

Courtney Pugh

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>
<i>ENGL 1301 (116CL): ENGL-1301-116CL</i>	A	18	3	16.67%
<i>ENGL 1301 (119CL): ENGL-1301-119CL / ENGL 1301 (159CL): ENGL-1301-159CL</i>	B	21	2	9.52%
<i>ENGL 1301 (120CL): ENGL-1301-120CL / ENGL 1301 (140CL): ENGL-1301-140CL</i>	C	18	7	38.89%
<i>ENGL 1301 (309HY): ENGL-1301-309HY</i>	D	20	3	15%
<i>ENGL 1302 (001IN): ENGL-1302-001IN</i>	E	17	6	35.29%
<i>ENGL 2322 (104CL): ENGL-2322-104CL</i>	F	7	4	57.14%
Overall		111	25	22.52%

		<i>Strongly</i>					<i>Mean</i>	<i>Standard Deviation</i>	<i>Did</i>		<i>Total Responses</i>
		<i>Agree</i>	<i>Agree</i>	<i>Undecided</i>	<i>Disagree</i>	<i>Disagree</i>			<i>Not Answer</i>		
<i>Instructor uses a variety of teaching techniques.</i>	A	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3	
	C	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	1	6	
	D	33.33% (1)	33.33% (1)	0% (0)	33.33% (1)	0% (0)	3.67	1.25	0	3	
	E	33.33% (2)	66.67% (4)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	6	

	F	75% (3)	0% (0)	0% (0)	25% (1)	0% (0)	4.25	1.3	0	4
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		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	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	1	6
	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	E	16.67% (1)	83.33% (5)	0% (0)	0% (0)	0% (0)	4.17	0.37	0	6
	F	75% (3)	0% (0)	25% (1)	0% (0)	0% (0)	4.5	0.87	0	4

		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	100% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	1	6
	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	E	33.33% (2)	50% (3)	16.67% (1)	0% (0)	0% (0)	4.17	0.69	0	6
	F	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	4

		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	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	C	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	1	6
	D	33.33% (1)	0% (0)	33.33% (1)	33.33% (1)	0% (0)	3.33	1.25	0	3
	E	33.33% (2)	66.67% (4)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	6
	F	75% (3)	0% (0)	25% (1)	0% (0)	0% (0)	4.5	0.87	0	4

		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% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	1	6
	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	E	33.33% (2)	50% (3)	16.67% (1)	0% (0)	0% (0)	4.17	0.69	0	6
	F	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	4

		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% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	1	6
	D	33.33% (1)	33.33% (1)	33.33% (1)	0% (0)	0% (0)	4	0.82	0	3
	E	33.33% (2)	33.33% (2)	16.67% (1)	16.67% (1)	0% (0)	3.83	1.07	0	6
	F	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	4.25	0.83	0	4

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The instructor shows respect for students.</i>	A	100% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	1	6
	D	66.67% (2)	0% (0)	0% (0)	33.33% (1)	0% (0)	4	1.41	0	3
	E	16.67% (1)	66.67% (4)	0% (0)	16.67% (1)	0% (0)	3.83	0.9	0	6
	F	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	4

		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	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	1	6
	D	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	E	16.67% (1)	50% (3)	33.33% (2)	0% (0)	0% (0)	3.83	0.69	0	6
	F	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	4.25	0.83	0	4

		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	100% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	1	6
	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	E	16.67% (1)	66.67% (4)	16.67% (1)	0% (0)	0% (0)	4	0.58	0	6
	F	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	4

		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	100% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	1	6
	D	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	E	16.67% (1)	66.67% (4)	0% (0)	0% (0)	16.67% (1)	3.67	1.25	0	6
	F	50% (2)	0% (0)	25% (1)	0% (0)	25% (1)	3.5	1.66	0	4

		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	100% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	D	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
	E	16.67% (1)	66.67% (4)	16.67% (1)	0% (0)	0% (0)	4	0.58	0	6
	F	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	4

		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	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	D	33.33% (1)	33.33% (1)	0% (0)	33.33% (1)	0% (0)	3.67	1.25	0	3
	E	16.67% (1)	50% (3)	33.33% (2)	0% (0)	0% (0)	3.83	0.69	0	6
	F	50% (2)	0% (0)	50% (2)	0% (0)	0% (0)	4	1	0	4

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>The required text is comprehensible.</i>	A	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	D	33.33% (1)	33.33% (1)	0% (0)	33.33% (1)	0% (0)	3.67	1.25	0	3
	E	33.33% (2)	66.67% (4)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	6
	F	50% (2)	0% (0)	0% (0)	25% (1)	25% (1)	3.25	1.79	0	4

		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	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	D	0% (0)	100% (3)	0% (0)	0% (0)	0% (0)	4	0	0	3
	E	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	0	6
	F	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	4

		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	100% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	D	66.67% (2)	0% (0)	0% (0)	33.33% (1)	0% (0)	4	1.41	0	3
	E	16.67% (1)	16.67% (1)	66.67% (4)	0% (0)	0% (0)	3.5	0.76	0	6
	F	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	4

		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	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	E	16.67% (1)	50% (3)	16.67% (1)	0% (0)	16.67% (1)	3.5	1.26	0	6
	F	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	4.75	0.43	0	4

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Grading procedures are easy to understand.</i>	A	100% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	0	6
	D	66.67% (2)	0% (0)	0% (0)	33.33% (1)	0% (0)	4	1.41	0	3
	E	0% (0)	66.67% (4)	16.67% (1)	16.67% (1)	0% (0)	3.5	0.76	0	6
	F	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	4

		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	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	D	66.67% (2)	0% (0)	0% (0)	0% (0)	33.33% (1)	3.67	1.89	0	3
	E	16.67% (1)	16.67% (1)	0% (0)	16.67% (1)	50% (3)	2.33	1.6	0	6
	F	50% (2)	0% (0)	25% (1)	25% (1)	0% (0)	3.75	1.3	0	4

		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	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
	D	33.33% (1)	33.33% (1)	0% (0)	33.33% (1)	0% (0)	3.67	1.25	0	3
	E	33.33% (2)	50% (3)	0% (0)	16.67% (1)	0% (0)	4	1	0	6
	F	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	4.25	0.83	0	4

		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	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	6
	D	66.67% (2)	0% (0)	0% (0)	33.33% (1)	0% (0)	4	1.41	0	3
	E	16.67% (1)	33.33% (2)	50% (3)	0% (0)	0% (0)	3.67	0.75	0	6
	F	50% (2)	0% (0)	25% (1)	25% (1)	0% (0)	3.75	1.3	0	4

		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	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	C	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	6
	D	66.67% (2)	0% (0)	33.33% (1)	0% (0)	0% (0)	4.33	0.94	0	3
	E	50% (3)	33.33% (2)	16.67% (1)	0% (0)	0% (0)	4.33	0.75	0	6
	F	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	4.25	0.83	0	4

	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	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	0	3
	C	16.67% (1)	83.33% (5)	0% (0)	0% (0)	0% (0)	0	6
	D	33.33% (1)	0% (0)	66.67% (2)	0% (0)	0% (0)	0	3
	E	83.33% (5)	0% (0)	16.67% (1)	0% (0)	0% (0)	0	6
	F	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	0	4

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Instructor is prepared and on time.</i>	A	100% (3)	0% (0)	0% (0)	0% (0)	0% (0)	5	0	0	3
	C	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	4.83	0.37	0	6
	F	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	4.25	0.43	0	4

		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>	A	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
	C	66.67% (4)	16.67% (1)	16.67% (1)	0% (0)	0% (0)	4.5	0.76	0	6
	F	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	4.5	0.5	0	4

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>Instructor is prepared and on time.</i>	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
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		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>	D	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
<i>Instructor had the online course prepared and open on time.</i>	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

		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>	D	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

Instructor helps troubleshoot or provides information on where to obtain technical assistance.	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3
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		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
Online course platform is easy to use.	D	66.67% (2)	33.33% (1)	0% (0)	0% (0)	0% (0)	4.67	0.47	0	3

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

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

		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>	D	33.33% (1)	66.67% (2)	0% (0)	0% (0)	0% (0)	4.33	0.47	0	3
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		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>	D	0% (0)	66.67% (2)	0% (0)	33.33% (1)	0% (0)	3.33	0.94	0	3

		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>	D	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
<i>Instructor had the online course prepared and open on time.</i>	E	16.67% (1)	16.67% (1)	50% (3)	16.67% (1)	0% (0)	3.33	0.94	0	6

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
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<i>The instructor answers questions within the time frame stated in the course syllabus.</i>	E	33.33% (2)	16.67% (1)	33.33% (2)	16.67% (1)	0% (0)	3.67	1.11	0	6
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		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>	E	33.33% (2)	16.67% (1)	33.33% (2)	16.67% (1)	0% (0)	3.67	1.11	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>	E	80% (4)	20% (1)	0% (0)	0% (0)	0% (0)	4.8	0.4	0	5

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses
<i>Online course platform is reliable.</i>	E	80% (4)	0% (0)	20% (1)	0% (0)	0% (0)	4.6	0.8	0	5

		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Mean	Standard Deviation	Did Not Answer	Total Responses

<i>Online content is delivered effectively.</i>	E	60% (3)	20% (1)	0% (0)	20% (1)	0% (0)	4.2	1.17	0	5
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		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>	E	20% (1)	80% (4)	0% (0)	0% (0)	0% (0)	4.2	0.4	0	5

		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>	E	40% (2)	40% (2)	0% (0)	20% (1)	0% (0)	4	1.1	0	5

		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>	E	20% (1)	20% (1)	60% (3)	0% (0)	0% (0)	3.6	0.8	0	5

