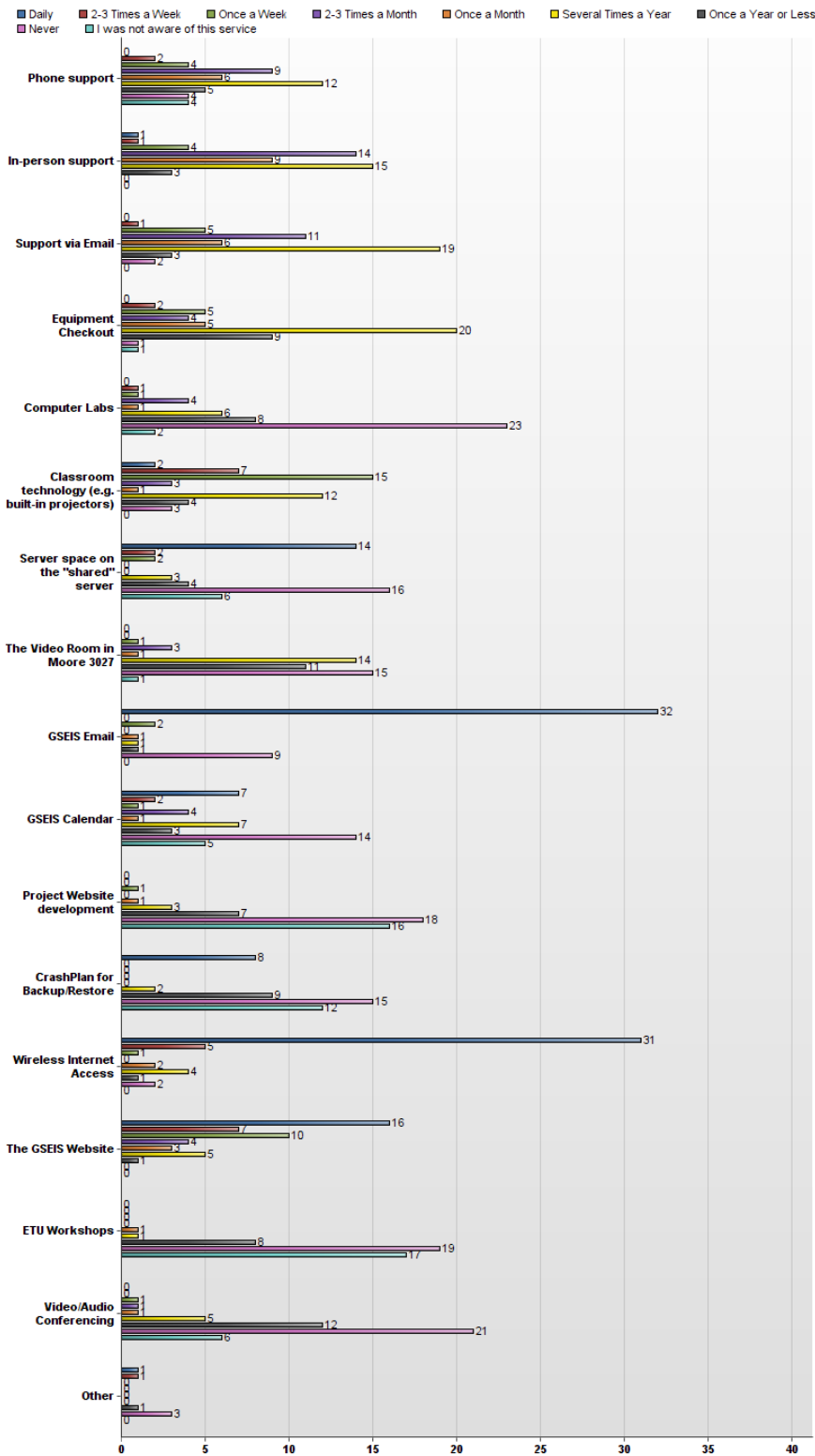


1. How often do you use the following ETU resources and services?



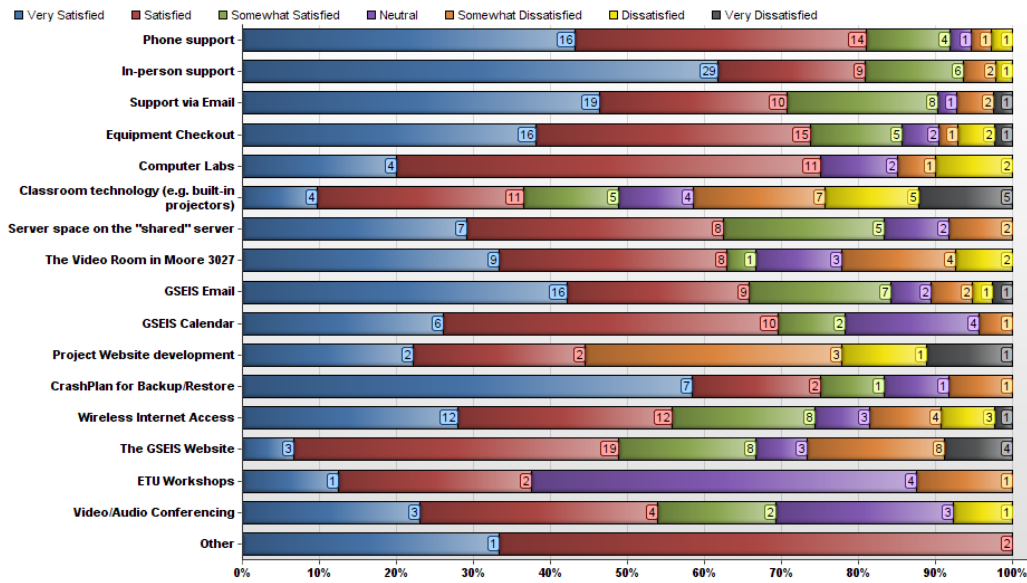
| # | Question  | Daily | 2-3 Times a Week | Once a Week | 2-3 Times a Month | Once a Month | Several Times a Year | Once a Year or Less | Never | I was not aware of this service | Total Responses | Mean  |
|---|---|-------|------------------|-------------|-------------------|--------------|----------------------|---------------------|-------|---------------------------------|-----------------|-------|
| 1 | Phone support                                   | 0     | 2                | 4           | 9                 | 6            | 12                   | 5                   | 4     | 4                               | 46              | 14.59 |
| 2 | In-person support                               | 1     | 1                | 4           | 14                | 9            | 15                   | 3                   | 0     | 0                               | 47              | 13.83 |
| 3 | Support via Email                               | 0     | 1                | 5           | 11                | 6            | 19                   | 3                   | 2     | 0                               | 47              | 14.15 |
| 4 | Equipment Checkout                              | 0     | 2                | 5           | 4                 | 5            | 20                   | 9                   | 1     | 1                               | 47              | 14.53 |
| 5 | Computer Labs                                   | 0     | 1                | 1           | 4                 | 1            | 6                    | 8                   | 23    | 2                               | 46              | 15.96 |
| 6 | Classroom technology (e.g. built-in projectors) | 2     | 7                | 15          | 3                 | 1            | 12                   | 4                   | 3     | 0                               | 47              | 13.30 |
| 7 | Server space on the "shared" server             | 14    | 2                | 2           | 0                 | 0            | 3                    | 4                   | 16    | 6                               | 47              | 14.36 |
| 8 | The Video Room in Moore 3027                    | 0     | 0                | 1           | 3                 | 1            | 14                   | 11                  | 15    | 1                               | 46              | 15.74 |
| 9 | GSEIS Email                                     | 32    | 0                | 2           | 0                 | 1            | 1                    | 1                   | 9     | 0                               | 46              | 11.78 |

|    |                              |    |   |    |   |   |   |    |    |    |    |       |
|----|------------------------------|----|---|----|---|---|---|----|----|----|----|-------|
| 10 | GSEIS Calendar               | 7  | 2 | 1  | 4 | 1 | 7 | 3  | 14 | 5  | 44 | 14.80 |
| 12 | Project Website development  | 0  | 0 | 1  | 0 | 1 | 3 | 7  | 18 | 16 | 46 | 16.89 |
| 13 | CrashPlan for Backup/Restore | 8  | 0 | 0  | 0 | 0 | 2 | 9  | 15 | 12 | 46 | 15.76 |
| 14 | Wireless Internet Access     | 31 | 5 | 1  | 0 | 2 | 4 | 1  | 2  | 0  | 46 | 11.20 |
| 15 | The GSEIS Website            | 16 | 7 | 10 | 4 | 3 | 5 | 1  | 0  | 0  | 46 | 11.78 |
| 17 | Other                        | 1  | 1 | 0  | 0 | 0 | 0 | 1  | 3  | 0  | 6  | 14.67 |
| 18 | Video/Audio Conferencing     | 0  | 0 | 1  | 1 | 1 | 5 | 12 | 21 | 6  | 47 | 16.40 |
| 19 | ETU Workshops                | 0  | 0 | 0  | 0 | 1 | 1 | 8  | 19 | 17 | 46 | 17.09 |

|                        |  |  |  |  |  |  |  |  |  |  |  |  |
|------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Other                  |  |  |  |  |  |  |  |  |  |  |  |  |
| the conference website |  |  |  |  |  |  |  |  |  |  |  |  |
| Conference support     |  |  |  |  |  |  |  |  |  |  |  |  |
| Dropbox                |  |  |  |  |  |  |  |  |  |  |  |  |

| Statistic          | Phone support | In-person support | Support via Email | Equipment Checkout | Computer Labs | Classroom technology (e.g. built-in projectors) | Server space on the "shared" server | The Video Room in Moore 3027 | GSEIS Email | GSEIS Calendar | Project Website development | CrashPlan for Backup/Restore | Wireless Internet Access | The GSEIS Website | ETU Workshops | Video/Audio Conferencing | Other |
|--------------------|---------------|-------------------|-------------------|--------------------|---------------|---|-------------------------------------|------------------------------|-------------|----------------|-----------------------------|------------------------------|--------------------------|-------------------|---------------|--------------------------|-------|
| Min Value          | 11            | 10                | 11                | 11                 | 11            | 10  | 10                                  | 12                           | 10          | 10             | 12                          | 10                           | 10                       | 10                | 14            | 12                       | 10    |
| Max Value          | 18            | 16                | 17                | 18                 | 18            | 17  | 18                                  | 18                           | 17          | 18             | 18                          | 18                           | 17                       | 16                | 18            | 18                       | 17    |
| Mean               | 14.59         | 13.83             | 14.15             | 14.53              | 15.96         | 13.30   | 14.36                               | 15.74                        | 11.78       | 14.80          | 16.89                       | 15.76                        | 11.20                    | 11.78             | 17.09         | 16.40                    | 14.67 |
| Variance           | 3.54          | 1.75              | 1.91              | 2.38               | 2.62          | 4.13  | 10.93                               | 1.71                         | 8.44        | 7.79           | 1.52                        | 7.79                         | 4.65                     | 3.24              | 0.84          | 1.55                     | 10.67 |
| Standard Deviation | 1.88          | 1.32              | 1.38              | 1.54               | 1.62          | 2.03  | 3.31                                | 1.31                         | 2.91        | 2.79           | 1.23                        | 2.79                         | 2.16                     | 1.80              | 0.91          | 1.25                     | 3.27  |
| Total Responses    | 46            | 47                | 47                | 47                 | 46            | 47  | 47                                  | 46                           | 46          | 44             | 46                          | 46                           | 46                       | 46                | 46            | 47                       | 6     |

2. How satisfied are you with the following ETU resources and services?



| #  | Question  | Very Satisfied | Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Dissatisfied | Very Dissatisfied | Total Responses | Mean |
|----|---|----------------|-----------|--------------------|---------|-----------------------|--------------|-------------------|-----------------|------|
| 1  | Phone support                                   | 16             | 14        | 4                  | 1       | 1                     | 1            | 0                 | 37              | 1.92 |
| 2  | In-person support                               | 29             | 9         | 6                  | 0       | 2                     | 1            | 0                 | 47              | 1.72 |
| 3  | Support via Email                               | 19             | 10        | 8                  | 1       | 2                     | 0            | 1                 | 41              | 2.05 |
| 4  | Equipment Checkout                              | 16             | 15        | 5                  | 2       | 1                     | 2            | 1                 | 42              | 2.21 |
| 5  | Computer Labs                                   | 4              | 11        | 0                  | 2       | 1                     | 2            | 0                 | 20              | 2.55 |
| 6  | Classroom technology (e.g. built-in projectors) | 4              | 11        | 5                  | 4       | 7                     | 5            | 5                 | 41              | 3.83 |
| 7  | Server space on the "shared" server             | 7              | 8         | 5                  | 2       | 2                     | 0            | 0                 | 24              | 2.33 |
| 8  | The Video Room in Moore 3027                    | 9              | 8         | 1                  | 3       | 4                     | 2            | 0                 | 27              | 2.67 |
| 9  | GSEIS Email                                     | 16             | 9         | 7                  | 2       | 2                     | 1            | 1                 | 38              | 2.26 |
| 10 | GSEIS Calendar                                  | 6              | 10        | 2                  | 4       | 1                     | 0            | 0                 | 23              | 2.30 |
| 11 | Project Website development                     | 2              | 2         | 0                  | 0       | 3                     | 1            | 1                 | 9               | 3.78 |
| 12 | CrashPlan for Backup/Restore                    | 7              | 2         | 1                  | 1       | 1                     | 0            | 0                 | 12              | 1.92 |
| 13 | Wireless Internet Access                        | 12             | 12        | 8                  | 3       | 4                     | 3            | 1                 | 43              | 2.72 |
| 14 | The GSEIS Website                               | 3              | 19        | 8                  | 3       | 8                     | 0            | 4                 | 45              | 3.22 |
| 15 | ETU Workshops                                   | 1              | 2         | 0                  | 4       | 1                     | 0            | 0                 | 8               | 3.25 |
| 16 | Video/Audio Conferencing                        | 3              | 4         | 2                  | 3       | 0                     | 1            | 0                 | 13              | 2.69 |
| 17 | Other   | 1              | 2         | 0                  | 0       | 0                     | 0            | 0                 | 3               | 1.67 |

| Other                        |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Simposio website             |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Conferencing hosting support |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

| Statistic          | Phone support | In-person support | Support via Email | Equipment Checkout | Computer Labs | Classroom technology (e.g. built-in projectors) | Server space on the "shared" server | The Video Room in Moore 3027 | GSEIS Email | GSEIS Calendar | Project Website development | CrashPlan for Backup/Restore | Wireless Internet Access | The GSEIS Website | ETU Workshops | Video/Audio Conferencing | Other |
|--------------------|---------------|-------------------|-------------------|--------------------|---------------|---|-------------------------------------|------------------------------|-------------|----------------|-----------------------------|------------------------------|--------------------------|-------------------|---------------|--------------------------|-------|
| Min Value          | 1             | 1                 | 1                 | 1                  | 1             | 1   | 1                                   | 1                            | 1           | 1              | 1                           | 1                            | 1                        | 1                 | 1             | 1                        | 1     |
| Max Value          | 6             | 6                 | 7                 | 7                  | 6             | 7   | 5                                   | 6                            | 7           | 5              | 7                           | 5                            | 7                        | 7                 | 5             | 6                        | 2     |
| Mean               | 1.92          | 1.72              | 2.05              | 2.21               | 2.55          | 3.83  | 2.33                                | 2.67                         | 2.26        | 2.30           | 3.78                        | 1.92                         | 2.72                     | 3.22              | 3.25          | 2.69                     | 1.67  |
| Variance           | 1.35          | 1.42              | 1.85              | 2.27               | 2.47          | 3.90  | 1.54                                | 3.00                         | 2.36        | 1.40           | 5.19                        | 1.90                         | 2.83                     | 2.90              | 1.93          | 2.23                     | 0.33  |
| Standard Deviation | 1.16          | 1.19              | 1.36              | 1.51               | 1.57          | 1.97  | 1.24                                | 1.73                         | 1.54        | 1.18           | 2.28                        | 1.38                         | 1.68                     | 1.70              | 1.39          | 1.49                     | 0.58  |
| Total Responses    | 37            | 47                | 41                | 42                 | 20            | 41  | 24                                  | 27                           | 38          | 23             | 9                           | 12                           | 43                       | 45                | 8             | 13                       | 3     |

3. What part(s) of the GSE&IS website do you use most?

| Text Response   |       |
|---|-------|
| DIRECTORY, PROGRAMS, MATERIALS  |       |
| directory/business office/reserve a room/see upcoming events/Ampersand  |       |
| All parts really -- people, programs, news, etc.  |       |
| I use our own California Subject Matter Project website.  |       |
| Search for information about my colleagues or centers on GSE resources  |       |
| check people phone and room. there is not much room to make owns website  |       |
| News accessing info re professors & staff accessing my email remotely   |       |
| Faculty contact information   |       |
| directory, programs, courses  |       |
| Reserving tech equipment; checking new stories.   |       |
| webmail   |       |
| Webmail   |       |
| We mail   |       |
| Faculty pages   |       |
| Looking up the profile of colleagues  |       |
| People searches, unit searches, out of office directions, equipment checkout  |       |
| news, calendar  |       |
| front page; division page   |       |
| Division info   |       |
| webmail find person   |       |
| webmail, own page and the ampersand   |       |
| Not used enough to have an opinion.   |       |
| The directory. I use it to locate people I need to email or call.   |       |
| to get email addresses  |       |
| IS department   |       |
| I mostly search for phone numbers or email addresses if I don't know them. I occasionally update my own page on the site, but I always find that a giant pain in the ass. |       |
| my personal faculty site  |       |
| room reservations   |       |
| Information on Divisions and Research Centers   |       |
| Looking for information about people or programs and to link to other sites   |       |
| Locating phone numbers and other info about faculty/staff.  |       |
| support for and advise on computer services   |       |
| Calendar  |       |
| email   |       |
| To look up room availability and other resources (handbooks, policies, etc.)  |       |
| look for email or phone information for people or services  |       |
| Calendar for IS   |       |
| looking up phone numbers of faculty to call & spelling of names   |       |
| Statistic   | Value |
| Total Responses   | 38    |

4. Are there any new resources or services you would like ETU to provide?  
Please be as specific as possible.

**Text Response**

WORKSHOPS ON USING CCLE, DISTANCE EDUCATION

Built-in projection systems and built-in computers with reliable internet access in every classroom. Please!

I would love to be a part of small "beginners" classes that focus on different aspects of making the best use of our GSE&IS technology.

The current website is rather lamentable--very clunky to navigate, does not provide the best initial impression of GSE, and not easy to update and keep refresh Qualitative data analysis program and more assistance in doing the research in finding the appropriate programs

don't know

unclear what they might be

Qualitative data analysis software in the lab. Weren't we on the verge of buying that a year ago? I remember that we're not supposed to use DropBox, but can't remember what the alternative is, if any. I need help figuring out how to use or set up my EndNote in the cloud, or figuring out whether it's worth it.

tutorials for faculty who purchase new devices.

I still have problems with restrictions on personal computer. I would like access to do my own updates for software I already use on the computer.

Document readers for check out

It is essential for ETU to acknowledge and reply to email requests within 24hrs. Systematically ignoring these while in person suggesting that all is being taken care of and then months go by without any service is unacceptable. We need to initiate a process to revise the service element to ETU. The website is outdated. Such features were available in late 1990s at most universities. It is essential to modernize the website to fit the needs of a modern academic institution. The IT team should visit other universities to learn about modern standards for the websites of universities.

Since most people use a smart phone or iphone I would think it would save a lot of time for ETU to hold a one hour session on how to set up your phone to make it compatible with our system.

nope

we would like more direct control over the division webpage. we have requested, on multiple occasions, changes that we would like to make to the webpage - additional content that we would like to upload, etc. We have not received a lot of help or response in this regard. Also, the wireless internet connections in and around Moore Hall are terrible. I never seem to have good reception and end up having to use my data plan on my cell phone. Don't appreciate that! And, finally - I know you know but when the technology available to teachers at the Lab School are superior to the services we have available to teach here at Moore - that's embarrassing.

easy to set up audio and videoconference is SORELY needed. We should be able to do this without having to ask facilities for a number or whatever. Maybe there is a better way already available to us but I haven't heard about it. for my collaborative projects we also end up using a conference # from the other institutions

No

It would be helpful if ETU developed a FAQ for us to refer to. Also, it's generally unclear who we go to for what purpose. Everybody at ETU seems knowledgeable about "who does what" but it's confusing to get started.

Better wifi in Moore. I can't hold a connection in my office when I'm on a video call. Also - a better platform & more space for course sites would be great.

Dropbox, better web interface to email

Personal pages: there ought to be a very visible, stable section of faculty web pages where we can list, and link to, the courses that we usually teach. It's also too hard to update those pages, but I guess now with sites like academia and ResearchGate, that doesn't matter so much. Courses: ETU's support for moodle is generally pretty good, and most of the limitations on that front come from CCLE, not you guys. Still, I'd like some help consolidating instructional resources that I use for multiple courses in one place on CCLE that is tied to ME, as an instructor, rather than to a particular course. I want something like a personal instructional resource sandbox that I can play around with.

improved use of ipads in the classroom

Up to date projectors. Our projectors sometimes look horrible in classrooms.

more software available

website development and hosting

No

better video/computer equipment in classrooms

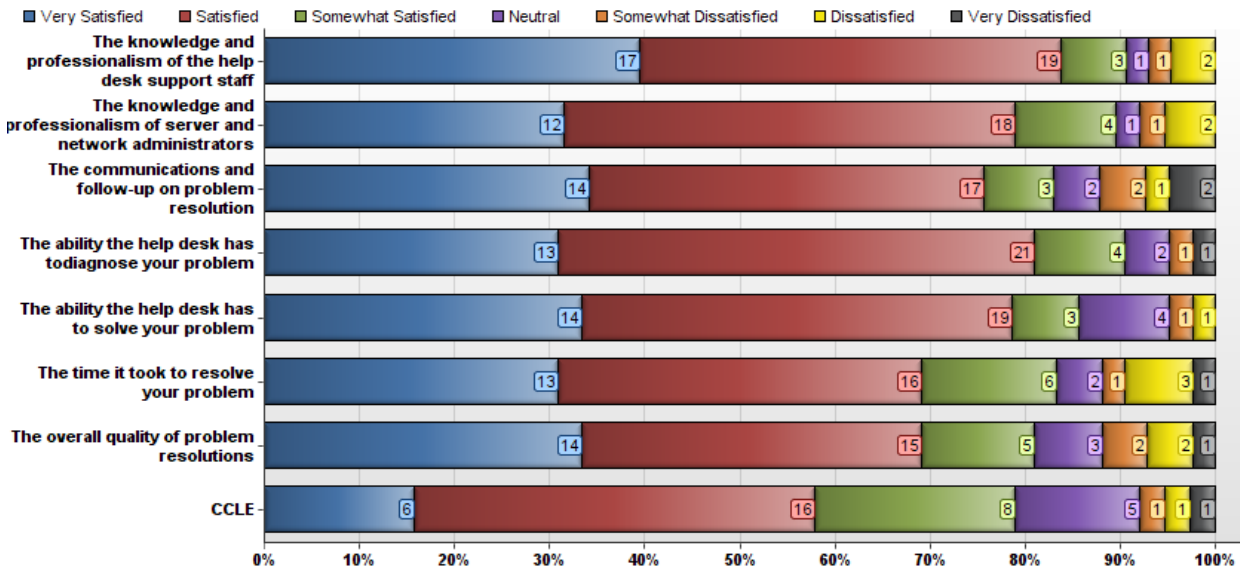
ppt project support? new smart phone technology for collecting data or providing information to remote sites---schools e.g.

increase mail capacity

Help developing faculty website

| Statistic       | Value |
|-----------------|-------|
| Total Responses | 29    |

5. How satisfied are you with the following specific aspects of ETU's support?



| # | Question   | Very Satisfied | Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Dissatisfied | Very Dissatisfied | Total Responses | Mean |
|---|--|----------------|-----------|--------------------|---------|-----------------------|--------------|-------------------|-----------------|------|
| 1 | The knowledge and professionalism of the help desk support staff       | 17             | 19        | 3                  | 1       | 1                     | 2            | 0                 | 43              | 1.98 |
| 2 | The knowledge and professionalism of server and network administrators | 12             | 18        | 4                  | 1       | 1                     | 2            | 0                 | 38              | 2.13 |
| 3 | The communications and follow-up on problem resolution                 | 14             | 17        | 3                  | 2       | 2                     | 1            | 2                 | 41              | 2.32 |
| 4 | The ability the help desk has to diagnose your problem                 | 13             | 21        | 4                  | 2       | 1                     | 0            | 1                 | 42              | 2.07 |
| 5 | The ability the help desk has to solve your problem                    | 14             | 19        | 3                  | 4       | 1                     | 1            | 0                 | 42              | 2.10 |
| 6 | The time it took to resolve your problem                               | 13             | 16        | 6                  | 2       | 1                     | 3            | 1                 | 42              | 2.40 |
| 7 | The overall quality of problem resolutions                             | 14             | 15        | 5                  | 3       | 2                     | 2            | 1                 | 42              | 2.38 |
| 8 | CCLE   | 6              | 16        | 8                  | 5       | 1                     | 1            | 1                 | 38              | 2.63 |

| Statistic          | The knowledge and professionalism of the help desk support staff | The knowledge and professionalism of server and network administrators | The communications and follow-up on problem resolution | The ability the help desk has to diagnose your problem | The ability the help desk has to solve your problem | The time it took to resolve your problem | The overall quality of problem resolutions | CCLC |
|--------------------|--|--|--|--|---|--|--|------|
| Min Value          | 1  | 1  | 1  | 1  | 1   | 1  | 1  | 1    |
| Max Value          | 6  | 6  | 7  | 7  | 6   | 7  | 7  | 7    |
| Mean               | 1.98   | 2.13   | 2.32   | 2.07   | 2.10  | 2.40                                     | 2.38                                       | 2.63 |
| Variance           | 1.55   | 1.63   | 2.62   | 1.43   | 1.41  | 2.49                                     | 2.44                                       | 1.86 |
| Standard Deviation | 1.24   | 1.28   | 1.62   | 1.20   | 1.19  | 1.58                                     | 1.56                                       | 1.36 |
| Total Responses    | 43   | 38   | 41   | 42   | 42  | 42                                       | 42   | 38   |

6. Do you have any suggestions for ETU's support? Please be as specific as possible.

**Text Response**

streamline classroom technology support--better instruction sheets, updating of software occur in evening rather than on boot-up as it sometimes does, better maintenance of projectors

I'm grateful for ETU's support. Invaluable.

Overall, the help desk support is ETU's strength. Some of the staff at the help desk are very helpful while some are not. The server staff I have dealt with is quite brusque, leaning towards rude.

email system. Messages received that have been sent to more than one person seem to disappear if one of the recipients responds. That is, the original message disappears from the inbox. Sometimes this happens even before I had a chance to read the original message. How can I keep email messages from disappearing?

I use CCLE quite a bit, and it generally works pretty well for me. Setting up groups was impossible to figure out, but Joy Ee helped me. When I teach two sections of the same course, I wish there were a system to post to both at once. It's awkward to go through Import every time I post just one or two things.

The control part is what is frustrating sometimes. There are instances when I can not complete my file request because I do not have administrative rights on my desktop.

There has to be more support for in-classroom technology.

Emails written to director for requests were never acknowledged, or were acknowledged but not sent further for processing of requests.

The front desk help person was the weakest link because he never knew the answer to anything and was not at all engaging or willing to offer help. He would see someone struggle and turn away instead of offering to help. You need a customer service oriented person to sit at the front desk.

Calvin and Heath stand out in my mind - both are prompt, responsive, and professional. Really appreciate their support and assistance.

No

Please try to use language that all of us understand. We aren't as familiar as ETU staff with technology especially when selecting a new computer.

we need a staff that is knowledgeable and responsive

Software setup for classes

If the "help desk" means the front desk, then I've been not very satisfied since Kristen got promoted. The person at the front doesn't have to be the most knowledgeable, but they have to be friendly, and frank about what they do and don't know, and they have to know to whom to direct your problem.

More in-person and on-line help with CCLE.

I find that the support varies quite a bit. It depends on getting support from the person who has the expertise you need.

I have had really positive experiences with ETU's staff. Thank you for all that you do!!!

Heath is amazing; don't know the other people well

Basically, all my answers above about "very satisfied" are about Heath, because that is who helps me most of the time and his service is excellent.

| Statistic       | Value |
|-----------------|-------|
| Total Responses | 20    |

7. Do you have any general comments about ETU?

**Text Response**

Wish we had machines built in so that we did not need to put in standing orders for laptops and projectors. That's the main frustration (per rating below); people have generally be very helpful.

Very pleasant and helpful group! My only complaints concern the classroom equipment in our building and maybe a little more website support for faculty.

Very friendly, very accessible, very competent. Couldn't ask for more. Thanks, everyone!

There are only 2 people in the Moore Hall ETU space that I get a sense of urgency to help resolve issues/problems. One is Mac oriented and the other is PC. Ivan, Tim and Justin are the only other ETU staff I deal with and they are very good as well.

Learn about website design, linking database of individual academic activity to public website. Adapt forward thinking about cloud services. Provide support for machines other than Apple. Windows 8 and cloud services are important to integrate into department.

I would love to have classrooms that have good quality projectors and speakers. I go to other universities and I see what good services of this sort look like.

It would be helpful if there were staff that were looking towards the future and helping the faculty think about how to use technology in innovative ways.

I think you guys do a pretty good job, and I know that what you do well is overlooked. The network and email support is, to my mind, quite good and that's probably the most important thing. I'm very happy to see the projector installations in Moore classrooms (although what is up with that awful screen in 2020??). That said, when it comes to the more public aspects of the school, especially the website, but also the infrastructure for supporting instruction, ETU always seems to be trying to catch up rather than being out ahead of the curve. The website, apart from the home page, just looks so... 2005. The look of the pages is so heavy. I appreciate the spirit it takes to invite this kind of criticism, so thank you. You guys have a tough gig, because nobody is going to appreciate things working as they should. The basic infrastructure is greatly improved over the last few years and generally works well.

I have really appreciated the helpfulness of many ETU staff, especially Calvin. They seem committed to resolving a problem. However, I think there is just some confusion about the types of support ETU can provide, so we mostly visit ETU when there is a problem. It would be nice to view ETU as a site for opportunities not just problem-solving.

I find that they are always overwhelmed and that makes it hard to be proactive. I would like to see us being leaders in educational technology not playing catch up or getting by.

I avoid ETU and problem solve around ETU - I try to avoid using ETU as a resource because of negative experiences, lack of staff knowledge & responsiveness

I appreciate your work. Giving tech support to a herd of cats like us must be hard. But we still need more leadership from ETU about technology, if there are clear and easy and effective alternatives we'll be more compliant. I feel we are always trailing other institutions in terms of access to and use of technology for our work, and for educational purposes. I know I am not supposed to use dropbox but will continue to until I get an alternative that is equally efficient and convenient (sorry). The audio/videoconference capabilities also seem very poor.

I'm glad you're there when I need you.

Heath has really helped me alot in resolving any difficulties. He is who I communicate with the most so my answers are really responding to his service. Others have also been helpful.

Have seen improvements in quality and professionalism over the years - now much less often to hit a snag in terms sf timelessness, ability to problem solve etc.








Geat, accessible staff.

ETU is a life saver. I've had only good experiences. The equipment check out form is clunky (too many pull down windows). wireless internet access is spotty. But otherwise, no complaints!

| Statistic       | Value |
|-----------------|-------|
| Total Responses | 17    |



8. Overall, how satisfied are you with the technological resources, services, and support provided by ETU?

| # | Answer                | Bar   | Response | %   |
|---|-----------------------|---|----------|-----|
| 1 | Very Satisfied        |  | 11       | 26% |
| 2 | Satisfied             |  | 14       | 33% |
| 3 | Somewhat Satisfied    |  | 9        | 21% |
| 4 | Neutral               |  | 1        | 2%  |
| 5 | Somewhat Dissatisfied |  | 3        | 7%  |
| 6 | Dissatisfied          |  | 4        | 9%  |
| 7 | Very Dissatisfied     |  | 1        | 2%  |
|   | Total                 |   | 43       |     |

| Statistic          | Value |
|--------------------|-------|
| Min Value          | 1     |
| Max Value          | 7     |
| Mean               | 2.70  |
| Variance           | 2.83  |
| Standard Deviation | 1.68  |
| Total Responses    | 43    |