66	0	8
	B	50% (4)	12.5% (1)	37.5% (3)	0% (0)	0% (0)	4.13	0.93	0	8
	C	58.33% (7)	16.67% (2)	16.67% (2)	8.33% (1)	0% (0)	4.25	1.01	0	12
	D	33.33% (2)	0% (0)	33.33% (2)	33.33% (2)	0% (0)	3.33	1.25	0	6

		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	37.5%	50%	0%	12.5%	0%	4.13	0.93	0	8
		(3)	(4)	(0)	(1)	(0)				
		75%	12.5%	12.5%	0%	0%	4.63	0.7	0	8
		(6)	(1)	(1)	(0)	(0)				
		66.67%	25%	8.33%	0%	0%	4.58	0.64	0	12
		(8)	(3)	(1)	(0)	(0)				
		66.67%	16.67%	16.67%	0%	0%	4.5	0.76	0	6
		(4)	(1)	(1)	(0)	(0)				