

Jason Abshire

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>
PHED 1164 (001IN): PHED-1164-001IN	A	21	11	52.38%
PHED 1164 (002IN): PHED-1164-002IN	B	14	7	50%
PHED 1164 (101CL): PHED-1164-101CL	C	19	12	63.16%
PHED 1164 (102CL): PHED-1164-102CL	D	19	9	47.37%
PHED 1164 (103CL): PHED-1164-103CL	E	18	8	44.44%
PHED 1164 (106CL): PHED-1164-106CL	F	20	10	50%
Overall		111	57	51.35%

							<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	63.64% (7)	36.36% (4)	0% (0)	0% (0)	0% (0)	4.64	0.48	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	66.67% (8)	16.67% (2)	8.33% (1)	8.33% (1)	0% (0)	4.42	0.95	0	12
	D	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	4.78	0.42	0	9
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8

F	40%	60%	0%	0%	0%	4.4	0.49	0	10
	(4)	(6)	(0)	(0)	(0)				

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses	
<i>Instructor uses examples and explanations to clarify material.</i>	A	81.82%	18.18%	0%	0%	0%	4.82	0.39	0	11
		(9)	(2)	(0)	(0)	(0)				
	B	100%	0%	0%	0%	0%	5	0	0	7
		(7)	(0)	(0)	(0)	(0)				
	C	75%	25%	0%	0%	0%	4.75	0.43	0	12
		(9)	(3)	(0)	(0)	(0)				
D	100%	0%	0%	0%	0%	5	0	0	9	
	(9)	(0)	(0)	(0)	(0)					
E	62.5%	37.5%	0%	0%	0%	4.63	0.48	0	8	
	(5)	(3)	(0)	(0)	(0)					
F	40%	60%	0%	0%	0%	4.4	0.49	0	10	
	(4)	(6)	(0)	(0)	(0)					

	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	81.82%	18.18%	0%	0%	0%	4.82	0.39	0	11
		(9)	(2)	(0)	(0)	(0)				
	B	100%	0%	0%	0%	0%	5	0	0	7
		(7)	(0)	(0)	(0)	(0)				
	C	91.67%	8.33%	0%	0%	0%	4.92	0.28	0	12
		(11)	(1)	(0)	(0)	(0)				
D	100%	0%	0%	0%	0%	5	0	0	9	
	(9)	(0)	(0)	(0)	(0)					
E	62.5%	37.5%	0%	0%	0%	4.63	0.48	0	8	
	(5)	(3)	(0)	(0)	(0)					
F	70%	30%	0%	0%	0%	4.7	0.46	0	10	
	(7)	(3)	(0)	(0)	(0)					

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>This instructor requires me to be an active participant in class.</i>	A	81.82% (9)	18.18% (2)	0% (0)	0% (0)	0% (0)	4.82	0.39	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	41.67% (5)	58.33% (7)	0% (0)	0% (0)	0% (0)	4.42	0.49	0	12
	D	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	4.78	0.42	0	9
	E	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8
	F	50% (5)	30% (3)	20% (2)	0% (0)	0% (0)	4.3	0.78	0	10

		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	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	66.67% (8)	33.33% (4)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	50% (5)	50% (5)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>The instructor was available (during office hours, by e-mail/chat, or by appointment) for consultation with students.</i>	A	100% (11)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	66.67% (8)	25% (3)	8.33% (1)	0% (0)	0% (0)	4.58	0.64	0	12
	D	66.67% (6)	22.22% (2)	11.11% (1)	0% (0)	0% (0)	4.56	0.68	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	50% (5)	50% (5)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor shows respect for students.</i>	A	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	83.33% (10)	16.67% (2)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	12
	D	100% (9)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	80% (8)	20% (2)	0% (0)	0% (0)	0% (0)	4.8	0.4	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>Instructor follows a course document, outline, or schedule.</i>	A	90.91% (10)	0% (0)	9.09% (1)	0% (0)	0% (0)	4.82	0.57	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	41.67% (5)	33.33% (4)	25% (3)	0% (0)	0% (0)	4.17	0.8	0	12
	D	77.78% (7)	11.11% (1)	11.11% (1)	0% (0)	0% (0)	4.67	0.67	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	50% (5)	50% (5)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	10

		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	90.91% (10)	0% (0)	0% (0)	9.09% (1)	0% (0)	4.73	0.86	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	66.67% (8)	16.67% (2)	8.33% (1)	8.33% (1)	0% (0)	4.42	0.95	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8
	F	40% (4)	60% (6)	0% (0)	0% (0)	0% (0)	4.4	0.49	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>The instructor uses language that is clear and easy to understand.</i>	A	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	75% (9)	16.67% (2)	0% (0)	8.33% (1)	0% (0)	4.58	0.86	0	12
	D	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	4.78	0.42	0	9
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8
	F	50% (5)	50% (5)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	10

		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	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	75% (9)	8.33% (1)	8.33% (1)	8.33% (1)	0% (0)	4.5	0.96	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8
	F	70% (7)	30% (3)	0% (0)	0% (0)	0% (0)	4.7	0.46	0	10

		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	90.91% (10)	0% (0)	9.09% (1)	0% (0)	0% (0)	4.82	0.57	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	66.67% (8)	16.67% (2)	16.67% (2)	0% (0)	0% (0)	4.5	0.76	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	60% (6)	40% (4)	0% (0)	0% (0)	0% (0)	4.6	0.49	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The required text is comprehensible.</i>	A	81.82% (9)	0% (0)	9.09% (1)	9.09% (1)	0% (0)	4.55	0.99	0	11
	B	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7
	C	75% (9)	8.33% (1)	16.67% (2)	0% (0)	0% (0)	4.58	0.76	0	12
	D	100% (9)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	9
	E	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8
	F	50% (5)	40% (4)	10% (1)	0% (0)	0% (0)	4.4	0.66	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>The required text was an important component of the course.</i>	A	54.55% (6)	18.18% (2)	27.27% (3)	0% (0)	0% (0)	4.27	0.86	0	11
	B	71.43% (5)	14.29% (1)	0% (0)	14.29% (1)	0% (0)	4.43	1.05	0	7
	C	58.33% (7)	16.67% (2)	25% (3)	0% (0)	0% (0)	4.33	0.85	0	12
	D	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	4.78	0.42	0	9
	E	62.5% (5)	37.5% (3)	0% (0)	0% (0)	0% (0)	4.63	0.48	0	8
	F	40% (4)	40% (4)	10% (1)	10% (1)	0% (0)	4.1	0.94	0	10

		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	90.91% (10)	0% (0)	9.09% (1)	0% (0)	0% (0)	4.82	0.57	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	66.67% (8)	33.33% (4)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	60% (6)	40% (4)	0% (0)	0% (0)	0% (0)	4.6	0.49	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>Exams reflect the course content and classroom experience.</i>	A	63.64% (7)	0% (0)	27.27% (3)	9.09% (1)	0% (0)	4.18	1.11	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	41.67% (5)	25% (3)	33.33% (4)	0% (0)	0% (0)	4.08	0.86	0	12
	D	66.67% (6)	11.11% (1)	22.22% (2)	0% (0)	0% (0)	4.44	0.83	0	9
	E	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8
	F	50% (5)	20% (2)	30% (3)	0% (0)	0% (0)	4.2	0.87	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Grading procedures are easy to understand.</i>	A	90.91% (10)	0% (0)	0% (0)	9.09% (1)	0% (0)	4.73	0.86	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	75% (9)	16.67% (2)	8.33% (1)	0% (0)	0% (0)	4.67	0.62	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	50% (4)	37.5% (3)	12.5% (1)	0% (0)	0% (0)	4.38	0.7	0	8
	F	70% (7)	30% (3)	0% (0)	0% (0)	0% (0)	4.7	0.46	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>I received feedback on my performance in a reasonable time frame.</i>	A	81.82% (9)	0% (0)	9.09% (1)	9.09% (1)	0% (0)	4.55	0.99	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	41.67% (5)	41.67% (5)	8.33% (1)	8.33% (1)	0% (0)	4.17	0.9	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	62.5% (5)	25% (2)	12.5% (1)	0% (0)	0% (0)	4.5	0.71	0	8
	F	60% (6)	40% (4)	0% (0)	0% (0)	0% (0)	4.6	0.49	0	10

		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	90.91% (10)	0% (0)	0% (0)	9.09% (1)	0% (0)	4.73	0.86	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	58.33% (7)	33.33% (4)	8.33% (1)	0% (0)	0% (0)	4.5	0.65	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	50% (5)	50% (5)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>Overall, I would recommend this course to other students.</i>	A	90.91% (10)	0% (0)	0% (0)	9.09% (1)	0% (0)	4.73	0.86	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
	C	75% (9)	16.67% (2)	8.33% (1)	0% (0)	0% (0)	4.67	0.62	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	60% (6)	40% (4)	0% (0)	0% (0)	0% (0)	4.6	0.49	0	10

		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	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
	B	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7
	C	66.67% (8)	16.67% (2)	16.67% (2)	0% (0)	0% (0)	4.5	0.76	0	12
	D	55.56% (5)	44.44% (4)	0% (0)	0% (0)	0% (0)	4.56	0.5	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	30% (3)	60% (6)	10% (1)	0% (0)	0% (0)	4.2	0.6	0	10

	A	B	C	D	F	Did Not Answer	Total Responses
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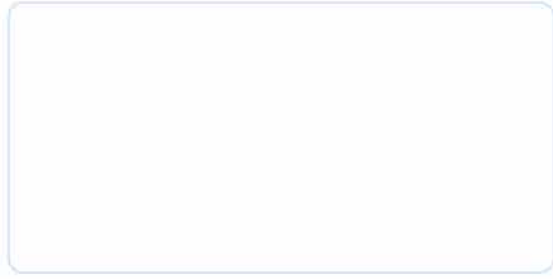
<i>What grade do you expect to receive in this course?</i>	A	54.55% (6)	36.36% (4)	9.09% (1)	0% (0)	0% (0)	0	11
	B	28.57% (2)	42.86% (3)	28.57% (2)	0% (0)	0% (0)	0	7
	C	58.33% (7)	33.33% (4)	8.33% (1)	0% (0)	0% (0)	0	12
	D	55.56% (5)	44.44% (4)	0% (0)	0% (0)	0% (0)	0	9
	E	87.5% (7)	12.5% (1)	0% (0)	0% (0)	0% (0)	0	8
	F	40% (4)	50% (5)	10% (1)	0% (0)	0% (0)	0	10

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor is prepared and on time.</i>	C	50% (6)	41.67% (5)	8.33% (1)	0% (0)	0% (0)	4.42	0.64	0	12
	D	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	4.78	0.42	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8
	F	70% (7)	30% (3)	0% (0)	0% (0)	0% (0)	4.7	0.46	0	10

		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>	C	66.67% (8)	25% (3)	8.33% (1)	0% (0)	0% (0)	4.58	0.64	0	12
	D	88.89% (8)	11.11% (1)	0% (0)	0% (0)	0% (0)	4.89	0.31	0	9
	E	75% (6)	25% (2)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	8

	F	50% (5)	50% (5)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	10
		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	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
	B	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7
		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	90.91% (10)	0% (0)	9.09% (1)	0% (0)	0% (0)	4.82	0.57	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
		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	90.91% (10)	0% (0)	9.09% (1)	0% (0)	0% (0)	4.82	0.57	0	11
	B	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7
		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	90.91% (10)	0% (0)	0% (0)	9.09% (1)	0% (0)	4.73	0.86	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses

<i>Online course platform is reliable.</i>	A	90.91% (10)	0% (0)	9.09% (1)	0% (0)	0% (0)	4.82	0.57	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
							Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Online content is delivered effectively.</i>	A	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
							Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The course promoted student-to-student and student to faculty interaction and collaboration.</i>	A	90.91% (10)	9.09% (1)	0% (0)	0% (0)	0% (0)	4.91	0.29	0	11
	B	100% (7)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	7
							Mean	Standard Deviation	Did Not Answer	Total Responses
<i>More time was required to complete this course than I expected.</i>	A	36.36% (4)	9.09% (1)	9.09% (1)	36.36% (4)	9.09% (1)	3.27	1.48	0	11
	B	57.14% (4)	14.29% (1)	0% (0)	14.29% (1)	14.29% (1)	3.86	1.55	0	7
							Mean	Standard Deviation	Did Not Answer	Total Responses
<i>I was able to get the technical support I needed.</i>	A	81.82% (9)	18.18% (2)	0% (0)	0% (0)	0% (0)	4.82	0.39	0	11
	B	85.71% (6)	14.29% (1)	0% (0)	0% (0)	0% (0)	4.86	0.35	0	7
							Mean	Standard Deviation	Did Not Answer	Total Responses



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