## **Sumathi Venkatesh**

**Summary Report** 

Term: Fall 2024 Semester

## Quantitative

matter.

| Course Sections                        | Key | Enrolled<br>Students | Responded<br>Students | Response<br>Rates |
|--|-----|----------------------|-----------------------|-------------------|
| BIOL 1322 (003I1): BIOL-<br>1322-003I1 | A   | 21                   | 14                    | 66.67%            |
| BIOL 1322 (00512): BIOL-<br>1322-00512 | В   | 13                   | 7                     | 53.85%            |
| Overall                                |     | 34                   | 21                    | 61.76%            |

|                                       |   | Strongly<br>Agree | Agree         | Undecided | Disagree      | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---------------------------------------|---|-------------------|---------------|-----------|---------------|----------------------|------|-----------------------|----------------------|--------------------|
| Instructor uses a variety of teaching | Α | 28.57%<br>(4)     | 57.14%<br>(8) | 0%<br>(0) | 14.29%<br>(2) | 0%<br>(0)            | 4    | 0.93                  | 0                    | 14                 |
| techniques.                           | В | 42.86%<br>(3)     | 57.14%<br>(4) | 0%<br>(0) | 0%<br>(0)     | 0%<br>(0)            | 4.43 | 0.49                  | 0                    | 7                  |

|  |   | Strongly<br>Agree | Agree         | Undecided     | Disagree      | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|---------------|---------------|----------------------|------|-----------------------|----------------------|--------------------|
| Instructor<br>uses<br>examples and               | Α | 21.43%<br>(3)     | 50%<br>(7)    | 14.29%<br>(2) | 14.29%<br>(2) | 0%<br>(0)            | 3.79 | 0.94                  | 0                    | 14                 |
| <i>explanations<br/>to clarify<br/>material.</i> | В | 57.14%<br>(4)     | 42.86%<br>(3) | 0%<br>(0)     | 0%<br>(0)     | 0%<br>(0)            | 4.57 | 0.49                  | 0                    | 7                  |

|                              |   | Strongly<br>Agree | Agree  | Undecided | Disagree | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|------------------------------|---|-------------------|--------|-----------|----------|----------------------|------|-----------------------|----------------------|--------------------|
| Instructor                   | _ | 50%               | 42.86% | 7.14%     | 0%       | 0%                   | 4.43 | 0.62                  | 0                    | 14                 |
| demonstrates<br>knowledge of | Α | (7)               | (6)    | (1)       | (0)      | (0)                  |      |                       |                      |                    |
| the subject                  |   |                   |        |           |          |                      |      |                       |                      |                    |

| В | 85.71% | 14.29% | 0%  | 0%  | 0%  | 4.86 | 0.35 | 0 | 7 |
|---|--------|--------|-----|-----|-----|------|------|---|---|
| В | (6)    | (1)    | (0) | (0) | (0) |      |      |   |   |

|  |   | Strongly<br>Agree | Agree         | Undecided | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|-----------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| This<br>instructor<br>requires me                        | Α | 71.43%<br>(10)    | 28.57%<br>(4) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 14                 |
| <i>to be an<br/>active<br/>participant in<br/>class.</i> | В | 42.86%<br>(3)     | 57.14%<br>(4) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.43 | 0.49                  | 0                    | 7                  |

|   |   | Strongly<br>Agree | Agree         | Undecided    | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---|---|-------------------|---------------|--------------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| Instructor<br>promotes an<br>open                   | A | 71.43%<br>(10)    | 21.43%<br>(3) | 7.14%<br>(1) | 0%<br>(0) | 0%<br>(0)            | 4.64 | 0.61                  | 0                    | 14                 |
| atmosphere<br>in<br>discussions,<br>critiques, etc. | В | 57.14%<br>(4)     | 42.86%<br>(3) | 0%<br>(0)    | 0%<br>(0) | 0%<br>(0)            | 4.57 | 0.49                  | 0                    | 7                  |

|  |   | Strongly<br>Agree | Agree         | Undecided    | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|--------------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| The instructor<br>was available<br>(during office<br>hours, by e-<br>mail/chat, or | Α | 42.86%<br>(6)     | 50%<br>(7)    | 7.14%<br>(1) | 0% (0)    | 0% (0)               | 4.36 | 0.61                  | 0                    | 14                 |
| by<br>appointment)<br>for<br>consultation<br>with students.                        | В | 57.14%<br>(4)     | 42.86%<br>(3) | 0%<br>(0)    | 0%<br>(0) | 0% (0)               | 4.57 | 0.49                  | 0                    | 7                  |

|          |       |                |          |          |      |           | Did    |           |
|----------|-------|----------------|----------|----------|------|-----------|--------|-----------|
| Strongly |       | tto do stale d | Diagram  | Strongly |      | Standard  |        | Total     |
| Agree    | Agree | Undecided      | Disagree | Disagree | Mean | Deviation | Answer | Responses |

| The instructor shows respect for students. | A | 71.43%<br>(10) | 28.57%<br>(4) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0) | 4.71 | 0.45 | 0 | 14 |
|--|---|----------------|---------------|-----------|-----------|-----------|------|------|---|----|
| , o, stade, nes                            | В | 57.14%<br>(4)  | 42.86%<br>(3) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0) | 4.57 | 0.49 | 0 | 7  |

|  |   | Strongly<br>Agree | Agree         | Undecided | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|-----------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| <i>Instructor<br/>follows a<br/>course</i> | Α | 85.71%<br>(12)    | 14.29%<br>(2) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.86 | 0.35                  | 0                    | 14                 |
| document,<br>outline, or<br>schedule.      | В | 71.43%<br>(5)     | 28.57%<br>(2) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 7                  |

|  |   | Strongly<br>Agree | Agree         | Undecided    | Disagree     | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|--------------|--------------|----------------------|------|-----------------------|----------------------|--------------------|
| This<br>instructor<br>explains<br>material well<br>through<br>written      | A | 50%<br>(7)        | 35.71%<br>(5) | 7.14%<br>(1) | 7.14%<br>(1) | 0%<br>(0)            | 4.29 | 0.88                  | 0                    | 14                 |
| documents<br>and/or<br>graphic<br>presentation,<br>in person or<br>online. | В | 57.14%<br>(4)     | 42.86%<br>(3) | 0%<br>(0)    | 0%<br>(0)    | 0% (0)               | 4.57 | 0.49                  | 0                    | 7                  |

|  |   | Strongly<br>Agree | Agree         | Undecided | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|-----------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| The instructor<br>uses language<br>that is clear | Α | 57.14%<br>(8)     | 42.86%<br>(6) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.57 | 0.49                  | 0                    | 14                 |
| <i>and easy to understand.</i>                   | В | 71.43%<br>(5)     | 28.57%<br>(2) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 7                  |

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

fairly.

| The material is presented in an | Α | 71.43%<br>(10) | 21.43%<br>(3) | 7.14%<br>(1) | 0%<br>(0) | 0%<br>(0) | 4.64 | 0.61 | 0 | 14 |  |
|---------------------------------|---|----------------|---------------|--------------|-----------|-----------|------|------|---|----|--|
| organized<br>manner.            | В | 71.43%<br>(5)  | 28.57%<br>(2) | 0%<br>(0)    | 0%<br>(0) | 0%<br>(0) | 4.71 | 0.45 | 0 | 7  |  |

|   |   | Strongly<br>Agree | Agree         | Undecided | Disagree     | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---|---|-------------------|---------------|-----------|--------------|----------------------|------|-----------------------|----------------------|--------------------|
| <i>The course objectives are clear.</i> | Α | 57.14%<br>(8)     | 35.71%<br>(5) | 0%<br>(0) | 7.14%<br>(1) | 0%<br>(0)            | 4.43 | 0.82                  | 0                    | 14                 |
| cicar                                   | В | 71.43%<br>(5)     | 28.57%<br>(2) | 0%<br>(0) | 0%<br>(0)    | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 7                  |

|                                      |   | Strongly<br>Agree | Agree         | Undecided    | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--------------------------------------|---|-------------------|---------------|--------------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| The required text is comprehensible. | Α | 64.29%<br>(9)     | 28.57%<br>(4) | 7.14%<br>(1) | 0%<br>(0) | 0%<br>(0)            | 4.57 | 0.62                  | 0                    | 14                 |
| comprehensible.                      | В | 71.43%<br>(5)     | 28.57%<br>(2) | 0%<br>(0)    | 0%<br>(0) | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 7                  |

|  |   | Strongly<br>Agree | Agree         | Undecided     | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|---------------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| The required<br>text was an<br>important | Α | 71.43%<br>(10)    | 14.29%<br>(2) | 14.29%<br>(2) | 0%<br>(0) | 0%<br>(0)            | 4.57 | 0.73                  | 0                    | 14                 |
| component of the course.                 | В | 85.71%<br>(6)     | 14.29%<br>(1) | 0%<br>(0)     | 0%<br>(0) | 0%<br>(0)            | 4.86 | 0.35                  | 0                    | 7                  |

|                                    |   | Strongly<br>Agree | Agree         | Undecided    | Disagree     | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|------------------------------------|---|-------------------|---------------|--------------|--------------|----------------------|------|-----------------------|----------------------|--------------------|
| Course<br>assignments<br>and exams | Α | 71.43%<br>(10)    | 14.29%<br>(2) | 7.14%<br>(1) | 7.14%<br>(1) | 0%<br>(0)            | 4.5  | 0.91                  | 0                    | 14                 |
| are evaluated and graded           |   |                   |               |              |              |                      |      |                       |                      |                    |

| В | 71.43% | 28.57% | 0%  | 0%  | 0%  | 4.71 | 0.45 | 0 | 7 |
|---|--------|--------|-----|-----|-----|------|------|---|---|
| В | (5)    | (2)    | (0) | (0) | (0) |      |      |   |   |

|  |   | Strongly<br>Agree | Agree         | Undecided    | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|--------------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| Exams reflect<br>the course<br>content and | Α | 57.14%<br>(8)     | 35.71%<br>(5) | 7.14%<br>(1) | 0%<br>(0) | 0%<br>(0)            | 4.5  | 0.63                  | 0                    | 14                 |
| classroom experience.                      | В | 71.43%<br>(5)     | 28.57%<br>(2) | 0%<br>(0)    | 0%<br>(0) | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 7                  |

|                                      |   | Strongly<br>Agree | Agree         | Undecided     | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--------------------------------------|---|-------------------|---------------|---------------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| Grading<br>procedures<br>are easy to | Α | 71.43%<br>(10)    | 14.29%<br>(2) | 14.29%<br>(2) | 0%<br>(0) | 0%<br>(0)            | 4.57 | 0.73                  | 0                    | 14                 |
| understand.                          | В | 71.43%<br>(5)     | 28.57%<br>(2) | 0%<br>(0)     | 0%<br>(0) | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 7                  |

|   |   | Strongly<br>Agree | Agree         | Undecided    | Disagree     | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---|---|-------------------|---------------|--------------|--------------|----------------------|------|-----------------------|----------------------|--------------------|
| I received<br>feedback on<br>my                       | Α | 64.29%<br>(9)     | 21.43%<br>(3) | 7.14%<br>(1) | 7.14%<br>(1) | 0%<br>(0)            | 4.43 | 0.9                   | 0                    | 14                 |
| performance in a<br>in a<br>reasonable<br>time frame. | В | 28.57%<br>(2)     | 71.43%<br>(5) | 0%<br>(0)    | 0%<br>(0)    | 0%<br>(0)            | 4.29 | 0.45                  | 0                    | 7                  |

|                                 |   | Strongly<br>Agree | Agree  | Undecided | Disagree | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---------------------------------|---|-------------------|--------|-----------|----------|----------------------|------|-----------------------|----------------------|--------------------|
| I have learned                  |   | 64.29%            | 28.57% | 7.14%     | 0%       | 0%                   | 4.57 | 0.62                  | 0                    | 14                 |
| a great deal in<br>this course. | A | (9)               | (4)    | (1)       | (0)      | (0)                  |      |                       |                      |                    |

| _ | 85.71% | 14.29% | 0%  | 0%  | 0%  | 4.86 | 0.35 | 0 | 7 |
|---|--------|--------|-----|-----|-----|------|------|---|---|
| В | (6)    | (1)    | (0) | (0) | (0) |      |      |   |   |

|                                  |   | Strongly<br>Agree | Agree         | Undecided | Disagree     | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|----------------------------------|---|-------------------|---------------|-----------|--------------|----------------------|------|-----------------------|----------------------|--------------------|
| Overall, I<br>would<br>recommend | Α | 50%<br>(7)        | 35.71%<br>(5) | 0%<br>(0) | 7.14%<br>(1) | 7.14%<br>(1)         | 4.14 | 1.19                  | 0                    | 14                 |
| this course to other students.   | В | 71.43%<br>(5)     | 28.57%<br>(2) | 0%<br>(0) | 0%<br>(0)    | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 7                  |

|   |   | Strongly<br>Agree | Agree         | Undecided | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---|---|-------------------|---------------|-----------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| I put a lot of<br>effort into this<br>course. | Α | 71.43%<br>(10)    | 28.57%<br>(4) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 14                 |
|   | В | 42.86%<br>(3)     | 57.14%<br>(4) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.43 | 0.49                  | 0                    | 7                  |

|   |   | A             | В             | с         | D         | F         | Did<br>Not<br>Answer | Total<br>Responses |
|---|---|---------------|---------------|-----------|-----------|-----------|----------------------|--------------------|
| What grade do you<br>expect to receive in this<br>course? | Α | 42.86%<br>(6) | 57.14%<br>(8) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0) | 0                    | 14                 |
| course.   | В | 85.71%<br>(6) | 14.29%<br>(1) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0) | 0                    | 7                  |

|   |   | Strongly<br>Agree | Agree         | Undecided | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---|---|-------------------|---------------|-----------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| <i>Instructor had<br/>the online<br/>course</i> | A | 78.57%<br>(11)    | 21.43%<br>(3) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.79 | 0.41                  | 0                    | 14                 |
| <i>prepared and</i> open on time.               | В | 85.71%<br>(6)     | 14.29%<br>(1) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0)            | 4.86 | 0.35                  | 0                    | 7                  |

|          |       |           |          |          |      |           | Did    |                            |
|----------|-------|-----------|----------|----------|------|-----------|--------|----------------------------|
| Strongly |       |           |          | Strongly |      | Standard  | Not    | Total                      |
| Agree    | Agree | Undecided | Disagree | Disagree | Mean | Deviation | Answer | <b>Responses</b> 12/9/2024 |

| The instructor<br>answers<br>questions<br>within the | A | 57.14%<br>(8) | 42.86%<br>(6) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0) | 4.57 | 0.49 | 0 | 14 |
|--|---|---------------|---------------|-----------|-----------|-----------|------|------|---|----|
| time frame<br>stated in the<br>course<br>syllabus.   | В | 71.43%<br>(5) | 28.57%<br>(2) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0) | 4.71 | 0.45 | 0 | 7  |

|  |   | Strongly<br>Agree | Agree         | Undecided     | Disagree     | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|---------------|--------------|----------------------|------|-----------------------|----------------------|--------------------|
| Instructor helps troubleshoot or provides            | Α | 28.57%<br>(4)     | 42.86%<br>(6) | 21.43%<br>(3) | 7.14%<br>(1) | 0%<br>(0)            | 3.93 | 0.88                  | 0                    | 14                 |
| information on where to obtain technical assistance. | В | 57.14%<br>(4)     | 42.86%<br>(3) | 0%<br>(0)     | 0%<br>(0)    | 0%<br>(0)            | 4.57 | 0.49                  | 0                    | 7                  |

|  |   | Strongly<br>Agree | Agree         | Undecided | Disagree     | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|-----------|--------------|----------------------|------|-----------------------|----------------------|--------------------|
| Online course platform is easy to use. | Α | 64.29%<br>(9)     | 28.57%<br>(4) | 0%<br>(0) | 7.14%<br>(1) | 0%<br>(0)            | 4.5  | 0.82                  | 0                    | 14                 |
| easy to asc.                           | В | 71.43%<br>(5)     | 28.57%<br>(2) | 0%<br>(0) | 0%<br>(0)    | 0%<br>(0)            | 4.71 | 0.45                  | 0                    | 7                  |

|  |   | Strongly<br>Agree | Agree         | Undecided     | Disagree  | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|---------------|-----------|----------------------|------|-----------------------|----------------------|--------------------|
| <i>Online course platform is reliable.</i> | Α | 57.14%<br>(8)     | 35.71%<br>(5) | 7.14%<br>(1)  | 0%<br>(0) | 0%<br>(0)            | 4.5  | 0.63                  | 0                    | 14                 |
| rendere                                    | В | 71.43%<br>(5)     | 14.29%<br>(1) | 14.29%<br>(1) | 0%<br>(0) | 0%<br>(0)            | 4.57 | 0.73                  | 0                    | 7                  |

|   |               |       |           |          |          |      |           | Did    |           |
|---|---------------|-------|-----------|----------|----------|------|-----------|--------|-----------|
| 9 | Strongly      |       |           |          | Strongly |      | Standard  | Not    | Total     |
| , | A <i>gree</i> | Agree | Undecided | Disagree | Disagree | Mean | Deviation | Answer | Responses |

| <i>Online</i><br><i>content is</i><br><i>delivered</i> | Α | 64.29%<br>(9) | 35.71%<br>(5) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0) | 4.64 | 0.48 | 0 | 14 |
|--|---|---------------|---------------|-----------|-----------|-----------|------|------|---|----|
| effectively.   | В | 71.43%<br>(5) | 28.57%<br>(2) | 0%<br>(0) | 0%<br>(0) | 0%<br>(0) | 4.71 | 0.45 | 0 | 7  |

|  |   | Strongly<br>Agree | Agree         | Undecided     | Disagree      | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|--|---|-------------------|---------------|---------------|---------------|----------------------|------|-----------------------|----------------------|--------------------|
| The course promoted student-to-student to faculty interaction and collaboration. | Α | 64.29%<br>(9)     | 28.57%<br>(4) | 7.14%<br>(1)  | 0%<br>(0)     | 0%<br>(0)            | 4.57 | 0.62                  | 0                    | 14                 |
|  | В | 28.57%<br>(2)     | 42.86%<br>(3) | 14.29%<br>(1) | 14.29%<br>(1) | 0%<br>(0)            | 3.86 | 0.99                  | 0                    | 7                  |

|   |   | Strongly<br>Agree | Agree         | Undecided     | Disagree      | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---|---|-------------------|---------------|---------------|---------------|----------------------|------|-----------------------|----------------------|--------------------|
| More time was required to complete this course than I expected. | Α | 42.86%<br>(6)     | 21.43%        | 7.14%<br>(1)  | 28.57%<br>(4) | 0%<br>(0)            | 3.79 | 1.26                  | 0                    | 14                 |
|   | В | 14.29%<br>(1)     | 42.86%<br>(3) | 14.29%<br>(1) | 28.57%<br>(2) | 0%<br>(0)            | 3.43 | 1.05                  | 0                    | 7                  |

|   |   | Strongly<br>Agree | Agree         | Undecided     | Disagree     | Strongly<br>Disagree | Mean | Standard<br>Deviation | Did<br>Not<br>Answer | Total<br>Responses |
|---|---|-------------------|---------------|---------------|--------------|----------------------|------|-----------------------|----------------------|--------------------|
| I was able to<br>get the<br>technical<br>support I<br>needed. | A | 35.71%<br>(5)     | 42.86%<br>(6) | 14.29%<br>(2) | 7.14%<br>(1) | 0%<br>(0)            | 4.07 | 0.88                  | 0                    | 14                 |
|   | В | 42.86%<br>(3)     | 57.14%<br>(4) | 0%<br>(0)     | 0%<br>(0)    | 0%<br>(0)            | 4.43 | 0.49                  | 0                    | 7                  |

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