

Completion of a pre-requisite 60 17% Professional development 55 15% Cher, please specify 4 4 12% Total Respondents 383 (skipped this question) 12 5. My logistical purposes for taking online courses include the following: Convenience of location; being able to access the 296 81% Course from elsewhere Exolution of schedule: for course meeting times and Live at too great a distance to commune Proference for online learning Other, please specify 4 3 12% Total Respondents 387 (skipped this question) 8 6. Are you taking individual online courses or seeking a completely online degree? Response R	requirement		
course Professional development Other, please specify 55 15%, Other, please specify 44 12% Total Respondents 983 (ekloped this question) 12 5. My logistical purposes for taking online courses include the following: Convenience of location; being able to access the course free online large and to access the course of moeting times and the at too great a distance to commune Response Preference for online large and to access the course of moeting individual online courses or seeking a completely online degree? Are you taking individual online courses or seeking a completely online degree? Response Resp	Completion of a pre-requisite	60	17%
Other, please specify     44     12%       Total Respondents     363       (skipped this question)     12       5. My logistical purposes for taking online courses include the following:     Response       Convenience of location;     191       bing able to access the     191       12.     296       B1%     296       12.     296       13.     115       13.     115       13.     12%       Convenience of location;     296       14.     12%       15.     31%       Preference for online     44       Learning     115       0.01er, please specify     387       6. Are you taking individual online courses or seeking a completely online degree?     Response       Response     276       77%     70tal Respondents       386     (skipped this question)       9     25%       Online Degree     276       77%     70tal Respondents       386     (skipped this question)       7     75       7     233       7     233       7     233       7     236       (skipped this question)     7       7     233			
Total Respondents     363 (skipped this question)     12       5. My logistical purposes for taking online courses include the following:     Response Total     Response Percent       Convenience of location; being able to access the course from elsewhere Flexibility of schedule; for course meeting times and the at to great a distance to commute Preference for online learning     191     52%       Diter, please specify     115     31%       Cher, please specify     43     12%       Total Respondents     367       (skipped this question)     8       8. Are you taking individual online courses or seeking a completely online degree?     Response Total Respondents     Response Percent       7. Did you transfer to UM from another college or university?     Response (skipped this question)     9       7. Did you transfer to UM from another college or university?     Response (skipped this question)     7       Yes     105     29%       7. Did you transfer to UM from another college or university?     Response (skipped this question)     7       8. If you transferred from another institution, please indicate which type:     Response Percent Percen			
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being able to access the conservence of a servence of a se			Response Percent
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to commute 113 31% Preference for online learning 44 12% A3 12% Total Respondents 367 (skipped this question) 8 6. Are you taking individual online courses or seeking a completely online degree? Individual Courses 0 276 75% 90 25% Total Respondents 366 (skipped this question) 9 7. Did you transfer to UM from another college or university? Yes 0 263 71% Total Respondents 368 (skipped this question) 7 8. If you transferred from another institution, please indicate which type: Community College 29% College 0 Technology 16 15% Tribal College 1 16% Another too year institution 56 53% Total Respondents 106	course meeting times and	296	81%
learning 44 12% Other, please specify 43 12% Total Respondents 367 (skipped this question) 8 6. Are you taking individual online courses or seeking a completely online degree? Individual Courses 90 25% Online Degree 90 25% Total Respondents 366 (skipped this question) 9 7. Did you transfer to UM from another college or university? Yes 00 253 No 253 71% Total Respondents 368 (skipped this question) 7 8. If you transferred from another institution, please indicate which type: Community College 29 27% College 01 Technology 16 15% Tribal College 29 27% College 01 Technology 16 15% Another two year institution 4 4 4% Another four year institution 56 53% Total Respondents 106	to commute	115	31%
Total Respondents       367         (skipped this question)       8         6. Are you taking individual online courses or seeking a completely online degree?       Response       Response       Response       Response       Response       Response       75%       90       25%         Online Degree       90       25%       Total Respondents       366       366       366       366       366       366       366       366       90       25%       366       366       366       366       366       366       368       71%       75%       90       25%       366       366       368       71%       75%       263       71%       71%       75%       263       71%       71%       704       Response	learning		
(skipped this question)       8         6. Are you taking individual online courses or seeking a completely online degree?       Response Total Response Percen 276 75% 90 25% Total Respondents 366 (skipped this question)         1ndividual Courses       90         2.7. Did you transfer to UM from another college or university?       Response Total Respondents 366 (skipped this question)         Yes       105         No       29%         2.6. If you transferred from another institution, please indicate which type:       Response Total Respondents 368 (skipped this question)         8. If you transferred from another institution, please indicate which type:       28         Community College       29         29       27%         16       15%         17bal College       1         Another two year institution       4         Another two year institution       4         Another two year institution       1         16       53%         17bal College       3%         17bal College       1	Other, please specify		
6. Are you taking individual online courses or seeking a completely online degree?           6. Are you taking individual online courses or seeking a completely online degree?       Response Total Percen 276 75% 90 25% Total Respondents 366 (skipped this question) 9         7. Did you transfer to UM from another college or university?       Response Total Percen 105 29% 263 71% Total Respondents 368 (skipped this question) 7         8. If you transferred from another institution, please indicate which type:       Response Total Percen 29% 263 71% Total Respondents 368 (skipped this question) 7         8. If you transferred from another institution, please indicate which type:       Response Total Percen 29% 27% 16 15% 1 1% Another two year institution 4 4 4% 56 53% Total Respondents 106		Total Respondents	367
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Total Respondents       366         (skipped this question)       9         7. Did you transfer to UM from another college or university?			
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7. Did you transfer to UM from another college or university?         Yes       105       29%         No       263       71%         Total       Response       Response         105       29%         263       71%         Total Respondents       368         (skipped this question)       7         8. If you transferred from another institution, please indicate which type:       Response         Community College       29       27%         College of Technology       16       15%         Tribal College       1       1%         Another two year institution       4       4%         Another four year institution       106       105			
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Yes       105       29%         No       263       71%         Total Respondents       368         (skipped this question)       7         8. If you transferred from another institution, please indicate which type:       Response         Community College       29       27%         College of Technology       16       15%         Tribal College       1       1%         Another two year institution       4       4%         Another four year institution       56       53%         Total Respondents       106			Response Percent
Total Respondents       368         (skipped this question)       7         8. If you transferred from another institution, please indicate which type:	Yes	105	29%
(skipped this question)       7         8. If you transferred from another institution, please indicate which type:       Response Total       Response Percen         Community College       29       27%         College of Technology       16       15%         Tribal College       1       1%         Another two year institution       56       53%         Total Respondents       106	No	263	71%
8. If you transferred from another institution, please indicate which type: Community College 29 27% College of Technology 16 15% Tribal College 1 1 1% Another two year institution 4 4% Another four year institution 56 53% Total Respondents 106		Total Respondents	368
Response TotalResponse PercenCommunity College2927%College of Technology1615%Tribal College11%Another two year institution44%Another four year institution5653%Total Respondents106		(skipped this question)	7
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Community College2927%College of Technology1615%Tribal College11%Another two year institution44%Another four year institution5653%Total Respondents106			Respons Percent
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Another two year institution44%Another four year institution5653%Total Respondents106		16	
Another four year institution5653%Total Respondents106	Tribal College	1	1%
Total Respondents 106			
	Another four year institution	56	53%
(skipped this question) 269		Total Respondents	106
		(skipped this question)	269

	Response	Response
	Total	Percent
No	299	82%
Yes (please explain):	64	18%
	Total Respondents	363
	(skipped this question)	12
10. My work status can best be described as:		
	Response	Response
	Total	Percent
Full-time	154	42%
Part-time	137	37%
I am not employed	76	21%
	Total Respondents	367
	(skipped this question)	8
11. My student status can best be described as:		
	Response	Respons
Full-time	Total 232	Percent 63%
Part-time	100	27%
Undergraduate	111	30%
Graduate	75	20%
Non-degree seeking	8	2%
	Total Respondents	368
	(skipped this question)	7
12. The campus at which I am enrolled is:	_	
12. The campus at which I am enrolled is.	Response	Respons
	Total	Percent
UM-College of Technology	105	29%
UM-Missoula	261	71%
	Total Respondents	366
	(skipped this question)	9
40. The times of an increase line to big a state of the described as	-	
13. The types of courses I'm taking this semester can best be described as:	Deeneer	Deenene
	Response Total	Respons Percent
Online only	127	35%
Both online and face-to-face	241	65%
	Total Respondents	368
	(skipped this question)	7
	—	

			Response Total	Response Percent
Online Course Read	diness		44	14%
Blackboard 101 (Bla			126	41%
Orientation Course) Blackboard's Stude			61	20%
UMOnline's Blackbo			90	29%
Guide				
UMOnline website ( UMOnline FAQ			121 70	40% 23%
JM-Missoula's 'Ask	Monte'		18	6%
Jnsure			63	21%
			Total Respondents	306
			(skipped this question)	69
5. To what extent	did you feel prepared to take a	an online course?		
	<i>,</i> , , ,		Response Total	Response Percent
Fully Prepared			182	50%
Somewhat Prepare	d		153	42%
Jnprepared			28	8%
			Total Respondents	363
			(skipped this question)	12
6. What informatic	on would have helped you bett	er prepare for learning online?	Total Respondents	123
6. What informatic	on would have helped you bett	er prepare for learning online?		123 252
	on would have helped you bett		Total Respondents	
			Total Respondents	
7. Please respond have been assigned an academic	I to the following questions rec	garding academic advising:	Total Respondents (skipped this question)	252 Response
I7. Please respond have been assigned an academic advisor know who my academic advisor is	I to the following questions reg Yes	garding academic advising: No	Total Respondents (skipped this question) Not Applicable	252 Response Total
7. Please respond have been assigned an academic advisor know who my academic advisor is have communicated with my academic advisor at	I to the following questions reg Yes 74.93% (269)	garding academic advising: No 15.04% (54)	Total Respondents (skipped this question) Not Applicable 10.03% (36)	252 Response Total 359
7. Please respond have been assigned an academic advisor know who ny academic advisor is have communicated with my academic advisor at	I to the following questions reg Yes 74.93% (269) 75.56% (269)	garding academic advising: No 15.04% (54) 14.61% (52)	Total Respondents (skipped this question) Not Applicable 10.03% (36) 9.83% (35)	252 Response Total 359 356
7. Please respond have been assigned an academic advisor know who ny academic advisor is have communicated vith my academic advisor at	I to the following questions reg Yes 74.93% (269) 75.56% (269)	garding academic advising: No 15.04% (54) 14.61% (52)	Total Respondents (skipped this question) Not Applicable 10.03% (36) 9.83% (35) 9.52% (34)	252 Response Total 359 356 357
7. Please respond have been assigned an academic advisor know who ny academic advisor is have communicated with my academic advisor at east once	I to the following questions reg Yes 74.93% (269) 75.56% (269)	garding academic advising: No 15.04% (54) 14.61% (52) 13.17% (47)	Total Respondents (skipped this question) Not Applicable 10.03% (36) 9.83% (35) 9.52% (34) Total Respondents	252 Response Total 359 356 357 359
7. Please respond have been assigned an academic advisor know who my academic advisor is have communicated with my academic advisor at east once	I to the following questions reg Yes 74.93% (269) 75.56% (269) 77.31% (276)	garding academic advising: No 15.04% (54) 14.61% (52) 13.17% (47)	Total Respondents (skipped this question) Not Applicable 10.03% (36) 9.83% (35) 9.52% (34) Total Respondents	252 Response Total 359 356 357 359
<ul> <li>17. Please respond</li> <li>I have been assigned an academic advisor</li> <li>I know who my academic advisor is</li> <li>I have communicated with my academic advisor at least once</li> </ul>	I to the following questions reg Yes 74.93% (269) 75.56% (269) 77.31% (276)	garding academic advising: No 15.04% (54) 14.61% (52) 13.17% (47)	Total Respondents (skipped this question) Not Applicable 10.03% (36) 9.83% (35) 9.52% (34) Total Respondents (skipped this question)	252 Response Total 359 356 357 359 16 Response

Elluminate S Face-to-face							2 209	1% 70%
Other (pleas priefly):	e explain						17	6%
57						(6	Total Respondents skipped this question)	297 78
						(3	skipped this question)	10
9. Please r	espond to the follo	owing questions	about availa	bility of online co	ourses:			
	Strongly Agree	e Agree	9	Undecided	Disa	gree	Strongly Disagree	Respons Total
am satisfied with the number of online courses at JM	21.73% (78)	42.06% (*	151) 1	6.43% (59)	16.43%	% (59)	3.34% (12)	359
am satisfied vith the variety of online courses at JM	19.05% (68)	41.18% (*	147) 2	24.37% (87)	13.73%	% (49)	1.68% (6)	357
Durine education is critical to he completion of my education	39.94% (143)	20.11% (	72) 1	5.64% (56)	19.27%	% (69)	5.03% (18)	358
Online education is convenient, out not critical, element of ny education	13.76% (49)	33.71% (*	120) 1	4.89% (53)	21.63%	% (77)	16.01% (57)	356
							Total Respondents	359
						(sł	kipped this question)	16
0. I am sati	sfied with the ava	ilability of remote	e access to ti	ne following serv	/ices:			
	Strongly Agree	Agree	Undecide	ed Disagro	ee	Strongly Disagree	Not Applicable	Respon Total
Drientation o The Jniversity of Montana	13.17% (47)	38.66% (138)	19.61% (7	<b>'</b> 0) 5.04% (	18) :	2.24% (8)	) 21.29% (76)	357
Drientation o Online earning	10.99% (39)	40.56% (144)	22.25% (7	<b>'</b> 9) 9.01% (	32) 3	8.38% (12	2) 13.8% (49)	355
inancial Nd	14.53% (52)	37.15% (133)	20.11% (7	2) 5.59% (	20) 3	8.35% (12	2) 19.27% (69)	358
Disability Services	6.44% (23)	16.53% (59)	23.53% (8	34) 1.68%	(6)	0.56% (2)	51.26% (183)	357
Career Services	9.86% (35)	27.89% (99)	25.63% (9	1.69%	(6)	1.69% (6)	) 33.24% (118)	355
/lansfield .ibrary	28.85% (103)	45.94% (164)	12.89% (4	.2.24%	(8)	0.84% (3)	9.24% (33)	357
Vriting	11.48% (41)	21.01% (75)	26.61% (9	95) 1.68%		0.84% (3)	) 38.38% (137)	357

Tutoring							
Math Center Tutoring	7.87% (28)	17.42% (62)	28.37% (101)	0.84% (3)	1.12% (4)	44.38% (158)	356
UM Bookstore	20.79% (74)	45.79% (163)	16.01% (57)	3.65% (13)	2.81% (10)	10.96% (39)	356
Placement Testing for Math and Writing	7.39% (26)	19.89% (70)	25.85% (91)	4.26% (15)	1.42% (5)	41.19% (145)	352
COT Bookstore	10.7% (38)	18.59% (66)	23.94% (85)	1.13% (4)	1.69% (6)	43.94% (156)	355
					Тс	otal Respondents	359
					(skipp	ed this question)	16
21. My onlin	e course require	s me to use Mans	field Library elect	ronic resources.			
						Response Total	Respons Percen
Yes						139	40%
No						183	53%
Unsure					-	24	7%
						otal Respondents	346
					(skip	ped this question)	29
22. I can lea	rn as much from	an online class a	is I can from a fac	e-to-face course.		Response Total	
Strongly Agr Agree Undecided Disagree	ee	an online class a	I can from a fac	e-to-face course.		Total 66 138 43 70 41	
Strongly Agr Agree Undecided Disagree	ee	an online class a	I can from a fac	e-to-face course.	Т	Total 66 138 43 70 41 otal Respondents	Percen 18% 39% 12% 20% 11% 358
Strongly Agre Agree Undecided Disagree Strongly Disa	ee agree				T (skip	Total 66 138 43 70 41	Percen 18% 39% 12% 20% 11%
Strongly Agr Agree Undecided Disagree Strongly Disa	ee agree		p projects is an imp		T (skip	Total 66 138 43 70 41 otal Respondents	Percen 18% 39% 12% 20% 11% 358 17
Strongly Agre Agree Undecided Disagree Strongly Disa 23. Collabora	ee agree ating with other s				T (skip	Total 66 138 43 70 41 Total Respondents ped this question) Response Total	Percen 18% 39% 12% 20% 11% 358 17 Respons Percen
Strongly Agre Agree Jndecided Disagree Strongly Disa 23. Collabor Strongly Agre	ee agree ating with other s				T (skip	Total 66 138 43 70 41 Total Respondents ped this question) Response Total 24	Percen 18% 39% 12% 20% 11% 358 17 Respons Percen 7%
Strongly Agre Agree Undecided Disagree Strongly Disa 23. Collabor Strongly Agre	ee agree ating with other s				T (skip	Total 66 138 43 70 41 Total Respondents ped this question) Response Total 24 96	Percen 18% 39% 12% 20% 11% 358 17 Respons Percen 7% 27%
Strongly Agree Undecided Disagree Strongly Disa 23. Collabora Strongly Agre Agree Undecided	ee agree ating with other s				T (skip	Total 66 138 43 70 41 Total Respondents ped this question) Response Total 24	Percen 18% 39% 12% 20% 11% 358 17 Respons Percen 7%
Strongly Agre Agree Undecided Disagree Strongly Disa 23. Collabor Strongly Agre Agree Undecided Disagree	ee agree ating with other s				T (skip	Total 66 138 43 70 41 Total Respondents ped this question) Response Total 24 96 100	Percen 18% 39% 12% 20% 11% 358 17 Respons Percen 7% 27% 28%
Strongly Agre Agree Undecided Disagree Strongly Disa 23. Collabor Strongly Agre Agree Undecided Disagree	ee agree ating with other s				T (skip line learning.	Total 66 138 43 70 41 Total Respondents ped this question) Response Total 24 96 100 107	Percen 18% 39% 12% 20% 11% 358 17 358 17 Respons Percen 7% 27% 28% 30%
Strongly Agre Agree Undecided Disagree Strongly Disa 23. Collabor Strongly Agre Agree Undecided Disagree	ee agree ating with other s				T (skip line learning. T	Total 66 138 43 70 41 Total Respondents ped this question) Response Total 24 96 100 107 30	Percen 18% 39% 12% 20% 11% 358 17 358 17 Respons Percen 7% 27% 28% 30% 8%
Strongly Agre Agree Undecided Disagree Strongly Disa 23. Collabor 23. Collabor Strongly Agre Agree Undecided Disagree Strongly Disa	ee agree ating with other s ee agree	students on group		portant part of on	T (skip line learning. T (skip	Total 66 138 43 70 41 Total Respondents ped this question) Response Total 24 96 100 107 30	Percen 18% 39% 12% 20% 11% 358 17 Respons Percen 7% 27% 28% 30% 8% 357
Strongly Agre Agree Undecided Disagree Strongly Disa 23. Collabor Strongly Agre Agree Undecided Disagree Strongly Disa	ee agree ating with other s ee agree	students on group	o projects is an imp	portant part of on	T (skip line learning. T (skip	Total 66 138 43 70 41 Total Respondents ped this question) Response Total 24 96 100 107 30	Percen 18% 39% 12% 20% 11% 358 17 Respons Percen 7% 27% 28% 30% 8% 357 18 Respons
Strongly Agre Agree Undecided Disagree Strongly Disa 23. Collabor Strongly Agre Agree Undecided Disagree Strongly Disa	ee agree ating with other s ee agree	students on group	o projects is an imp	portant part of on	T (skip line learning. T (skip	Total 66 138 43 70 41 otal Respondents ped this question) Response Total 24 96 100 107 30 otal Respondents ped this question)	39% 12% 20% 11% 358 17 8 8 9 8 7% 27% 28% 30% 8% 357

Undecided Disagree	61 54	17% 15%
Strongly Disagree	15	4%
	Total Respondents	358
	(skipped this question)	17
25. Interacting with the instructor is an important part of online learning.		
	Response Total	Response Percent
Strongly Agree	153	43%
Agree	160	45%
Jndecided	26	7%
Disagree	16	4%
Strongly Disagree	2	1%
	Total Respondents	357
	(skipped this question)	18
6. Taking an online class at UM is a satisfying experience.		
	Response Total	Response Percent
Strongly Agree	90	25%
Agree	158	44%
Indecided	56	16%
Disagree	31	9%
Strongly Disagree	21	6%
	Total Respondents	356
	(skipped this question)	19
7. Compared to face-to-face courses, an online course requires:		
	Response Total	Response Percent
a lot less effort on my part	18	5%
somewhat less effort	61	17%
bout the same level of effort	93	26%
little more effort	102	28%
lot more effort on my part	84	23%
	Total Respondents	358
	(skipped this question)	17
8. The internet connectivity I use to access my online course(s) is best described as:		
o. The internet connectivity ruse to access my online course(s) is best described as:	Response	Response
		Percent
T1 or Local Area Network	Total	
LAN) such as the UM-M	l otal 57	16%
F1 or Local Area Network LAN) such as the UM-M etwork High Speed Connection such as cable or DSL)		16% 83%
LAN) such as the UM-M hetwork High Speed Connection such as cable or DSL)	57	
LAN) such as the UM-M network High Speed Connection	57 296	83%

mputer I use to access my onl	line course(s) is located at:		
		Response Total	Response Percent 56%
nputer			
y)			3%
· le setters)			0%
location)			40%
			354
		(skipped this question)	21
wnload plug-ins listed on the	UMOnline website or provided by	/ my instructor.	
		Response Total	Response Percent
		202	57%
		29	8%
		121	34%
		Total Respondents	352
		(skipped this question)	23
rianaad any taabaiaal difficulti	as while accessing your online of	2002	
rienced any technical difficultie	es while accessing your online cla	ass?	
		Response Total	Response Percent
			65%
briefly):			35%
			355
		(skipped this question)	20
tacted Blackboard Support ab	out technical issues:		
Yes	No	Not applicable	Response Total
22.06% (77)	8.31% (29)	69.63% (243)	349
20.06% (69)	3.49% (12)	76.45% (263)	344
		<b>T</b> (   <b>D</b>   ) (	050
			350
		(skipped this question)	25
		(skipped this question)	
tacted IT Central about Net ID	) issues:	(skipped this question)	
			25 Response
tacted IT Central about Net ID Yes	) issues: No	(skipped this question) Not applicable	25
			25 Response
	nputer y) v location) wenload plug-ins listed on the rienced any technical difficultion briefly): tacted Blackboard Support ab Yes 22.06% (77)	y) r location) wenload plug-ins listed on the UMOnline website or provided by rienced any technical difficulties while accessing your online cla l briefly): tacted Blackboard Support about technical issues: Yes No 22.06% (77) 8.31% (29)	Pesponse Total 200 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

			Total Respondents	348
			(skipped this question)	27
34. If you have cont	acted IT Central about Grizm	ail:		
	Yes	No	Not applicable	Respons Total
Did you get a response within 24 hours?	16.18% (55)	6.76% (23)	77.06% (262)	340
Were you satisfied with the response?	16.22% (54)	1.8% (6)	81.98% (273)	333
			Total Respondents (skipped this question)	344 31
35. If you have cont	acted IT Central for help you	password:		
	Yes	No	Not applicable	Respons Total
Did you get a response within 24 nours?	24.93% (86)	5.8% (20)	69.28% (239)	345
Nere you satisfied with he response?	25.52% (86)	1.78% (6)	72.7% (245)	337
·			Total Respondents (skipped this question)	345 30
36. If you have cont	acted Mansfield Library or Re	esidence Life to set up wireless a	access on a laptop:	
36. If you have cont	acted Mansfield Library or Re	esidence Life to set up wireless a No	access on a laptop: Not applicable	Respons Total
36. If you have cont Did you get a response within 24 hours?				
Did you get a response within 24 hours? Were you satisfied with	Yes	No	Not applicable	Total
Did you get a response within 24 hours? Were you	Yes 13.62% (47)	No 5.8% (20)	Not applicable 80.58% (278)	Total 345
Did you get a response within 24 hours? Were you satisfied with the response?	Yes 13.62% (47)	No 5.8% (20) 2.69% (9)	Not applicable 80.58% (278) 85.07% (285) Total Respondents	345 335 346
Did you get a response within 24 hours? Were you satisfied with the response?	Yes 13.62% (47) 12.24% (41)	No 5.8% (20) 2.69% (9)	Not applicable 80.58% (278) 85.07% (285) Total Respondents	Total 345 335 346 29
Did you get a response within 24 hours? Were you satisfied with the response? 37. If you have cont Did you get a response within 24	Yes 13.62% (47) 12.24% (41) racted Griz Central for technic	No 5.8% (20) 2.69% (9) xal help with Cyberbear:	Not applicable 80.58% (278) 85.07% (285) Total Respondents (skipped this question)	Total 345 335 346 29 Respons
Did you get a response within 24 hours? Were you satisfied with the response?	Yes 13.62% (47) 12.24% (41) racted Griz Central for technic Yes	No 5.8% (20) 2.69% (9) cal help with Cyberbear:	Not applicable 80.58% (278) 85.07% (285) Total Respondents (skipped this question) Not applicable	Total 345 335 346 29 Respons Total

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(skipped this question) 29