AN EVALUATION OF MECHANISMS FOR INFORMATION COMMUNICATION TECHNOLOGY SERVICE IMPROVEMENT VOLUME 2

A Research Dissertation submitted

by

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5.3 ANALYSIS

In total 236 respondents from CPUT completed the questionnaire. Descriptive statistics will be given for each variable and only the respondents who completed the entire questionnaire will be utilized in the inferential statistics.

The numbering of the questions on the two questionnaires (one for Students and one for Staff) differed in respects of an extra question being added to each measurement in the staff questionnaire. In order to compare the responses of the same questions/statements between two types of respondents (Students and Staff) the following adaption with respect to the numbering of the questions/statements for students were applied:

Table 5.1: Addaption of student questionnaire numbering

Question / Statement	Original numbering for student	New numbering for student	Original numbering for staff
1. CTS provide an acceptable Internet service in terms of availability.	Q1	Q1n	Q1n
2. CTS provide an acceptable GroupWise (email) service in terms of availability.	Q2	Q2n	Q2n
3. CTS provide an acceptable Printing service in terms of availability.	Q3	Q3n	Q3n
			Q4n
4. Calls received at the CTS Service Desk are answered at an acceptable rate in terms of availability.	Q4	Q5n	Q5n
5. CTS provide a reliable Internet service.	Q5	Q6n	Q6n
6. CTS provide a reliable GroupWise (email) service.	Q6	Q7n	Q7n
7. CTS provide a reliable Printing	Q7	Q8n	Q8n

service.			
			Q9n
8. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	Q8	Q10n	Q10n
9. CTS provide an acceptable Internet service in terms of performance.	Q9	Q11n	Q11n
10. CTS provide an acceptable GroupWise (email) service in terms of performance.	Q10	Q12n	Q12n
11. CTS provide an acceptable Printing service in terms of performance.	Q11	Q13n	Q13n
			Q14n
12. CTS Service Desk operates at an acceptable rate in terms of performance.	Q12	Q15n	Q15n
13. CTS technical staff resolving incidents relating to the Internet service is competent.	Q13	Q16n	Q16n
14. CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.	Q14	Q17n	Q17n
15. CTS technical staff resolving incidents relating to the Printing service is competent.	Q15	Q18n	Q18n
			Q19n
16. CTS Service Desk staff resolving incidents is competent.	Q16	Q20n	Q20n
17. Incidents logged at the Service Desk are responded to within an acceptable time period.	Q17	Q21n	Q21n
18. Incidents logged at the Service Desk are resolved within an acceptable time period.	Q18	Q22n	Q22n

Take note that questions/statements Q21n and Q22n of the staff questionnaire are more specific than the same questions for the student questionnaire. For the students it was stated within an acceptable time period; whilst for the staff for Q21n, within 2 hours and for Q22n, within 16 working hours.

5.3.1 RELIABILITY TESTING

Reliability tests (Cronbach's Alpha Coefficient) are done on the questions/statements (the measuring instrument in this case) posed to the students and staff of CPUT. The Cronbach's Alpha Coefficients for each item are more than 0.70 (the acceptable level according to Nunnally, 1978**:** 245) for both of the surveys, and thus prove to be reliable and consistent for all the items in the scale.

The results of the Cronbach Alpha tests for the raw variables are shown in tables 5.2, 5.3 and Annexure A. It shows the correlation between the respective item and the total sum score (without the respective item) and the internal consistency of the scale (coefficient alpha) if the respective item would be deleted. By deleting the items (statements) one by one each time with the statement with the highest Cronbach Alpha value, the Alpha value will increase.
This however was not necessary as the two measuring instruments are reliable.

Table 5.2: Cronbach's Alpha Coefficient for all the items forming the measuring instrument in this student survey

Statements (Test all statements without current one's input)	**Variable nr.**	**Correlation with total**	**Cronbach's Alpha Coefficient**
AVAILABILITY: Proportion of time a user can access the service			
1. CTS provide an acceptable Internet service in terms of availability.	Q1n	0.6844	0.9383
2. CTS provide an acceptable GroupWise (email) service in terms of availability.	Q2n	0.6156	0.9396
3. CTS provide an acceptable Printing service in terms of availability.	Q3n	0.7292	0.9373
4. Calls received at the CTS Service Desk are answered at an acceptable rate in terms of availability.	Q5n	0.6149	0.9395
RELIABILITY: Ability of the service to perform the required function			
5. CTS provide a reliable Internet service.	Q6n	0.6467	0.9390

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
6. CTS provide a reliable GroupWise (email) service.	Q7n	0.6504	0.9388
7. CTS provide a reliable Printing service.	Q8n	0.7003	0.9379
8. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	Q10n	0.6306	0.9392
PERFORMANCE: Degree to which the functional and operational requirements of the service are being met.			
9. CTS provide an acceptable Internet service in terms of performance.	Q11n	0.6850	0.9382
10. CTS provide an acceptable GroupWise (email) service in terms of performance.	Q12n	0.6502	0.9389
11. CTS provide an acceptable Printing service in terms of performance.	Q13n	0.7469	0.9369
12. CTS Service Desk operates at an acceptable rate in terms of performance.	Q15n	0.6959	0.9381
COMPETENCE: Ability of staff to resolve incidents.			
13. CTS technical staff resolving incidents relating to the Internet service is competent.	Q16n	0.6548	0.9388
14. CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.	Q17n	0.6533	0.9388
15. CTS technical staff resolving incidents relating to the Printing service is competent.	Q18n	0.7035	0.9378
16. CTS Service Desk staff resolving incidents is competent.	Q20n	0.6864	0.9383
SERVICE LEVEL AGREEMENTS (SLA): Level of service offered to users.			
17. Incidents logged at the Service Desk are responded to within an acceptable time period.	Q21n	0.6582	0.9387
18. Incidents logged at the Service Desk	Q22n	0.6243	0.9393

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
are resolved within an acceptable time period.			
Cronbach's Coefficient Alpha for standardized variables			**0.9423**
Cronbach's Coefficient Alpha for raw variables			**0.9417**

Table 5.3: Cronbach's Alpha Coefficient for all the items forming the measuring instrument in the staff survey

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
AVAILABILITY: Proportion of time a user can access the service			
1. CTS provide an acceptable Internet service in terms of availability.	Q1n	0.6314	0.9292
2. CTS provide an acceptable GroupWise (email) service in terms of availability.	Q2n	0.5184	0.9311
3. CTS provide an acceptable Printing service in terms of availability.	Q3n	0.6107	0.9296
4. CTS provide an acceptable ITS service in terms of availability.	Q4n	0.4662	0.9321
5. Calls received at the CTS Service Desk are answered at an acceptable rate in terms of availability.	Q5n	0.5548	0.9306
RELIABILITY: Ability of the service to perform the required function			
6. CTS provide a reliable Internet service.	Q6n	0.4876	0.9315
7. CTS provide a reliable GroupWise (email) service.	Q7n	0.4458	0.9323
8. CTS provide a reliable Printing service.	Q8n	0.6806	0.9284
9. CTS provide a reliable ITS service.	Q9n	0.6409	0.9293
10. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	Q10n	0.7318	0.9273
PERFORMANCE: Degree to which the functional and operational requirements of the service are being met.			

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
11. CTS provide an acceptable Internet service in terms of performance.	Q11n	0.4999	0.9313
12. CTS provide an acceptable GroupWise (email) service in terms of performance.	Q12n	0.5940	0.9299
13. CTS provide an acceptable Printing service in terms of performance.	Q13n	0.5626	0.9304
14. CTS provide an acceptable ITS service in terms of performance.	Q14n	0.5463	0.9306
15. CTS Service Desk operates at an acceptable rate in terms of performance.	Q15n	0.6926	0.9281
COMPETENCE: Ability of staff to resolve incidents.			
16. CTS technical staff resolving incidents relating to the Internet service is competent.	Q16n	0.7733	0.9268
17. CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.	Q17n	0.7551	0.9273
18. CTS technical staff resolving incidents relating to the Printing service is competent.	Q18n	0.6791	0.9284
19. CTS technical staff resolving incidents relating to ITS is competent.	Q19n	0.6342	0.9294
20. CTS Service Desk staff resolving incidents is competent.	Q20n	0.6526	0.9288
SERVICE LEVEL AGREEMENTS (SLA): Level of service offered to users.			
21. Incidents logged at the Service Desk are responded to within 2 hours.	Q21n	0.6027	0.9303
22. Incidents logged at the Service Desk are resolved within 16 working hours.	Q22n	0.5409	0.9315
Cronbach's Coefficient Alpha for standardized variables			**0.9343**
Cronbach's Coefficient Alpha for raw variables			**0.9327**

The Cronbach Alpha tests were also applied to the different measurements availability, reliability, performance and competence and

the Cronbach Alpha coefficients were all more than 0.70 and thus the measuring items prove to be reliable.

5.3.2 DESCRIPTIVE STATISTICS

The descriptive statistics for all the categorical variables as well as for the variables measuring the computer and telecommunication services (CTS), with the frequencies in each category and the percentage out of total number of questionnaires are shown in Tables 5.4 and 5.5 for the students and staff separately. Take note that the descriptive statistics are based on the total sample. These descriptive statistics are also shown in Annexure B & C.

Table 5.4: Descriptive statistics for all the variables for the student survey

Variables	Categories	Frequency	Percentage out of total
Biographical variables			
Campus	Belville	27	15.7%
	Cape Town	48	27.9%
	Wellington	69	40.1%
	Athlone	28	16.3%
Student	Diploma	146	84.9%
	BTech	26	15.1%
	Postgraduate	0	0.0%
Offerting	Full-time	149	86.6%
	Part-time	23	13.4%
AVAILABILITY: Proportion of time a user can access the service			
1. CTS provide an acceptable Internet service in terms of availability.	Strongly disagree	26	15.1%
	Disagree	23	13.4%
	Undecided	34	19.8%
	Agree	63	36.6%
	Strongly agree	23	13.4%
	Unknown	3	1.7%
2. CTS provide an acceptable	Strongly disagree	12	7.0%

Variables	Categories	Frequency	Percentage out of total
GroupWise (email) service in terms of availability.	Disagree	12	7.0%
	Undecided	31	18.0%
	Agree	75	43.6%
	Strongly agree	38	22.1%
	Unknown	4	2.3%
3. CTS provide an acceptable Printing service in terms of availability.	Strongly disagree	27	15.7%
	Disagree	27	15.7%
	Undecided	35	20.4%
	Agree	67	39.0%
	Strongly agree	14	8.1%
	Unknown	2	1.2%
4. Calls received at the CTS Service Desk are answered at an acceptable rate in terms of availability.	Strongly disagree	14	8.1%
	Disagree	27	15.7%
	Undecided	68	39.5%
	Agree	47	27.3%
	Strongly agree	11	6.4%
	Unknown	5	2.9%
RELIABILITY: Ability of the service to perform the required function			
5. CTS provide a reliable Internet service.	Strongly disagree	22	12.8%
	Disagree	22	12.8%
	Undecided	38	22.1%
	Agree	71	41.3%
	Strongly agree	17	9.9%
	Unknown	2	1.2%
6. CTS provide a reliable GroupWise (email) service.	Strongly disagree	13	7.6%
	Disagree	16	9.3%
	Undecided	40	23.3%
	Agree	80	46.5%
	Strongly agree	21	12.2%
	Unknown	2	1.2%
7. CTS provide a reliable Printing service.	Strongly disagree	25	14.5%
	Disagree	28	16.3%
	Undecided	36	20.9%

Variables	Categories	Frequency	Percentage out of total
	Agree	63	36.6%
	Strongly agree	18	10.5%
	Unknown	2	1.2%
8. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	Strongly disagree	17	9.9%
	Disagree	21	12.2%
	Undecided	64	37.2%
	Agree	47	27.3%
	Strongly agree	15	8.7%
	Unknown	8	4.6%
PERFORMANCE: Degree to which the functional and operational requirements of the service are being met.			
9. CTS provide an acceptable Internet service in terms of performance.	Strongly disagree	14	8.1%
	Disagree	23	13.4%
	Undecided	48	27.9%
	Agree	66	38.4%
	Strongly agree	18	10.5%
	Unknown	3	1.7%
10. CTS provide an acceptable GroupWise (email) service in terms of performance.	Strongly disagree	11	6.4%
	Disagree	20	11.6%
	Undecided	38	22.1%
	Agree	83	48.3%
	Strongly agree	18	10.5%
	Unknown	2	1.2%
11. CTS provide an acceptable Printing service in terms of performance.	Strongly disagree	20	11.6%
	Disagree	25	14.5%
	Undecided	45	26.2%
	Agree	59	34.3%
	Strongly agree	18	10.5%
	Unknown	5	2.9%
12. CTS Service Desk operates at an acceptable rate in terms of performance.	Strongly disagree	12	7.0%
	Disagree	27	15.7%
	Undecided	60	34.9%
	Agree	57	33.1%

Variables	Categories	Frequency	Percentage out of total
	Strongly agree	12	7.0%
	Unknown	4	2.3%
COMPETENCE: Ability of staff to resolve incidents.			
13. CTS technical staff resolving incidents relating to the Internet service is competent.	Strongly disagree	11	6.4%
	Disagree	27	15.7%
	Undecided	57	33.1%
	Agree	50	29.1%
	Strongly agree	26	15.1%
	Unknown	1	0.6%
14. CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.	Strongly disagree	7	4.1%
	Disagree	24	14.0%
	Undecided	57	33.1%
	Agree	65	37.8%
	Strongly agree	18	10.5%
	Unknown	1	0.6%
15. CTS technical staff resolving incidents relating to the Printing service is competent.	Strongly disagree	14	8.1%
	Disagree	29	16.9%
	Undecided	54	31.4%
	Agree	54	31.4%
	Strongly agree	19	11.0%
	Unknown	2	1.2%
16. CTS Service Desk staff resolving incidents is competent.	Strongly disagree	10	5.8%
	Disagree	28	16.3%
	Undecided	63	36.6%
	Agree	60	34.9%
	Strongly agree	8	4.6%
	Unknown	3	1.7%
SERVICE LEVEL AGREEMENTS (SLA): Level of service offered to users.			
17. Incidents logged at the Service Desk are responded to within an acceptable time period.	Strongly disagree	18	10.5%
	Disagree	25	14.5%
	Undecided	60	34.9%
	Agree	55	32.0%
	Strongly agree	12	7.0%

Variables	Categories	Frequency	Percentage out of total
	Unknown	2	1.2%
18. Incidents logged at the Service Desk are resolved within an acceptable time period.	Strongly disagree	14	8.1%
	Disagree	26	15.1%
	Undecided	59	34.3%
	Agree	56	32.6%
	Strongly agree	16	9.3%
	Unknown	1	0.6%

Table 5.5: Descriptive statistics for all the variables for the staff survey

Variables	Categories	Frequency	Percentage out of total
Biographical variables			
Campus	Belville	14	21.9%
	Cape Town	19	29.7%
	Wellington	18	28.1%
	Athlone	13	20.3%
Staff	Academic	31	48.4%
	Non-academic	33	51.6%
AVAILABILITY: Proportion of time a user can access the service			
1. CTS provide an acceptable Internet service in terms of availability.	Strongly disagree	3	4.7%
	Disagree	15	23.4%
	Undecided	12	18.8%
	Agree	32	50.0%
	Strongly agree	2	3.1%
2. CTS provide an acceptable GroupWise (email) service in terms of availability.	Strongly disagree	9	14.1%
	Disagree	8	12.5%
	Undecided	36	56.2%
	Agree	11	17.2%
	Strongly agree	0	0.0%
3. CTS provide an acceptable Printing service in terms of availability.	Strongly disagree	6	9.4%
	Disagree	11	17.2%
	Undecided	17	26.6%

Variables	Categories	Frequency	Percentage out of total
	Agree	26	40.6%
	Strongly agree	3	4.7%
	Unknown	1	1.6%
4. CTS provide an acceptable ITS service in terms of availability.	Strongly disagree	3	4.7%
	Disagree	8	12.5%
	Undecided	16	25.0%
	Agree	27	42.2%
	Strongly agree	6	9.4%
	Unknown	4	6.2%
5. Calls received at the CTS Service Desk are answered at an acceptable rate in terms of availability.	Strongly disagree	8	12.5%
	Disagree	12	18.8%
	Undecided	20	31.2%
	Agree	22	34.4%
	Strongly agree	2	3.1%
RELIABILITY: Ability of the service to perform the required function			
6. CTS provide a reliable Internet service.	Strongly disagree	2	3.1%
	Disagree	13	20.3%
	Undecided	17	26.6%
	Agree	31	48.4%
	Strongly agree	1	1.6%
7. CTS provide a reliable GroupWise (email) service.	Strongly disagree	2	3.1%
	Disagree	9	14.1%
	Undecided	8	12.5%
	Agree	40	62.5%
	Strongly agree	5	7.8%
8. CTS provide a reliable Printing service.	Strongly disagree	7	10.9%
	Disagree	7	10.9%
	Undecided	18	28.1%
	Agree	25	39.1%
	Strongly agree	2	3.1%
	Unknown	5	7.8%
9. CTS provide a reliable ITS service.	Strongly disagree	3	4.7%
	Disagree	1	1.6%

Variables	Categories	Frequency	Percentage out of total
	Undecided	21	32.8%
	Agree	30	46.9%
	Strongly agree	5	7.8%
	Unknown	4	6.2%
10. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	Strongly disagree	7	10.9%
	Disagree	18	28.1%
	Undecided	17	26.6%
	Agree	18	28.1%
	Strongly agree	4	6.2%
PERFORMANCE: Degree to which the functional and operational requirements of the service are being met.			
11. CTS provide an acceptable Internet service in terms of performance.	Strongly disagree	0	0.0%
	Disagree	12	18.8%
	Undecided	17	26.6%
	Agree	33	51.6%
	Strongly agree	2	3.1%
12. CTS provide an acceptable GroupWise (email) service in terms of performance.	Strongly disagree	1	1.6%
	Disagree	10	15.6%
	Undecided	6	9.4%
	Agree	43	67.2%
	Strongly agree	4	6.2%
13. CTS provide an acceptable Printing service in terms of performance.	Strongly disagree	5	7.8%
	Disagree	9	14.1%
	Undecided	18	28.1%
	Agree	27	42.2%
	Strongly agree	4	6.2%
	Unknown	1	1.6%
14. CTS provide an acceptable ITS service in terms of performance.	Strongly disagree	2	3.1%
	Disagree	5	7.8%
	Undecided	23	35.9%
	Agree	26	40.6%
	Strongly agree	4	6.2%
	Unknown	4	6.2%

Variables	Categories	Frequency	Percentage out of total
15. CTS Service Desk operates at an acceptable rate in terms of performance.	Strongly disagree	8	12.5%
	Disagree	9	14.1%
	Undecided	17	26.6%
	Agree	25	39.1%
	Strongly agree	3	4.7%
	Unknown	2	3.1%
COMPETENCE: Ability of staff to resolve incidents.			
16. CTS technical staff resolving incidents relating to the Internet service is competent.	Strongly disagree	2	3.1%
	Disagree	7	10.9%
	Undecided	21	32.8%
	Agree	25	39.1%
	Strongly agree	8	12.5%
	Unknown	1	1.6%
17. CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.	Strongly disagree	0	0.0%
	Disagree	8	12.5%
	Undecided	20	31.2%
	Agree	25	39.1%
	Strongly agree	10	15.6%
	Unknown	1	1.6%
18. CTS technical staff resolving incidents relating to the Printing service is competent.	Strongly disagree	5	7.8%
	Disagree	5	7.8%
	Undecided	25	39.1%
	Agree	21	32.8%
	Strongly agree	7	10.9%
	Unknown	1	1.6%
19. CTS technical staff resolving incidents relating to the ITS service is competent.	Strongly disagree	1	1.6%
	Disagree	4	6.2%
	Undecided	26	40.6%
	Agree	20	31.2%
	Strongly agree	9	14.1%
	Unknown	4	6.2%
20. CTS Service Desk staff resolving incidents is	Strongly disagree	4	6.2%
	Disagree	17	26.6%

Variables	Categories	Frequency	Percentage out of total
competent.	Undecided	15	23.4%
	Agree	21	32.8%
	Strongly agree	7	10.9%
SERVICE LEVEL AGREEMENTS (SLA): Level of service offered to users.			
21. Incidents logged at the Service Desk are responded to within 2 hours.	Strongly disagree	18	28.1%
	Disagree	15	23.4%
	Undecided	13	20.3%
	Agree	12	18.8%
	Strongly agree	5	7.8%
	Unknown	1	1.6%
22. Incidents logged at the Service Desk are resolved within 16 working hours.	Strongly disagree	11	17.2%
	Disagree	6	9.4%
	Undecided	19	29.7%
	Agree	19	29.7%
	Strongly agree	8	12.5%
	Unknown	1	1.6%

The descriptive statistics shown in tables 5.6 and 5.7 are given for the purpose to see in which direction the responses are. For instance the higher the mean (nearer to 5) the more the respondents agreed to the statement.

Table 5.6: Descriptive statistics – Mean, Median, Standard Deviation and Range for students survey

Variable	N	Mean	Std Dev	Median	Range
AVAILABILITY: Proportion of time a user can access the service					
1. CTS provide an acceptable Internet service in terms of availability.	169	3.20	1.2798	4.00	4.00
2. CTS provide an acceptable GroupWise (email) service in terms of availability.	168	3.68	1.1168	4.00	4.00
3. CTS provide an acceptable	170	3.08	1.2328	3.00	4.00

Variable	N	Mean	Std Dev	Median	Range
Printing service in terms of availability.					
4. Calls received at the CTS Service Desk are answered at an acceptable rate in terms of availability.	167	3.08	1.0204	3.00	4.00
RELIABILITY: Ability of the service to perform the required function					
5. CTS provide a reliable Internet service.	170	3.23	1.1918	4.00	4.00
6. CTS provide a reliable GroupWise (email) service.	170	3.47	1.0724	4.00	4.00
7. CTS provide a reliable Printing service.	170	3.12	1.2413	3.00	4.00
8. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	164	3.13	1.0883	3.00	4.00
PERFORMANCE: Degree to which the functional and operational requirements of the service are being met.					
9. CTS provide an acceptable Internet service in terms of performance.	169	3.30	1.0955	3.00	4.00
10. CTS provide an acceptable GroupWise (email) service in terms of performance.	170	3.45	1.0438	4.00	4.00
11. CTS provide an acceptable Printing service in terms of performance.	167	3.18	1.1786	3.00	4.00
12. CTS Service Desk operates at an acceptable rate in terms of performance.	168	3.18	1.0226	3.00	4.00
COMPETENCE: Ability of staff to resolve incidents.					
13. CTS technical staff resolving incidents relating to the Internet service is competent.	171	3.31	1.1077	3.00	4.00

Variable	N	Mean	Std Dev	Median	Range
14. CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.	171	3.37	0.9875	3.00	4.00
15. CTS technical staff resolving incidents relating to the Printing service is competent.	170	3.21	1.1088	3.00	4.00
16. CTS Service Desk staff resolving incidents is competent.	169	3.17	0.9616	3.00	4.00
SERVICE LEVEL AGREEMENTS (SLA): Level of service offered to users.					
17. Incidents logged at the Service Desk are responded to within an acceptable time period.	170	3.11	1.0827	3.00	4.00
18. Incidents logged at the Service Desk are resolved within an acceptable time period.	171	3.20	1.0717	3.00	4.00

Table 5.7: Descriptive statistics – Mean, Median, Standard Deviation and Range for staff survey

Variable	N	Mean	Std Dev	Median	Range
AVAILABILITY: Proportion of time a user can access the service					
1. CTS provide an acceptable Internet service in terms of availability.	64	3.23	1.0038	4.00	4.00
2. CTS provide an acceptable GroupWise (email) service in terms of availability.	64	3.77	0.9040	4.00	3.00
3. CTS provide an acceptable Printing service in terms of availability.	63	3.14	1.0755	3.00	4.00
4. CTS provide an acceptable Printing service in terms of availability.	60	3.42	1.0133	4.00	4.00
5. Calls received at the CTS	64	2.97	1.0833	3.00	4.00

Variable	N	Mean	Std Dev	Median	Range
Service Desk are answered at an acceptable rate in terms of availability.					
RELIABILITY: Ability of the service to perform the required function					
6. CTS provide a reliable Internet service.	64	3.25	0.9085	3.50	4.00
7. CTS provide a reliable GroupWise (email) service.	64	3.58	0.9395	4.00	4.00
8. CTS provide a reliable Printing service.	59	3.14	1.0741	3.00	4.00
9. CTS provide a reliable Printing service.	60	3.55	0.8719	4.00	4.00
10. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	64	2.91	1.1229	3.00	4.00
PERFORMANCE: Degree to which the functional and operational requirements of the service are being met.					
11. CTS provide an acceptable Internet service in terms of performance.	64	3.39	0.8284	4.00	3.00
12. CTS provide an acceptable GroupWise (email) service in terms of performance.	64	3.61	0.8840	4.00	4.00
13. CTS provide an acceptable Printing service in terms of performance.	63	3.25	1.0468	3.00	4.00
14. CTS provide an acceptable Printing service in terms of performance.	60	3.42	0.8693	3.50	4.00
15. CTS Service Desk operates at an acceptable rate in terms of performance.	62	3.10	1.1266	3.00	4.00
COMPETENCE: Ability of staff to resolve incidents.					
16. CTS technical staff resolving	63	3.48	0.9648	4.00	4.00

Variable	N	Mean	Std Dev	Median	Range
incidents relating to the Internet service is competent.					
17. CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.	63	3.59	0.9094	4.00	3.00
18. CTS technical staff resolving incidents relating to the Printing service is competent.	63	3.32	1.0446	3.00	4.00
19. CTS technical staff resolving incidents relating to the Printing service is competent.	60	3.53	0.8919	3.00	4.00
20. CTS Service Desk staff resolving incidents is competent.	64	3.16	1.1299	3.00	4.00
SERVICE LEVEL AGREEMENTS (SLA): Level of service offered to users.					
21. Incidents logged at the Service Desk are responded to within 2 hours.	63	2.54	1.3054	2.00	4.00
22. Incidents logged at the Service Desk are resolved within 16 working hours.	63	3.11	1.2714	3.00	4.00

5.3.3 UNI-VARIATE GRAPHS

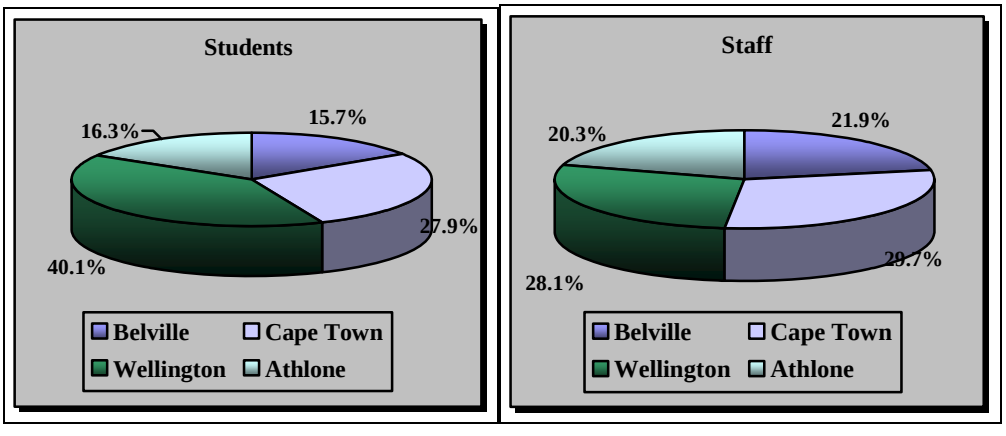

Figure 5.1: Respondent distribution wrt Campus

The staff respondents who completed the questionnaire seem to be equally distributed between the 4 campuses. There were statistically significantly more student respondents from Wellington campus than from the other campuses.

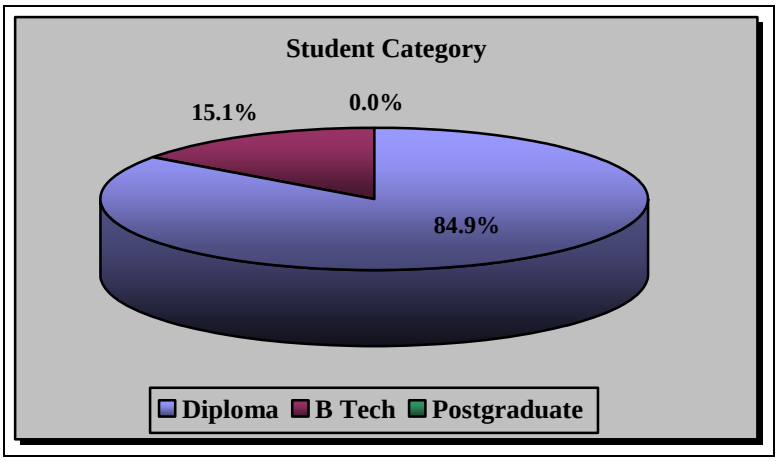

Figure 5.2: Student Category

Most of the student respondents in this survey are studying B Tech at CPUT. There were no post graduate students who took part in this survey.

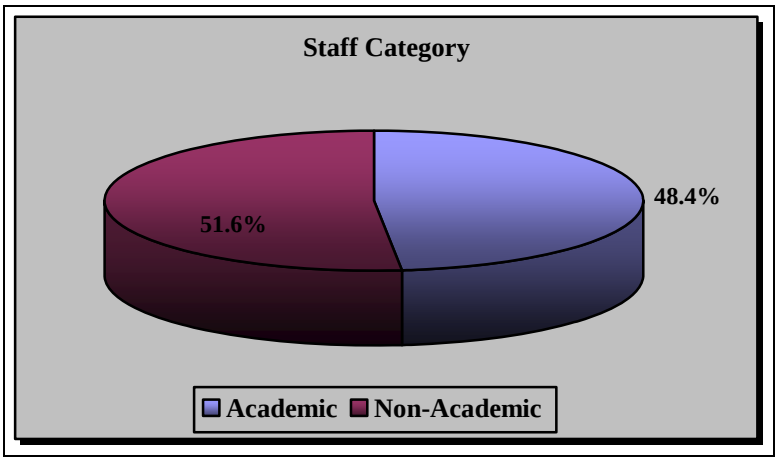

Figure 5.3: Staff category

The distribution between academic and non-academic staff was equal.

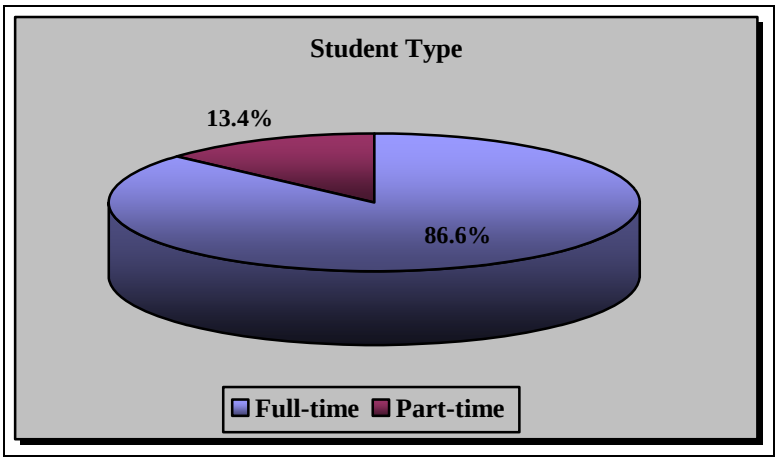

Figure 5.4: Student type

Most of the student respondents in this survey are full-time students at CPUT.

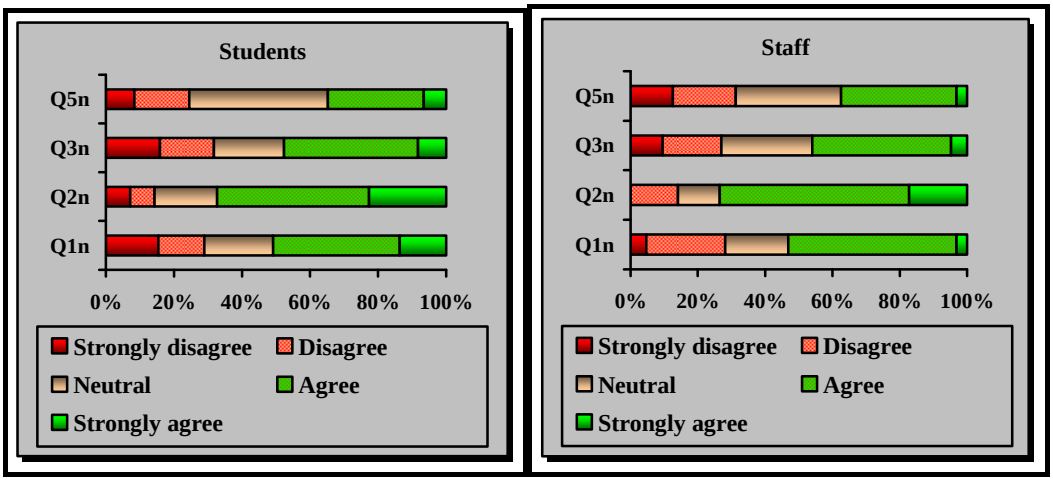

Figure 5.5: Availability

Both the students and the staff agree more than disagree with the following statements:

- CTS provide an acceptable GroupWise (email) service in terms of availability. (65.7% students and 73,4% of the staff agree to strongly agreed).
- CTS provide an acceptable Internet service in terms of availability. (50.0% students and 53.1% of the staff agree to strongly agreed).
- CTS provide an acceptable Printing service in terms of availability. (47.1% students and 45.3% of the staff agree to strongly agreed).

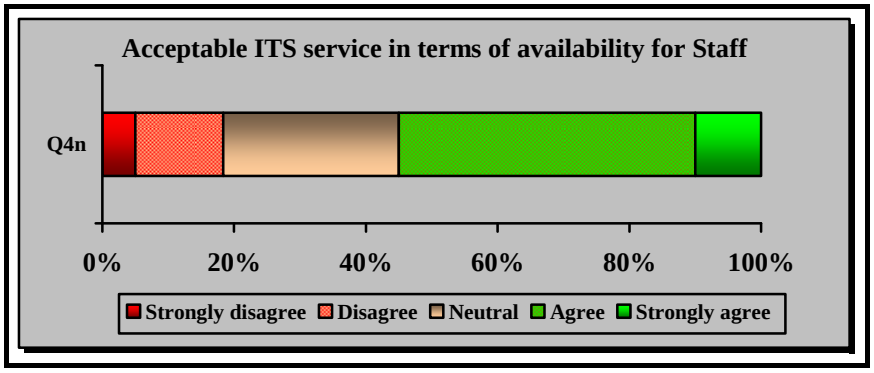

Figure 5.6: Acceptable ITS service in terms of availability for staff

The staff agrees more than disagree that CTS provides an acceptable ITS service in terms of availability. (51.6% of the respondents agree to strongly agree with this statement)

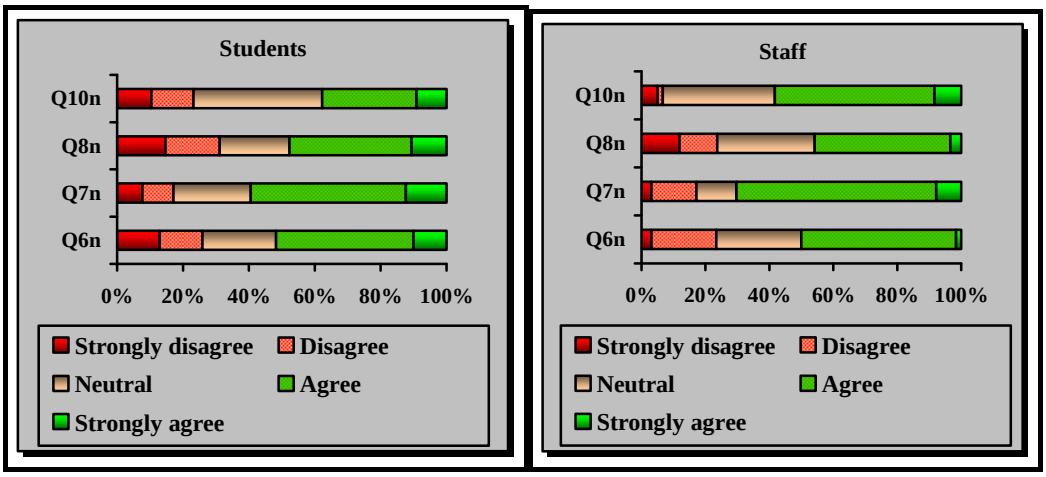

Figure 5.7: Reliability

Both the students and the staff agree more than disagree with the statements:

- CTS provide an acceptable GroupWise (email) service in terms of reliability. (58.7% students and 70.3% of the staff agree to strongly agreed).
- CTS provide an acceptable Internet service in terms of reliability. (51.2% students and 50.0% of the staff agree to strongly agreed).
- CTS provide an acceptable Printing service in terms of reliability. (47.1% students and 42.2% of the staff agree to strongly agreed).

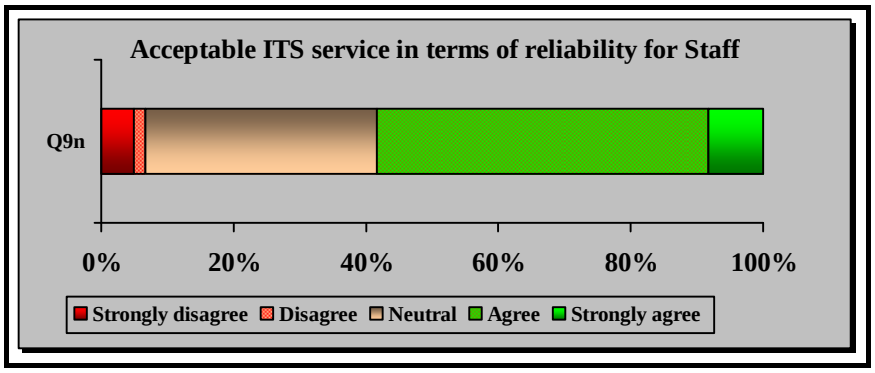

Figure 5.8: Acceptable ITS service in terms of reliabilityy for staff

The staff agrees more than disagree that CTS provides an acceptable ITS service in terms of reliability. (54.7% of the respondents agree to strongly agree with this statement)

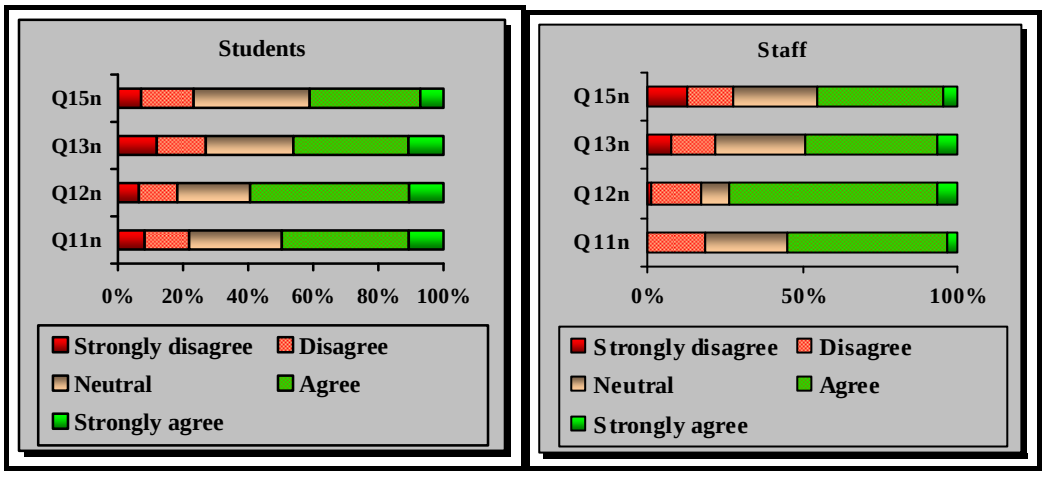

Figure 5.9: Performance

Both the students and the staff agree more than disagree with the statements:

- CTS provide an acceptable GroupWise (email) service in terms of performance. (58.7% students and 73.5% of the staff agree to strongly agreed).
- CTS provide an acceptable Internet service in terms of performance. (48.8% students and 54.7% of the staff agree to strongly agreed).
- CTS provide an acceptable Printing service in terms of performance. (44.8% students and 48.4% of the staff agree to strongly agreed).

- CTS Service Desk operates at an acceptable rate in terms of performance. (40.1% students and 43.8% of the staff agree to strongly agreed).

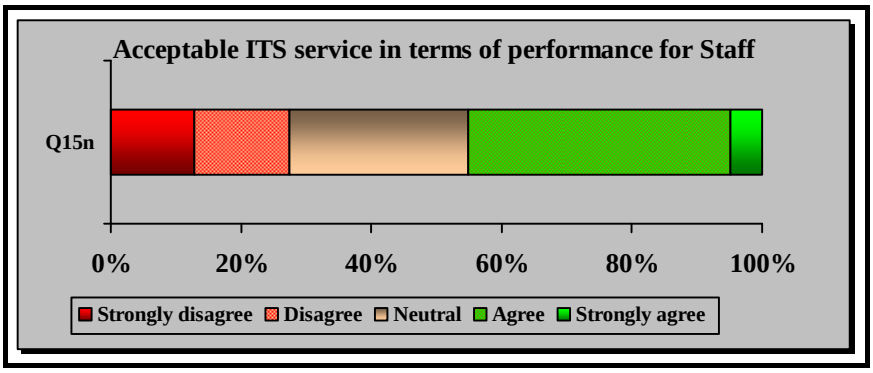

Figure 5.10: Acceptable ITS service in terms of performance for staff

The staff agrees more than disagree that CTS provides an acceptable ITS service in terms of performance. (43.8% of the respondents agree to strongly agree with this statement)

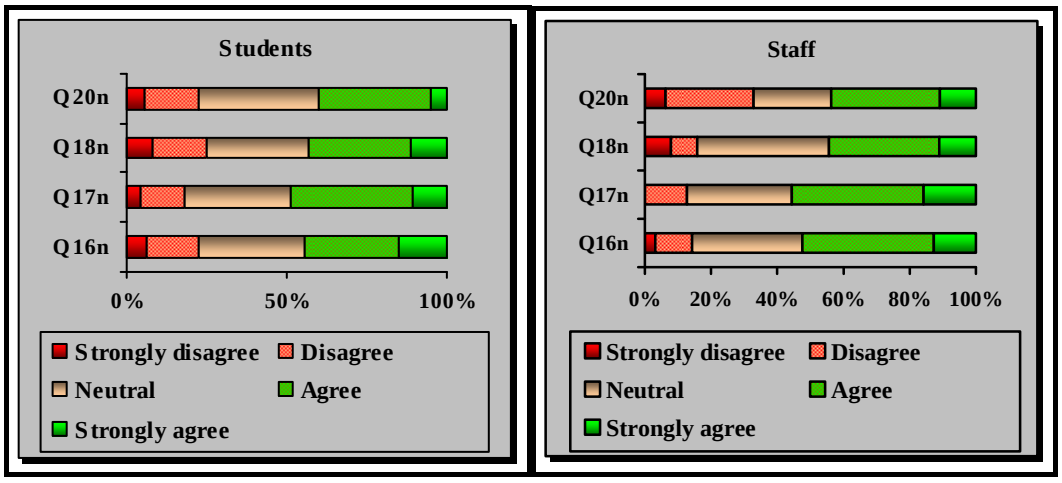

Figure 5.11: Competence

Both the students and the staff agree more than disagree with the statements:

- CTS provide an acceptable GroupWise (email) service in terms of availability. (48.3% students and 54.7% of the staff agree to strongly agreed).
- CTS provide an acceptable Internet service in terms of availability. (44.2% students and 51.6% of the staff agree to strongly agreed).

- CTS provide an acceptable Printing service in terms of availability. (42.4% students and 43.8% of the staff agree to strongly agreed).

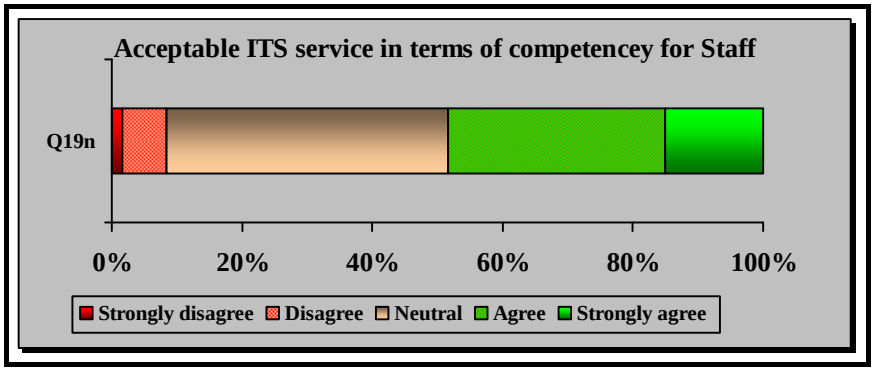

Figure 5.12: Acceptable ITS service in terms of competence for staff

The staff agrees more than disagree that CTS provides an acceptable ITS service in terms of competence. (545.3% of the respondents agree to strongly agree with this statement)

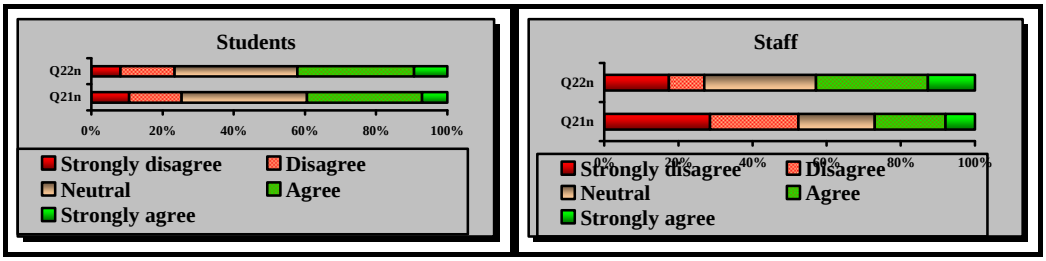

Figure 5.13: SLA

The students agreed more than disagree with the statements:

- Incidents logged at the Service Desk are responded to within an acceptable time period. (39.0% of the students agree to strongly agree whilst 25.0% disagree to strongly disagree).
- Incidents logged at the Service Desk are resolved within an acceptable time period. (41.9% of the students agree to strongly agree whilst 23.3% disagree to strongly disagree).

The staff disagreed more than agreed with the statement “Incidents logged at the Service Desk are responded to within 2 hours. (51.6% of the students agree to strongly agree whilst 26.6% disagree to strongly disagree)

The staff agreed more than disagreed with the statement “Incidents logged at the Service Desk are resolved within 16 working hours. (42.1% of the students agree to strongly agree whilst 26.6% disagree to strongly disagree)

5.3.4 INFERENTIAL STATISTICS

The students and staff are compared for each statement that they had in common by using the Chi-Square test.

The hypothesis being tested will be as follows:

- H_0 = There is no difference between the responses of the students and the responses of the staff with regard to the measuring instrument (each statement).
- H_1 = There is a difference between the responses of the students and the responses of the staff with regard to the measuring instrument (each statement).

The students and staff are compared for each latent variable by using the Kruskal Wallis test.

The hypothesis being tested will be as follows:

- H_0 = There is no difference between the responses of the students and the responses of the staff with regard to the measuring instrument (latent variable).
- H_1 = There is a difference between the responses of the students and the responses of the staff with regard to the measuring instrument (latent variable).

These latent variables are defined as follows:

Availability	=	q1n+q2n+q3n+q4n+q5n;
Reliability	=	q6n+q7n+q8n+q9n+q10n;
Performance	=	q11n+q12n+q13n+q14n+q15n;
Competence	=	q16n+q17n+q18n+q19n+q20n;

SLA	=	q21n+q22n;
Internet	=	q1n+q6n+q11n+q16n;
GroupWise	=	q2n+q7n+q12n+q17n;
Printing	=	q3n+q8n+q13n+q18n;
ITS	=	q4n+q9n+q14n+q19n;
CTSservdesk	=	q5n+q10n+q15n+q20n;

ITS is only defined for the staff survey as the students didn't have the ITS statement in their questionniare and thus when the students and the staff surveys are compared, testing will not be done for ITS. The results where there were statistically significantly differences are discussed in paragraph 5.3.4.1 but all the results can be found in Annexure D and E.

The responses of respondents from the main campuses were also compared with the responses of respondents from the remote campuses with respect to each statement by using the Chi-square test.

The hypothesis being tested will be as follows:

- H_0 = There is no difference between the responses from the remote campuses and the responses from the main campuses with regard to the measuring instrument (each statement).
- H_1 = There is a difference between the responses from the remote campuses and the responses from the main campuses with regard to the measuring instrument (each statement).

The responses of respondents from the main campuses were also compared with the responses of respondents from the remote campuses with respect to each latent variable by using the Kruskal Wallis test.

The hypothesis being tested will be as follows:

- H_0 = There is no difference between the responses from the remote campuses and the responses from the main campuses with regard to the measuring instrument (latent variable).

- H_1 = There is a difference between the responses from the remote campuses and the responses from the main campuses with regard to the measuring instrument (latent variable).

These tests were done for the students and staff surveys together as well as separately. The results where there were statistically significant differences are discussed in paragraph 5.3.4.2 but all the results can be found in Annexure D and E.

For the students' survey the type of study (BTech/Diploma) and whether the students were full-time or part-time students were compared for each statement as well as for each latent variable. The results where there were statistically significant differences are discussed in paragraph 5.3.4.3 but all the results can be found in Annexure D and E.

For the staff survey the type of employment (Academic/Non-academic) was compared for each statement as well as for each latent variable. The results where there were statistically significant differences are discussed in paragraph 5.3.4.4 but all the results can be found in Annexure D and E.

5.3.4.1 Comparisons between student and staff respondents

Due to the fact that some of the cells when comparing the students and staffs' responses have an expected count of less than 5, the groups agree and strongly agree are aggregated to one group "agree to strongly agree" and the groups disagree and strongly disagree are aggregated to one group " disagree to strongly disagree".

Table 5.8: Statistically significant Chi-square test for equal proportions between the survey groups

Question / Statement	Sample Size	Chi-Square	DF	P-value
10. CTS Service Desk is reliable in terms of calls being resolved at the Service	228	6.3669	2	0.0414*

Question / Statement	Sample Size	Chi-Square	DF	P-value
Desk before being escalated to technical support groups.				
21. Incidents logged at the Service Desk are responded to within 2 hours.	233	15.4613	2	0.0004***

* *Statistically significant at level 0.05*

** *Statistically significant at level 0.01*

*** *Statistically significant at level 0.001*

The staff and the students disagreed with respect to:

- CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.
- Incidents logged at the Service Desk are responded to within an acceptable time period for students and within 2 hours for staff.

Table 5.9: Contingency table - Q10n vs Survey groups

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Staff	25 39.1%	17 26.6%	22 34.38	64 28.1%
Students	38 23.2%	64 39.0%	62 37.8%	164 71.9%
TOTAL	63 27.6%	81 35.3%	84 36.8%	228 100%

Statistically significantly more staff respondents disagee to strongly disagree with the statement “CTS Service Desk is reliable in terms of call being resolved at the Service Desk before being escalated to technical support groups” than students. There were more students that were neutral than staff with respect to this statement.

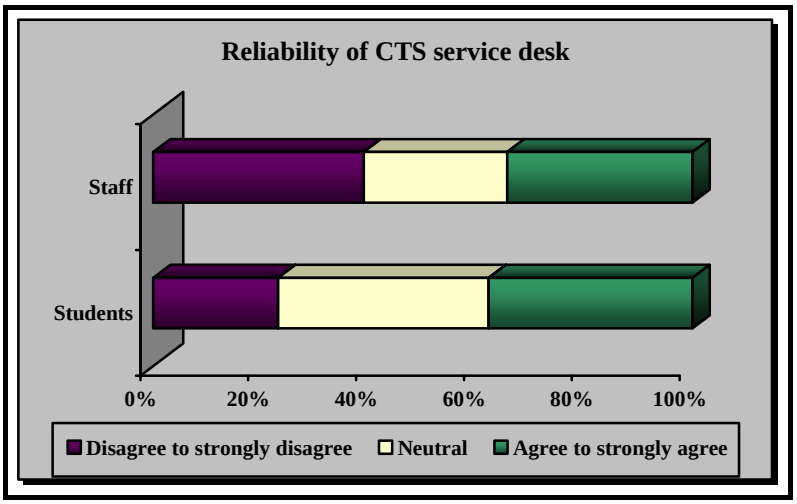

Figure 5.14: Reliability of CTS Service Desk

Table 5.10: Contingency table – Q21n vs Survey groups

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Staff	33	13	17	63
	52.4%	20.6%	27.0	27.0%
Students	43	60	67	170
	25.3%	35.3%	39.4%	73.0%
TOTAL	76	73	84	233
	32.6%	31.3%	36.1%	100%

Statistically significantly more staff respondents than student respondents disagee to strongly disagree with the statement “Incidents logged at the Service Desk are responded to within an acceptable time period” . There were statistically significantly more students than staff that were neutral and agree to strongly agree with respect to this statement.

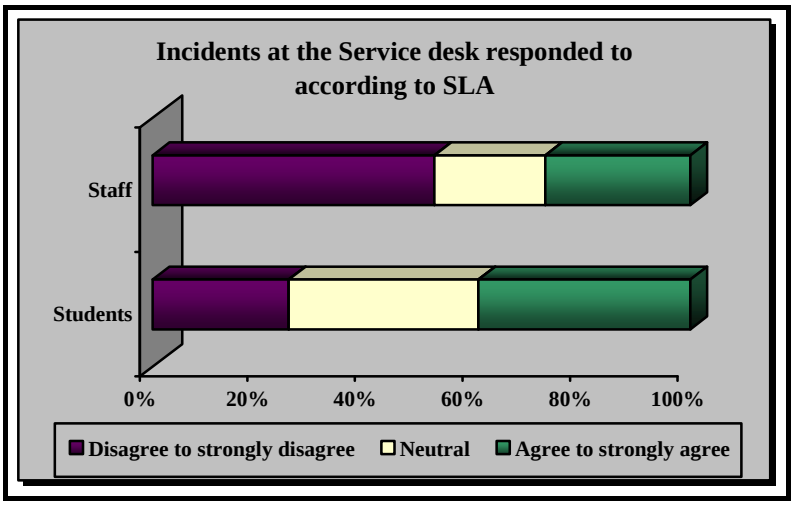

Figure 5.15: Incidents according to SLA

When the staff and students were compared with respect to their the latent variables which are a combination of the statements there were only a difference for the the SLA.

There is a statistically significant difference between the staff and student survey groups with respect to the “SLA”. (Kruskal-Wallis statistic =4.5156; DF=1; P-value=0.0336).

Table 5.11: Wilcoxon Scores (Rank Sums) for the SLA

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Staff	55	4791.5	5555.0	359.30	87.12
Students	146	15509.5	14746.0	359.30	106.23

The H_0 hypothesis assumes that the 2 survey groups scored the SLA factor the same way. The small P-value indicates a statistically significant difference with respect to the SLA factor between the 2 survey groups because the H_0 is rejected. The students has the higher mean rank (106.23) which is an indication that the students agreed more to the statements in the SLA factor than the staff. The higher the score the more the respondents agreed as 1 indicated strongly disagree and 5 indicated strongly agree.

5.3.4.2 Comparison between the main and remote campuses for both students and staff

Table 5.12: Statistically significant Chi-square test for equal proportions between the Campus groups

Question / Statement	Sample Size	Chi-Square	DF	P-value
3. CTS provide an acceptable Printing service in terms of availability.	233	12.6697	2	0.0018**
8. CTS provide a reliable Printing service.	229	13.7960	2	0.0010**
13. CTS provide an acceptable Printing service in terms of performance.	230	8.8783	2	0.0118*
18. CTS technical staff resolving incidents relating to the Printing service is competent.	233	7.6181	2	0.0222*
21. Incidents logged at the Service Desk are responded to within 2 hours.	233	12.7684	2	0.0017**

* *Statistically significant at level 0.05*

** *Statistically significant at level 0.01*

*** *Statistically significant at level 0.001*

The remote campuses and the main campuses differed statistically significantly with respect to:

- CTS provide an acceptable Printing service in terms of availability.
- CTS provide a reliable Printing service.
- CTS provide an acceptable Printing service in terms of performance.
- CTS technical staff resolving incidents relating to the Printing service is competent.
- Incidents logged at the Service Desk are responded to within 2 hours.

Table 5.13: Contingency table – Q3n vs Campus groups

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	45 42.1%	21 19.6%	41 38.3	107 45.9%
Remote campuses	26 20.6%	31 24.6%	69 54.8%	126 54.1%
TOTAL	71 30.5%	52 22.3%	110 47.2%	233 100%

Statistically significantly more respondents from the main campuses disagee to strongly disagree with the statement "CTS provide an acceptable Printing service in terms of availability" than from the remote campuses. There were statistically significantly more respondents from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

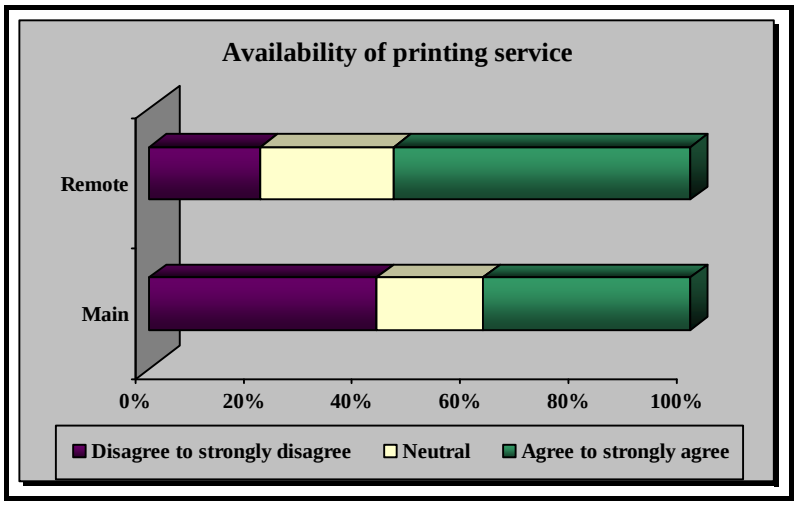

Figure 5.16: Availability of printing service

Table 5.14: Contingency table – Q8n vs Campus groups

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	40 38.8%	28 27.2%	35 34.0%	103 45.0%

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Remote campuses	27 21.4%	26 20.6%	73 57.9%	126 55.0%
TOTAL	67 29.3%	54 23.6%	108 47.2%	229 100%

Statistically significantly more respondents from the main campuses disagee to strongly disagree with the statement “CTS provide a reliable Printing service” than from the remote campuses. There were statistically significantly more respondents from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

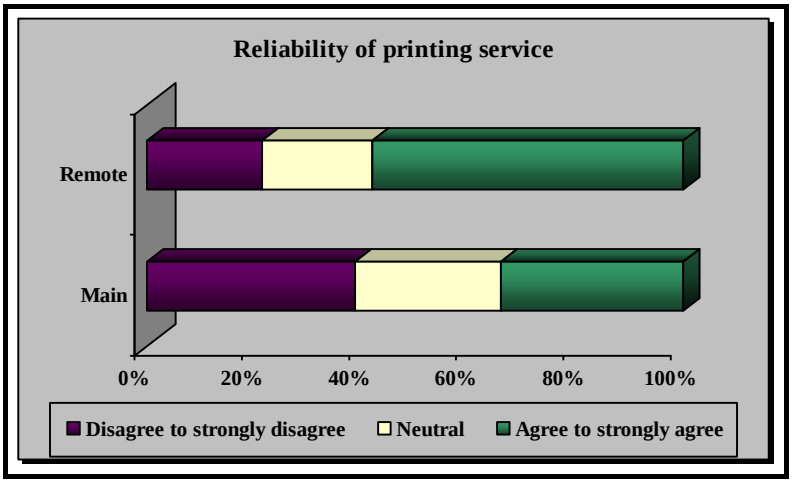

Figure 5.17: Reliability of printing service

Table 5.15: Contingency table – Q13n vs Campus groups

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	36 34.6%	28 26.9%	40 38.5	104 45.2%
Remote campuses	23 18.2%	35 27.8%	68 54.0%	126 54.8%
TOTAL	59 25.6%	63 27.4%	108 47.0%	230 100%

Statistically significantly more respondents from main campuses disagree with the statement “CTS provide an acceptable Printing service in terms of performance” than respondents from the remote campuses. There were statistically significantly more respondents from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

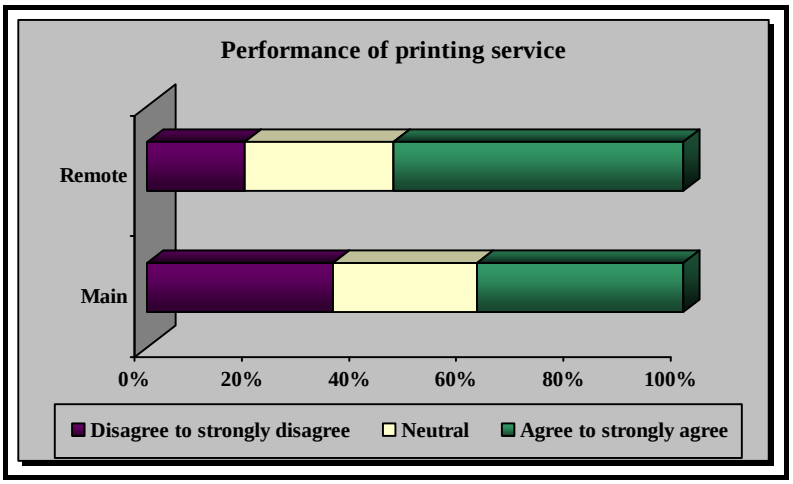

Figure 5.18: Performance of printing services

Table 5.16: Contingency table – Q18n vs Campus groups

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	28 26.2%	43 40.2%	36 33.6%	107 45.9%
Remote campuses	25 19.8%	36 28.6%	65 51.6%	126 54.1%
TOTAL	53 22.8%	79 33.9%	101 43.4%	233 100%

Statistically significantly more respondents from main campuses disagree to strongly disagree and were neutral with the statement “CTS technical staff resolving incidents relating to the Printing service is competent” than respondents from the remote campuses. There were statistically significantly more respondents from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

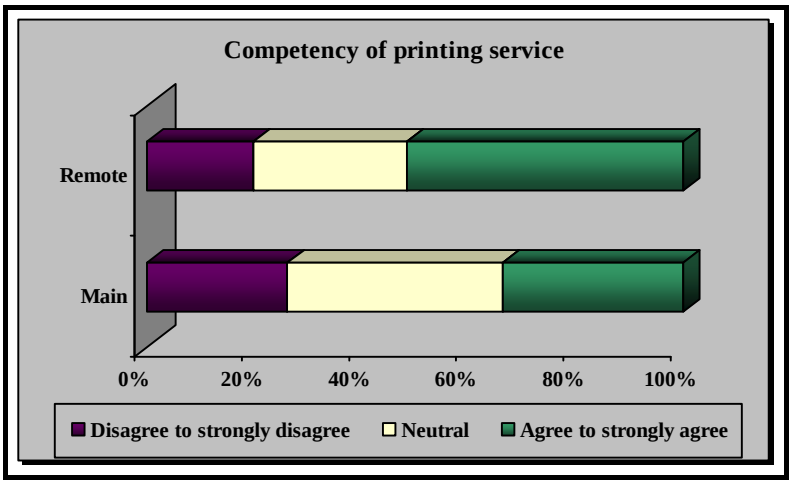

Figure 5.19: Competency of printing services

Table 5.17: Contingency table – Q21n vs Campus groups

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	47 44.3%	25 23.6%	34 32.1	106 45.5%
Remote campuses	29 22.8%	48 37.8%	50 39.4%	127 54.5%
TOTAL	76 32.6%	73 31.3%	84 36.1%	233 100%

Statistically significantly more respondents from main campuses disagree to strongly disagree with the statement “Incidents logged at the Service Desk are responded to within an acceptable time period” than respondents from the remote campuses. There were statistically significantly more respondents from the remote campus that were neutral and agree to strongly agree than from the main campuses with respect to this statement.

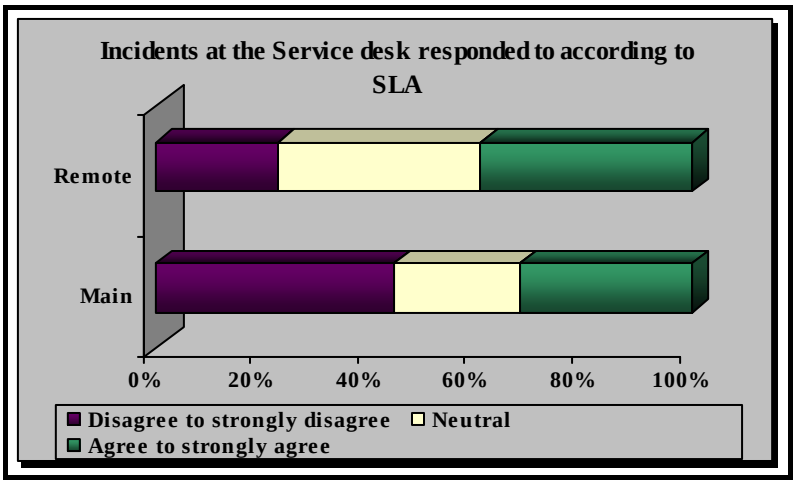

Figure 5.20: Incidents according to SLA

When the remote campuses and the main campuses were compared with respect to their latent variables which were a combination of the statements there were differences for the availability factor, reliability factor, the competence factor, the SLA factor, the printing service factor and the CTS Service Desk factor.

There is a statistically significant difference between the remote and the main campuses with respect to the “Availability”. (Kruskal-Wallis statistic =11.3725; DF=1; P-value=0.0007).

Table 5.18: Wilcoxon Scores (Rank Sums) for availability

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	85	7218.0	8585.0	405.36	84.78
Remote	116	13083.0	11716.0	405.36	112.78

The H_0 hypothesis assumes that the 2 survey groups scored the availability factor the same way. The small P-value indicates a statistically significant difference with respect to the availability factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (112.78) which is an indication that the remote campus group agreed more to these statements in the availability factor than the

main campus group.

There is a statistically significant difference between the remote and the main campuses with respect to the “Reliability”. (Kruskal-Wallis statistic =6.7218; DF=1; P-value=0.0095).

Table 5.19: Wilcoxon Scores (Rank Sums) for reliability

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	85	7537.0	8585.0	404.22	88.67
Remote	116	12764.0	11716.0	404.22	110.03

The H_0 hypothesis assumes that the 2 groups scored the reliability factor the same way. The small P-value indicates a statistically significant difference with respect to the reliability factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (110.03) which is an indication that the remote campus group agreed more to these statements in the reliability factor than the main campus group.

There is a statistically significant difference between the remote and the main campuses with respect to the “Competence”. (Kruskal-Wallis statistic =4.1656; DF=1; P-value=0.0413).

Table 5.20: Wilcoxon Scores (Rank Sums) for competence

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	85	7758.5	8585.0	404.95	91.28
Remote	116	12542.5	11716.0	404.95	108.12

The H_0 hypothesis assumes that the 2 groups scored the competence factor the same way. The small P-value indicates a statistically significant difference with respect to the competence factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (108.12) which is an indication that the remote campus group agreed more to these statements in the competence factor than the main campus group.

There is a statistically significant difference between the remote and the main campuses with respect to the “SLA”. (Kruskal-Wallis statistic =6.2332; DF=1; P-value=0.0125).

Table 5.21: Wilcoxon Scores (Rank Sums) for SLA

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	85	7591.0	8585.0	398.14	89.30
Remote	116	12710.0	11716.0	398.14	109.57

The H_0 hypothesis assumes that the 2 groups scored the SLA factor the same way. The small P-value indicates a statistically significant difference with respect to the SLA factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (109.57) which is an indication that the remote campus group agreed more to these statements in the SLA factor than the main campus group.

There is a statistically significant difference between the remote and the main campuses with respect to the “Printing service”. (Kruskal-Wallis statistic =14.1099; DF=1; P-value=0.0002).

Table 5.22: Wilcoxon Scores (Rank Sums) for printing service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	85	7063.0	8585.0	405.18	83.09
Remote	116	13238.0	11716.0	405.18	114.12

The H_0 hypothesis assumes that the 2 groups scored the printing service factor the same way. The small P-value indicates a statistically significant difference with respect to the printing service factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (114.12) which is an indication that the remote campus group agreed more to these statements in the printing service factor than the main campus group.

There is a statistically significant difference between the remote and the main campuses with respect to the “CTS Service Desk”. (Kruskal-Wallis statistic =4.5426; DF=1; P-value=0.0331).

Table 5.23: Wilcoxon Scores (Rank Sums) for CTS Service Desk

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	85	7723.0	8585.0	404.44	90.86
Remote	116	12578.0	11716.0	404.44	108.43

The H_0 hypothesis assumes that the 2 groups scored the CTS Service Desk factor the same way. The small P-value indicates a statistically significant difference with respect to the CTS Service Desk factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (108.43) which is an indication that the remote

campus group agreed more to these statements in the CTS Service Desk factor than the main campus group.

5.3.4.3 Comparison between the groups for the students survey

Table 5.24: Statistically significant Chi-square test for equal proportions between the Campus groups for student survey

Question / Statement	Sample Size	Chi-Square	DF	P-value
3. CTS provide an acceptable Printing service in terms of availability.	170	8.8676	2	0.0119*
8. CTS provide a reliable Printing service.	170	11.3174	2	0.0035**
13. CTS provide an acceptable Printing service in terms of performance.	167	7.5384	2	0.0231*
18. CTS technical staff resolving incidents relating to the Printing service is competent.	170	7.5858	2	0.0225*

* *Statistically significant at level 0.05*

** *Statistically significant at level 0.01*

*** *Statistically significant at level 0.001*

The remote campuses and the main campuses responded satistically significantly with respect to:

- CTS provide an acceptable Printing service in terms of availability.
- CTS provide a reliable Printing service.
- CTS provide an acceptable Printing service in terms of performance.
- CTS technical staff resolving incidents relating to the Printing service is competent.

Table 5.25: Contingency table – Q3n vs Campus groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	32 43.2%	15 20.3%	27 36.5	74 43.5%
Remote	22	20	54	96

campuses	22.9%	20.8%	56.2%	56.5%
TOTAL	54 31.8%	35 20.6%	81 47.6%	170 100%

Statistically significantly more students from the main campuses disagree to strongly disagree with the statement "CTS provide an acceptable Printing service in terms of availability" than from the remote campuses.

There were more respondents from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

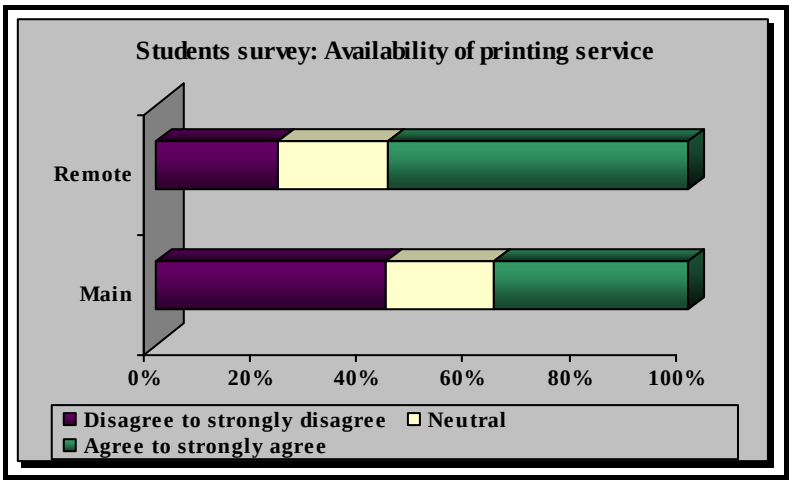

Figure 5.21: Availability of printing service

Table 5.26: Contingency table – Q8n vs Campus groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	30 41.1%	19 26.0%	24 32.9%	73 42.9%
Remote campuses	23 23.7%	17 17.5%	57 58.8%	97 57.1%
TOTAL	53 31.2%	36 21.2%	81 47.6%	170 100%

Statistically significantly more students from the main campuses that disagree to strongly disagree and that were neutral with the statement "CTS provide a reliable Printing service" than from the remote campuses.

There were statistically significantly more respondents from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

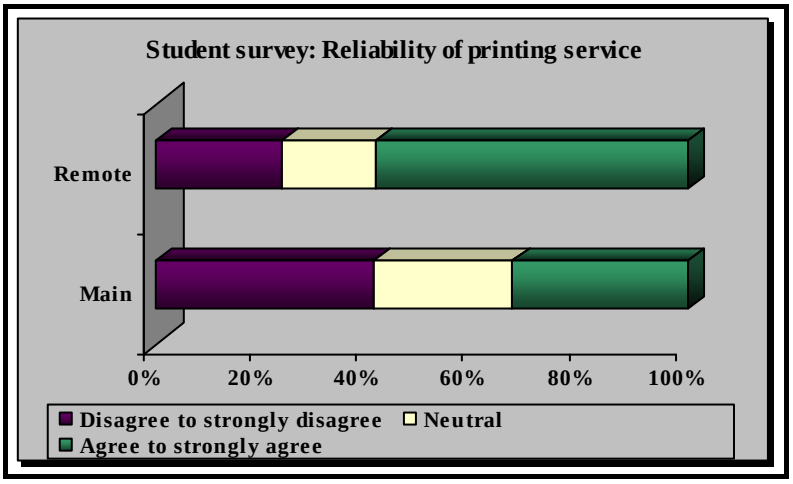

Figure 5.22: Reliability of printing service

Table 5.27: Contingency table – Q13n vs Campus groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	26 36.6%	20 28.2%	25 35.2	71 42.5%
Remote campuses	19 19.8%	25 26.0%	52 54.2%	96 57.5%
TOTAL	45 27.0%	45 27.0%	77 46.1%	167 100%

Statistically significantly more students from main campuses disagree to strongly disagree with the statement "CTS provide an acceptable Printing service in terms of performance" than the students from the remote campuses. There were statistically significantly more students from the

remote campus that agree to strongly agree than from the main campuses with respect to this statement.

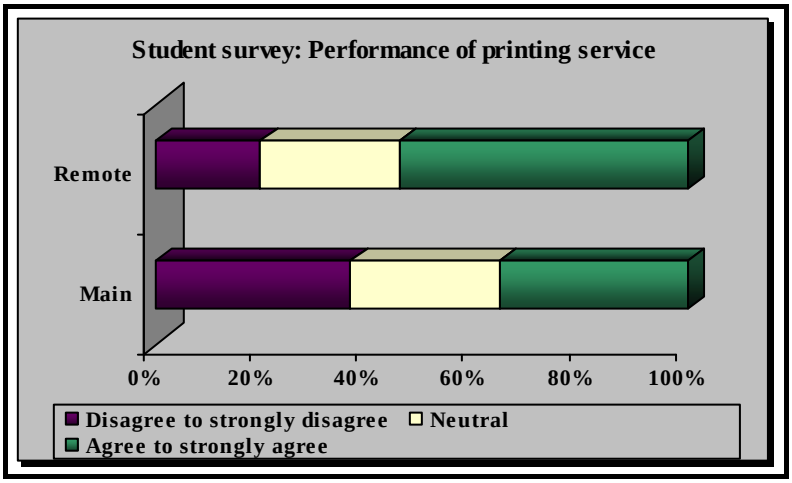

Figure 5.23: Performance of printing services

Table 5.28: Contingency table – Q18n vs Campus groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	22 29.7%	29 39.2%	23 31.1%	74 43.5%
Remote campuses	21 21.9%	25 26.0%	50 52.1%	96 56.5%
TOTAL	43 25.3%	54 31.8%	73 42.9%	170 100%

Statistically significantly more respondents from the main campuses that were neutral with the statement “CTS technical staff resolving incidents relating to the Printing service is competent” than students from the remote campuses.

There were statistically significantly more students from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

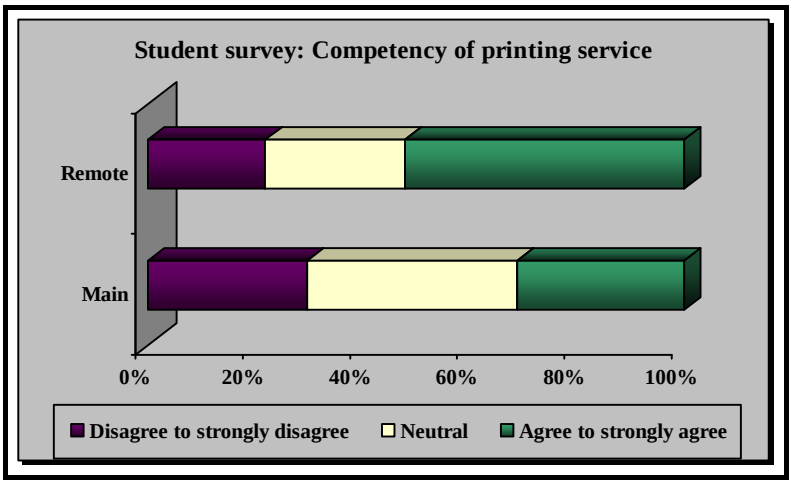

Figure 5.24: Competency of printing services

When the student responses from the remote campuses and the main campuses were compared with respect to their the latent variables, which was a combination of the statements, there were only a difference for the printing service factor.

There is a statistically significant difference between the remote and the main campuses with respect to the "Printing service". (Kruskal-Wallis statistic =10.3264; DF=1; P-value=0.0013).

Table 5.29: Wilcoxon Scores (Rank Sums) for printing service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	57	3392.5	4189.5	248.02	59.52
Remote	89	7338.5	6541.5	248.02	82.46

The H_0 hypothesis assumes that the 2 groups scored the printing service factor the same way. The small P-value indicates a statistically significant difference with respect to the printing service factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (82.46) which is an indication that the students from the remote campus agreed more to these statements in the printing service factor than the students from the main campus.

Table 5.30: Statistically significant Chi-square test for equal proportions between the types of study for student survey

Question / Statement	Sample Size	Chi-Square	DF	P-value
1. CTS provide an acceptable Internet service in terms of availability.	169	13.9270	2	0.0009***
2. CTS provide an acceptable GroupWise (email) service in terms of availability.	168	12.0950	2	0.0024**
3. CTS provide an acceptable Printing service in terms of availability.	170	12.3627	2	0.0021**
4. Calls received at the CTS Service Desk are answered at an acceptable rate in terms of availability.	167	30.0815	2	<0.0001***
5. CTS provide a reliable Internet service.	170	9.6457	2	0.0080**
6. CTS provide a reliable GroupWise (email) service.	170	10.0158	2	0.0067**
7. CTS provide a reliable Printing service.	170	15.8336	2	0.0004***
8. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	164	13.9723	2	0.0009***
9. CTS provide an acceptable Internet service in terms of performance.	169	8.3871	2	0.0151*
10. CTS provide an acceptable GroupWise (email) service in terms of performance.	170	21.467	2	<0.0001***
11. CTS provide an acceptable Printing service in terms of performance.	167	13.0941	2	0.0014**
12. CTS Service Desk operates at an acceptable rate in terms of performance.	168	36.0205	2	<0.0001***
13. CTS technical staff resolving incidents relating to the Internet service is competent.	171	8.2806	2	0.0159*
14. CTS technical staff resolving incidents	171	6.3568	2	0.0417*

Question / Statement	Sample Size	Chi-Square	DF	P-value
relating to the GroupWise (email) service is competent.				
15. CTS technical staff resolving incidents relating to the Printing service is competent.	170	19.4681	2	<0.0001***
16. CTS Service Desk staff resolving incidents is competent.	169	34.8785	2	<0.0001***
17. Incidents logged at the Service Desk are responded to within an acceptable time period.	170	10.0945	2	0.0064**
18. Incidents logged at the Service Desk are resolved within an acceptable time period.	171	8.8874	2	0.0118*

* *Statistically significant at level 0.05*

** *Statistically significant at level 0.01*

*** *Statistically significant at level 0.001*

There were statistically significant differences for all the statements between the types of study.

Table 5.31: Contingency table – Q1n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	34 23.6%	32 22.2%	78 54.2%	144 85.2%
B Tech	15 60.0%	2 8.0%	8 32.0%	25 14.8%
TOTAL	49 29.0%	34 20.1%	86 50.9%	169 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and are neutral with the statement “CTS provide an acceptable Internet service in terms of availability” than students who studied the B Tech course. There were statistically significantly more

students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

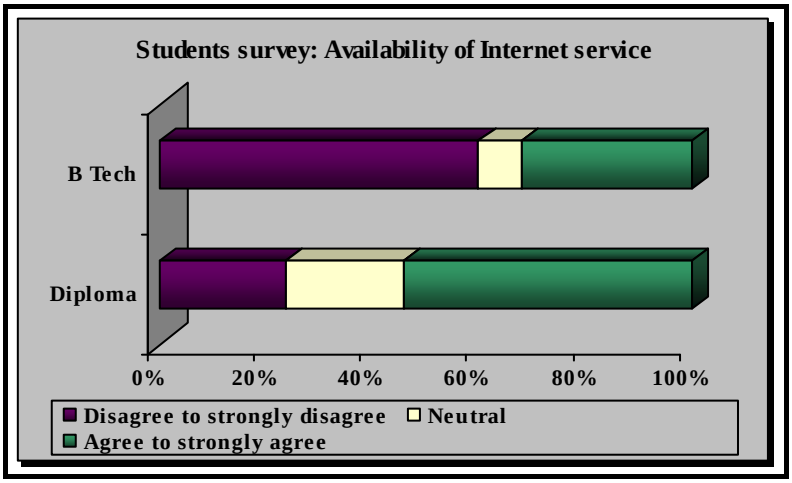

Figure 5.25: Availability of Internet service

Table 5.32: Contingency table – Q2n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	15	26	102	143
	10.5%	18.2%	71.3%	85.1%
B Tech	9	5	11	25
	36.0%	20.0%	44.0%	14.9%
TOTAL	24	31	113	168
	14.3%	18.4%	67.3%	100%

Statistically significantly more students who studied a diploma course agree to strongly agree with the statement “CTS provide an acceptable GroupWise (email) service in terms of availability” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

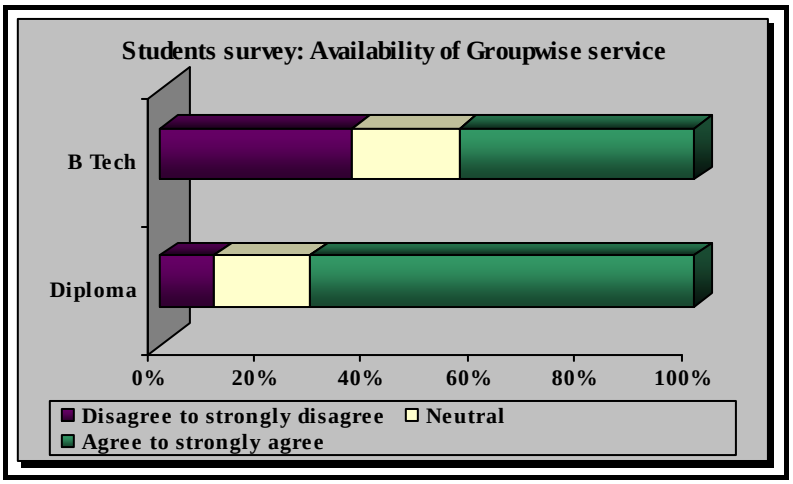

Figure 5.26: Availability of GroupWise service

Table 5.33: Contingency table – Q3n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	40 27.6%	28 19.3%	77 53.1%	145 85.3%
B Tech	14 56.0%	7 28.0%	4 16.0%	25 14.7%
TOTAL	54 31.8%	35 20.6%	81 47.6%	170 100%

Statistically significantly more students who studied a diploma course agree to strongly agree with the statement “CTS provide an acceptable Printing service in terms of availability.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

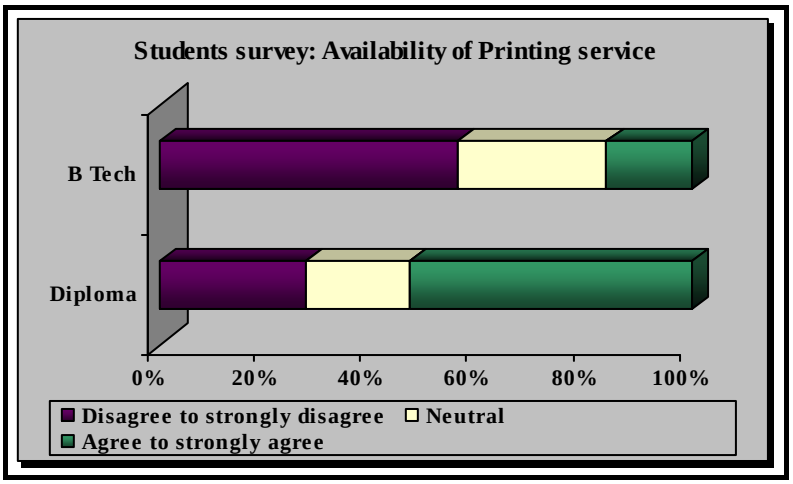

Figure 5.27: Availability of Printing service

Table 5.34: Contingency table – Q5n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	24	63	55	142
	16.9%	44.4%	38.7%	85.0%
B Tech	17	5	3	25
	68.0%	20.0%	12.0%	15.0%
TOTAL	41	68	58	167
	24.6%	40.7%	34.7%	100%

Statistically significantly more students who studied a diploma course agree to strongly agree and were neutral with the statement “Calls received at the CTS Service Desk are answered at an acceptable rate in terms of availability” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma course.

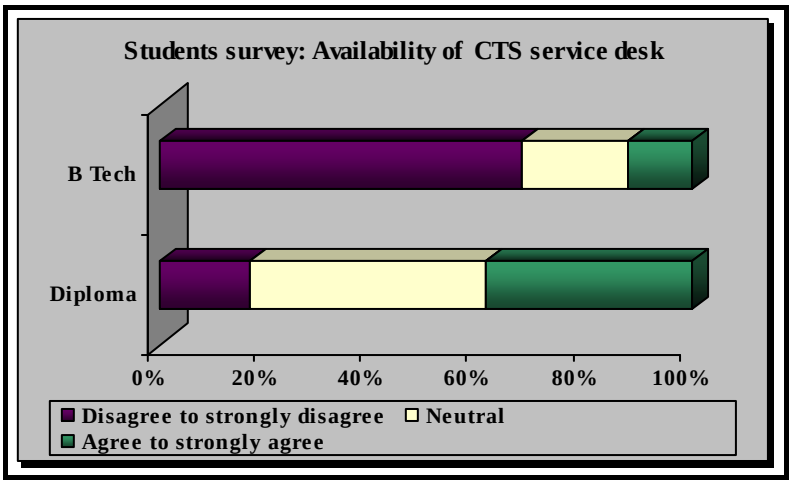

Figure 5.28: Availability of CTS Service Desk

Table 5.35: Contingency table – Q6n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	31 21.5%	33 22.9%	80 55.6%	144 84.7%
B Tech	13 50.0%	5 19.2%	8 30.8%	26 15.3%
TOTAL	44 25.9%	38 22.4%	88 51.8%	170 100%

Statistically significantly more students who studied a diploma course agree to strongly agree with the statement “CTS provide a reliable Internet service” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma course

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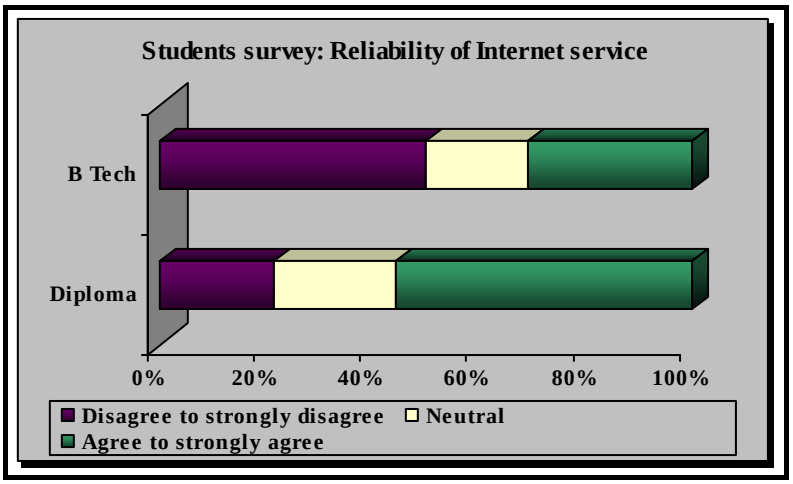

Figure 5.29: Reliability of Internet service

Table 5.36: Contingency table – Q7n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	19	36	89	144
	13.2%	25.0%	61.8%	84.7%
B Tech	10	4	12	26
	38.5%	15.4%	46.2%	15.3%
TOTAL	29	40	101	170
	17.1%	23.5%	59.4%	100%

Statistically significantly more students who studied a diploma course agree to strongly agree and were neutral with the statement “CTS provide a reliable GroupWise (email) service.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

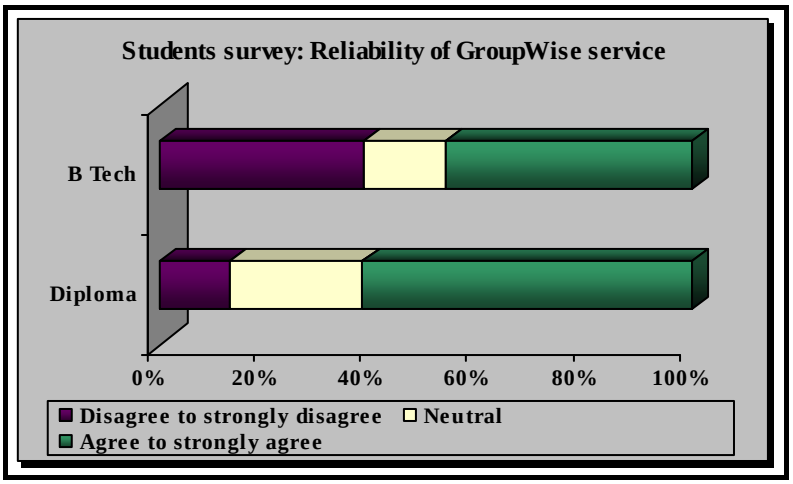

Figure 5.30: Reliability of GroupWise service

Table 5.37: Contingency table – Q8n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	37 25.7%	30 20.8%	77 53.5%	144 84.7%
B Tech	16 61.5%	6 23.1%	4 15.4%	26 15.3%
TOTAL	53 31.2%	36 21.2%	81 47.6%	170 100%

Statistically significantly more students who studied a diploma course agree to strongly agree with the statement “CTS provide a reliable Printing service.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma course.

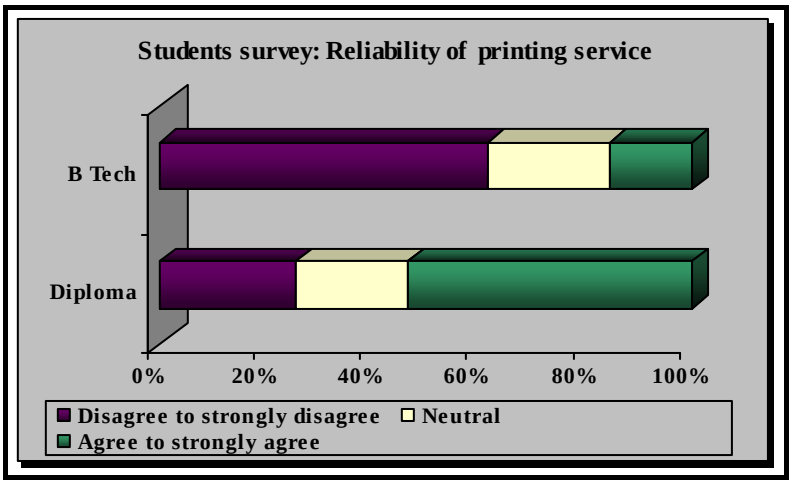

Figure 5.31: Reliability of printing service

Table 5.38: Contingency table – Q10n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	25 18.0%	57 41.0%	57 41.0%	139 84.8%
B Tech	13 52.0%	7 28.0%	5 20.0%	25 15.2%
TOTAL	38 23.2%	64 39.0%	62 37.8%	164 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and were neutral with the statement “CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

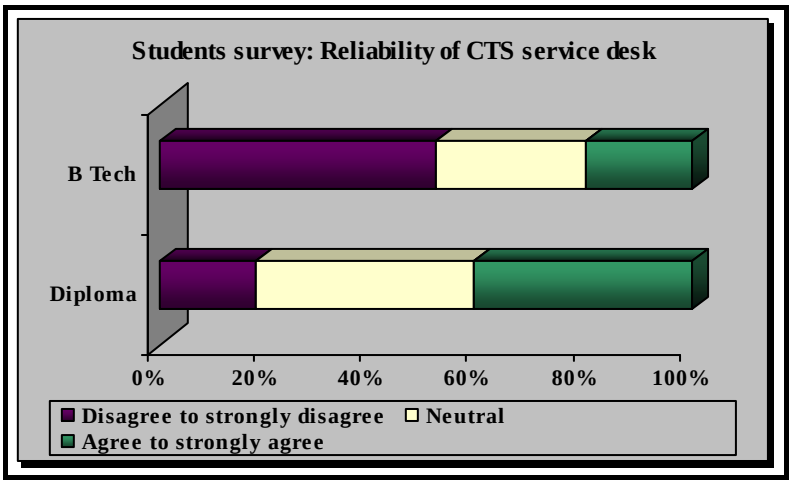

Figure 5.32: Reliability of CTS Service Desk

Table 5.39: Contingency table – Q11n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	26 18.1%	43 29.9%	75 52.1%	144 85.2%
B Tech	11 44.0%	5 20.0%	9 36.0%	25 14.8%
TOTAL	37 21.9%	48 28.4%	84 49.7%	169 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and were neutral with the statement “CTS provide an acceptable Internet service in terms of performance.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

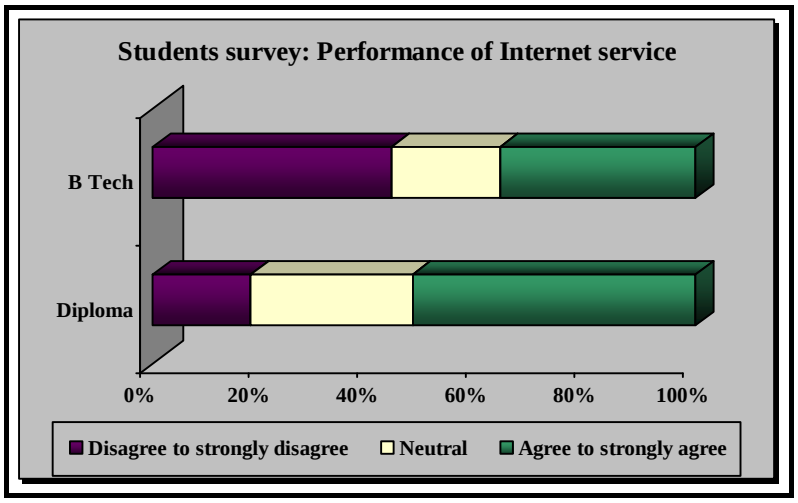

Figure 5.33: Performance of Internet service

Table 5.40: Contingency table – Q12n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	18 12.5%	36 25.0%	90 62.5%	144 84.7%
B Tech	13 50.0%	2 7.7%	11 42.3%	26 15.3%
TOTAL	31 18.2%	38 22.4%	101 59.4%	170 100%

Statistically significantly more students who studied a diploma agree to strongly agree and are neutral with the statement “CTS provide an acceptable GroupWise (email) service in terms of performance.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma course.

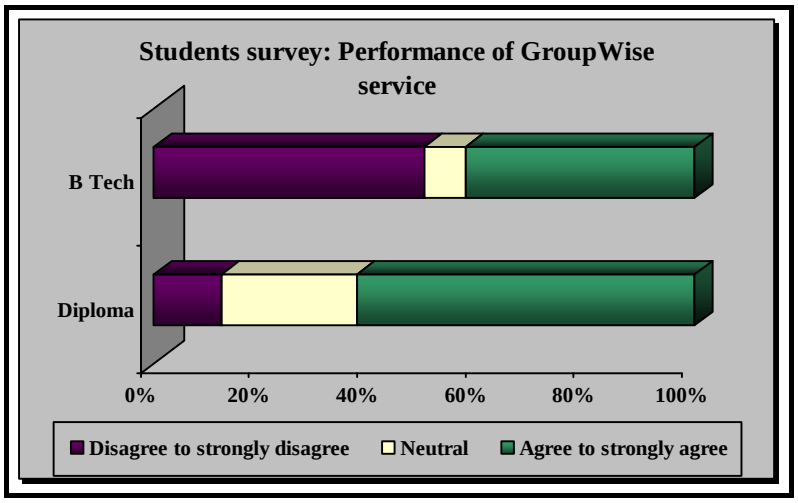

Figure 5.34: Performance of GroupWise service

Table 5.41: Contingency table – Q13n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	31 22.2%	38 27.0%	72 51.1%	141 84.4%
B Tech	14 53.8%	7 26.9%	5 19.2%	26 15.6%
TOTAL	45 27.0%	45 27.0%	77 46.1%	167 100%

Statistically significantly more students who studied a diploma course agree to strongly agree with the statement “CTS provide an acceptable Printing service in terms of performance” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma course.

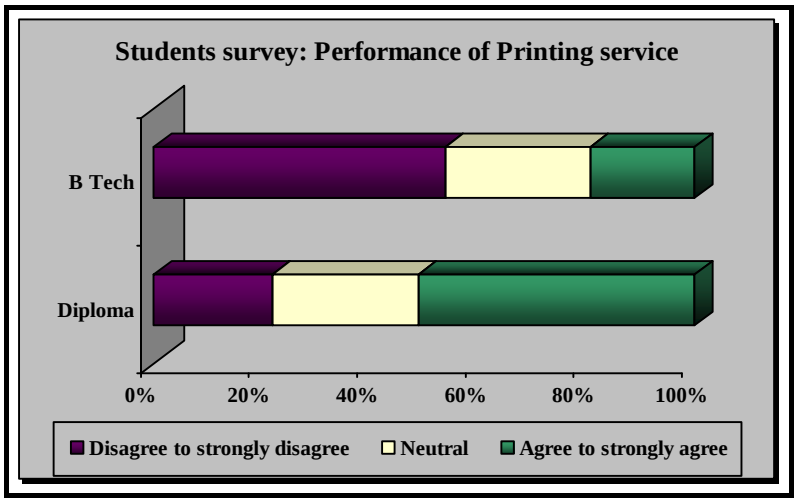

Figure 5.35: Performance of Printing service

Table 5.42: Contingency table – Q15n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	22 15.3%	58 40.3%	64 44.4%	144 85.7%
B Tech	17 70.8%	2 8.3%	5 20.8%	24 14.3%
TOTAL	39 23.2%	60 35.7%	69 41.1%	168 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and are neutral with the statement “CTS Service Desk operates at an acceptable rate in terms of performance.” than students who studied the B Tech course. There were more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

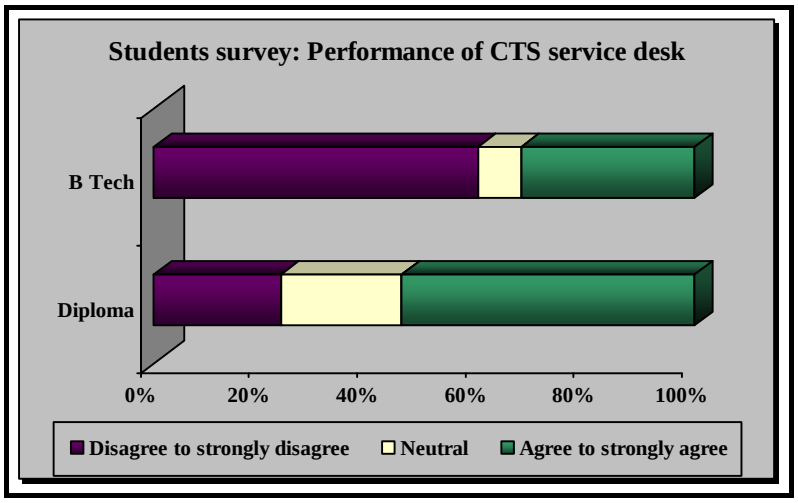

Figure 5.36: Performance of CTS Service Desk

Table 5.43: Contingency table – Q16n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	27 18.5%	52 35.6%	67 45.9%	146 85.4%
B Tech	11 44.0%	5 20.0%	9 36.0%	25 14.6%
TOTAL	38 22.2%	57 33.3%	76 44.4%	171 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and are neutral with the statement “CTS technical staff resolving incidents relating to the Internet service is competent.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

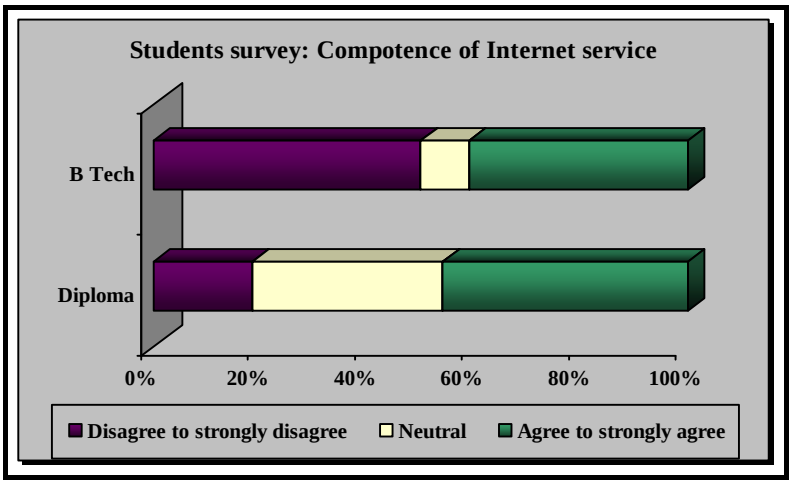

Figure 5.37: Competence of Internet service

Table 5.44: Contingency table – Q17n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	22 15.1%	50 34.2%	74 50.7%	146 85.4%
B Tech	9 36.0%	7 28.0%	9 36.0%	25 14.6%
TOTAL	31 18.1%	57 33.3%	83 48.5%	171 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and are neutral with the statement “CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

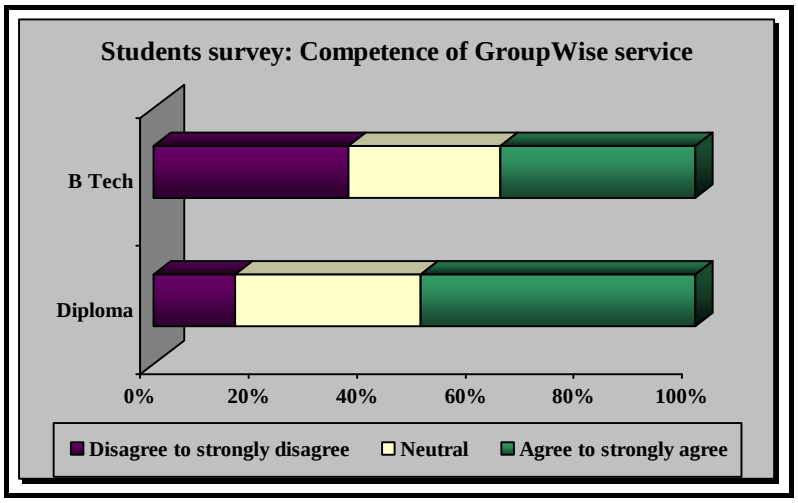

Figure 5.38: Competence of GroupWise service

Table 5.45: Contingency table – Q18n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	28 19.3%	48 33.1%	69 47.6%	145 85.3%
B Tech	15 60.0%	6 24.0%	4 16.0%	25 14.7%
TOTAL	43 25.3%	54 31.8%	73 42.9%	170 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and are neutral with the statement “CTS technical staff resolving incidents relating to the Printing service is competent.” than students who studied the B Tech course. There were more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

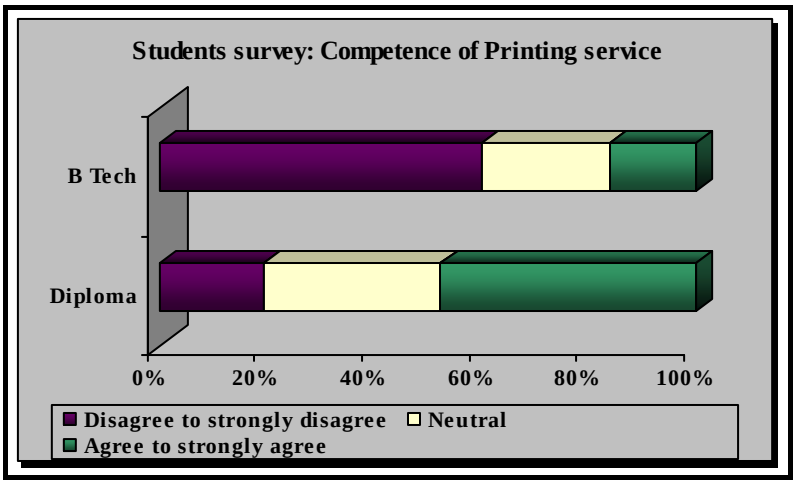

Figure 5.39: Competence of Printing service

Table 5.46: Contingency table – Q20n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	21 16.6%	59 41.0%	64 44.4%	144 85.2%
B Tech	17 68.0%	4 16.0%	4 16.0%	25 14.8%
TOTAL	38 22.5%	63 37.3%	68 40.2%	169 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and are neutral with the statement “CTS Service Desk staff resolving incidents is competent.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma course.

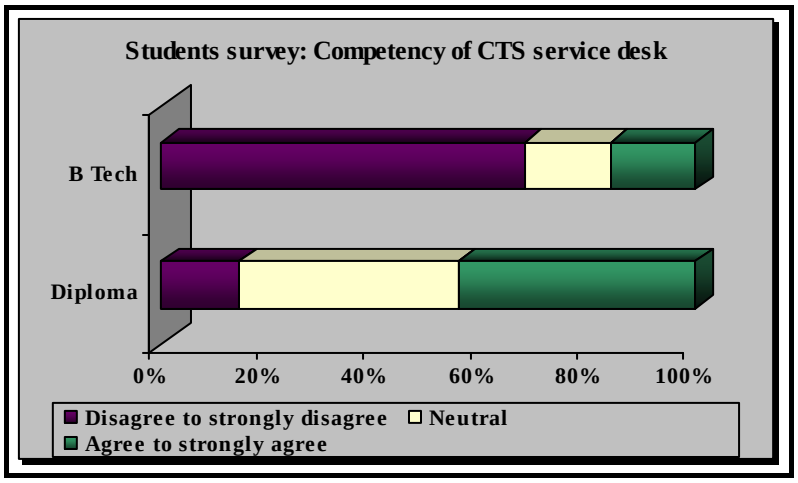

Figure 5.40: Competency of CTS Service Desk

Table 5.47: Contingency table – Q21n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	30 20.8%	53 36.8%	61 42.4%	144 84.7%
B Tech	13 50.0%	7 26.9%	6 23.1%	26 15.3%
TOTAL	43 25.3%	60 35.3%	67 39.4%	170 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and are neutral with the statement “Incidents logged at the Service Desk are responded to within an acceptable time period.” than students who studied the B Tech course. There statistically significantly were more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma course.

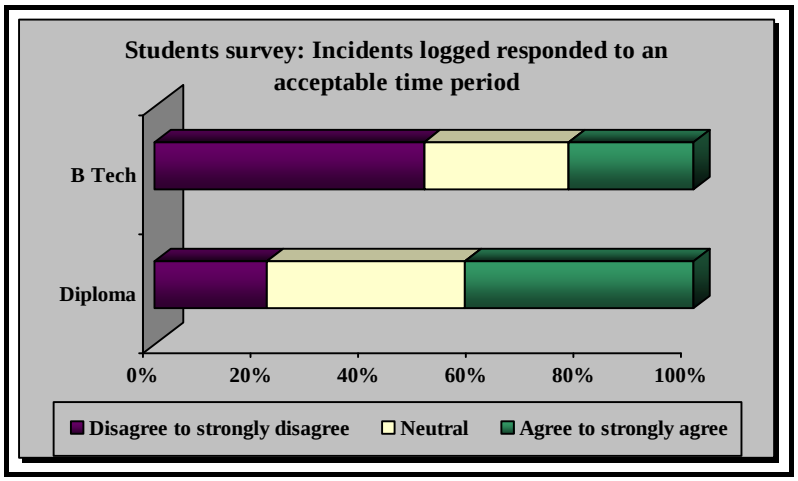

Figure 5.41: Incidents responded to in acceptable time

Table 5.48: Contingency table – Q22n vs types of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Diploma	28 19.3%	53 36.6%	64 44.1%	145 84.8%
B Tech	12 46.2%	6 23.1%	8 30.8%	26 15.2%
TOTAL	40 23.4%	59 34.5%	72 42.1%	171 100%

Statistically significantly more students who studied a diploma course agree to strongly agree and are neutral with the statement “Incidents logged at the Service Desk are resolved within an acceptable time period.” than students who studied the B Tech course. There were statistically significantly more students who studied the B Tech course who disagree to strongly disagree than the students who studied a diploma courset.

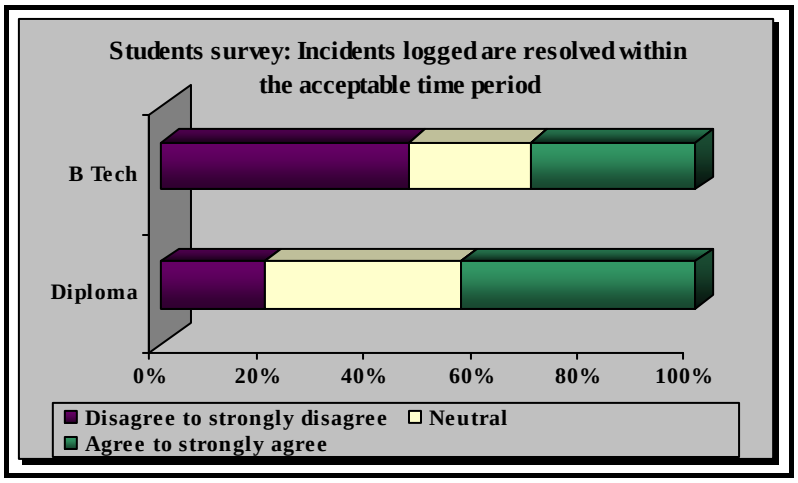

Figure 5.42: Incidents loggend resolved in an acceptable time

When the student responses of the types of study were compared with respect to their latent variables, which was a combination of the statements, there were differences for the availability factor, the reliability factor, the performance factor, the competence factor, the SLA factor, the Internet service factor, the GroupWise service factor, the printing service factor and the CTS Service Desk factor.

There is a statistically significant difference between the remote and the main campuses with respect to the "Availibility". (Kruskal-Wallis statistic =8.0610; DF=1; P-value=0.0045).

Table 5.49: Wilcoxon Scores (Rank Sums) for availiability

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	974.5	1470.0	174.52	48.72
Diploma	126	9756.5	9261.0	174.52	77.43

The H_0 hypothesis assumes that the 2 groups scored the availibility factor the same way. The small P-value indicates a statistically significant difference with respect to the availibility factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the higher mean rank (77.43) which is an indication that the students who

studied a diploma agreed more to these statements in the availibility factor than the students who studied a B Tech.

There is a statistically significant difference between the remote and the main campuses with respect to the “Reliability”. (Kruskal-Wallis statistic =14.8714; DF=1; P-value=0.0001).

Table 5.50: Wilcoxon Scores (Rank Sums) for reliability

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	797.0	1470.0	174.52	39.85
Diploma	126	9934.0	9261.0	174.52	78.84

The H_0 hypothesis assumes that the 2 groups scored the reliability factor the same way. The small P-value indicates a statistically significant difference with respect to the reliability factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the higher mean rank (78.84) which is an indication that the students who studied a diploma agreed more to these statements in the reliability factor than the students who studied a B Tech.

There is a statistically significant difference between the remote and the main campuses with respect to the “Performance”. (Kruskal-Wallis statistic =22.9983; DF=1; P-value<0.0001).

Table 5.51: Wilcoxon Scores (Rank Sums) for performance

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	634.5	1470.0	174.22	31.72
Diploma	126	10096.5	9261.0	174.22	80.13

The H_0 hypothesis assumes that the 2 groups scored the performance factor the same way. The small P-value indicates a statistically significant difference with respect to the performance factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the higher mean rank (80.13) which is an indication that the students who studied a diploma agreed more to these statements in the performance factor than the students who studied a B Tech.

There is a statistically significant difference between the remote and the main campuses with respect to the “Competence”. (Kruskal-Wallis statistic =13.2539; DF=1; P-value=0.0003).

Table 5.52: Wilcoxon Scores (Rank Sums) for competence

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	834.5	1470.0	174.56	41.72
Diploma	126	9896.5	9261.0	174.56	78.54

The H_0 hypothesis assumes that the 2 groups scored the competence factor the same way. The small P-value indicates a statistically significant difference with respect to the competence factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the higher mean rank (78.54) which is an indication that the students who studied a diploma agreed more to these statements in the competence factor than the students who studied a B Tech.

There is a statistically significant difference between the remote and the main campuses with respect to the “SLA”. (Kruskal-Wallis statistic =5.8505; DF=1; P-value=0.0156).

Table 5.53: Wilcoxon Scores (Rank Sums) for SLA

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	1056.5	1470.0	170.95	52.82
Diploma	126	9674.5	9261.0	170.95	76.78

The H_0 hypothesis assumes that the 2 groups scored the SLA factor the same way. The small P-value indicates a statistically significant difference with respect to the SLA factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the higher mean rank (76.78) which is an indication that the students who studied a diploma agreed more to these statements in the SLA factor than the students who studied a B Tech.

There is a statistically significant difference between the remote and the main campuses with respect to the “Internet service”. (Kruskal-Wallis statistic =8.6551; DF=1; P-value=0.0033).

Table 5.54: Wilcoxon Scores (Rank Sums) for Internet service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	955.5	1470.0	174.88	47.78
Diploma	126	9775.5	9261.0	174.88	77.58

The H_0 hypothesis assumes that the 2 groups scored the Internet service factor the same way. The small P-value indicates a statistically significant difference with respect to the Internet service factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the higher mean rank (77.58) which is an indication that the students who studied a diploma agreed more to these statements in the Internet service factor than the students who studied a B Tech.

There is a statistically significant difference between the remote and the main campuses with respect to the “GroupWise service”. (Kruskal-Wallis statistic =8.0610; DF=1; P-value=0.0045).

Table 5.55: Wilcoxon Scores (Rank Sums) for GroupWise service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	974.5	1470.0	174.52	48.72
Diploma	126	9756.5	9261.0	174.52	77.43

The H_0 hypothesis assumes that the 2 groups scored the GroupWise service factor the same way. The small P-value indicates a statistically significant difference with respect to the GroupWise service factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the higher mean rank (77.43) which is an indication that the students who studied a diploma agreed more to these statements in the GroupWise service factor than the students who studied a B Tech.

There is a statistically significant difference between the remote and the main campuses with respect to the “Printing service”. (Kruskal-Wallis statistic =19.0771; DF=1; P-value<0.0001).

Table 5.56: Wilcoxon Scores (Rank Sums) for printing service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	706.5	1470.0	174.80	35.32
Diploma	126	10024.5	9261.0	174.80	79.56

The H_0 hypothesis assumes that the 2 groups scored the printing service factor the same way. The small P-value indicates a statistically significant difference with respect to the printing service factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the

higher mean rank (79.56) which is an indication that the students who studied a diploma agreed more to these statements in the printing service factor than the students who studied a B Tech.

There is a statistically significant difference between the remote and the main campuses with respect to the “CTS Service Desk”. (Kruskal-Wallis statistic =10.3264; DF=1; P-value=0.0013).

Table 5.57: Wilcoxon Scores (Rank Sums) for CTS Service Desk

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
B Tech	20	628.0	1470.0	174.21	31.40
Diploma	126	10103.0	9261.0	174.21	80.18

The H_0 hypothesis assumes that the 2 groups scored the CTS Service Desk factor the same way. The small P-value indicates a statistically significant difference with respect to the CTS Service Desk factor between the 2 groups because the H_0 is rejected. The students who studied a diploma has the higher mean rank (80.18) which is an indication that the students who studied a diploma agreed more to these statements in the CTS Service Desk factor than the students who studied a B Tech.

Table 5.58: Statistically significant Chi-square test for equal proportions between the periods of study for student survey

Question / Statement	Sample Size	Chi-Square	DF	P-value
7. CTS provide a reliable Printing service.	170	8.1581	2	0.0169*
10. CTS provide an acceptable GroupWise (email) service in terms of performance.	170	13.6909	2	0.0011**
11. CTS provide an acceptable Printing service in terms of performance.	167	6.6418	2	0.0361*
15. CTS technical staff resolving	170	13.7334	2	0.0010**

Question / Statement	Sample Size	Chi-Square	DF	P-value
incidents relating to the Printing service is competent.				

* *Statistically significant at level 0.05*

** *Statistically significant at level 0.01*

*** *Statistically significant at level 0.001*

Table 5.59: Contingency table – Q8n vs periods of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Full-time	45 30.4%	27 18.2%	76 51.4%	148 87.1%
Part-time	8 36.4%	9 40.9%	5 22.7%	22 12.9%
TOTAL	53 31.2%	36 21.2%	81 47.6%	170 100%

Statistically significantly more students who studied full-time who agree to strongly agree with the statement "CTS provide a reliable Printing service." than students who studied the part-time. There were statistically significantly more students who studied part-time who were neutral than the students who studied a full-time.

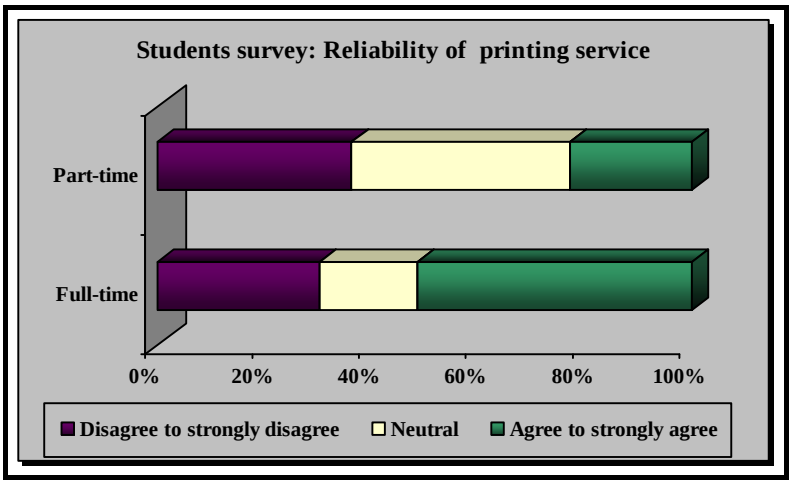

Figure 5.43: Reliability of printing service

Table 5.60: Contingency table – Q12n vs periods of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Full-time	28 19.1%	26 17.7%	93 63.3%	147 86.5%
Part-time	3 13.0%	12 52.2%	8 34.8%	23 13.5%
TOTAL	31 18.2%	38 22.4%	101 59.4%	170 100%

Statistically significantly more students who studied full-time agree to strongly agree with the statement "CTS provide an acceptable GroupWise (email) service in terms of performance." than students who studied part-time. There were statistically significantly more students who studied part-time who were neutral than the students who studied full-time.

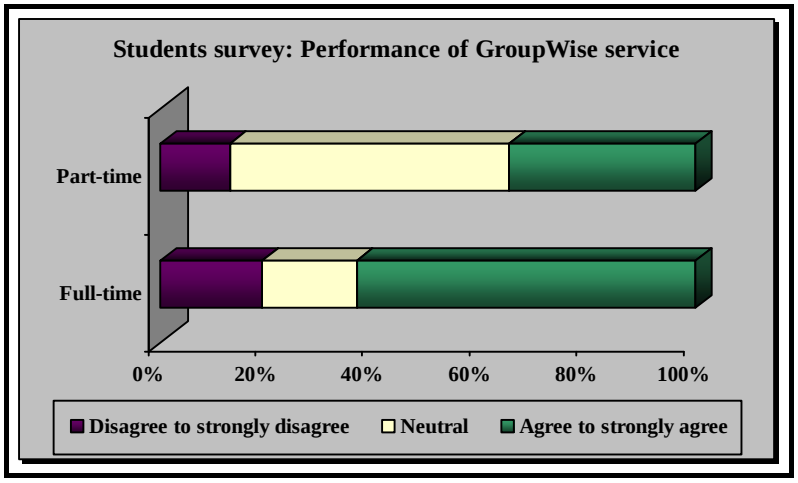

Figure 5.44: Performance of GroupWise service

Table 5.61: Contingency table – Q13n vs periods of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Full-time	39 27.1%	34 23.6%	71 49.3%	144 86.2%
Part-time	6 26.1%	11 47.8%	6 26.1%	23 13.8%

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
TOTAL	45 27.0%	45 27.0%	77 46.1%	167 100%

Statistically significantly more students who studied full-time agree to strongly agree with the statement "CTS provide an acceptable Printing service in terms of performance" than students who studied part-time.

There were statistically significantly more students who studied the part-time who were neutral than the students who studied full-time.

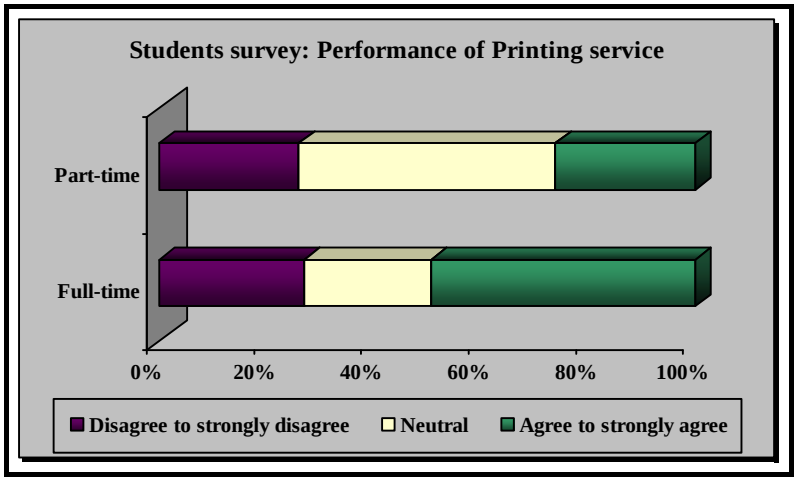

Figure 5.45: Performance of Printing service

Table 5.62: Contingency table – Q18n vs periods of study groups for student survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Full-time	40 27.2%	39 26.5%	68 46.3%	147 86.5%
Part-time	3 13.0%	15 65.2%	5 21.7%	23 13.5%
TOTAL	43 25.3%	54 31.8%	73 42.9%	170 100%

Statistically significantly more students who studied full-time that agree to strongly agree with the statement “CTS technical staff resolving incidents relating to the Printing service is competent.” than students who studied part-time. There were statistically significantly more students who studied part-time who were neutral than the students who studied full-time.

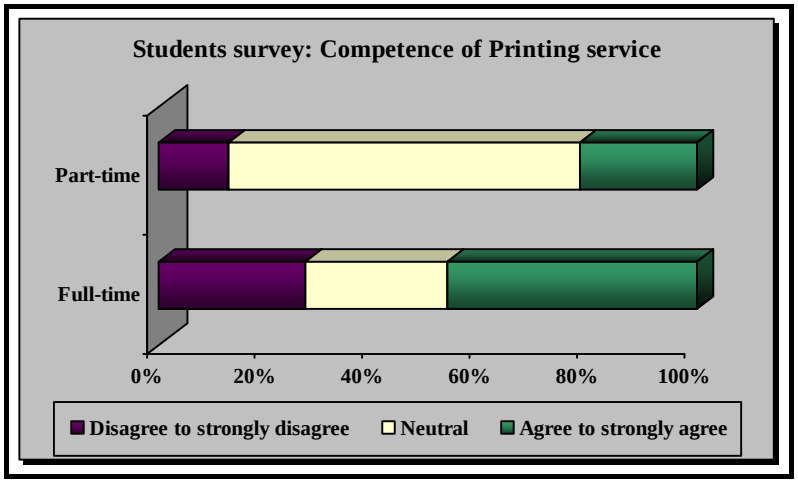

Figure 5.46: Competence of Printing service

There were no differences between the period of study with respect to the latent variables.

5.3.4.4 Comparison between the groups for the staff

Table 5.63: Statistically significant Chi-square test for equal proportions between the Campus groups for staff survey

Question / Statement	Sample Size	Chi-Square	DF	P-value
3. CTS provide an acceptable Printing service in terms of availability.	63	6.1408	2	0.0464*
6. CTS provide a reliable Internet service.	64	8.2279	2	0.0163*
7. CTS provide a reliable GroupWise service.	64	6.4205	2	0.0403*
10. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	64	10.1459	2	0.0063**

Question / Statement	Sample Size	Chi-Square	DF	P-value
15. CTS Service Desk operates at an acceptable rate in terms of performance.	62	7.1092	2	0.0286*
21. Incidents logged at the Service Desk are responded to within 2 hours.	63	11.9422	2	0.0026**

* *Statistically significant at level 0.05*

** *Statistically significant at level 0.01*

*** *Statistically significant at level 0.001*

The remote campuses and the main campuses responded satistically significantly with respect to:

- CTS provide an acceptable Printing service in terms of availability.
- CTS provide a reliable Internet service.
- CTS provide a reliable GroupWise service.
- CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.
- CTS Service Desk operates at an acceptable rate in terms of performance.
- Incidents logged at the Service Desk are responded to within 2 hours.CTS provide an acceptable Printing service in terms of availability.

Table 5.64: Contingency table – Q3n vs Campus groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	13 39.4%	6 18.2%	14 42.4%	33 52.4%
Remote campuses	4 13.3%	11 36.7%	15 50.0%	30 47.6%
TOTAL	17 27.0%	17 27.0%	29 46.0%	63 100%

Statistically significantly more of the staff from the main campuses disagree to strongly disagree with the statement “CTS provide an

acceptable Printing service in terms of availability" than from the remote campuses. There were statistically significantly more respondents from the remote campus that were neutral than from the main campuses with respect to this statement.

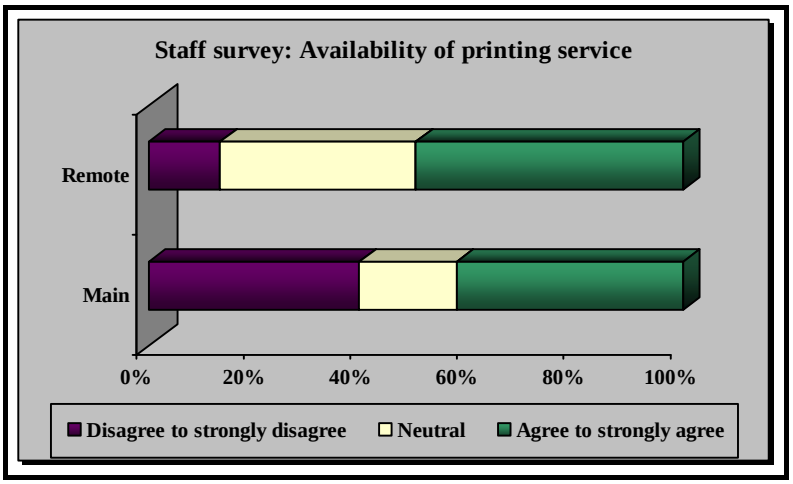

Figure 5.47: Availability of printing service

Table 5.65: Contingency table – Q6n vs Campus groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	12 36.4%	5 15.2%	16 48.5%	33 51.6%
Remote campuses	3 9.7%	12 38.7%	16 51.6%	31 48.4%
TOTAL	15 23.4%	17 26.6%	32 50.0%	64 100%

Statistically significantly more of the staff from the main campuses that disagree to strongly disagree with the statement "CTS provide a reliable Internet service" than from the remote campuses. There were statistically significantly more respondents from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

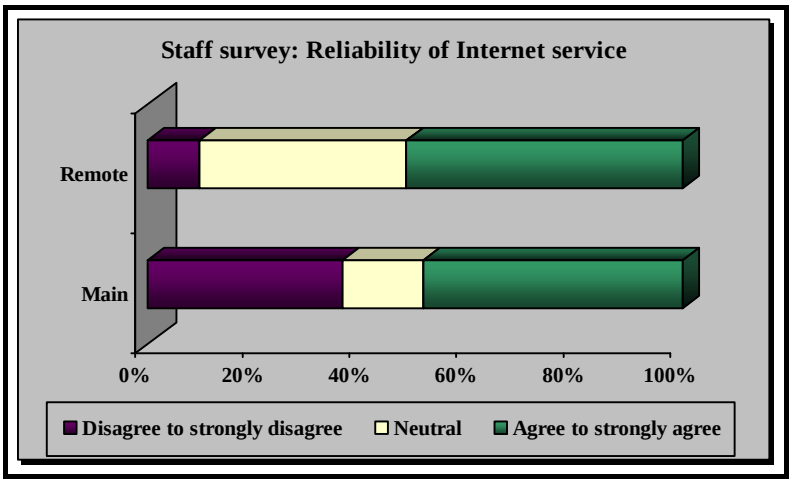

Figure 5.48: Reliability of Internet service

Table 5.66: Contingency table – Q7 vs Campus groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	9 27.3%	2 6.1%	22 66.7	33 51.6%
Remote campuses	2 6.4%	6 19.4%	23 74.2%	31 48.4%
TOTAL	11 17.2%	8 12.5%	45 70.3%	64 100%

Statistically significantly more of the staff from main campuses that disagree to strongly disagree with the statement “CTS provide a reliable GroupWise service” than the staff from the remote campuses. There were statistically significantly more of the staff from the remote campus that were neutral than from the main campuses with respect to this statement.

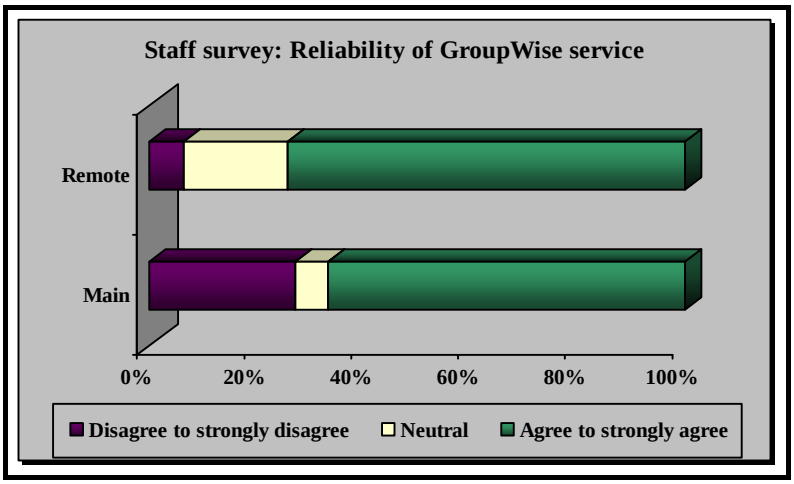

Figure 5.49: Reliability of the GroupWise service

Table 5.67: Contingency table – Q10 vs Campus groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	19 57.7%	7 21.2%	7 21.2%	33 51.6%
Remote campuses	6 19.4%	10 32.3%	15 48.4%	31 48.4%
TOTAL	25 39.1%	17 26.6%	22 34.4%	64 100%

Statistically significantly more respondents from the main campuses that disagree to strongly disagree “CTS Service Desk is reliable in terms of calls being resolved beforated to technical support groups” than staff from the remote campuses. There were statistically significantly more staff from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

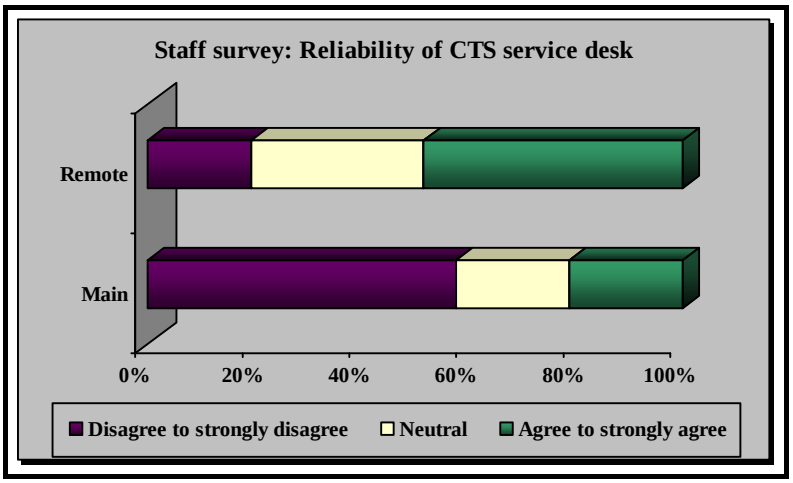

Figure 5.50: Reliability of CTS Service Desk

Table 5.68: Contingency table – Q15 vs Campus groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	13 41.9%	8 25.8%	10 32.3%	31 50.0%
Remote campuses	4 12.9%	9 29.0%	18 58.1%	31 50.0%
TOTAL	17 27.4%	17 27.4%	28 45.2%	62 100%

Statistically significantly more respondents from the main campuses that disagree to strongly disagree “CTS Service Desk operates at an acceptable rate in terms of performance” than staff from the remote campuses. There were statistically significantly more staff from the remote campus that agree to strongly agree than from the main campuses with respect to this statement.

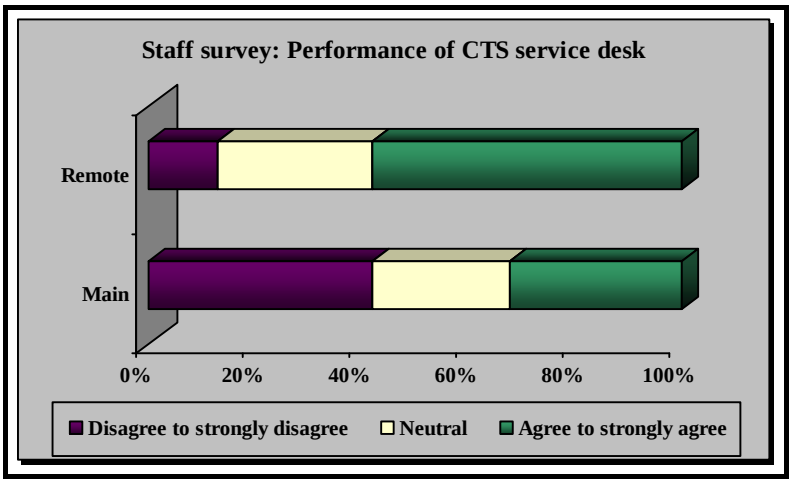

Figure 5.51: Performance of CTS Service Desk

Table 5.69: Contingency table – Q21 vs Campus groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Main campuses	24 72.7%	3 9.1%	6 18.2%	33 52.4%
Remote campuses	9 30.0%	10 33.3%	11 36.7%	30 47.6%
TOTAL	33 52.4%	13 20.6%	17 27.0%	63 100%

Statistically significantly more respondents from the main campuses that disagree to strongly disagree “Incidents logged at the Service Desk are responded to within 2 hours” than staff from the remote campuses. There were statistically significantly more staff from the remote campus that agree to strongly agree and neutral than from the main campuses with respect to this statement.

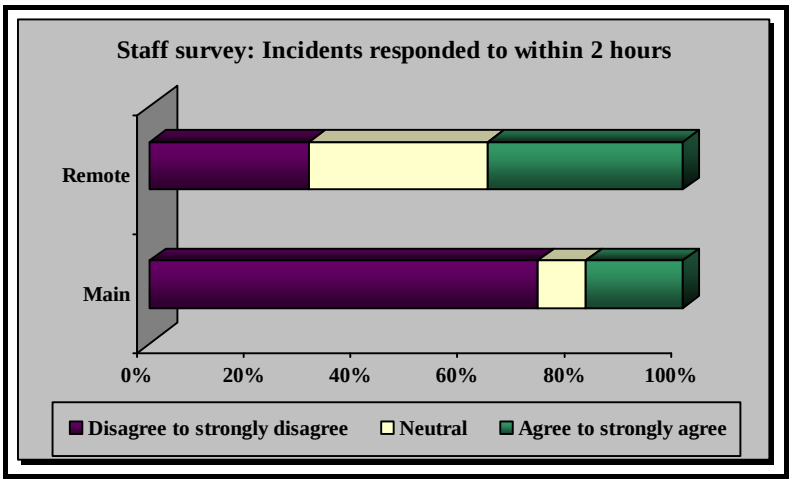

Figure 5.52: Incidents responded to within 2 hours

When the staff responses from the remote campuses and the main campuses were compared with respect to their the latent variables, which was a combination of the statements, there were differences for the availability factor, the reliability factor, the SLA factor, the GroupWiseservice factor and the CTS Service Desk factorr.

There is a statistically significant difference between the remote and the main campuses with respect to the “Availability”. (Kruskal-Wallis statistic =4.0148; DF=1; P-value=0.0451).

Table 5.70: Wilcoxon Scores (Rank Sums) for availability

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	24	500.5	600.0	49.66	20.98
Remote	25	724.5	625.0	49.66	28.98

The H_0 hypothesis assumes that the 2 groups scored the availability factor the same way. The small P-value indicates a statistically significant difference with respect to the availability factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (28.98) which is an indication that the students from the remote campus agreed more to these statements in the availability factor than the students from the main campus.

There is a statistically significant difference between the remote and the main campuses with respect to the “Reliability”. (Kruskal-Wallis statistic =5.8550; DF=1; P-value=0.0155).

Table 5.71: Wilcoxon Scores (Rank Sums) for reliability

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	24	480.0	600.0	49.59	20.00
Remote	25	745.0	625.0	49.59	29.80

The H_0 hypothesis assumes that the 2 groups scored the reliability factor the same way. The small P-value indicates a statistically significant difference with respect to the reliability factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (29.80) which is an indication that the students from the remote campus agreed more to these statements in the reliability factor than the students from the main

There is a statistically significant difference between the remote and the main campuses with respect to the “SLA”. (Kruskal-Wallis statistic =6.0859; DF=1; P-value=0.0136).

Table 5.72: Wilcoxon Scores (Rank Sums) for SLA

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	24	479.0	600.0	49.05	19.84
Remote	25	746.0	625.0	49.05	29.84

The H_0 hypothesis assumes that the 2 groups scored the SLA factor the same way. The small P-value indicates a statistically significant difference with respect to the SLA factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (29.84) which is an indication that the students from the remote campus agreed

more to these statements in the SLA factor than the students from the main campuses.

There is a statistically significant difference between the remote and the main campuses with respect to the “GroupWise service”. (Kruskal-Wallis statistic =5.9161; DF=1; P-value=0.0150).

Table 5.73: Wilcoxon Scores (Rank Sums) for GroupWise service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	24	480.5	600.0	49.13	20.02
Remote	25	744.5	625.0	49.13	29.78

The H_0 hypothesis assumes that the 2 groups scored the GroupWise service factor the same way. The small P-value indicates a statistically significant difference with respect to the GroupWise service factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (29.78) which is an indication that the students from the remote campus agreed more to these statements in the GroupWise service factor than the students from the main campus.

There is a statistically significant difference between the remote and the main campuses with respect to the “CTS Service Desk”. (Kruskal-Wallis statistic =6.2502; DF=1; P-value=0.0124).

Table 5.74: Wilcoxon Scores (Rank Sums) for CTS Service Desk

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Main	24	476.0	600.0	49.60	19.96
Remote	25	749.0	625.0	49.60	29.96

The H_0 hypothesis assumes that the 2 groups scored the CTS Service Desk factor the same way. The small P-value indicates a statistically

significant difference with respect to the CTS Service Desk factor between the 2 groups because the H_0 is rejected. The remote campus group has the higher mean rank (29.96) which is an indication that the students from the remote campus agreed more to these statements in the CTS Service Desk factor than the students from the main campuses.

Table 5.75: Statistically significant Chi-square test for equal proportions between the type of employment groups for staff survey

Question / Statement	Sample Size	Chi-Square	DF	P-value
1. CTS provide an acceptable Internet service in terms of availability.	64	12.5184	2	0.0019**
2. CTS provide an acceptable GroupWise (email) service in terms of availability.	64	.1123	2	0.0285*
3. CTS provide an acceptable Printing service in terms of availability.	63	7.0833	2	0.0290*
6. CTS provide a reliable Internet service.	64	12.5753	2	0.0019**
7. CTS provide a reliable GroupWise (email) service	64	7.5883	2	0.0225*
8. CTS provide a reliable Printing service.	59	10.3511	2	0.0057**
10. CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.	64	6.6225	2	0.0365*
16. CTS technical staff resolving incidents relating to the Internet service is competent.	63	8.9669	2	0.0113*
17. CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.	63	8.7435	2	0.0126*
22. Incidents logged at the Service Desk are resolved within 16 working hours.	63	8.9230	2	0.0115*

* *Statistically significant at level 0.05*

** *Statistically significant at level 0.01*

*** *Statistically significant at level 0.001*

The academic staff and the non-academic staff responded statistically significantly different with respect to:

- CTS provide an acceptable Internet service in terms of availability.
- CTS provide an acceptable GroupWise (email) service in terms of availability.
- CTS provide an acceptable Printing service in terms of availability.
- CTS provide a reliable Internet service.
- CTS provide a reliable GroupWise (email) service
- CTS provide a reliable Printing service.
- CTS Service Desk is reliable in terms of calls being resolved at the Service Desk before being escalated to technical support groups.
- CTS technical staff resolving incidents relating to the Internet service is competent.
- CTS technical staff resolving incidents relating to the GroupWise (email) service is competent.
- Incidents logged at the Service Desk are resolved within 16 working hours.

Table 5.76: Contingency table – Q1n vs type of employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	15 48.4%	5 16.1%	11 35.5%	31 48.4%
Non-academic	3 9.1%	7 21.2%	23 69.7%	33 51.6%
TOTAL	18 28.1%	12 18.8%	34 53.1%	64 100%

Statistically significantly more of the academic staff disagree to strongly disagree with the statement “CTS provide an acceptable Internet service in terms of availability” than the non-academic staff. There were statistically significantly more non-academic staff that agree to strongly agree than the academic staff with respect to this statement.

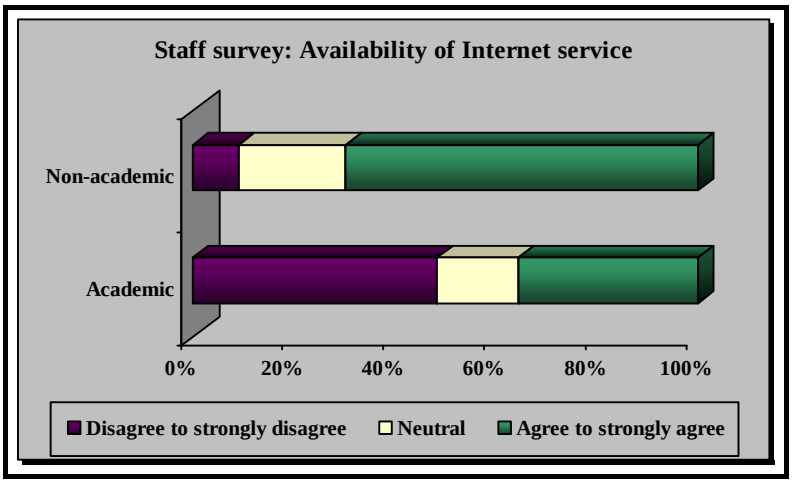

Figure 5.53: Availability of Internet service

Table 5.77: Contingency table – Q2n vs type of employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	8	4	19	31
	25.8%	12.9%	61.3%	48.4%
Non-academic	1	4	28	33
	3.0%	12.1%	84.8%	51.6%
TOTAL	9	8	47	64
	14.1%	12.5%	73.4%	100%

Statistically significantly more of the academic staff disagree to strongly disagree with the statement “CTS provide an acceptable GroupWise service in terms of availability” than the non-academicemote campuses. There were statistically significantly more non-academic staff that agree to strongly agree than the academic staff with respect to this statement.

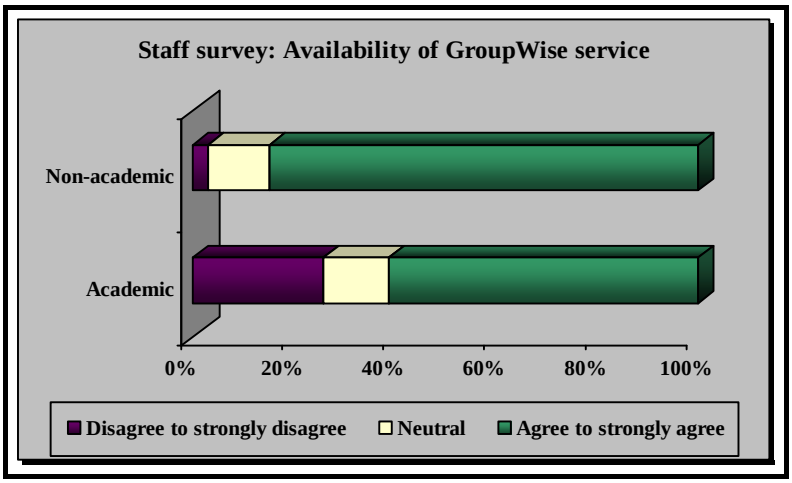

Figure 5.54: Availability of GroupWise service

Table 5.78: Contingency table – Q3n vs type of employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	13 41.9%	6 19.4%	12 38.7%	31 49.2%
Non-academic	4 12.5%	11 34.4%	17 53.1%	32 50.8%
TOTAL	17 27.0%	17 27.0%	29 46.0%	63 100%

Statistically significantly more of the academic staff disagree to strongly disagree with the statement “CTS provide an acceptable Printing service in terms of availability” than the non-academic staff. There were statistically significantly more non-academic staff that agree to strongly agree and were neutral than academic staff with respect to this statement.

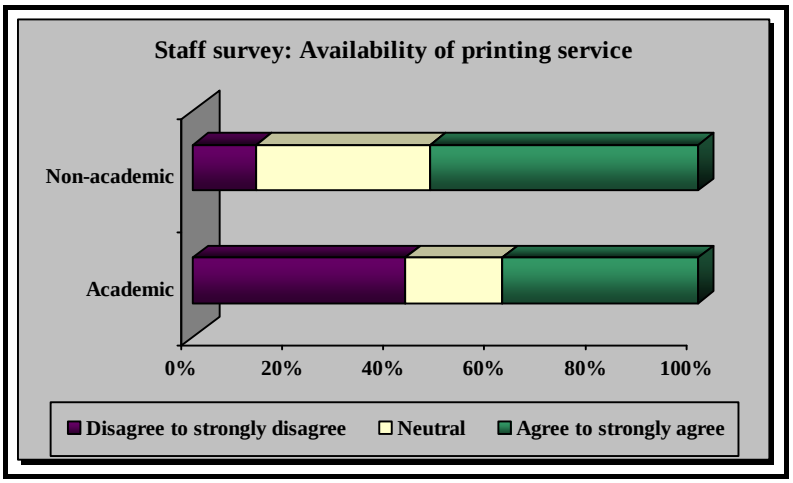

Figure 5.55: Availability of printing service

Table 5.79: Contingency table – Q6n vs employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	13	8	10	31
	41.9%	25.8%	32.3%	48.4%
Non-academic	2	9	22	33
	6.1%	27.3%	66.7%	51.6%
TOTAL	15	17	32	64
	23.4%	26.6%	50.0%	100%

Statistically significantly were more of the academic staff that disagree to strongly disagree with the statement “CTS provide a reliable Internet service” than the non-academic staff. There were statistically significantly more non-academic staff that agree to strongly agree than academis staff with respect to this statement.

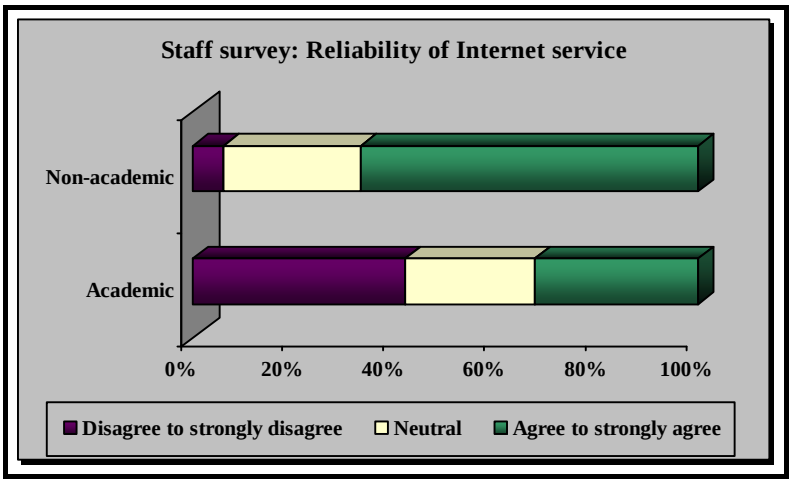

Figure 5.56: Reliability of Internet service

Table 5.80: Contingency table – Q7 vs employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	9 29.0%	5 16.1%	17 54.8%	31 48.4%
Non-academic	2 6.0%	3 9.1%	28 84.9%	33 51.6%
TOTAL	11 17.2%	8 12.5%	45 70.3%	64 100%

Statistically significantly more of the academic that disagree to strongly disagree with the statement “CTS provide a reliable GroupWise service” than the nin-academic staff. There were statistically significantly more of the non-academic staff that agree to strongly agree than the academic staff with respect to this statement.

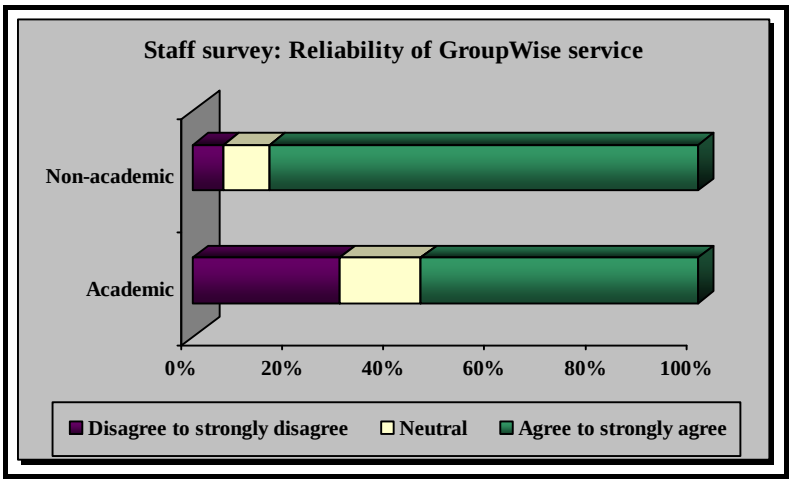

Figure 5.57: Reliability of the GroupWise service

Table 5.81: Contingency table – Q8 vs employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	12 41.4%	8 27.6%	9 31.0%	29 49.2%
Non-academic	2 6.7%	10 33.3%	18 60.0%	30 50.8%
TOTAL	14 23.7%	18 30.5%	27 45.8%	59 100%

Statistically significantly more of the academic staff disagree to strongly disagree with the statement “CTS provide a reliable printing service” than the non-academic staff. There were statistically significantly more of the non-academic staff that agree to strongly agree than the academic staff with respect to this statement.

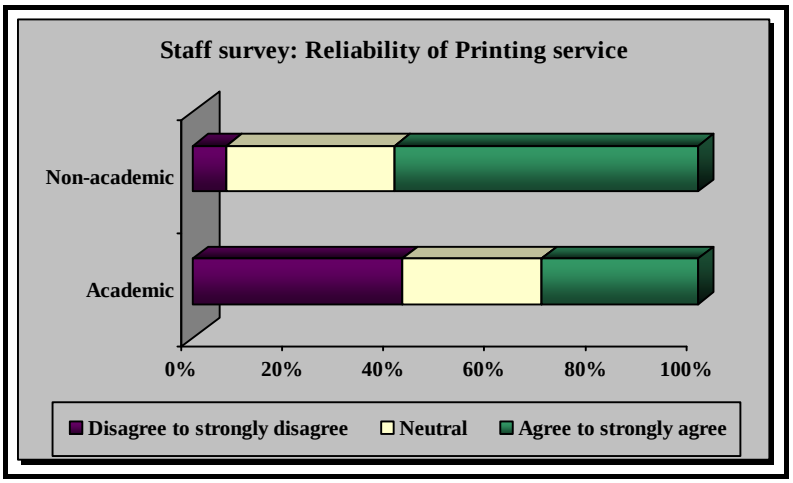

Figure 5.58: Reliability of the Printing service

Table 5.82: Contingency table – Q10 vs employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	17 54.8%	7 22.6%	7 22.6%	31 48.4%
Non-academic	8 24.2%	10 30.3%	15 45.4%	33 51.6%
TOTAL	25 39.1%	17 26.6%	22 34.4%	64 100%

Statistically significantly more academic staff disagree to strongly disagree "CTS Service Desk is reliable in terms of calls being resolved beforated to technical support groups" than non-academic staff. There were statistically significantly more non-academic staff that agree to strongly agree than academic staff with respect to this statement.

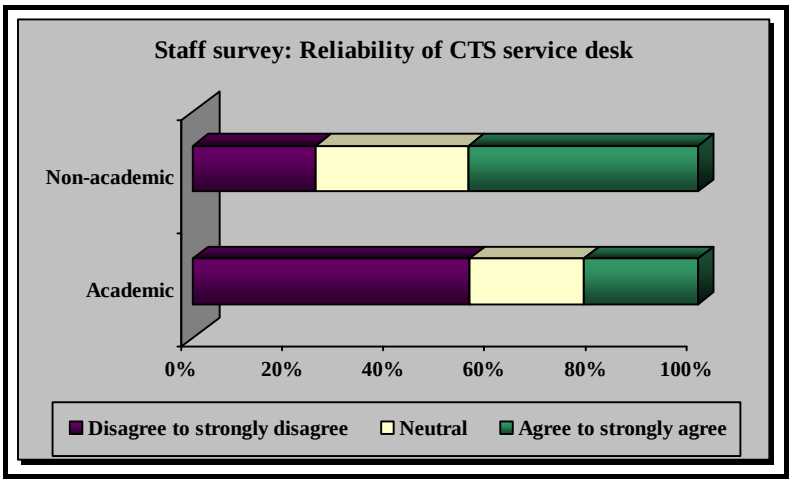

Figure 5.59: Reliability of CTS Service Desk

Table 5.83: Contingency table – Q16 vs employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	7 23.3%	13 43.3%	10 33.3%	30 47.6%
Non-academic	2 6.1%	8 24.2%	23 69.7%	33 52.4%
TOTAL	9 14.3%	21 33.3%	33 52.4%	63 100%

Statistically significantly more academic staff disagree to strongly disagree and are neutral with the statement “CTS technical staff resolving incidents relating to Internet service are competent” than non-academic staff. There were statistically significantly more non-academic staff that agree to strongly agree than academic staff with respect to this statement.

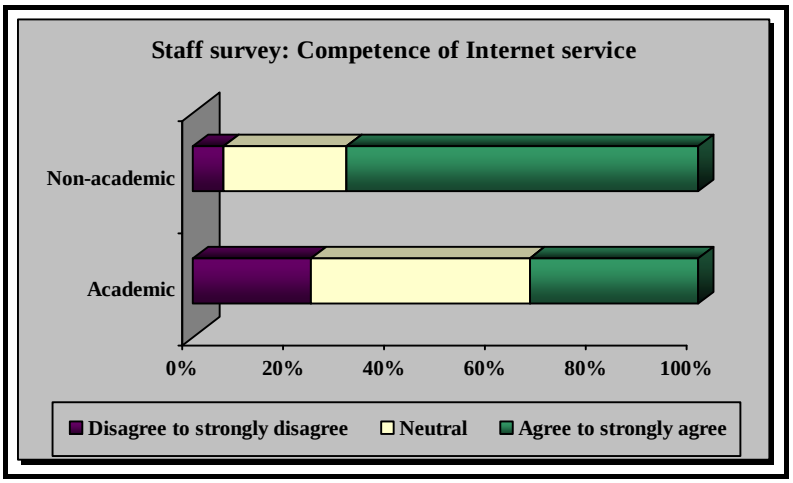

Figure 5.60: Competence of Internet service

Table 5.84: Contingency table – Q17 vs employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	7 22.6%	12 38.7%	12 38.7%	31 49.2%
Non-academic	1 3.1%	8 25.0%	23 71.9%	32 50.8%
TOTAL	8 12.7%	20 31.8%	35 55.6%	63 100%

Statistically significantly more academic staff disagree to strongly disagree with the statement “CTS technical staff resolving incidents relating to GroupWise service are competent” than non-academic staff. There were statistically significantly more non-academic staff that agree to strongly agree than academic staff with respect to this statement.

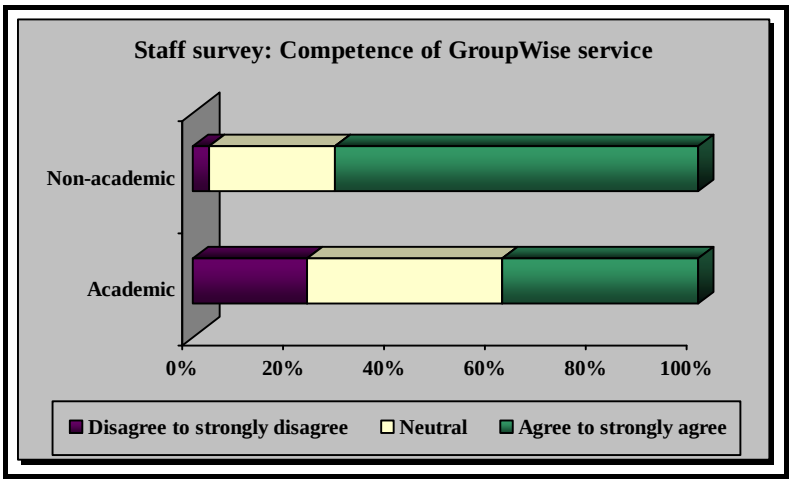

Figure 5.61: Competence of GroupWise service

Table 5.85: Contingency table – Q22 vs employment groups for staff survey

Frequency / Row percentage	Disagree-Strongly disagree	Neutral	Agree – Strongly agree	TOTAL
Academic	11 36.7%	12 40.0%	7 23.3%	30 47.6%
Non-academic	6 18.2%	7 21.2%	20 60.6%	33 52.4%
TOTAL	17 27.0%	19 30.2%	27 42.9%	63 100%

Statistically significantly more academic staff that disagree to strongly disagree and were neutral with the statement “Incidents logged at the Service Desk are resolved within 16 working hours” than non-academic staff. There were statistically significantly more non-academic staff that agree to strongly agree than academic staff with respect to this statement.

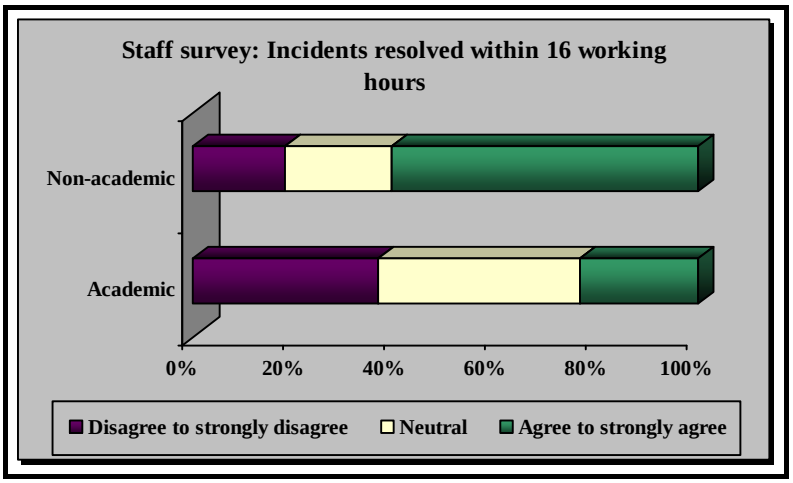

Figure 5.62: Incidents resolved within 16 working hours

When the academic staff responses and the non-academic staff's responses with respect to the latent variables, which was a combination of the statements, were compared; there were differences for the availability factor, the reliability factor, the performance factor, the cpmpetence factor, the Internet service factor, the GroupWise service factor and the ITS service factor.

There is a statistically significant difference between the academic staff and non-academic staff with respect to the "Availability". (Kruskal-Wallis statistic =9.0939; DF=1; P-value=0.0026).

Table 5.86: Wilcoxon Scores (Rank Sums) for availability

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Academic	23	425.5	575.0	49.58	18.50
Non-academic	26	799.5	650.0	49.58	30.75

The H_0 hypothesis assumes that the 2 groups scored the availability factor the same way. The small P-value indicates a statistically significant difference with respect to the availability factor between the 2 groups because the H_0 is rejected. The non-academic group has the higher mean rank (30.75) which is an indication that the non-academic staff agreed more to these statements in the availability factor than the academic staff.

There is a statistically significant difference between the academic staff and non-academic staff with respect to the “Reliability”. (Kruskal-Wallis statistic =11.7899; DF=1; P-value=0.0006).

Table 5.87: Wilcoxon Scores (Rank Sums) for reliability

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Academic	23	405.0	575.0	49.51	17.61
Non-academic	26	820.0	650.0	49.51	31.54

The H_0 hypothesis assumes that the 2 groups scored the reliability factor the same way. The small P-value indicates a statistically significant difference with respect to the reliability factor between the 2 groups because the H_0 is rejected. The non-academic group has the higher mean rank (31.54) which is an indication that the non-academic staff agreed more to these statements in the reliability factor than the academic staff.

There is a statistically significant difference between the academic staff and non-academic staff with respect to the “Performance”. (Kruskal-Wallis statistic =4.4015; DF=1; P-value=0.0359).

Table 5.88: Wilcoxon Scores (Rank Sums) for performance

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Academic	23	471.0	575.0	49.57	20.48
Non-academic	26	754.0	650.0	49.57	29.00

The H_0 hypothesis assumes that the 2 groups scored the performance factor the same way. The small P-value indicates a statistically significant difference with respect to the performance factor between the 2 groups because the H_0 is rejected. The non-academic group has the higher mean rank (29.00) which is an indication that the non-academic staff agreed more to these statements in the performance factor than the academic staff.

There is a statistically significant difference between the academic staff and non-academic staff with respect to the “Competence”. (Kruskal-Wallis statistic =6.6894; DF=1; P-value=0.0097).

Table 5.89: Wilcoxon Scores (Rank Sums) for competence

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Academic	23	446.5	575.0	49.68	19.41
Non-academic	26	778.5	650.0	49.68	29.94

The H_0 hypothesis assumes that the 2 groups scored the ompetencey factor the same way. The small P-value indicates a statistically significant difference with respect to the competence factor between the 2 groups because the H_0 is rejected. The non-academic group has the higher mean rank (29.94) which is an indication that the non-academic staff agreed more to these statements in the competence factor than the academic staff.

There is a statistically significant difference between the academic staff and non-academic staff with respect to the “Internet service”. (Kruskal-Wallis statistic =10.6986; DF=1; P-value=0.0011).

Table 5.90: Wilcoxon Scores (Rank Sums) for Internet service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Academic	23	413.0	575.0	49.53	17.96
Non-academic	26	812.0	650.0	49.538	31.23

The H_0 hypothesis assumes that the 2 groups scored the Internet service factor the same way. The small P-value indicates a statistically significant difference with respect to the Internet service factor between the 2 groups because the H_0 is rejected. The non-academic group has the higher mean rank (31.23) which is an indication that the non-academic staff agreed

more to these statements in the Internet service factor than the academic staff.

There is a statistically significant difference between the academic staff and non-academic staff with respect to the “GroupWise service”. (Kruskal-Wallis statistic =11.31679; DF=1; P-value=0.0008).

Table 5.91: Wilcoxon Scores (Rank Sums) for GroupWise service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Academic	23	410.0	575.0	49.05	17.83
Non-academic	26	815.0	650.0	49.05	31.35

The H_0 hypothesis assumes that the 2 groups scored the GroupWise service factor the same way. The small P-value indicates a statistically significant difference with respect to the GroupWise service factor between the 2 groups because the H_0 is rejected. The non-academic group has the higher mean rank (31.35) which is an indication that the non-academic staff agreed more to these statements in the GroupWise service factor than the academic staff.

There is a statistically significant difference between the academic staff and non-academic staff with respect to the “ITS service”. (Kruskal-Wallis statistic =5.0493; DF=1; P-value=0.0246).

Table 5.92: Wilcoxon Scores (Rank Sums) for ITS service

Survey groups	N	Sum of scores	Expected sum under H_0	Standard Deviation under H_0	Mean Score
Academic	23	464.5	575.0	49.18	20.20
Non-academic	26	760.5	650.0	49.18	29.25

The H_0 hypothesis assumes that the 2 groups scored the ITS service factor the same way. The small P-value indicates a statistically significant difference with respect to the ITS service factor between the 2 groups

because the H_0 is rejected. The non-academic group has the higher mean rank (29.25) which is an indication that the non-academic staff agreed more to these statements in the ITS service factor than the academic staff.

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Annexure A :
Cronbach Alpha Coefficients

Students

The CORR Procedure

18 Variables: q1n q2n q3n q5n q6n q7n q8n q10n q11n q12n q13n q15n q16n q17n q18n q20n q21n q22n

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
q1n	146	3.21918	1.26214	470.00000	1.00000	5.00000
q2n	146	3.63699	1.15597	531.00000	1.00000	5.00000
q3n	146	3.04795	1.23362	445.00000	1.00000	5.00000
q5n	146	3.11644	0.97210	455.00000	1.00000	5.00000
q6n	146	3.24658	1.17773	474.00000	1.00000	5.00000
q7n	146	3.43836	1.07622	502.00000	1.00000	5.00000
q8n	146	3.10274	1.25796	453.00000	1.00000	5.00000
q10n	146	3.06849	1.08696	448.00000	1.00000	5.00000
q11n	146	3.32192	1.03680	485.00000	1.00000	5.00000
q12n	146	3.45890	1.01116	505.00000	1.00000	5.00000
q13n	146	3.15753	1.17261	461.00000	1.00000	5.00000
q15n	146	3.21233	0.96995	469.00000	1.00000	5.00000
q16n	146	3.28767	1.10147	480.00000	1.00000	5.00000
q17n	146	3.30137	0.97817	482.00000	1.00000	5.00000
q18n	146	3.19863	1.09934	467.00000	1.00000	5.00000
q20n	146	3.17123	0.97103	463.00000	1.00000	5.00000
q21n	146	3.10959	1.02468	454.00000	1.00000	5.00000
q22n	146	3.19863	1.04135	467.00000	1.00000	5.00000

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.941749
Standardized	0.942286

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha
q1n	0.684395	0.938302	0.678440	0.938902
q2n	0.615604	0.939596	0.619145	0.940045
q3n	0.729174	0.937268	0.723190	0.938032
q5n	0.614855	0.939510	0.616174	0.940102
q6n	0.646666	0.938988	0.643023	0.939586
q7n	0.650366	0.938842	0.652262	0.939408
q8n	0.700315	0.937937	0.693454	0.938611
q10n	0.630645	0.939223	0.635046	0.939739
q11n	0.685023	0.938210	0.680813	0.938856
q12n	0.650240	0.938865	0.653428	0.939385
q13n	0.746861	0.936882	0.742823	0.937649
q15n	0.695937	0.938117	0.696740	0.938547
q16n	0.654756	0.938761	0.658926	0.939279
q17n	0.653299	0.938842	0.657865	0.939299
q18n	0.703478	0.937806	0.703091	0.938424
q20n	0.686446	0.938279	0.690920	0.938660
q21n	0.658219	0.938712	0.658419	0.939289
q22n	0.624285	0.939328	0.627821	0.939878

Staff

The CORR Procedure

22 Variables: q1n q2n q3n q4n q5n q6n q7n q8n q9n q10n q11n q12n q13n q14n q15n q16n q17n q18n q19n q20n q21n q22n

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
q1n	49	3.26531	1.01603	160.00000	1.00000	5.00000
q2n	49	3.77551	0.96318	185.00000	2.00000	5.00000
q3n	49	3.18367	1.01393	156.00000	1.00000	5.00000
q4n	49	3.46939	1.04287	170.00000	1.00000	5.00000
q5n	49	2.97959	1.07024	146.00000	1.00000	5.00000
q6n	49	3.28571	0.91287	161.00000	1.00000	5.00000
q7n	49	3.55102	0.98025	174.00000	1.00000	5.00000
q8n	49	3.24490	0.99017	159.00000	1.00000	5.00000
q9n	49	3.57143	0.84163	175.00000	1.00000	5.00000
q10n	49	2.93878	1.10695	144.00000	1.00000	5.00000
q11n	49	3.40816	0.86406	167.00000	2.00000	5.00000
q12n	49	3.59184	0.88784	176.00000	1.00000	5.00000
q13n	49	3.32653	0.92168	163.00000	1.00000	5.00000
q14n	49	3.46939	0.89214	170.00000	1.00000	5.00000
q15n	49	3.08163	1.09614	151.00000	1.00000	5.00000
q16n	49	3.44898	1.00127	169.00000	1.00000	5.00000
q17n	49	3.65306	0.94761	179.00000	2.00000	5.00000
q18n	49	3.34694	0.99060	164.00000	1.00000	5.00000
q19n	49	3.55102	0.86750	174.00000	1.00000	5.00000
q20n	49	3.16327	1.12448	155.00000	1.00000	5.00000
q21n	49	2.53061	1.35558	124.00000	1.00000	5.00000
q22n	49	3.10204	1.31093	152.00000	1.00000	5.00000

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.932734
Standardized	0.934327

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha
q1n	0.631380	0.929213	0.639803	0.930830
q2n	0.518403	0.931070	0.527268	0.932699
q3n	0.610744	0.929566	0.603144	0.931442
q4n	0.466189	0.932062	0.476075	0.933539
q5n	0.554825	0.930568	0.537094	0.932537
q6n	0.487594	0.931509	0.499693	0.933152
q7n	0.445851	0.932255	0.462594	0.933760
q8n	0.680578	0.928411	0.678797	0.930176
q9n	0.640914	0.929337	0.648206	0.930689
q10n	0.731835	0.927327	0.711813	0.929619
q11n	0.499926	0.931309	0.516604	0.932874
q12n	0.594003	0.929927	0.609277	0.931340
q13n	0.562587	0.930372	0.558803	0.932178
q14n	0.546281	0.930630	0.559284	0.932170
q15n	0.692560	0.928073	0.673628	0.930262
q16n	0.773340	0.926813	0.777148	0.928510
q17n	0.755145	0.927293	0.761434	0.928777
q18n	0.679103	0.928435	0.683891	0.930090
q19n	0.634157	0.929373	0.636176	0.930891
q20n	0.652617	0.928817	0.636253	0.930889
q21n	0.602677	0.930325	0.586920	0.931712
q22n	0.540884	0.931511	0.533374	0.932598

Staff and Students

The CORR Procedure

18 Variables: q1n q2n q3n q5n q6n q7n q8n q10n q11n q12n q13n q15n q16n q17n q18n q20n q21n q22n

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
q1n	201	3.22388	1.20193	648.00000	1.00000	5.00000

q2n	201	3.68159	1.09914	740.00000	1.00000	5.00000
q3n	201	3.06965	1.18538	617.00000	1.00000	5.00000
q5n	201	3.05970	1.00818	615.00000	1.00000	5.00000
q6n	201	3.25871	1.11029	655.00000	1.00000	5.00000
q7n	201	3.47264	1.04427	698.00000	1.00000	5.00000
q8n	201	3.12935	1.20133	629.00000	1.00000	5.00000
q10n	201	3.01493	1.09306	606.00000	1.00000	5.00000
q11n	201	3.34328	0.98821	672.00000	1.00000	5.00000
q12n	201	3.49751	0.98043	703.00000	1.00000	5.00000
q13n	201	3.17910	1.12595	639.00000	1.00000	5.00000
q15n	201	3.16418	1.01878	636.00000	1.00000	5.00000
q16n	201	3.33831	1.07470	671.00000	1.00000	5.00000
q17n	201	3.38806	0.97399	681.00000	1.00000	5.00000
q18n	201	3.22388	1.08380	648.00000	1.00000	5.00000
q20n	201	3.16915	1.02041	637.00000	1.00000	5.00000
q21n	201	2.94030	1.15170	591.00000	1.00000	5.00000
q22n	201	3.16915	1.12749	637.00000	1.00000	5.00000

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.937948
Standardized	0.938225

Cronbach Coefficient Alpha with Deleted Variable

	Raw Variables		Standardized Variables	
Deleted Variable	Correlation with Total	Alpha	Correlation with Total	Alpha
q1n	0.682231	0.933965	0.680434	0.934290
q2n	0.594670	0.935741	0.599991	0.935924
q3n	0.711701	0.933288	0.704460	0.933798
q5n	0.607756	0.935431	0.608115	0.935760
q6n	0.625981	0.935107	0.625009	0.935418
q7n	0.610219	0.935387	0.614009	0.935640
q8n	0.701121	0.933534	0.695235	0.933987
q10n	0.648279	0.934637	0.650975	0.934891
q11n	0.632016	0.934987	0.632684	0.935262
q12n	0.617695	0.935257	0.623515	0.935448
q13n	0.716161	0.933205	0.713415	0.933615
q15n	0.695888	0.933743	0.696667	0.933958
q16n	0.676024	0.934074	0.677994	0.934340
q17n	0.662228	0.934447	0.665283	0.934599
q18n	0.700555	0.933566	0.697371	0.933944
q20n	0.680771	0.934031	0.682929	0.934239
q21n	0.624235	0.935190	0.622695	0.935465
q22n	0.587634	0.935930	0.584775	0.936230

Annexure B :
Descriptive statistics: Frequency tables

Student

Campus	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Belville	27	15.70	27	15.70
Cape Town	48	27.91	75	43.60
Wellington	69	40.12	144	83.72
Athlone	28	16.28	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square	27.4884
DF	3
Pr > ChiSq	<.0001
Sample Size = 172	

Student	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Diploma	146	84.88	146	84.88
BTech	26	15.12	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square	83.7209
DF	1
Pr > ChiSq	<.0001
Sample Size = 172	

Offerting	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Full-time	149	86.63	149	86.63
Part-time	23	13.37	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square	92.3023
DF	1
Pr > ChiSq	<.0001
Sample Size = 172	

q1n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	1.74	3	1.74
Strongly Disagree	26	15.12	29	16.86
Disagree	23	13.37	52	30.23
Neutral	34	19.77	86	50.00
Agree	63	36.63	149	86.63
Strongly Agree	23	13.37	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square	67.5814
DF	5
Pr > ChiSq	<.0001
Sample Size = 172	

q2n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	2.33	4	2.33
Strongly Disagree	12	6.98	16	9.30
Disagree	12	6.98	28	16.28
Neutral	31	18.02	59	34.30
Agree	75	43.60	134	77.91

Strongly Agree	38	22.09	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 118.7209
DF 5
Pr > ChiSq <.0001
Sample Size = 172

q3n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Strongly Disagree	27	15.70	29	16.86
Disagree	27	15.70	56	32.56
Neutral	35	20.35	91	52.91
Agree	67	38.95	158	91.86
Strongly Agree	14	8.14	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 85.1628
DF 5
Pr > ChiSq <.0001
Sample Size = 172

q5n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	2.91	5	2.91
Strongly Disagree	14	8.14	19	11.05
Disagree	27	15.70	46	26.74
Neutral	68	39.53	114	66.28
Agree	47	27.33	161	93.60
Strongly Agree	11	6.40	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 103.7209
DF 5
Pr > ChiSq <.0001
Sample Size = 172

q6n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Strongly Disagree	22	12.79	24	13.95
Disagree	22	12.79	46	26.74
Neutral	38	22.09	84	48.84
Agree	71	41.28	155	90.12
Strongly Agree	17	9.88	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 98.2093
DF 5
Pr > ChiSq <.0001
Sample Size = 172

q7n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Strongly Disagree	13	7.56	15	8.72
Disagree	16	9.30	31	18.02
Neutral	40	23.26	71	41.28
Agree	80	46.51	151	87.79
Strongly Agree	21	12.21	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 137.4186
DF 5
Pr > ChiSq <.0001
Sample Size = 172

q8n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Strongly Disagree	25	14.53	27	15.70
Disagree	28	16.28	55	31.98
Neutral	36	20.93	91	52.91
Agree	63	36.63	154	89.53
Strongly Agree	18	10.47	172	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 72.2558
DF 5
Pr > ChiSq <.0001
Sample Size = 172

q10n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	8	4.65	8	4.65
Strongly Disagree	17	9.88	25	14.53
Disagree	21	12.21	46	26.74
Neutral	64	37.21	110	63.95
Agree	47	27.33	157	91.28
Strongly Agree	15	8.72	172	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 83.4884
DF 5
Pr > ChiSq <.0001
Sample Size = 172

q11n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	1.74	3	1.74
Strongly Disagree	14	8.14	17	9.88
Disagree	23	13.37	40	23.26
Neutral	48	27.91	88	51.16
Agree	66	38.37	154	89.53
Strongly Agree	18	10.47	172	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 97.2326
DF 5
Pr > ChiSq <.0001
Sample Size = 172

q12n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Strongly Disagree	11	6.40	13	7.56
Disagree	20	11.63	33	19.19
Neutral	38	22.09	71	41.28
Agree	83	48.26	154	89.53
Strongly Agree	18	10.47	172	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 148.3023
DF 5
Pr > ChiSq <.0001

Sample Size = 172

q13n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	2.91	5	2.91
Strongly Disagree	20	11.63	25	14.53
Disagree	25	14.53	50	29.07
Neutral	45	26.16	95	55.23
Agree	59	34.30	154	89.53
Strongly Agree	18	10.47	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	68.0000
DF	5
Pr > ChiSq	<.0001

Sample Size = 172

q15n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	2.33	4	2.33
Strongly Disagree	12	6.98	16	9.30
Disagree	27	15.70	43	25.00
Neutral	60	34.88	103	59.88
Agree	57	33.14	160	93.02
Strongly Agree	12	6.98	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	102.9535
DF	5
Pr > ChiSq	<.0001

Sample Size = 172

q16n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	0.58	1	0.58
Strongly Disagree	11	6.40	12	6.98
Disagree	27	15.70	39	22.67
Neutral	57	33.14	96	55.81
Agree	50	29.07	146	84.88
Strongly Agree	26	15.12	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	81.8140
DF	5
Pr > ChiSq	<.0001

Sample Size = 172

q17n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	0.58	1	0.58
Strongly Disagree	7	4.07	8	4.65
Disagree	24	13.95	32	18.60
Neutral	57	33.14	89	51.74
Agree	65	37.79	154	89.53
Strongly Agree	18	10.47	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	121.8605
DF	5
Pr > ChiSq	<.0001

Sample Size = 172

q18n	Frequency	Percent	Cumulative Frequency	Cumulative Percent

0	2	1.16	2	1.16
Strongly Disagree	14	8.14	16	9.30
Disagree	29	16.86	45	26.16
Neutral	54	31.40	99	57.56
Agree	54	31.40	153	88.95
Strongly Agree	19	11.05	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	80.3488
DF	5
Pr > ChiSq	<.0001
Sample Size = 172	

q20n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	1.74	3	1.74
Strongly Disagree	10	5.81	13	7.56
Disagree	28	16.28	41	23.84
Neutral	63	36.63	104	60.47
Agree	60	34.88	164	95.35
Strongly Agree	8	4.65	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	125.4186
DF	5
Pr > ChiSq	<.0001
Sample Size = 172	

q21n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Strongly Disagree	18	10.47	20	11.63
Disagree	25	14.53	45	26.16
Neutral	60	34.88	105	61.05
Agree	55	31.98	160	93.02
Strongly Agree	12	6.98	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	97.3721
DF	5
Pr > ChiSq	<.0001
Sample Size = 172	

q22n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	0.58	1	0.58
Strongly Disagree	14	8.14	15	8.72
Disagree	26	15.12	41	23.84
Neutral	59	34.30	100	58.14
Agree	56	32.56	156	90.70
Strongly Agree	16	9.30	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	98.2093
DF	5
Pr > ChiSq	<.0001
Sample Size = 172	

Staff

Campus	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Belville	14	21.88	14	21.88
Cape Town	19	29.69	33	51.56

Wellington	18	28.13	51	79.69
Athlone	13	20.31	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 1.6250
DF 3
Pr > ChiSq 0.6537
Sample Size = 64

Staff	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Academic	31	48.44	31	48.44
Non-Academic	33	51.56	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 0.0625
DF 1
Pr > ChiSq 0.8026
Sample Size = 64

q1n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	3	4.69	3	4.69
Disagree	15	23.44	18	28.13
Neutral	12	18.75	30	46.88
Agree	32	50.00	62	96.88
Strongly Agree	2	3.13	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 45.8438
DF 4
Pr > ChiSq <.0001
Sample Size = 64

q2n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree	9	14.06	9	14.06
Neutral	8	12.50	17	26.56
Agree	36	56.25	53	82.81
Strongly Agree	11	17.19	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 33.6250
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q3n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Strongly Disagree	6	9.38	7	10.94
Disagree	11	17.19	18	28.13
Neutral	17	26.56	35	54.69
Agree	26	40.63	61	95.31
Strongly Agree	3	4.69	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 42.1250
DF 5
Pr > ChiSq <.0001
Sample Size = 64

q4n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	6.25	4	6.25
Strongly Disagree	3	4.69	7	10.94
Disagree	8	12.50	15	23.44
Neutral	16	25.00	31	48.44
Agree	27	42.19	58	90.63
Strongly Agree	6	9.38	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	40.0625
DF	5
Pr > ChiSq	<.0001

Sample Size = 64

q5n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	8	12.50	8	12.50
Disagree	12	18.75	20	31.25
Neutral	20	31.25	40	62.50
Agree	22	34.38	62	96.88
Strongly Agree	2	3.13	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	21.6250
DF	4
Pr > ChiSq	0.0002

Sample Size = 64

q6n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	2	3.13	2	3.13
Disagree	13	20.31	15	23.44
Neutral	17	26.56	32	50.00
Agree	31	48.44	63	98.44
Strongly Agree	1	1.56	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	47.2500
DF	4
Pr > ChiSq	<.0001

Sample Size = 64

q7n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	2	3.13	2	3.13
Disagree	9	14.06	11	17.19
Neutral	8	12.50	19	29.69
Agree	40	62.50	59	92.19
Strongly Agree	5	7.81	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	74.5938
DF	4
Pr > ChiSq	<.0001

Sample Size = 64

q8n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	7.81	5	7.81
Strongly Disagree	7	10.94	12	18.75
Disagree	7	10.94	19	29.69
Neutral	18	28.13	37	57.81

Agree	25	39.06	62	96.88
Strongly Agree	2	3.13	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 36.8750
DF 5
Pr > ChiSq <.0001
Sample Size = 64

q9n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	6.25	4	6.25
Strongly Disagree	3	4.69	7	10.94
Disagree	1	1.56	8	12.50
Neutral	21	32.81	29	45.31
Agree	30	46.88	59	92.19
Strongly Agree	5	7.81	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 66.5000
DF 5
Pr > ChiSq <.0001
Sample Size = 64

q10n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	7	10.94	7	10.94
Disagree	18	28.13	25	39.06
Neutral	17	26.56	42	65.63
Agree	18	28.13	60	93.75
Strongly Agree	4	6.25	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 14.2813
DF 4
Pr > ChiSq 0.0064
Sample Size = 64

q11n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree	12	18.75	12	18.75
Neutral	17	26.56	29	45.31
Agree	33	51.56	62	96.88
Strongly Agree	2	3.13	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 31.3750
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q12n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	1	1.56	1	1.56
Disagree	10	15.63	11	17.19
Neutral	6	9.38	17	26.56
Agree	43	67.19	60	93.75
Strongly Agree	4	6.25	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 92.4063

DF 4
Pr > ChiSq <.0001
Sample Size = 64

q13n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Strongly Disagree	5	7.81	6	9.38
Disagree	9	14.06	15	23.44
Neutral	18	28.13	33	51.56
Agree	27	42.19	60	93.75
Strongly Agree	4	6.25	64	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 46.2500
DF 5
Pr > ChiSq <.0001
Sample Size = 64

q14n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	6.25	4	6.25
Strongly Disagree	2	3.13	6	9.38
Disagree	5	7.81	11	17.19
Neutral	23	35.94	34	53.13
Agree	26	40.63	60	93.75
Strongly Agree	4	6.25	64	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 54.6875
DF 5
Pr > ChiSq <.0001
Sample Size = 64

q15n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	3.13	2	3.13
Strongly Disagree	8	12.50	10	15.63
Disagree	9	14.06	19	29.69
Neutral	17	26.56	36	56.25
Agree	25	39.06	61	95.31
Strongly Agree	3	4.69	64	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 36.5000
DF 5
Pr > ChiSq <.0001
Sample Size = 64

q16n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Strongly Disagree	2	3.13	3	4.69
Disagree	7	10.94	10	15.63
Neutral	21	32.81	31	48.44
Agree	25	39.06	56	87.50
Strongly Agree	8	12.50	64	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 47.0000
DF 5
Pr > ChiSq <.0001
Sample Size = 64

q17n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Disagree	8	12.50	9	14.06
Neutral	20	31.25	29	45.31
Agree	25	39.06	54	84.38
Strongly Agree	10	15.63	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	28.9688
DF	4
Pr > ChiSq	<.0001

Sample Size = 64

q18n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Strongly Disagree	5	7.81	6	9.38
Disagree	5	7.81	11	17.19
Neutral	25	39.06	36	56.25
Agree	21	32.81	57	89.06
Strongly Agree	7	10.94	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	45.3125
DF	5
Pr > ChiSq	<.0001

Sample Size = 64

q19n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	6.25	4	6.25
Strongly Disagree	1	1.56	5	7.81
Disagree	4	6.25	9	14.06
Neutral	26	40.63	35	54.69
Agree	20	31.25	55	85.94
Strongly Agree	9	14.06	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	47.5625
DF	5
Pr > ChiSq	<.0001

Sample Size = 64

q20n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	4	6.25	4	6.25
Disagree	17	26.56	21	32.81
Neutral	15	23.44	36	56.25
Agree	21	32.81	57	89.06
Strongly Agree	7	10.94	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	15.6875
DF	4
Pr > ChiSq	0.0035

Sample Size = 64

q21n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Strongly Disagree	18	28.13	19	29.69
Disagree	15	23.44	34	53.13

Neutral	13	20.31	47	73.44
Agree	12	18.75	59	92.19
Strongly Agree	5	7.81	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	19.2500
DF	5
Pr > ChiSq	0.0017

Sample Size = 64

q22n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Strongly Disagree	11	17.19	12	18.75
Disagree	6	9.38	18	28.13
Neutral	19	29.69	37	57.81
Agree	19	29.69	56	87.50
Strongly Agree	8	12.50	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	24.5000
DF	5
Pr > ChiSq	0.0002

Sample Size = 64

Student

q1n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	1.74	3	1.74
Disagree - Strongly Disagree	49	28.49	52	30.23
Neutral	34	19.77	86	50.00
Agree - Strongly Agree	86	50.00	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square	82.9302
DF	3
Pr > ChiSq	<.0001

Sample Size = 172

q2n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	2.33	4	2.33
Disagree - Strongly Disagree	24	13.95	28	16.28
Neutral	31	18.02	59	34.30
Agree - Strongly Agree	113	65.70	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square	161.0698
DF	3
Pr > ChiSq	<.0001

Sample Size = 172

q3n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Disagree - Strongly Disagree	54	31.40	56	32.56
Neutral	35	20.35	91	52.91
Agree - Strongly Agree	81	47.09	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square	76.9767
DF	3
Pr > ChiSq	<.0001

Sample Size = 172

q5n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	2.91	5	2.91
Disagree - Strongly Disagree	41	23.84	46	26.74
Neutral	68	39.53	114	66.28
Agree - Strongly Agree	58	33.72	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square	53.4419
DF	3
Pr > ChiSq	<.0001

Sample Size = 172

q6n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Disagree - Strongly Disagree	44	25.58	46	26.74
Neutral	38	22.09	84	48.84
Agree - Strongly Agree	88	51.16	172	100.00

Chi-Square Test for Equal Proportions

Chi-Square 86.7907
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q7n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Disagree - Strongly Disagree	29	16.86	31	18.02
Neutral	40	23.26	71	41.28
Agree - Strongly Agree	101	58.72	172	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 122.0930
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q8n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Disagree - Strongly Disagree	53	30.81	55	31.98
Neutral	36	20.93	91	52.91
Agree - Strongly Agree	81	47.09	172	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 76.1395
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q10n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	8	4.65	8	4.65
Disagree - Strongly Disagree	38	22.09	46	26.74
Neutral	64	37.21	110	63.95
Agree - Strongly Agree	62	36.05	172	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 47.7209
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q11n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	1.74	3	1.74
Disagree - Strongly Disagree	37	21.51	40	23.26
Neutral	48	27.91	88	51.16
Agree - Strongly Agree	84	48.84	172	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 77.7209
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q12n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Disagree - Strongly Disagree	31	18.02	33	19.19
Neutral	38	22.09	71	41.28

Agree - Strongly Agree	101	58.72	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 121.2558
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q13n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	2.91	5	2.91
Disagree - Strongly Disagree	45	26.16	50	29.07
Neutral	45	26.16	95	55.23
Agree - Strongly Agree	77	44.77	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 60.6512
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q15n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	2.33	4	2.33
Disagree - Strongly Disagree	39	22.67	43	25.00
Neutral	60	34.88	103	59.88
Agree - Strongly Agree	69	40.12	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 58.1860
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q16n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	0.58	1	0.58
Disagree - Strongly Disagree	38	22.09	39	22.67
Neutral	57	33.14	96	55.81
Agree - Strongly Agree	76	44.19	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 71.4884
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q17n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	0.58	1	0.58
Disagree - Strongly Disagree	31	18.02	32	18.60
Neutral	57	33.14	89	51.74
Agree - Strongly Agree	83	48.26	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 86.1395
DF 3
Pr > ChiSq <.0001
Sample Size = 172

q18n	Frequency	Percent	Cumulative Frequency	Cumulative Percent

0	2	1.16	2	1.16
Disagree - Strongly Disagree	43	25.00	45	26.16
Neutral	54	31.40	99	57.56
Agree - Strongly Agree	73	42.44	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	62.8372
DF	3
Pr > ChiSq	<.0001

Sample Size = 172

q20n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	1.74	3	1.74
Disagree - Strongly Disagree	38	22.09	41	23.84
Neutral	63	36.63	104	60.47
Agree - Strongly Agree	68	39.53	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	61.6279
DF	3
Pr > ChiSq	<.0001

Sample Size = 172

q21n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	1.16	2	1.16
Disagree - Strongly Disagree	43	25.00	45	26.16
Neutral	60	34.88	105	61.05
Agree - Strongly Agree	67	38.95	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	59.2093
DF	3
Pr > ChiSq	<.0001

Sample Size = 172

q22n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	0.58	1	0.58
Disagree - Strongly Disagree	40	23.26	41	23.84
Neutral	59	34.30	100	58.14
Agree - Strongly Agree	72	41.86	172	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	66.7442
DF	3
Pr > ChiSq	<.0001

Sample Size = 172

Staff

q1n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	18	28.13	18	28.13
Neutral	12	18.75	30	46.88
Agree - Strongly Agree	34	53.13	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	12.1250
DF	2
Pr > ChiSq	0.0023

Sample Size = 64

q2n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	9	14.06	9	14.06
Neutral	8	12.50	17	26.56
Agree - Strongly Agree	47	73.44	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	46.3438
DF	2
Pr > ChiSq	<.0001

Sample Size = 64

q3n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Disagree - Strongly Disagree	17	26.56	18	28.13
Neutral	17	26.56	35	54.69
Agree - Strongly Agree	29	45.31	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	24.7500
DF	3
Pr > ChiSq	<.0001

Sample Size = 64

q4n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	6.25	4	6.25
Disagree - Strongly Disagree	11	17.19	15	23.44
Neutral	16	25.00	31	48.44
Agree - Strongly Agree	33	51.56	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	28.6250
DF	3
Pr > ChiSq	<.0001

Sample Size = 64

q5n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	20	31.25	20	31.25
Neutral	20	31.25	40	62.50
Agree - Strongly Agree	24	37.50	64	100.00

Chi-Square Test for Equal Proportions

Chi-Square	0.5000
DF	2

Pr > ChiSq 0.7788
Sample Size = 64

q6n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	15	23.44	15	23.44
Neutral	17	26.56	32	50.00
Agree - Strongly Agree	32	50.00	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 8.0938
DF 2
Pr > ChiSq 0.0175
Sample Size = 64

q7n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	11	17.19	11	17.19
Neutral	8	12.50	19	29.69
Agree - Strongly Agree	45	70.31	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 39.5938
DF 2
Pr > ChiSq <.0001
Sample Size = 64

q8n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	7.81	5	7.81
Disagree - Strongly Disagree	14	21.88	19	29.69
Neutral	18	28.13	37	57.81
Agree - Strongly Agree	27	42.19	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 15.6250
DF 3
Pr > ChiSq 0.0014
Sample Size = 64

q9n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	6.25	4	6.25
Disagree - Strongly Disagree	4	6.25	8	12.50
Neutral	21	32.81	29	45.31
Agree - Strongly Agree	35	54.69	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 42.1250
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q10n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	25	39.06	25	39.06
Neutral	17	26.56	42	65.63
Agree - Strongly Agree	22	34.38	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 1.5313

DF 2
Pr > ChiSq 0.4650
Sample Size = 64

q11n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	12	18.75	12	18.75
Neutral	17	26.56	29	45.31
Agree - Strongly Agree	35	54.69	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 13.7188
DF 2
Pr > ChiSq 0.0010
Sample Size = 64

q12n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	11	17.19	11	17.19
Neutral	6	9.38	17	26.56
Agree - Strongly Agree	47	73.44	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 46.9063
DF 2
Pr > ChiSq <.0001
Sample Size = 64

q13n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Disagree - Strongly Disagree	14	21.88	15	23.44
Neutral	18	28.13	33	51.56
Agree - Strongly Agree	31	48.44	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 28.6250
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q14n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	6.25	4	6.25
Disagree - Strongly Disagree	7	10.94	11	17.19
Neutral	23	35.94	34	53.13
Agree - Strongly Agree	30	46.88	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 29.3750
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q15n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	3.13	2	3.13
Disagree - Strongly Disagree	17	26.56	19	29.69
Neutral	17	26.56	36	56.25
Agree - Strongly Agree	28	43.75	64	100.00

Chi-Square Test
for Equal Proportions

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Chi-Square 21.3750
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q16n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Disagree - Strongly Disagree	9	14.06	10	15.63
Neutral	21	32.81	31	48.44
Agree - Strongly Agree	33	51.56	64	100.00

Chi-Square Test
for Equal Proportions
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Chi-Square 36.7500
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q17n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Disagree - Strongly Disagree	8	12.50	9	14.06
Neutral	20	31.25	29	45.31
Agree - Strongly Agree	35	54.69	64	100.00

Chi-Square Test
for Equal Proportions
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Chi-Square 41.6250
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q18n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Disagree - Strongly Disagree	10	15.63	11	17.19
Neutral	25	39.06	36	56.25
Agree - Strongly Agree	28	43.75	64	100.00

Chi-Square Test
for Equal Proportions
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Chi-Square 30.3750
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q19n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	6.25	4	6.25
Disagree - Strongly Disagree	5	7.81	9	14.06
Neutral	26	40.63	35	54.69
Agree - Strongly Agree	29	45.31	64	100.00

Chi-Square Test
for Equal Proportions
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Chi-Square 33.3750
DF 3
Pr > ChiSq <.0001
Sample Size = 64

q20n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	21	32.81	21	32.81
Neutral	15	23.44	36	56.25
Agree - Strongly Agree	28	43.75	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	3.9688
DF	2
Pr > ChiSq	0.1375
Sample Size = 64	

q21n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Disagree - Strongly Disagree	33	51.56	34	53.13
Neutral	13	20.31	47	73.44
Agree - Strongly Agree	17	26.56	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	32.7500
DF	3
Pr > ChiSq	<.0001
Sample Size = 64	

q22n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	1.56	1	1.56
Disagree - Strongly Disagree	17	26.56	18	28.13
Neutral	19	29.69	37	57.81
Agree - Strongly Agree	27	42.19	64	100.00

Chi-Square Test
for Equal Proportions

Chi-Square	22.2500
DF	3
Pr > ChiSq	<.0001
Sample Size = 64	

Total

q1n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	67	28.76	67	28.76
Neutral	46	19.74	113	48.50
Agree - Strongly Agree	120	51.50	233	100.00

Chi-Square Test for Equal Proportions

Chi-Square 37.4506
DF 2
Pr > ChiSq <.0001
Effective Sample Size = 233
Frequency Missing = 3

q2n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	33	14.22	33	14.22
Neutral	39	16.81	72	31.03
Agree - Strongly Agree	160	68.97	232	100.00

Chi-Square Test for Equal Proportions

Chi-Square 132.7845
DF 2
Pr > ChiSq <.0001
Effective Sample Size = 232
Frequency Missing = 4

q3n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	71	30.47	71	30.47
Neutral	52	22.32	123	52.79
Agree - Strongly Agree	110	47.21	233	100.00

Chi-Square Test for Equal Proportions

Chi-Square 22.5150
DF 2
Pr > ChiSq <.0001
Effective Sample Size = 233
Frequency Missing = 3

q4n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	11	18.33	11	18.33
Neutral	16	26.67	27	45.00
Agree - Strongly Agree	33	55.00	60	100.00

Chi-Square Test for Equal Proportions

Chi-Square 13.3000
DF 2
Pr > ChiSq 0.0013
Effective Sample Size = 60
Frequency Missing = 176
WARNING: 75% of the data are missing.

q5n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	61	26.41	61	26.41
Neutral	88	38.10	149	64.50
Agree - Strongly Agree	82	35.50	231	100.00

Chi-Square Test for Equal Proportions

Chi-Square Test
for Equal Proportions

Chi-Square 5.2208
DF 2
Pr > ChiSq 0.0735

Effective Sample Size = 231
Frequency Missing = 5

q6n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	59	25.21	59	25.21
Neutral	55	23.50	114	48.72
Agree - Strongly Agree	120	51.28	234	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 34.0256
DF 2
Pr > ChiSq <.0001

Effective Sample Size = 234
Frequency Missing = 2

q7n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	40	17.09	40	17.09
Neutral	48	20.51	88	37.61
Agree - Strongly Agree	146	62.39	234	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 89.3333
DF 2
Pr > ChiSq <.0001

Effective Sample Size = 234
Frequency Missing = 2

q8n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	67	29.26	67	29.26
Neutral	54	23.58	121	52.84
Agree - Strongly Agree	108	47.16	229	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 20.8122
DF 2
Pr > ChiSq <.0001

Effective Sample Size = 229
Frequency Missing = 7

q9n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	4	6.67	4	6.67
Neutral	21	35.00	25	41.67
Agree - Strongly Agree	35	58.33	60	100.00

Chi-Square Test
for Equal Proportions

Chi-Square 24.1000
DF 2
Pr > ChiSq <.0001

Effective Sample Size = 60
Frequency Missing = 176
WARNING: 75% of the data are missing.

q10n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	63	27.63	63	27.63

Neutral	81	35.53	144	63.16
Agree - Strongly Agree	84	36.84	228	100.00

Chi-Square Test
for Equal Proportions
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square 3.3947
DF 2
Pr > ChiSq 0.1832
Effective Sample Size = 228
Frequency Missing = 8

q11n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	49	21.03	49	21.03
Neutral	65	27.90	114	48.93
Agree - Strongly Agree	119	51.07	233	100.00

Chi-Square Test
for Equal Proportions
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square 34.6438
DF 2
Pr > ChiSq <.0001
Effective Sample Size = 233
Frequency Missing = 3

q12n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	42	17.95	42	17.95
Neutral	44	18.80	86	36.75
Agree - Strongly Agree	148	63.25	234	100.00

Chi-Square Test
for Equal Proportions
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square 94.2564
DF 2
Pr > ChiSq <.0001
Effective Sample Size = 234
Frequency Missing = 2

q13n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	59	25.65	59	25.65
Neutral	63	27.39	122	53.04
Agree - Strongly Agree	108	46.96	230	100.00

Chi-Square Test
for Equal Proportions
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square 19.3130
DF 2
Pr > ChiSq <.0001
Effective Sample Size = 230
Frequency Missing = 6

q14n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	7	11.67	7	11.67
Neutral	23	38.33	30	50.00
Agree - Strongly Agree	30	50.00	60	100.00

Chi-Square Test
for Equal Proportions
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square 13.9000
DF 2
Pr > ChiSq 0.0010
Effective Sample Size = 60
Frequency Missing = 176
WARNING: 75% of the data are missing.

q15n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	56	24.35	56	24.35
Neutral	77	33.48	133	57.83
Agree - Strongly Agree	97	42.17	230	100.00

Chi-Square Test for Equal Proportions

Chi-Square 10.9652
DF 2
Pr > ChiSq 0.0042
Effective Sample Size = 230
Frequency Missing = 6

q16n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	47	20.09	47	20.09
Neutral	78	33.33	125	53.42
Agree - Strongly Agree	109	46.58	234	100.00

Chi-Square Test for Equal Proportions

Chi-Square 24.6410
DF 2
Pr > ChiSq <.0001
Effective Sample Size = 234
Frequency Missing = 2

q17n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	39	16.67	39	16.67
Neutral	77	32.91	116	49.57
Agree - Strongly Agree	118	50.43	234	100.00

Chi-Square Test for Equal Proportions

Chi-Square 40.0256
DF 2
Pr > ChiSq <.0001
Effective Sample Size = 234
Frequency Missing = 2

q18n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	53	22.75	53	22.75
Neutral	79	33.91	132	56.65
Agree - Strongly Agree	101	43.35	233	100.00

Chi-Square Test for Equal Proportions

Chi-Square 14.8670
DF 2
Pr > ChiSq 0.0006
Effective Sample Size = 233
Frequency Missing = 3

q19n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	5	8.33	5	8.33
Neutral	26	43.33	31	51.67
Agree - Strongly Agree	29	48.33	60	100.00

Chi-Square Test for Equal Proportions

Chi-Square 17.1000

DF 2
Pr > ChiSq 0.0002
Effective Sample Size = 60
Frequency Missing = 176
WARNING: 75% of the data are missing.

q20n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	59	25.32	59	25.32
Neutral	78	33.48	137	58.80
Agree - Strongly Agree	96	41.20	233	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 8.8155
DF 2
Pr > ChiSq 0.0122
Effective Sample Size = 233
Frequency Missing = 3

q21n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	76	32.62	76	32.62
Neutral	73	31.33	149	63.95
Agree - Strongly Agree	84	36.05	233	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 0.8326
DF 2
Pr > ChiSq 0.6595
Effective Sample Size = 233
Frequency Missing = 3

q22n	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree - Strongly Disagree	57	24.36	57	24.36
Neutral	78	33.33	135	57.69
Agree - Strongly Agree	99	42.31	234	100.00

Chi-Square Test
for Equal Proportions
Chi-Square 11.3077
DF 2
Pr > ChiSq 0.0035
Effective Sample Size = 234

Annexure C :

Descriptive statistics: Uni-variate with means & standard deviations where appropriate

Student

The UNIVARIATE Procedure

Variable: q1n

N	169	Sum Weights	169
Mean	3.20118343	Sum Observations	541
Std Deviation	1.27978738	Variance	1.63785573
Skewness	-0.4352248	Kurtosis	-0.9277167
Uncorrected SS	2007	Corrected SS	275.159763
Coeff Variation	39.9785706	Std Error Mean	0.09844518

Basic Statistical Measures

Location		Variability	
Mean	3.201183	Std Deviation	1.27979
Median	4.000000	Variance	1.63786
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	4
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: q2n

N	168	Sum Weights	168
Mean	3.68452381	Sum Observations	619
Std Deviation	1.11677402	Variance	1.2471842
Skewness	-0.9163342	Kurtosis	0.30214615
Uncorrected SS	2489	Corrected SS	208.279762
Coeff Variation	30.3098602	Std Error Mean	0.08616099

Basic Statistical Measures

Location		Variability	
Mean	3.684524	Std Deviation	1.11677
Median	4.000000	Variance	1.24718
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q3n

N	170	Sum Weights	170
Mean	3.08235294	Sum Observations	524
Std Deviation	1.23280375	Variance	1.51980508
Skewness	-0.4076204	Kurtosis	-0.9794788
Uncorrected SS	1872	Corrected SS	256.847059
Coeff Variation	39.9955415	Std Error Mean	0.09455173

Basic Statistical Measures

Location		Variability	
Mean	3.082353	Std Deviation	1.23280

Median	3.000000	Variance	1.51981
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	3
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: q5n

N	167	Sum Weights	167
Mean	3.08383234	Sum Observations	515
Std Deviation	1.02035414	Variance	1.04112257
Skewness	-0.2729903	Kurtosis	-0.273856
Uncorrected SS	1761	Corrected SS	172.826347
Coeff Variation	33.087212	Std Error Mean	0.07895737

Basic Statistical Measures

Location		Variability	
Mean	3.083832	Std Deviation	1.02035
Median	3.000000	Variance	1.04112
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	3
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q6n

N	170	Sum Weights	170
Mean	3.22941176	Sum Observations	549
Std Deviation	1.19181861	Variance	1.4204316
Skewness	-0.5597687	Kurtosis	-0.6656879
Uncorrected SS	2013	Corrected SS	240.052941
Coeff Variation	36.9051301	Std Error Mean	0.09140831

Basic Statistical Measures

Location		Variability	
Mean	3.229412	Std Deviation	1.19182
Median	4.000000	Variance	1.42043
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5.0
99%	5.0
95%	5.0
90%	4.5
75% Q3	4.0
50% Median	4.0
25% Q1	2.0
10%	1.0
5%	1.0
1%	1.0
0% Min	1.0

Variable: q7n

N	170	Sum Weights	170
Mean	3.47058824	Sum Observations	590
Std Deviation	1.07238864	Variance	1.1500174
Skewness	-0.7967034	Kurtosis	0.10904949
Uncorrected SS	2242	Corrected SS	194.352941
Coeff Variation	30.8993338	Std Error Mean	0.08224845

Basic Statistical Measures

Location		Variability	
Mean	3.470588	Std Deviation	1.07239
Median	4.000000	Variance	1.15002
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q8n

N	170	Sum Weights	170
Mean	3.12352941	Sum Observations	531
Std Deviation	1.24131511	Variance	1.54086321
Skewness	-0.3688416	Kurtosis	-0.9537295
Uncorrected SS	1919	Corrected SS	260.405882
Coeff Variation	39.7407852	Std Error Mean	0.09520452

Basic Statistical Measures

Location		Variability	
Mean	3.123529	Std Deviation	1.24132
Median	3.000000	Variance	1.54086
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: q10n

N	164	Sum Weights	164
Mean	3.13414634	Sum Observations	514
Std Deviation	1.0882777	Variance	1.18434835
Skewness	-0.3280813	Kurtosis	-0.353164
Uncorrected SS	1804	Corrected SS	193.04878
Coeff Variation	34.7232573	Std Error Mean	0.08498021

Basic Statistical Measures

Location		Variability	
Mean	3.134146	Std Deviation	1.08828
Median	3.000000	Variance	1.18435
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5

99%	5
95%	5
90%	4
75% Q3	4
50% Median	3
25% Q1	3
10%	1
5%	1
1%	1
0% Min	1

Variable: q11n

N	169	Sum Weights	169
Mean	3.30177515	Sum Observations	558
Std Deviation	1.09547084	Variance	1.20005635
Skewness	-0.5139517	Kurtosis	-0.3778523
Uncorrected SS	2044	Corrected SS	201.609467
Coeff Variation	33.1782386	Std Error Mean	0.08426699

Basic Statistical Measures

Location		Variability	
Mean	3.301775	Std Deviation	1.09547
Median	3.000000	Variance	1.20006
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q12n

N	170	Sum Weights	170
Mean	3.45294118	Sum Observations	587
Std Deviation	1.04378558	Variance	1.08948834
Skewness	-0.7739306	Kurtosis	0.04258804
Uncorrected SS	2211	Corrected SS	184.123529
Coeff Variation	30.228884	Std Error Mean	0.0800547

Basic Statistical Measures

Location		Variability	
Mean	3.452941	Std Deviation	1.04379
Median	4.000000	Variance	1.08949
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q13n

N	167	Sum Weights	167
Mean	3.17964072	Sum Observations	531
Std Deviation	1.17865243	Variance	1.38922156
Skewness	-0.3993576	Kurtosis	-0.7111428
Uncorrected SS	1919	Corrected SS	230.610778
Coeff Variation	37.06873	Std Error Mean	0.09120686

Basic Statistical Measures

Location		Variability	
Mean	3.179641	Std Deviation	1.17865
Median	3.000000	Variance	1.38922
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: q15n

N	168	Sum Weights	168
Mean	3.17857143	Sum Observations	534
Std Deviation	1.02262682	Variance	1.04576561
Skewness	-0.3655914	Kurtosis	-0.3274982
Uncorrected SS	1872	Corrected SS	174.642857
Coeff Variation	32.1725291	Std Error Mean	0.07889737

Basic Statistical Measures

Location		Variability	
Mean	3.178571	Std Deviation	1.02263
Median	3.000000	Variance	1.04577
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	3
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q16n

N	171	Sum Weights	171
Mean	3.30994152	Sum Observations	566
Std Deviation	1.10765544	Variance	1.22690058
Skewness	-0.245386	Kurtosis	-0.5572982
Uncorrected SS	2082	Corrected SS	208.573099
Coeff Variation	33.464502	Std Error Mean	0.08470453

Basic Statistical Measures

Location		Variability	
Mean	3.309942	Std Deviation	1.10766
Median	3.000000	Variance	1.22690
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	3
10%	2

5%	1
1%	1
0% Min	1

Variable: q17n

N	171	Sum Weights	171
Mean	3.36842105	Sum Observations	576
Std Deviation	0.98753845	Variance	0.9752322
Skewness	-0.388065	Kurtosis	-0.2129745
Uncorrected SS	2106	Corrected SS	165.789474
Coeff Variation	29.3175479	Std Error Mean	0.07551895

Basic Statistical Measures

Location		Variability	
Mean	3.368421	Std Deviation	0.98754
Median	3.000000	Variance	0.97523
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	3
10%	2
5%	2
1%	1
0% Min	1

Variable: q18n

N	170	Sum Weights	170
Mean	3.20588235	Sum Observations	545
Std Deviation	1.1088512	Variance	1.22955099
Skewness	-0.284701	Kurtosis	-0.5751669
Uncorrected SS	1955	Corrected SS	207.794118
Coeff Variation	34.5880192	Std Error Mean	0.08504501

Basic Statistical Measures

Location		Variability	
Mean	3.205882	Std Deviation	1.10885
Median	3.000000	Variance	1.22955
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Note: The mode displayed is the smallest of 2 modes with a count of 54.

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	2
10%	2
5%	1
1%	1
0% Min	1

Variable: q20n

N	169	Sum Weights	169
Mean	3.16568047	Sum Observations	535
Std Deviation	0.96164835	Variance	0.92476754
Skewness	-0.4198844	Kurtosis	-0.2312644
Uncorrected SS	1849	Corrected SS	155.360947
Coeff Variation	30.3773029	Std Error Mean	0.07397295

Basic Statistical Measures

Location		Variability	
Mean	3.165680	Std Deviation	0.96165
Median	3.000000	Variance	0.92477
Mode	3.000000	Range	4.00000

Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	4
90%	4
75% Q3	4
50% Median	3
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q21n

N	170	Sum Weights	170
Mean	3.10588235	Sum Observations	528
Std Deviation	1.08266086	Variance	1.17215454
Skewness	-0.3827672	Kurtosis	-0.4613219
Uncorrected SS	1838	Corrected SS	198.094118
Coeff Variation	34.858399	Std Error Mean	0.0830363

Basic Statistical Measures

Location		Variability	
Mean	3.105882	Std Deviation	1.08266
Median	3.000000	Variance	1.17215
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	3
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: q22n

N	171	Sum Weights	171
Mean	3.19883041	Sum Observations	547
Std Deviation	1.07166656	Variance	1.14846921
Skewness	-0.3472352	Kurtosis	-0.4086037
Uncorrected SS	1945	Corrected SS	195.239766
Coeff Variation	33.5018248	Std Error Mean	0.08195239

Basic Statistical Measures

Location		Variability	
Mean	3.198830	Std Deviation	1.07167
Median	3.000000	Variance	1.14847
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	3
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Staff

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Variable: q1n

N	64	Sum Weights	64
Mean	3.234375	Sum Observations	207
Std Deviation	1.00383689	Variance	1.00768849
Skewness	-0.5905979	Kurtosis	-0.7400356
Uncorrected SS	733	Corrected SS	63.484375
Coeff Variation	31.0365027	Std Error Mean	0.12547961

Basic Statistical Measures

Location		Variability	
Mean	3.234375	Std Deviation	1.00384
Median	4.000000	Variance	1.00769
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	4
90%	4
75% Q3	4
50% Median	4
25% Q1	2
10%	2
5%	2
1%	1
0% Min	1

Variable: q2n

N	64	Sum Weights	64
Mean	3.765625	Sum Observations	241
Std Deviation	0.90399795	Variance	0.8172123
Skewness	-0.709203	Kurtosis	-0.1193488
Uncorrected SS	959	Corrected SS	51.484375
Coeff Variation	24.0065847	Std Error Mean	0.11299974

Basic Statistical Measures

Location		Variability	
Mean	3.765625	Std Deviation	0.90400
Median	4.000000	Variance	0.81721
Mode	4.000000	Range	3.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	2
1%	2
0% Min	2

Variable: q3n

N	63	Sum Weights	63
Mean	3.14285714	Sum Observations	198
Std Deviation	1.07549153	Variance	1.15668203
Skewness	-0.5345284	Kurtosis	-0.5610516
Uncorrected SS	694	Corrected SS	71.7142857
Coeff Variation	34.220185	Std Error Mean	0.1354992

Basic Statistical Measures

Location		Variability	
Mean	3.142857	Std Deviation	1.07549
Median	3.000000	Variance	1.15668
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	4
90%	4
75% Q3	4
50% Median	3
25% Q1	2
10%	2
5%	1
1%	1
0% Min	1

Variable: q4n

N	60	Sum Weights	60
Mean	3.41666667	Sum Observations	205
Std Deviation	1.01332924	Variance	1.02683616
Skewness	-0.6246483	Kurtosis	-0.0290742
Uncorrected SS	761	Corrected SS	60.5833333
Coeff Variation	29.6584169	Std Error Mean	0.13082024

Basic Statistical Measures

Location		Variability	
Mean	3.416667	Std Deviation	1.01333
Median	4.000000	Variance	1.02684
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5.0
99%	5.0
95%	5.0
90%	4.5
75% Q3	4.0
50% Median	4.0
25% Q1	3.0
10%	2.0
5%	1.5
1%	1.0
0% Min	1.0

Variable: q5n

N	64	Sum Weights	64
Mean	2.96875	Sum Observations	190
Std Deviation	1.08333333	Variance	1.17361111
Skewness	-0.4003616	Kurtosis	-0.743904
Uncorrected SS	638	Corrected SS	73.9375
Coeff Variation	36.4912281	Std Error Mean	0.13541667

Basic Statistical Measures

Location		Variability	
Mean	2.968750	Std Deviation	1.08333
Median	3.000000	Variance	1.17361
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	4
90%	4
75% Q3	4
50% Median	3
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: q6n

N	64	Sum Weights	64
Mean	3.25	Sum Observations	208
Std Deviation	0.90851353	Variance	0.82539683

Skewness	-0.6555032	Kurtosis	-0.5279258
Uncorrected SS	728	Corrected SS	52
Coeff Variation	27.9542623	Std Error Mean	0.11356419

Basic Statistical Measures

Location		Variability	
Mean	3.250000	Std Deviation	0.90851
Median	3.500000	Variance	0.82540
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5.0
99%	5.0
95%	4.0
90%	4.0
75% Q3	4.0
50% Median	3.5
25% Q1	3.0
10%	2.0
5%	2.0
1%	1.0
0% Min	1.0

Variable: q7n

N	64	Sum Weights	64
Mean	3.578125	Sum Observations	229
Std Deviation	0.93951503	Variance	0.88268849
Skewness	-1.0632405	Kurtosis	0.58894115
Uncorrected SS	875	Corrected SS	55.609375
Coeff Variation	26.2571886	Std Error Mean	0.11743938

Basic Statistical Measures

Location		Variability	
Mean	3.578125	Std Deviation	0.93952
Median	4.000000	Variance	0.88269
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	2
1%	1
0% Min	1

Variable: q8n

N	59	Sum Weights	59
Mean	3.13559322	Sum Observations	185
Std Deviation	1.07410953	Variance	1.15371128
Skewness	-0.7109497	Kurtosis	-0.3550308
Uncorrected SS	647	Corrected SS	66.9152542
Coeff Variation	34.255385	Std Error Mean	0.13983715

Basic Statistical Measures

Location		Variability	
Mean	3.135593	Std Deviation	1.07411
Median	3.000000	Variance	1.15371
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	4
90%	4
75% Q3	4

50% Median	3
25% Q1	3
10%	1
5%	1
1%	1
0% Min	1

Variable: q9n

N	60	Sum Weights	60
Mean	3.55	Sum Observations	213
Std Deviation	0.87187699	Variance	0.76016949
Skewness	-1.031343	Kurtosis	1.96763479
Uncorrected SS	801	Corrected SS	44.85
Coeff Variation	24.5599153	Std Error Mean	0.11255884

Basic Statistical Measures

Location		Variability	
Mean	3.550000	Std Deviation	0.87188
Median	4.000000	Variance	0.76017
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5.0
99%	5.0
95%	5.0
90%	4.0
75% Q3	4.0
50% Median	4.0
25% Q1	3.0
10%	3.0
5%	1.5
1%	1.0
0% Min	1.0

Variable: q10n

N	64	Sum Weights	64
Mean	2.90625	Sum Observations	186
Std Deviation	1.12290369	Variance	1.2609127
Skewness	-0.018579	Kurtosis	-0.8729267
Uncorrected SS	620	Corrected SS	79.4375
Coeff Variation	38.6375463	Std Error Mean	0.14036296

Basic Statistical Measures

Location		Variability	
Mean	2.906250	Std Deviation	1.12290
Median	3.000000	Variance	1.26091
Mode	2.000000	Range	4.00000
		Interquartile Range	2.00000

Note: The mode displayed is the smallest of 2 modes with a count of 18.

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	3
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: q11n

N	64	Sum Weights	64
Mean	3.390625	Sum Observations	217
Std Deviation	0.82840806	Variance	0.68625992
Skewness	-0.5037972	Kurtosis	-0.8038542
Uncorrected SS	779	Corrected SS	43.234375
Coeff Variation	24.4323116	Std Error Mean	0.10355101

Basic Statistical Measures

Location		Variability	

Mean	3.390625	Std Deviation	0.82841
Median	4.000000	Variance	0.68626
Mode	4.000000	Range	3.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	4
90%	4
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	2
1%	2
0% Min	2

Variable: q12n

N	64	Sum Weights	64
Mean	3.609375	Sum Observations	231
Std Deviation	0.88402376	Variance	0.78149802
Skewness	-1.1262812	Kurtosis	0.57470341
Uncorrected SS	883	Corrected SS	49.234375
Coeff Variation	24.4924333	Std Error Mean	0.11050297

Basic Statistical Measures

Location		Variability	
Mean	3.609375	Std Deviation	0.88402
Median	4.000000	Variance	0.78150
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	2
1%	1
0% Min	1

Variable: q13n

N	63	Sum Weights	63
Mean	3.25396825	Sum Observations	205
Std Deviation	1.04678084	Variance	1.09575013
Skewness	-0.6214783	Kurtosis	-0.236668
Uncorrected SS	735	Corrected SS	67.9365079
Coeff Variation	32.1693624	Std Error Mean	0.13188199

Basic Statistical Measures

Location		Variability	
Mean	3.253968	Std Deviation	1.04678
Median	3.000000	Variance	1.09575
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	3
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q14n

N	60	Sum Weights	60
Mean	3.41666667	Sum Observations	205
Std Deviation	0.86928115	Variance	0.75564972
Skewness	-0.6157829	Kurtosis	0.69253464
Uncorrected SS	745	Corrected SS	44.5833333
Coeff Variation	25.4423751	Std Error Mean	0.11222371

Basic Statistical Measures

Location		Variability	
Mean	3.416667	Std Deviation	0.86928
Median	3.500000	Variance	0.75565
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5.0
99%	5.0
95%	5.0
90%	4.0
75% Q3	4.0
50% Median	3.5
25% Q1	3.0
10%	2.0
5%	2.0
1%	1.0
0% Min	1.0

Variable: q15n

N	62	Sum Weights	62
Mean	3.09677419	Sum Observations	192
Std Deviation	1.12657434	Variance	1.26916975
Skewness	-0.5513026	Kurtosis	-0.6418383
Uncorrected SS	672	Corrected SS	77.4193548
Coeff Variation	36.3789632	Std Error Mean	0.14307508

Basic Statistical Measures

Location		Variability	
Mean	3.096774	Std Deviation	1.12657
Median	3.000000	Variance	1.26917
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	4
90%	4
75% Q3	4
50% Median	3
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: q16n

N	63	Sum Weights	63
Mean	3.47619048	Sum Observations	219
Std Deviation	0.96481893	Variance	0.93087558
Skewness	-0.4312571	Kurtosis	0.01778514
Uncorrected SS	819	Corrected SS	57.7142857
Coeff Variation	27.7550652	Std Error Mean	0.12155576

Basic Statistical Measures

Location		Variability	
Mean	3.476190	Std Deviation	0.96482
Median	4.000000	Variance	0.93088
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5

99%	5
95%	5
90%	5
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	2
1%	1
0% Min	1

Variable: q17n

N	63	Sum Weights	63
Mean	3.58730159	Sum Observations	226
Std Deviation	0.90935852	Variance	0.82693292
Skewness	-0.1350108	Kurtosis	-0.7156544
Uncorrected SS	862	Corrected SS	51.2698413
Coeff Variation	25.3493748	Std Error Mean	0.1145684

Basic Statistical Measures

Location		Variability	
Mean	3.587302	Std Deviation	0.90936
Median	4.000000	Variance	0.82693
Mode	4.000000	Range	3.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	4
25% Q1	3
10%	2
5%	2
1%	2
0% Min	2

Variable: q18n

N	63	Sum Weights	63
Mean	3.31746032	Sum Observations	209
Std Deviation	1.04457735	Variance	1.09114183
Skewness	-0.5034111	Kurtosis	0.13532986
Uncorrected SS	761	Corrected SS	67.6507937
Coeff Variation	31.4872597	Std Error Mean	0.13160438

Basic Statistical Measures

Location		Variability	
Mean	3.317460	Std Deviation	1.04458
Median	3.000000	Variance	1.09114
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: q19n

N	60	Sum Weights	60
Mean	3.53333333	Sum Observations	212
Std Deviation	0.89189698	Variance	0.79548023
Skewness	-0.1036852	Kurtosis	0.04360761
Uncorrected SS	796	Corrected SS	46.9333333
Coeff Variation	25.2423674	Std Error Mean	0.11514341

Basic Statistical Measures

Location		Variability	
Mean	3.533333	Std Deviation	0.89190
Median	3.000000	Variance	0.79548
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	3
10%	3
5%	2
1%	1
0% Min	1

Variable: q20n

N	64	Sum Weights	64
Mean	3.15625	Sum Observations	202
Std Deviation	1.12994943	Variance	1.27678571
Skewness	-0.1129951	Kurtosis	-0.9163698
Uncorrected SS	718	Corrected SS	80.4375
Coeff Variation	35.800378	Std Error Mean	0.14124368

Basic Statistical Measures

Location		Variability	
Mean	3.156250	Std Deviation	1.12995
Median	3.000000	Variance	1.27679
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	2
10%	2
5%	1
1%	1
0% Min	1

Variable: q21n

N	63	Sum Weights	63
Mean	2.53968254	Sum Observations	160
Std Deviation	1.30539077	Variance	1.70404506
Skewness	0.33731091	Kurtosis	-1.0655049
Uncorrected SS	512	Corrected SS	105.650794
Coeff Variation	51.3997615	Std Error Mean	0.16446378

Basic Statistical Measures

Location		Variability	
Mean	2.539683	Std Deviation	1.30539
Median	2.000000	Variance	1.70405
Mode	1.000000	Range	4.00000
		Interquartile Range	3.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	4
75% Q3	4
50% Median	2
25% Q1	1
10%	1

5%	1
1%	1
0% Min	1

Variable: q22n

N	63	Sum Weights	63
Mean	3.11111111	Sum Observations	196
Std Deviation	1.2714116	Variance	1.61648746
Skewness	-0.3606287	Kurtosis	-0.8297283
Uncorrected SS	710	Corrected SS	100.222222
Coeff Variation	40.8668014	Std Error Mean	0.16018281

Basic Statistical Measures

Location		Variability	
Mean	3.111111	Std Deviation	1.27141
Median	3.000000	Variance	1.61649
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Quantiles (Definition 5)

Quantile	Estimate
100% Max	5
99%	5
95%	5
90%	5
75% Q3	4
50% Median	3
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Annexure D :
Comparisons using Chi-square test

Total

Table of Group by q1n

Frequency, Percent , Row Pct , Col Pct	Disagree, - Stron, gly Disa, gree	Neutral	Agree - Strongly, Agree	Total
Staff	18	12	34	64
	7.73	5.15	14.59	27.47
	28.13	18.75	53.13	
	26.87	26.09	28.33	
Student	49	34	86	169
	21.03	14.59	36.91	72.53
	28.99	20.12	50.89	
	73.13	73.91	71.67	
Total	67	46	120	233
	28.76	19.74	51.50	100.00

Frequency Missing = 3

Statistics for Table of Group by q1n

Statistic	DF	Value	Prob
Chi-Square	2	0.1013	0.9506
Likelihood Ratio Chi-Square	2	0.1016	0.9505
Mantel-Haenszel Chi-Square	1	0.0440	0.8339
Phi Coefficient		0.0209	
Contingency Coefficient		0.0209	
Cramer's V		0.0209	

Effective Sample Size = 233

Frequency Missing = 3

Table of Group by q2n

Frequency, Percent , Row Pct , Col Pct	Disagree, - Stron, gly Disa, gree	Neutral	Agree - Strongly, Agree	Total
Staff	9	8	47	64
	3.88	3.45	20.26	27.59
	14.06	12.50	73.44	
	27.27	20.51	29.38	
Student	24	31	113	168
	10.34	13.36	48.71	72.41
	14.29	18.45	67.26	
	72.73	79.49	70.63	
Total	33	39	160	232
	14.22	16.81	68.97	100.00

Statistics for Table of Group by q2n

Statistic	DF	Value	Prob
Chi-Square	2	1.2347	0.5394
Likelihood Ratio Chi-Square	2	1.2927	0.5240
Mantel-Haenszel Chi-Square	1	0.1849	0.6672
Phi Coefficient		0.0730	
Contingency Coefficient		0.0728	
Cramer's V		0.0730	

Effective Sample Size = 232

Frequency Missing = 4

Table of Group by q3n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 17 , 17 , 29 , 63
, 7.30 , 7.30 , 12.45 , 27.04
, 26.98 , 26.98 , 46.03 ,
, 23.94 , 32.69 , 26.36 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 54 , 35 , 81 , 170
, 23.18 , 15.02 , 34.76 , 72.96
, 31.76 , 20.59 , 47.65 ,
, 76.06 , 67.31 , 73.64 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 71 52 110 233
30.47 22.32 47.21 100.00

Statistics for Table of Group by q3n

Statistic	DF	Value	Prob
Chi-Square	2	1.2127	0.5453
Likelihood Ratio Chi-Square	2	1.1890	0.5518
Mantel-Haenszel Chi-Square	1	0.1728	0.6776
Phi Coefficient		0.0721	
Contingency Coefficient		0.0720	
Cramer's V		0.0721	

Effective Sample Size = 233
Frequency Missing = 3

Table of Group by q5n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 20 , 20 , 24 , 64
, 8.66 , 8.66 , 10.39 , 27.71
, 31.25 , 31.25 , 37.50 ,
, 32.79 , 22.73 , 29.27 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 41 , 68 , 58 , 167
, 17.75 , 29.44 , 25.11 , 72.29
, 24.55 , 40.72 , 34.73 ,
, 67.21 , 77.27 , 70.73 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 61 88 82 231
26.41 38.10 35.50 100.00

Statistics for Table of Group by q5n

Statistic	DF	Value	Prob
Chi-Square	2	1.9752	0.3725
Likelihood Ratio Chi-Square	2	1.9927	0.3692
Mantel-Haenszel Chi-Square	1	0.3768	0.5393
Phi Coefficient		0.0925	
Contingency Coefficient		0.0921	
Cramer's V		0.0925	

Effective Sample Size = 231
Frequency Missing = 5

Table of Group by q6n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,

ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 15 , 17 , 32 , 64
, 6.41 , 7.26 , 13.68 , 27.35
, 23.44 , 26.56 , 50.00 ,
, 25.42 , 30.91 , 26.67 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 44 , 38 , 88 , 170
, 18.80 , 16.24 , 37.61 , 72.65
, 25.88 , 22.35 , 51.76 ,
, 74.58 , 69.09 , 73.33 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 59 55 120 234
25.21 23.50 51.28 100.00

Statistics for Table of Group by q6n

Statistic	DF	Value	Prob
Chi-Square	2	0.4890	0.7831
Likelihood Ratio Chi-Square	2	0.4821	0.7858
Mantel-Haenszel Chi-Square	1	0.0297	0.8631
Phi Coefficient		0.0457	
Contingency Coefficient		0.0457	
Cramer's V		0.0457	

Effective Sample Size = 234
Frequency Missing = 2

Table of Group by q7n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 11 , 8 , 45 , 64
, 4.70 , 3.42 , 19.23 , 27.35
, 17.19 , 12.50 , 70.31 ,
, 27.50 , 16.67 , 30.82 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 29 , 40 , 101 , 170
, 12.39 , 17.09 , 43.16 , 72.65
, 17.06 , 23.53 , 59.41 ,
, 72.50 , 83.33 , 69.18 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 40 48 146 234
17.09 20.51 62.39 100.00

Statistics for Table of Group by q7n

Statistic	DF	Value	Prob
Chi-Square	2	3.6433	0.1618
Likelihood Ratio Chi-Square	2	3.9152	0.1412
Mantel-Haenszel Chi-Square	1	0.4270	0.5134
Phi Coefficient		0.1248	
Contingency Coefficient		0.1238	
Cramer's V		0.1248	

Effective Sample Size = 234
Frequency Missing = 2

Table of Group by q8n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 14 , 18 , 27 , 59
, 6.11 , 7.86 , 11.79 , 25.76
, 23.73 , 30.51 , 45.76 ,
, 20.90 , 33.33 , 25.00 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 53 , 36 , 81 , 170
, 23.14 , 15.72 , 35.37 , 74.24

```
          ,  31.18 ,  21.18 ,  47.65 ,
          ,  79.10 ,  66.67 ,  75.00 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         67      54     108      229
             29.26    23.58    47.16   100.00

       Statistics for Table of Group by q8n
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2      2.4809    0.2893
Likelihood Ratio Chi-Square  2      2.4316    0.2965
Mantel-Haenszel Chi-Square   1      0.4532    0.5008
Phi Coefficient                   0.1041
Contingency Coefficient           0.1035
Cramer's V                        0.1041
          Effective Sample Size = 229
            Frequency Missing = 7

             Table of Group by q10n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Staff    ,     25 ,     17 ,     22 ,     64
          ,  10.96 ,   7.46 ,   9.65 ,  28.07
          ,  39.06 ,  26.56 ,  34.38 ,
          ,  39.68 ,  20.99 ,  26.19 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Student  ,     38 ,     64 ,     62 ,    164
          ,  16.67 ,  28.07 ,  27.19 ,  71.93
          ,  23.17 ,  39.02 ,  37.80 ,
          ,  60.32 ,  79.01 ,  73.81 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         63      81      84      228
             27.63    35.53    36.84   100.00

       Statistics for Table of Group by q10n
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2      6.3669    0.0414
Likelihood Ratio Chi-Square  2      6.2126    0.0448
Mantel-Haenszel Chi-Square   1      3.9474    0.0469
Phi Coefficient                   0.1671
Contingency Coefficient           0.1648
Cramer's V                        0.1671
          Effective Sample Size = 228
            Frequency Missing = 8

             Table of Group by q11n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Staff    ,     12 ,     17 ,     35 ,     64
          ,   5.15 ,   7.30 ,  15.02 ,  27.47
          ,  18.75 ,  26.56 ,  54.69 ,
          ,  24.49 ,  26.15 ,  29.41 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Student  ,     37 ,     48 ,     84 ,    169
          ,  15.88 ,  20.60 ,  36.05 ,  72.53
          ,  21.89 ,  28.40 ,  49.70 ,
          ,  75.51 ,  73.85 ,  70.59 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         49      65     119      233
             21.03    27.90    51.07   100.00

       Statistics for Table of Group by q11n
Statistic                 DF       Value      Prob
```

ƒƒ
Chi-Square 2 0.5002 0.7787
Likelihood Ratio Chi-Square 2 0.5028 0.7777
Mantel-Haenszel Chi-Square 1 0.4369 0.5086
Phi Coefficient 0.0463
Contingency Coefficient 0.0463
Cramer's V 0.0463
Effective Sample Size = 233
Frequency Missing = 3

Table of Group by q12n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 11 , 6 , 47 , 64
, 4.70 , 2.56 , 20.09 , 27.35
, 17.19 , 9.38 , 73.44 ,
, 26.19 , 13.64 , 31.76 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 31 , 38 , 101 , 170
, 13.25 , 16.24 , 43.16 , 72.65
, 18.24 , 22.35 , 59.41 ,
, 73.81 , 86.36 , 68.24 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 42 44 148 234
17.95 18.80 63.25 100.00

Statistics for Table of Group by q12n
Statistic DF Value Prob
ƒƒ
Chi-Square 2 5.6393 0.0596
Likelihood Ratio Chi-Square 2 6.2208 0.0446
Mantel-Haenszel Chi-Square 1 0.9433 0.3314
Phi Coefficient 0.1552
Contingency Coefficient 0.1534
Cramer's V 0.1552
Effective Sample Size = 234
Frequency Missing = 2

Table of Group by q13n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 14 , 18 , 31 , 63
, 6.09 , 7.83 , 13.48 , 27.39
, 22.22 , 28.57 , 49.21 ,
, 23.73 , 28.57 , 28.70 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 45 , 45 , 77 , 167
, 19.57 , 19.57 , 33.48 , 72.61
, 26.95 , 26.95 , 46.11 ,
, 76.27 , 71.43 , 71.30 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 59 63 108 230
25.65 27.39 46.96 100.00

Statistics for Table of Group by q13n
Statistic DF Value Prob
ƒƒ
Chi-Square 2 0.5356 0.7651
Likelihood Ratio Chi-Square 2 0.5463 0.7610
Mantel-Haenszel Chi-Square 1 0.4799 0.4884
Phi Coefficient 0.0483
Contingency Coefficient 0.0482
Cramer's V 0.0483
Effective Sample Size = 230

Frequency Missing = 6

Table of Group by q15n

Frequency,				
Percent ,				
Row Pct ,				
Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	Neutral , ,Strongly, , Agree , ,	Agree - ,	Total
Staff	17	17	28	62
	7.39	7.39	12.17	26.96
	27.42	27.42	45.16	
	30.36	22.08	28.87	
Student	39	60	69	168
	16.96	26.09	30.00	73.04
	23.21	35.71	41.07	
	69.64	77.92	71.13	
Total	56	77	97	230
	24.35	33.48	42.17	100.00

Statistics for Table of Group by q15n

Statistic	DF	Value	Prob
Chi-Square	2	1.4393	0.4869
Likelihood Ratio Chi-Square	2	1.4684	0.4799
Mantel-Haenszel Chi-Square	1	0.0605	0.8057
Phi Coefficient		0.0791	
Contingency Coefficient		0.0789	
Cramer's V		0.0791	

Effective Sample Size = 230
Frequency Missing = 6

Table of Group by q16n

Frequency,				
Percent ,				
Row Pct ,				
Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	Neutral , ,Strongly, , Agree , ,	Agree - ,	Total
Staff	9	21	33	63
	3.85	8.97	14.10	26.92
	14.29	33.33	52.38	
	19.15	26.92	30.28	
Student	38	57	76	171
	16.24	24.36	32.48	73.08
	22.22	33.33	44.44	
	80.85	73.08	69.72	
Total	47	78	109	234
	20.09	33.33	46.58	100.00

Statistics for Table of Group by q16n

Statistic	DF	Value	Prob
Chi-Square	2	2.0663	0.3559
Likelihood Ratio Chi-Square	2	2.1574	0.3400
Mantel-Haenszel Chi-Square	1	2.0541	0.1518
Phi Coefficient		0.0940	
Contingency Coefficient		0.0936	
Cramer's V		0.0940	

Effective Sample Size = 234
Frequency Missing = 2

Table of Group by q17n

Frequency,				
Percent ,				
Row Pct ,				
Col Pct	,Disagree, - Stron, ,Strongly,	Neutral ,	Agree - ,	Total

,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 8 , 20 , 35 , 63
, 3.42 , 8.55 , 14.96 , 26.92
, 12.70 , 31.75 , 55.56 ,
, 20.51 , 25.97 , 29.66 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 31 , 57 , 83 , 171
, 13.25 , 24.36 , 35.47 , 73.08
, 18.13 , 33.33 , 48.54 ,
, 79.49 , 74.03 , 70.34 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 39 77 118 234
16.67 32.91 50.43 100.00

Statistics for Table of Group by q17n

Statistic	DF	Value	Prob
Chi-Square	2	1.2994	0.5222
Likelihood Ratio Chi-Square	2	1.3383	0.5122
Mantel-Haenszel Chi-Square	1	1.2833	0.2573
Phi Coefficient		0.0745	
Contingency Coefficient		0.0743	
Cramer's V		0.0745	

Effective Sample Size = 234
Frequency Missing = 2

Table of Group by q18n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 10 , 25 , 28 , 63
, 4.29 , 10.73 , 12.02 , 27.04
, 15.87 , 39.68 , 44.44 ,
, 18.87 , 31.65 , 27.72 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 43 , 54 , 73 , 170
, 18.45 , 23.18 , 31.33 , 72.96
, 25.29 , 31.76 , 42.94 ,
, 81.13 , 68.35 , 72.28 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 53 79 101 233
22.75 33.91 43.35 100.00

Statistics for Table of Group by q18n

Statistic	DF	Value	Prob
Chi-Square	2	2.6674	0.2635
Likelihood Ratio Chi-Square	2	2.7789	0.2492
Mantel-Haenszel Chi-Square	1	1.4108	0.2349
Phi Coefficient		0.1070	
Contingency Coefficient		0.1064	
Cramer's V		0.1070	

Effective Sample Size = 233
Frequency Missing = 3
Table of Group by q20n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Staff , 21 , 15 , 28 , 64
, 9.01 , 6.44 , 12.02 , 27.47
, 32.81 , 23.44 , 43.75 ,
, 35.59 , 19.23 , 29.17 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Student , 38 , 63 , 68 , 169

```
          , 16.31 , 27.04 , 29.18 , 72.53
          , 22.49 , 37.28 , 40.24 ,
          , 64.41 , 80.77 , 70.83 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        59      78      96     233
                25.32   33.48   41.20  100.00

       Statistics for Table of Group by q20n
Statistic                 DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2     4.7506   0.0930
Likelihood Ratio Chi-Square  2     4.8497   0.0885
Mantel-Haenszel Chi-Square   1     0.9591   0.3274
Phi Coefficient                  0.1428
Contingency Coefficient          0.1414
Cramer's V                       0.1428
          Effective Sample Size = 233
            Frequency Missing = 3

             Table of Group by q21n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Staff    ,     33 ,     13 ,     17 ,     63
          ,  14.16 ,   5.58 ,   7.30 ,  27.04
          ,  52.38 ,  20.63 ,  26.98 ,
          ,  43.42 ,  17.81 ,  20.24 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Student  ,     43 ,     60 ,     67 ,    170
          ,  18.45 ,  25.75 ,  28.76 ,  72.96
          ,  25.29 ,  35.29 ,  39.41 ,
          ,  56.58 ,  82.19 ,  79.76 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        76      73      84     233
                32.62   31.33   36.05  100.00


       Statistics for Table of Group by q21n
Statistic                 DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2    15.4613   0.0004
Likelihood Ratio Chi-Square  2    14.9225   0.0006
Mantel-Haenszel Chi-Square   1    12.8486   0.0003
Phi Coefficient                  0.2576
Contingency Coefficient          0.2495
Cramer's V                       0.2576
          Effective Sample Size = 233
            Frequency Missing = 3

             Table of Group by q22n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Staff    ,     17 ,     19 ,     27 ,     63
          ,   7.26 ,   8.12 ,  11.54 ,  26.92
          ,  26.98 ,  30.16 ,  42.86 ,
          ,  29.82 ,  24.36 ,  27.27 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Student  ,     40 ,     59 ,     72 ,    171
          ,  17.09 ,  25.21 ,  30.77 ,  73.08
          ,  23.39 ,  34.50 ,  42.11 ,
          ,  70.18 ,  75.64 ,  72.73 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        57      78      99     234
                24.36   33.33   42.31  100.00
```

Statistics for Table of Group by q22n

Statistic	DF	Value	Prob
Chi-Square	2	0.5107	0.7746
Likelihood Ratio Chi-Square	2	0.5110	0.7745
Mantel-Haenszel Chi-Square	1	0.1361	0.7121
Phi Coefficient		0.0467	
Contingency Coefficient		0.0467	
Cramer's V		0.0467	

Effective Sample Size = 234
Frequency Missing = 2

Table of Campus by q1n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,

Main	35	22	49	106
	15.02	9.44	21.03	45.49
	33.02	20.75	46.23	
	52.24	47.83	40.83	
Remote	32	24	71	127
	13.73	10.30	30.47	54.51
	25.20	18.90	55.91	
	47.76	52.17	59.17	
Total	67	46	120	233
	28.76	19.74	51.50	100.00

Statistics for Table of Campus by q1n

Statistic	DF	Value	Prob
Chi-Square	2	2.3813	0.3040
Likelihood Ratio Chi-Square	2	2.3823	0.3039
Mantel-Haenszel Chi-Square	1	2.2202	0.1362
Phi Coefficient		0.1011	
Contingency Coefficient		0.1006	
Cramer's V		0.1011	

Effective Sample Size = 233
Frequency Missing = 3

Table of Campus by q2n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,

Main	13	15	76	104
	5.60	6.47	32.76	44.83
	12.50	14.42	73.08	
	39.39	38.46	47.50	
Remote	20	24	84	128
	8.62	10.34	36.21	55.17
	15.63	18.75	65.63	
	60.61	61.54	52.50	
Total	33	39	160	232
	14.22	16.81	68.97	100.00

Statistics for Table of Campus by q2n

Statistic	DF	Value	Prob
Chi-Square	2	1.4950	0.4735
Likelihood Ratio Chi-Square	2	1.5049	0.4712
Mantel-Haenszel Chi-Square	1	0.9800	0.3222
Phi Coefficient		0.0803	
Contingency Coefficient		0.0800	
Cramer's V		0.0803	

Effective Sample Size = 232
Frequency Missing = 4

Table of Campus by q3n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,

ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 45 , 21 , 41 , 107
, 19.31 , 9.01 , 17.60 , 45.92
, 42.06 , 19.63 , 38.32 ,
, 63.38 , 40.38 , 37.27 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 26 , 31 , 69 , 126
, 11.16 , 13.30 , 29.61 , 54.08
, 20.63 , 24.60 , 54.76 ,
, 36.62 , 59.62 , 62.73 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 71 52 110 233
30.47 22.32 47.21 100.00

Statistics for Table of Campus by q3n

Statistic	DF	Value	Prob
Chi-Square	2	12.6697	0.0018
Likelihood Ratio Chi-Square	2	12.7373	0.0017
Mantel-Haenszel Chi-Square	1	12.1108	0.0005
Phi Coefficient		0.2332	
Contingency Coefficient		0.2271	
Cramer's V		0.2332	

Effective Sample Size = 233
Frequency Missing = 3

Table of Campus by q5n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 32 , 40 , 32 , 104
, 13.85 , 17.32 , 13.85 , 45.02
, 30.77 , 38.46 , 30.77 ,
, 52.46 , 45.45 , 39.02 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 29 , 48 , 50 , 127
, 12.55 , 20.78 , 21.65 , 54.98
, 22.83 , 37.80 , 39.37 ,
, 47.54 , 54.55 , 60.98 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 61 88 82 231
26.41 38.10 35.50 100.00

Statistics for Table of Campus by q5n

Statistic	DF	Value	Prob
Chi-Square	2	2.5614	0.2778
Likelihood Ratio Chi-Square	2	2.5656	0.2773
Mantel-Haenszel Chi-Square	1	2.4679	0.1162
Phi Coefficient		0.1053	
Contingency Coefficient		0.1047	
Cramer's V		0.1053	

Effective Sample Size = 231
Frequency Missing = 5

Table of Campus by q6n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 31 , 19 , 56 , 106
, 13.25 , 8.12 , 23.93 , 45.30
, 29.25 , 17.92 , 52.83 ,
, 52.54 , 34.55 , 46.67 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 28 , 36 , 64 , 128
, 11.97 , 15.38 , 27.35 , 54.70

```
          , 21.88 ,  28.13 ,  50.00 ,
          , 47.46 ,  65.45 ,  53.33 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         59      55     120      234
             25.21    23.50    51.28   100.00

       Statistics for Table of Campus by q6n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.9066    0.1418
Likelihood Ratio Chi-Square   2      3.9565    0.1383
Mantel-Haenszel Chi-Square    1      0.5384    0.4631
Phi Coefficient                      0.1292
Contingency Coefficient              0.1281
Cramer's V                           0.1292
          Effective Sample Size = 234
            Frequency Missing = 2


            Table of Campus by q7n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     19 ,     22 ,     65 ,    106
          ,   8.12 ,   9.40 ,  27.78 ,  45.30
          ,  17.92 ,  20.75 ,  61.32 ,
          ,  47.50 ,  45.83 ,  44.52 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     21 ,     26 ,     81 ,    128
          ,   8.97 ,  11.11 ,  34.62 ,  54.70
          ,  16.41 ,  20.31 ,  63.28 ,
          ,  52.50 ,  54.17 ,  55.48 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         40       48      146      234
             17.09    20.51    62.39   100.00

       Statistics for Table of Campus by q7n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.1194    0.9420
Likelihood Ratio Chi-Square   2      0.1193    0.9421
Mantel-Haenszel Chi-Square    1      0.1174    0.7319
Phi Coefficient                      0.0226
Contingency Coefficient              0.0226
Cramer's V                           0.0226
          Effective Sample Size = 234
            Frequency Missing = 2

            Table of Campus by q8n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     40 ,     28 ,     35 ,    103
          ,  17.47 ,  12.23 ,  15.28 ,  44.98
          ,  38.83 ,  27.18 ,  33.98 ,
          ,  59.70 ,  51.85 ,  32.41 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     27 ,     26 ,     73 ,    126
          ,  11.79 ,  11.35 ,  31.88 ,  55.02
          ,  21.43 ,  20.63 ,  57.94 ,
          ,  40.30 ,  48.15 ,  67.59 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         67       54      108      229
             29.26    23.58    47.16   100.00

       Statistics for Table of Campus by q8n
```

Statistic DF Value Prob

Chi-Square 2 13.7960 0.0010
Likelihood Ratio Chi-Square 2 13.9595 0.0009
Mantel-Haenszel Chi-Square 1 11.9628 0.0005
Phi Coefficient 0.2454
Contingency Coefficient 0.2384
Cramer's V 0.2454

Effective Sample Size = 229
Frequency Missing = 7

Table of Campus by q10n

Frequency, Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - ,Strongly, Agree ,	Total
Main	34	32	35	101
	14.91	14.04	15.35	44.30
	33.66	31.68	34.65	
	53.97	39.51	41.67	
Remote	29	49	49	127
	12.72	21.49	21.49	55.70
	22.83	38.58	38.58	
	46.03	60.49	58.33	
Total	63	81	84	228
	27.63	35.53	36.84	100.00

Statistics for Table of Campus by q10n

Statistic DF Value Prob

Chi-Square 2 3.3771 0.1848
Likelihood Ratio Chi-Square 2 3.3647 0.1859
Mantel-Haenszel Chi-Square 1 2.5470 0.1105
Phi Coefficient 0.1217
Contingency Coefficient 0.1208
Cramer's V 0.1217

Effective Sample Size = 228
Frequency Missing = 8

Table of Campus by q11n

Frequency, Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - ,Strongly, Agree ,	Total
Main	24	25	57	106
	10.30	10.73	24.46	45.49
	22.64	23.58	53.77	
	48.98	38.46	47.90	
Remote	25	40	62	127
	10.73	17.17	26.61	54.51
	19.69	31.50	48.82	
	51.02	61.54	52.10	
Total	49	65	119	233
	21.03	27.90	51.07	100.00

Statistics for Table of Campus by q11n

Statistic DF Value Prob

Chi-Square 2 1.8141 0.4037
Likelihood Ratio Chi-Square 2 1.8282 0.4009
Mantel-Haenszel Chi-Square 1 0.0039 0.9500
Phi Coefficient 0.0882
Contingency Coefficient 0.0879
Cramer's V 0.0882

Effective Sample Size = 233
Frequency Missing = 3

Table of Campus by q12n

Frequency, Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	Neutral , ,	,Agree - ,Strongly, Agree ,	Total
Main	17	23	66	106
	7.26	9.83	28.21	45.30
	16.04	21.70	62.26	
	40.48	52.27	44.59	
Remote	25	21	82	128
	10.68	8.97	35.04	54.70
	19.53	16.41	64.06	
	59.52	47.73	55.41	
Total	42	44	148	234
	17.95	18.80	63.25	100.00

Statistics for Table of Campus by q12n

Statistic	DF	Value	Prob
Chi-Square	2	1.2875	0.5253
Likelihood Ratio Chi-Square	2	1.2858	0.5258
Mantel-Haenszel Chi-Square	1	0.1219	0.7270
Phi Coefficient		0.0742	
Contingency Coefficient		0.0740	
Cramer's V		0.0742	

Effective Sample Size = 234
Frequency Missing = 2

Table of Campus by q13n

Frequency, Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	Neutral , ,	,Agree - ,Strongly, Agree ,	Total
Main	36	28	40	104
	15.65	12.17	17.39	45.22
	34.62	26.92	38.46	
	61.02	44.44	37.04	
Remote	23	35	68	126
	10.00	15.22	29.57	54.78
	18.25	27.78	53.97	
	38.98	55.56	62.96	
Total	59	63	108	230
	25.65	27.39	46.96	100.00

Statistics for Table of Campus by q13n

Statistic	DF	Value	Prob
Chi-Square	2	8.8783	0.0118
Likelihood Ratio Chi-Square	2	8.9027	0.0117
Mantel-Haenszel Chi-Square	1	8.8334	0.0030
Phi Coefficient		0.1965	
Contingency Coefficient		0.1928	
Cramer's V		0.1965	

Effective Sample Size = 230
Frequency Missing = 6

Table of Campus by q15n

Frequency,
Percent ,
Row Pct ,

```
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
           , - Stron,       ,Strongly,
           ,gly Disa,       , Agree  ,
           ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,    30 ,    37 ,    36 ,   103
           ,  13.04 ,  16.09 ,  15.65 ,  44.78
           ,  29.13 ,  35.92 ,  34.95 ,
           ,  53.57 ,  48.05 ,  37.11 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,    26 ,    40 ,    61 ,   127
           ,  11.30 ,  17.39 ,  26.52 ,  55.22
           ,  20.47 ,  31.50 ,  48.03 ,
           ,  46.43 ,  51.95 ,  62.89 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        56      77      97     230
              24.35   33.48   42.17  100.00


         Statistics for Table of Campus by q15n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.3893    0.1114
Likelihood Ratio Chi-Square   2      4.4106    0.1102
Mantel-Haenszel Chi-Square    1      3.7580    0.0526
Phi Coefficient                      0.1381
Contingency Coefficient              0.1368
Cramer's V                           0.1381
             Effective Sample Size = 230
               Frequency Missing = 6

             Table of Campus by q16n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
           , - Stron,       ,Strongly,
           ,gly Disa,       , Agree  ,
           ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,    23 ,    41 ,    44 ,   108
           ,   9.83 ,  17.52 ,  18.80 ,  46.15
           ,  21.30 ,  37.96 ,  40.74 ,
           ,  48.94 ,  52.56 ,  40.37 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,    24 ,    37 ,    65 ,   126
           ,  10.26 ,  15.81 ,  27.78 ,  53.85
           ,  19.05 ,  29.37 ,  51.59 ,
           ,  51.06 ,  47.44 ,  59.63 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        47      78     109     234
              20.09   33.33   46.58  100.00

         Statistics for Table of Campus by q16n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.9048    0.2340
Likelihood Ratio Chi-Square   2      2.9118    0.2332
Mantel-Haenszel Chi-Square    1      1.0776    0.2992
Phi Coefficient                      0.1114
Contingency Coefficient              0.1107
Cramer's V                           0.1114
             Effective Sample Size = 234
               Frequency Missing = 2

             Table of Campus by q17n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
           , - Stron,       ,Strongly,
           ,gly Disa,       , Agree  ,
           ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,    17 ,    40 ,    50 ,   107
           ,   7.26 ,  17.09 ,  21.37 ,  45.73
```

```
          , 15.89 , 37.38 , 46.73 ,
          , 43.59 , 51.95 , 42.37 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     22 ,     37 ,     68 ,    127
          ,  9.40 , 15.81 , 29.06 , 54.27
          , 17.32 , 29.13 , 53.54 ,
          , 56.41 , 48.05 , 57.63 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         39      77      118      234
            16.67    32.91    50.43   100.00

       Statistics for Table of Campus by q17n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.8075    0.4051
Likelihood Ratio Chi-Square   2      1.8047    0.4056
Mantel-Haenszel Chi-Square    1      0.0788    0.7789
Phi Coefficient                      0.0879
Contingency Coefficient              0.0876
Cramer's V                           0.0879
          Effective Sample Size = 234
            Frequency Missing = 2

           Table of Campus by q18n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     28 ,     43 ,     36 ,    107
          , 12.02 , 18.45 , 15.45 , 45.92
          , 26.17 , 40.19 , 33.64 ,
          , 52.83 , 54.43 , 35.64 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     25 ,     36 ,     65 ,    126
          , 10.73 , 15.45 , 27.90 , 54.08
          , 19.84 , 28.57 , 51.59 ,
          , 47.17 , 45.57 , 64.36 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         53      79      101      233
            22.75    33.91    43.35   100.00

       Statistics for Table of Campus by q18n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      7.6181    0.0222
Likelihood Ratio Chi-Square   2      7.6850    0.0214
Mantel-Haenszel Chi-Square    1      4.0163    0.0451
Phi Coefficient                      0.1808
Contingency Coefficient              0.1779
Cramer's V                           0.1808
          Effective Sample Size = 233
            Frequency Missing = 3

           Table of Campus by q20n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     30 ,     34 ,     44 ,    108
          , 12.88 , 14.59 , 18.88 , 46.35
          , 27.78 , 31.48 , 40.74 ,
          , 50.85 , 43.59 , 45.83 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     29 ,     44 ,     52 ,    125
          , 12.45 , 18.88 , 22.32 , 53.65
          , 23.20 , 35.20 , 41.60 ,
          , 49.15 , 56.41 , 54.17 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

Total	59	78	96	233
	25.32	33.48	41.20	100.00

Statistics for Table of Campus by q20n

Statistic	DF	Value	Prob
Chi-Square	2	0.7292	0.6945
Likelihood Ratio Chi-Square	2	0.7285	0.6947
Mantel-Haenszel Chi-Square	1	0.4086	0.5227
Phi Coefficient		0.0559	
Contingency Coefficient		0.0559	
Cramer's V		0.0559	

Effective Sample Size = 233
Frequency Missing = 3

Table of Campus by q21n

Frequency, Percent, Row Pct, Col Pct	Disagree - Strongly Disagree	Neutral	Agree - Strongly Agree	Total
Main	47	25	34	106
	20.17	10.73	14.59	45.49
	44.34	23.58	32.08	
	61.84	34.25	40.48	
Remote	29	48	50	127
	12.45	20.60	21.46	54.51
	22.83	37.80	39.37	
	38.16	65.75	59.52	
Total	76	73	84	233
	32.62	31.33	36.05	100.00

Statistics for Table of Campus by q21n

Statistic	DF	Value	Prob
Chi-Square	2	12.7684	0.0017
Likelihood Ratio Chi-Square	2	12.8465	0.0016
Mantel-Haenszel Chi-Square	1	9.2135	0.0024
Phi Coefficient		0.2341	
Contingency Coefficient		0.2279	
Cramer's V		0.2341	

Effective Sample Size = 233
Frequency Missing = 3

Table of Campus by q22n

Frequency, Percent, Row Pct, Col Pct	Disagree - Strongly Disagree	Neutral	Agree - Strongly Agree	Total
Main	31	35	41	107
	13.25	14.96	17.52	45.73
	28.97	32.71	38.32	
	54.39	44.87	41.41	
Remote	26	43	58	127
	11.11	18.38	24.79	54.27
	20.47	33.86	45.67	
	45.61	55.13	58.59	
Total	57	78	99	234
	24.36	33.33	42.31	100.00

Statistics for Table of Campus by q22n

Statistic	DF	Value	Prob
Chi-Square	2	2.4871	0.2884
Likelihood Ratio Chi-Square	2	2.4833	0.2889

Mantel-Haenszel Chi-Square	1	2.4608	0.1167
Phi Coefficient		0.1031	
Contingency Coefficient		0.1026	
Cramer's V		0.1031	

Effective Sample Size = 234
Frequency Missing = 2

The FREQ Procedure

Table of Campus by q1n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,

Main	23	16	34	73
	13.61	9.47	20.12	43.20
	31.51	21.92	46.58	
	46.94	47.06	39.53	
Remote	26	18	52	96
	15.38	10.65	30.77	56.80
	27.08	18.75	54.17	
	53.06	52.94	60.47	
Total	49	34	86	169
	28.99	20.12	50.89	100.00

Statistics for Table of Campus by q1n

Statistic	DF	Value	Prob
Chi-Square	2	0.9563	0.6199
Likelihood Ratio Chi-Square	2	0.9570	0.6197
Mantel-Haenszel Chi-Square	1	0.6696	0.4132
Phi Coefficient		0.0752	
Contingency Coefficient		0.0750	
Cramer's V		0.0752	

Effective Sample Size = 169
Frequency Missing = 3

Table of Campus by q2n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,

Main	7	11	53	71
	4.17	6.55	31.55	42.26
	9.86	15.49	74.65	
	29.17	35.48	46.90	
Remote	17	20	60	97
	10.12	11.90	35.71	57.74
	17.53	20.62	61.86	
	70.83	64.52	53.10	
Total	24	31	113	168
	14.29	18.45	67.26	100.00

Statistics for Table of Campus by q2n

Statistic	DF	Value	Prob
Chi-Square	2	3.2677	0.1952
Likelihood Ratio Chi-Square	2	3.3413	0.1881
Mantel-Haenszel Chi-Square	1	2.9456	0.0861
Phi Coefficient		0.1395	
Contingency Coefficient		0.1381	
Cramer's V		0.1395	

Effective Sample Size = 168
Frequency Missing = 4

Table of Campus by q3n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total

```
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main    ,    32 ,    15 ,    27 ,    74
          ,  18.82 ,   8.82 ,  15.88 ,  43.53
          ,  43.24 ,  20.27 ,  36.49 ,
          ,  59.26 ,  42.86 ,  33.33 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote  ,    22 ,    20 ,    54 ,    96
          ,  12.94 ,  11.76 ,  31.76 ,  56.47
          ,  22.92 ,  20.83 ,  56.25 ,
          ,  40.74 ,  57.14 ,  66.67 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        54      35      81     170
              31.76   20.59   47.65  100.00

        Statistics for Table of Campus by q3n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      8.8676    0.0119
Likelihood Ratio Chi-Square   2      8.8988    0.0117
Mantel-Haenszel Chi-Square    1      8.8067    0.0030
Phi Coefficient                      0.2284
Contingency Coefficient              0.2227
Cramer's V                           0.2284
          Effective Sample Size = 170
            Frequency Missing = 2

            Table of Campus by q5n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main    ,    19 ,    30 ,    22 ,    71
          ,  11.38 ,  17.96 ,  13.17 ,  42.51
          ,  26.76 ,  42.25 ,  30.99 ,
          ,  46.34 ,  44.12 ,  37.93 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote  ,    22 ,    38 ,    36 ,    96
          ,  13.17 ,  22.75 ,  21.56 ,  57.49
          ,  22.92 ,  39.58 ,  37.50 ,
          ,  53.66 ,  55.88 ,  62.07 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        41      68      58     167
              24.55   40.72   34.73  100.00

        Statistics for Table of Campus by q5n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.8158    0.6651
Likelihood Ratio Chi-Square   2      0.8194    0.6639
Mantel-Haenszel Chi-Square    1      0.6253    0.4291
Phi Coefficient                      0.0699
Contingency Coefficient              0.0697
Cramer's V                           0.0699
          Effective Sample Size = 167
            Frequency Missing = 5

            Table of Campus by q6n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main    ,    19 ,    14 ,    40 ,    73
          ,  11.18 ,   8.24 ,  23.53 ,  42.94
          ,  26.03 ,  19.18 ,  54.79 ,
          ,  43.18 ,  36.84 ,  45.45 ,
```

ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Remote , 25 , 24 , 48 , 97
, 14.71 , 14.12 , 28.24 , 57.06
, 25.77 , 24.74 , 49.48 ,
, 56.82 , 63.16 , 54.55 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total 44 38 88 170
25.88 22.35 51.76 100.00

Statistics for Table of Campus by q6n

Statistic	DF	Value	Prob
Chi-Square	2	0.8048	0.6687
Likelihood Ratio Chi-Square	2	0.8123	0.6662
Mantel-Haenszel Chi-Square	1	0.0615	0.8042
Phi Coefficient		0.0688	
Contingency Coefficient		0.0686	
Cramer's V		0.0688	

Effective Sample Size = 170
Frequency Missing = 2

Table of Campus by q7n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Main , 10 , 20 , 43 , 73
, 5.88 , 11.76 , 25.29 , 42.94
, 13.70 , 27.40 , 58.90 ,
, 34.48 , 50.00 , 42.57 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Remote , 19 , 20 , 58 , 97
, 11.18 , 11.76 , 34.12 , 57.06
, 19.59 , 20.62 , 59.79 ,
, 65.52 , 50.00 , 57.43 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total 29 40 101 170
17.06 23.53 59.41 100.00

Statistics for Table of Campus by q7n

Statistic	DF	Value	Prob
Chi-Square	2	1.6658	0.4348
Likelihood Ratio Chi-Square	2	1.6762	0.4325
Mantel-Haenszel Chi-Square	1	0.4049	0.5246
Phi Coefficient		0.0990	
Contingency Coefficient		0.0985	
Cramer's V		0.0990	

Effective Sample Size = 170
Frequency Missing = 2

Table of Campus by q8n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Main , 30 , 19 , 24 , 73
, 17.65 , 11.18 , 14.12 , 42.94
, 41.10 , 26.03 , 32.88 ,
, 56.60 , 52.78 , 29.63 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Remote , 23 , 17 , 57 , 97
, 13.53 , 10.00 , 33.53 , 57.06
, 23.71 , 17.53 , 58.76 ,
, 43.40 , 47.22 , 70.37 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total 53 36 81 170
31.18 21.18 47.65 100.00

Statistics for Table of Campus by q8n

Statistic	DF	Value	Prob
Chi-Square	2	11.3174	0.0035
Likelihood Ratio Chi-Square	2	11.4823	0.0032
Mantel-Haenszel Chi-Square	1	8.9513	0.0028
Phi Coefficient		0.2580	
Contingency Coefficient		0.2498	
Cramer's V		0.2580	

Effective Sample Size = 170
Frequency Missing = 2

Table of Campus by q10n

Frequency, Percent , Row Pct , Col Pct	,Disagree, , - Stron, ,gly Disa, ,gree	Neutral , , , Agree , ,	Agree - , ,Strongly, , Agree , ,	Total
Main	15	25	28	68
	9.15	15.24	17.07	41.46
	22.06	36.76	41.18	
	39.47	39.06	45.16	
Remote	23	39	34	96
	14.02	23.78	20.73	58.54
	23.96	40.63	35.42	
	60.53	60.94	54.84	
Total	38	64	62	164
	23.17	39.02	37.80	100.00

Statistics for Table of Campus by q10n

Statistic	DF	Value	Prob
Chi-Square	2	0.5633	0.7545
Likelihood Ratio Chi-Square	2	0.5618	0.7551
Mantel-Haenszel Chi-Square	1	0.2786	0.5976
Phi Coefficient		0.0586	
Contingency Coefficient		0.0585	
Cramer's V		0.0586	

Effective Sample Size = 164
Frequency Missing = 8

Table of Campus by q11n

Frequency, Percent , Row Pct , Col Pct	,Disagree, , - Stron, ,gly Disa, ,gree	Neutral , , , Agree , ,	Agree - , ,Strongly, , Agree , ,	Total
Main	18	16	39	73
	10.65	9.47	23.08	43.20
	24.66	21.92	53.42	
	48.65	33.33	46.43	
Remote	19	32	45	96
	11.24	18.93	26.63	56.80
	19.79	33.33	46.88	
	51.35	66.67	53.57	
Total	37	48	84	169
	21.89	28.40	49.70	100.00

Statistics for Table of Campus by q11n

Statistic	DF	Value	Prob
Chi-Square	2	2.7089	0.2581
Likelihood Ratio Chi-Square	2	2.7528	0.2525
Mantel-Haenszel Chi-Square	1	0.0305	0.8614
Phi Coefficient		0.1266	

Contingency Coefficient 0.1256
Cramer's V 0.1266
Effective Sample Size = 169
Frequency Missing = 3

Table of Campus by q12n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,

ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 11 , 19 , 43 , 73
, 6.47 , 11.18 , 25.29 , 42.94
, 15.07 , 26.03 , 58.90 ,
, 35.48 , 50.00 , 42.57 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 20 , 19 , 58 , 97
, 11.76 , 11.18 , 34.12 , 57.06
, 20.62 , 19.59 , 59.79 ,
, 64.52 , 50.00 , 57.43 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 31 38 101 170
18.24 22.35 59.41 100.00

Statistics for Table of Campus by q12n

Statistic	DF	Value	Prob
Chi-Square	2	1.4819	0.4767
Likelihood Ratio Chi-Square	2	1.4873	0.4754
Mantel-Haenszel Chi-Square	1	0.3397	0.5600
Phi Coefficient		0.0934	
Contingency Coefficient		0.0930	
Cramer's V		0.0934	

Effective Sample Size = 170
Frequency Missing = 2

Table of Campus by q13n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,

ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 26 , 20 , 25 , 71
, 15.57 , 11.98 , 14.97 , 42.51
, 36.62 , 28.17 , 35.21 ,
, 57.78 , 44.44 , 32.47 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 19 , 25 , 52 , 96
, 11.38 , 14.97 , 31.14 , 57.49
, 19.79 , 26.04 , 54.17 ,
, 42.22 , 55.56 , 67.53 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 45 45 77 167
26.95 26.95 46.11 100.00

Statistics for Table of Campus by q13n

Statistic	DF	Value	Prob
Chi-Square	2	7.5384	0.0231
Likelihood Ratio Chi-Square	2	7.5652	0.0228
Mantel-Haenszel Chi-Square	1	7.3259	0.0068
Phi Coefficient		0.2125	
Contingency Coefficient		0.2078	
Cramer's V		0.2125	

Effective Sample Size = 167
Frequency Missing = 5

Table of Campus by q15n

Frequency,
Percent ,

```
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
           , - Stron,       ,Strongly,
           ,gly Disa,       , Agree  ,
           ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     17 ,     29 ,     26 ,     72
           ,  10.12 ,  17.26 ,  15.48 ,  42.86
           ,  23.61 ,  40.28 ,  36.11 ,
           ,  43.59 ,  48.33 ,  37.68 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     22 ,     31 ,     43 ,     96
           ,  13.10 ,  18.45 ,  25.60 ,  57.14
           ,  22.92 ,  32.29 ,  44.79 ,
           ,  56.41 ,  51.67 ,  62.32 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         39       60       69      168
                23.21    35.71    41.07   100.00

          Statistics for Table of Campus by q15n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.4981    0.4728
Likelihood Ratio Chi-Square    2      1.5010    0.4721
Mantel-Haenszel Chi-Square     1      0.3103    0.5775
Phi Coefficient                       0.0944
Contingency Coefficient               0.0940
Cramer's V                            0.0944
              Effective Sample Size = 168
                Frequency Missing = 4

              Table of Campus by q16n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
           , - Stron,       ,Strongly,
           ,gly Disa,       , Agree  ,
           ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     17 ,     29 ,     29 ,     75
           ,   9.94 ,  16.96 ,  16.96 ,  43.86
           ,  22.67 ,  38.67 ,  38.67 ,
           ,  44.74 ,  50.88 ,  38.16 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     21 ,     28 ,     47 ,     96
           ,  12.28 ,  16.37 ,  27.49 ,  56.14
           ,  21.88 ,  29.17 ,  48.96 ,
           ,  55.26 ,  49.12 ,  61.84 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         38       57       76      171
                22.22    33.33    44.44   100.00

          Statistics for Table of Campus by q16n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      2.1553    0.3404
Likelihood Ratio Chi-Square    2      2.1578    0.3400
Mantel-Haenszel Chi-Square     1      0.4427    0.5058
Phi Coefficient                       0.1123
Contingency Coefficient               0.1116
Cramer's V                            0.1123
              Effective Sample Size = 171
                Frequency Missing = 1

              Table of Campus by q17n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
           , - Stron,       ,Strongly,
           ,gly Disa,       , Agree  ,
           ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     12 ,     28 ,     35 ,     75
           ,   7.02 ,  16.37 ,  20.47 ,  43.86
```

, 16.00 , 37.33 , 46.67 ,
, 38.71 , 49.12 , 42.17 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 19 , 29 , 48 , 96
, 11.11 , 16.96 , 28.07 , 56.14
, 19.79 , 30.21 , 50.00 ,
, 61.29 , 50.88 , 57.83 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 31 57 83 171
18.13 33.33 48.54 100.00

Statistics for Table of Campus by q17n

Statistic	DF	Value	Prob
Chi-Square	2	1.0715	0.5852
Likelihood Ratio Chi-Square	2	1.0710	0.5854
Mantel-Haenszel Chi-Square	1	0.0632	0.8014
Phi Coefficient		0.0792	
Contingency Coefficient		0.0789	
Cramer's V		0.0792	

Effective Sample Size = 171
Frequency Missing = 1

Table of Campus by q18n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 22 , 29 , 23 , 74
, 12.94 , 17.06 , 13.53 , 43.53
, 29.73 , 39.19 , 31.08 ,
, 51.16 , 53.70 , 31.51 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 21 , 25 , 50 , 96
, 12.35 , 14.71 , 29.41 , 56.47
, 21.88 , 26.04 , 52.08 ,
, 48.84 , 46.30 , 68.49 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 43 54 73 170
25.29 31.76 42.94 100.00

Statistics for Table of Campus by q18n

Statistic	DF	Value	Prob
Chi-Square	2	7.5858	0.0225
Likelihood Ratio Chi-Square	2	7.6922	0.0214
Mantel-Haenszel Chi-Square	1	3.9008	0.0483
Phi Coefficient		0.2112	
Contingency Coefficient		0.2067	
Cramer's V		0.2112	

Effective Sample Size = 170
Frequency Missing = 2

Table of Campus by q20n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 16 , 25 , 34 , 75
, 9.47 , 14.79 , 20.12 , 44.38
, 21.33 , 33.33 , 45.33 ,
, 42.11 , 39.68 , 50.00 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 22 , 38 , 34 , 94
, 13.02 , 22.49 , 20.12 , 55.62
, 23.40 , 40.43 , 36.17 ,
, 57.89 , 60.32 , 50.00 ,

```
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total        38      63      68     169
           22.49   37.28   40.24  100.00
```

Statistics for Table of Campus by q20n

Statistic	DF	Value	Prob
Chi-Square	2	1.5129	0.4693
Likelihood Ratio Chi-Square	2	1.5126	0.4694
Mantel-Haenszel Chi-Square	1	0.5649	0.4523
Phi Coefficient		0.0946	
Contingency Coefficient		0.0942	
Cramer's V		0.0946	

Effective Sample Size = 169
Frequency Missing = 3

Table of Campus by q21n

```
Frequency,
Percent  ,
Row Pct  ,
Col Pct  ,Disagree,Neutral ,Agree - ,  Total
         , - Stron,        ,Strongly,
         ,gly Disa,        , Agree  ,
         ,gree    ,        ,        ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main     ,     23 ,     22 ,     28 ,     73
         ,  13.53 ,  12.94 ,  16.47 ,  42.94
         ,  31.51 ,  30.14 ,  38.36 ,
         ,  53.49 ,  36.67 ,  41.79 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote   ,     20 ,     38 ,     39 ,     97
         ,  11.76 ,  22.35 ,  22.94 ,  57.06
         ,  20.62 ,  39.18 ,  40.21 ,
         ,  46.51 ,  63.33 ,  58.21 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total        43      60      67     170
           25.29   35.29   39.41  100.00
```

Statistics for Table of Campus by q21n

Statistic	DF	Value	Prob
Chi-Square	2	2.9526	0.2285
Likelihood Ratio Chi-Square	2	2.9428	0.2296
Mantel-Haenszel Chi-Square	1	1.6589	0.1978
Phi Coefficient		0.1318	
Contingency Coefficient		0.1307	
Cramer's V		0.1318	

Effective Sample Size = 170
Frequency Missing = 2

Table of Campus by q22n

```
Frequency,
Percent  ,
Row Pct  ,
Col Pct  ,Disagree,Neutral ,Agree - ,  Total
         , - Stron,        ,Strongly,
         ,gly Disa,        , Agree  ,
         ,gree    ,        ,        ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main     ,     20 ,     24 ,     30 ,     74
         ,  11.70 ,  14.04 ,  17.54 ,  43.27
         ,  27.03 ,  32.43 ,  40.54 ,
         ,  50.00 ,  40.68 ,  41.67 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote   ,     20 ,     35 ,     42 ,     97
         ,  11.70 ,  20.47 ,  24.56 ,  56.73
         ,  20.62 ,  36.08 ,  43.30 ,
         ,  50.00 ,  59.32 ,  58.33 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total        40      59      72     171
           23.39   34.50   42.11  100.00
```

Statistics for Table of Campus by q22n

Statistic	DF	Value	Prob

```
Chi-Square                    2      0.9749    0.6142
Likelihood Ratio Chi-Square   2      0.9693    0.6159
Mantel-Haenszel Chi-Square    1      0.7474    0.3873
Phi Coefficient                      0.0755
Contingency Coefficient              0.0753
Cramer's V                           0.0755
          Effective Sample Size = 171
            Frequency Missing = 1

             Table of Student by q1n
  Frequency     ,
  Percent       ,
  Row Pct       ,
  Col Pct       ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree   ,
              ,gree     ,       ,         ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Diploma       ,     34 ,     32 ,     78 ,    144
              ,  20.12 ,  18.93 ,  46.15 ,  85.21
              ,  23.61 ,  22.22 ,  54.17 ,
              ,  69.39 ,  94.12 ,  90.70 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  BTech         ,     15 ,      2 ,      8 ,     25
              ,   8.88 ,   1.18 ,   4.73 ,  14.79
              ,  60.00 ,   8.00 ,  32.00 ,
              ,  30.61 ,   5.88 ,   9.30 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Total              49       34       86      169
                  28.99    20.12    50.89   100.00

       Statistics for Table of Student by q1n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2     13.9270    0.0009
Likelihood Ratio Chi-Square    2     12.8485    0.0016
Mantel-Haenszel Chi-Square     1     11.4744    0.0007
Phi Coefficient                      0.2871
Contingency Coefficient              0.2759
Cramer's V                           0.2871
          Effective Sample Size = 169
            Frequency Missing = 3

             Table of Student by q2n
  Frequency     ,
  Percent       ,
  Row Pct       ,
  Col Pct       ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree   ,
              ,gree     ,       ,         ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Diploma       ,     15 ,     26 ,    102 ,    143
              ,   8.93 ,  15.48 ,  60.71 ,  85.12
              ,  10.49 ,  18.18 ,  71.33 ,
              ,  62.50 ,  83.87 ,  90.27 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  BTech         ,      9 ,      5 ,     11 ,     25
              ,   5.36 ,   2.98 ,   6.55 ,  14.88
              ,  36.00 ,  20.00 ,  44.00 ,
              ,  37.50 ,  16.13 ,   9.73 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Total              24       31      113      168
                  14.29    18.45    67.26   100.00

       Statistics for Table of Student by q2n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2     12.0950    0.0024
Likelihood Ratio Chi-Square    2     10.0462    0.0066
Mantel-Haenszel Chi-Square     1     11.8656    0.0006
Phi Coefficient                      0.2683
Contingency Coefficient              0.2592
Cramer's V                           0.2683
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
```

Effective Sample Size = 168
Frequency Missing = 4

Table of Student by q3n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	Neutral , - , ,	,Agree ,Strongly, , Agree , ,	Total
Diploma	40	28	77	145
	23.53	16.47	45.29	85.29
	27.59	19.31	53.10	
	74.07	80.00	95.06	
BTech	14	7	4	25
	8.24	4.12	2.35	14.71
	56.00	28.00	16.00	
	25.93	20.00	4.94	
Total	54	35	81	170
	31.76	20.59	47.65	100.00

Statistics for Table of Student by q3n

Statistic	DF	Value	Prob
Chi-Square	2	12.3627	0.0021
Likelihood Ratio Chi-Square	2	13.2760	0.0013
Mantel-Haenszel Chi-Square	1	10.8624	0.0010
Phi Coefficient		0.2697	
Contingency Coefficient		0.2604	
Cramer's V		0.2697	

Effective Sample Size = 170
Frequency Missing = 2

Table of Student by q5n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	Neutral , - , ,	,Agree ,Strongly, , Agree , ,	Total
Diploma	24	63	55	142
	14.37	37.72	32.93	85.03
	16.90	44.37	38.73	
	58.54	92.65	94.83	
BTech	17	5	3	25
	10.18	2.99	1.80	14.97
	68.00	20.00	12.00	
	41.46	7.35	5.17	
Total	41	68	58	167
	24.55	40.72	34.73	100.00

Statistics for Table of Student by q5n

Statistic	DF	Value	Prob
Chi-Square	2	30.0815	<.0001
Likelihood Ratio Chi-Square	2	26.0374	<.0001
Mantel-Haenszel Chi-Square	1	26.8394	<.0001
Phi Coefficient		0.4244	
Contingency Coefficient		0.3907	
Cramer's V		0.4244	

Effective Sample Size = 167
Frequency Missing = 5

Table of Student by q6n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,Strongly,	Neutral , - , ,	,Agree ,	Total

```
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,       ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Diploma      ,     31 ,     33 ,     80 ,    144
          ,  18.24 ,  19.41 ,  47.06 ,  84.71
          ,  21.53 ,  22.92 ,  55.56 ,
          ,  70.45 ,  86.84 ,  90.91 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  BTech        ,     13 ,      5 ,      8 ,     26
          ,   7.65 ,   2.94 ,   4.71 ,  15.29
          ,  50.00 ,  19.23 ,  30.77 ,
          ,  29.55 ,  13.16 ,   9.09 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            44       38       88      170
                25.88    22.35    51.76   100.00

       Statistics for Table of Student by q6n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      9.6457    0.0080
Likelihood Ratio Chi-Square   2      8.8228    0.0121
Mantel-Haenszel Chi-Square    1      9.4176    0.0021
Phi Coefficient                      0.2382
Contingency Coefficient              0.2317
Cramer's V                           0.2382
           Effective Sample Size = 170
             Frequency Missing = 2

             Table of Student by q7n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,       ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Diploma      ,     19 ,     36 ,     89 ,    144
          ,  11.18 ,  21.18 ,  52.35 ,  84.71
          ,  13.19 ,  25.00 ,  61.81 ,
          ,  65.52 ,  90.00 ,  88.12 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  BTech        ,     10 ,      4 ,     12 ,     26
          ,   5.88 ,   2.35 ,   7.06 ,  15.29
          ,  38.46 ,  15.38 ,  46.15 ,
          ,  34.48 ,  10.00 ,  11.88 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            29       40      101      170
                17.06    23.53    59.41   100.00

       Statistics for Table of Student by q7n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2     10.0158    0.0067
Likelihood Ratio Chi-Square   2      8.4355    0.0147
Mantel-Haenszel Chi-Square    1      7.9100    0.0049
Phi Coefficient                      0.2427
Contingency Coefficient              0.2359
Cramer's V                           0.2427
           Effective Sample Size = 170
             Frequency Missing = 2

             Table of Student by q8n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,       ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Diploma      ,     37 ,     30 ,     77 ,    144
          ,  21.76 ,  17.65 ,  45.29 ,  84.71
          ,  25.69 ,  20.83 ,  53.47 ,
          ,  69.81 ,  83.33 ,  95.06 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
```

```
  BTech       ,     16 ,      6 ,      4 ,     26
              ,   9.41 ,   3.53 ,   2.35 ,  15.29
              ,  61.54 ,  23.08 ,  15.38 ,
              ,  30.19 ,  16.67 ,   4.94 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            53       36       81      170
                31.18    21.18    47.65   100.00

      Statistics for Table of Student by q8n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2     15.8336    0.0004
Likelihood Ratio Chi-Square    2     16.2193    0.0003
Mantel-Haenszel Chi-Square     1     15.5025    <.0001
Phi Coefficient                      0.3052
Contingency Coefficient              0.2919
Cramer's V                           0.3052
           Effective Sample Size = 170
             Frequency Missing = 2

           Table of Student by q10n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
               , - Stron,       ,Strongly,
               ,gly Disa,       , Agree  ,
               ,gree    ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Diploma      ,     25 ,     57 ,     57 ,    139
               ,  15.24 ,  34.76 ,  34.76 ,  84.76
               ,  17.99 ,  41.01 ,  41.01 ,
               ,  65.79 ,  89.06 ,  91.94 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  BTech        ,     13 ,      7 ,      5 ,     25
               ,   7.93 ,   4.27 ,   3.05 ,  15.24
               ,  52.00 ,  28.00 ,  20.00 ,
               ,  34.21 ,  10.94 ,   8.06 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            38       64       62      164
                23.17    39.02    37.80   100.00

      Statistics for Table of Student by q10n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2     13.9723    0.0009
Likelihood Ratio Chi-Square    2     12.2557    0.0022
Mantel-Haenszel Chi-Square     1     12.8661    0.0003
Phi Coefficient                      0.2919
Contingency Coefficient              0.2802
Cramer's V                           0.2919
           Effective Sample Size = 164
             Frequency Missing = 8

           Table of Student by q11n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
               , - Stron,       ,Strongly,
               ,gly Disa,       , Agree  ,
               ,gree    ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Diploma      ,     26 ,     43 ,     75 ,    144
               ,  15.38 ,  25.44 ,  44.38 ,  85.21
               ,  18.06 ,  29.86 ,  52.08 ,
               ,  70.27 ,  89.58 ,  89.29 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  BTech        ,     11 ,      5 ,      9 ,     25
               ,   6.51 ,   2.96 ,   5.33 ,  14.79
               ,  44.00 ,  20.00 ,  36.00 ,
               ,  29.73 ,  10.42 ,  10.71 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            37       48       84      169
                21.89    28.40    49.70   100.00
```

Statistics for Table of Student by q11n

Statistic	DF	Value	Prob
Chi-Square	2	8.3871	0.0151
Likelihood Ratio Chi-Square	2	7.3409	0.0255
Mantel-Haenszel Chi-Square	1	7.1451	0.0075
Phi Coefficient		0.2228	
Contingency Coefficient		0.2174	
Cramer's V		0.2228	

Effective Sample Size = 169
Frequency Missing = 3

Table of Student by q12n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - , Strongly, Agree ,	Total
Diploma	18	36	90	144
	10.59	21.18	52.94	84.71
	12.50	25.00	62.50	
	58.06	94.74	89.11	
BTech	13	2	11	26
	7.65	1.18	6.47	15.29
	50.00	7.69	42.31	
	41.94	5.26	10.89	
Total	31	38	101	170
	18.24	22.35	59.41	100.00

Statistics for Table of Student by q12n

Statistic	DF	Value	Prob
Chi-Square	2	21.4467	<.0001
Likelihood Ratio Chi-Square	2	18.0736	0.0001
Mantel-Haenszel Chi-Square	1	15.6105	<.0001
Phi Coefficient		0.3552	
Contingency Coefficient		0.3347	
Cramer's V		0.3552	

Effective Sample Size = 170
Frequency Missing = 2

Table of Student by q13n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - , Strongly, Agree ,	Total
Diploma	31	38	72	141
	18.56	22.75	43.11	84.43
	21.99	26.95	51.06	
	68.89	84.44	93.51	
BTech	14	7	5	26
	8.38	4.19	2.99	15.57
	53.85	26.92	19.23	
	31.11	15.56	6.49	
Total	45	45	77	167
	26.95	26.95	46.11	100.00

Statistics for Table of Student by q13n

Statistic	DF	Value	Prob
Chi-Square	2	13.0941	0.0014
Likelihood Ratio Chi-Square	2	12.7277	0.0017
Mantel-Haenszel Chi-Square	1	12.9975	0.0003
Phi Coefficient		0.2800	

Contingency Coefficient 0.2696
Cramer's V 0.2800
Effective Sample Size = 167
Frequency Missing = 5

Table of Student by q15n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree , ,	Total
Diploma	22	58	64	144
	13.10	34.52	38.10	85.71
	15.28	40.28	44.44	
	56.41	96.67	92.75	
BTech	17	2	5	24
	10.12	1.19	2.98	14.29
	70.83	8.33	20.83	
	43.59	3.33	7.25	
Total	39	60	69	168
	23.21	35.71	41.07	100.00

Statistics for Table of Student by q15n

Statistic	DF	Value	Prob
Chi-Square	2	36.0205	<.0001
Likelihood Ratio Chi-Square	2	30.9637	<.0001
Mantel-Haenszel Chi-Square	1	27.7721	<.0001
Phi Coefficient		0.4630	
Contingency Coefficient		0.4202	
Cramer's V		0.4630	

Effective Sample Size = 168
Frequency Missing = 4

Table of Student by q16n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree , ,	Total
Diploma	27	52	67	146
	15.79	30.41	39.18	85.38
	18.49	35.62	45.89	
	71.05	91.23	88.16	
BTech	11	5	9	25
	6.43	2.92	5.26	14.62
	44.00	20.00	36.00	
	28.95	8.77	11.84	
Total	38	57	76	171
	22.22	33.33	44.44	100.00

Statistics for Table of Student by q16n

Statistic	DF	Value	Prob
Chi-Square	2	8.2806	0.0159
Likelihood Ratio Chi-Square	2	7.3876	0.0249
Mantel-Haenszel Chi-Square	1	5.9034	0.0151
Phi Coefficient		0.2201	
Contingency Coefficient		0.2149	
Cramer's V		0.2201	

Effective Sample Size = 171
Frequency Missing = 1

Table of Student by q17n

Frequency ,
Percent ,

```
  Row Pct     ,
  Col Pct     ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,       ,Strongly,
              ,gly Disa,       , Agree  ,
              ,gree    ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Diploma     ,     22 ,     50 ,     74 ,    146
              ,  12.87 ,  29.24 ,  43.27 ,  85.38
              ,  15.07 ,  34.25 ,  50.68 ,
              ,  70.97 ,  87.72 ,  89.16 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  BTech       ,      9 ,      7 ,      9 ,     25
              ,   5.26 ,   4.09 ,   5.26 ,  14.62
              ,  36.00 ,  28.00 ,  36.00 ,
              ,  29.03 ,  12.28 ,  10.84 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            31       57       83      171
                18.13    33.33    48.54   100.00

       Statistics for Table of Student by q17n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      6.3568    0.0417
Likelihood Ratio Chi-Square    2      5.5020    0.0639
Mantel-Haenszel Chi-Square     1      5.6761    0.0172
Phi Coefficient                      0.1928
Contingency Coefficient              0.1893
Cramer's V                           0.1928
            Effective Sample Size = 171
              Frequency Missing = 1

             Table of Student by q18n
  Frequency   ,
  Percent     ,
  Row Pct     ,
  Col Pct     ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,       ,Strongly,
              ,gly Disa,       , Agree  ,
              ,gree    ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Diploma     ,     28 ,     48 ,     69 ,    145
              ,  16.47 ,  28.24 ,  40.59 ,  85.29
              ,  19.31 ,  33.10 ,  47.59 ,
              ,  65.12 ,  88.89 ,  94.52 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  BTech       ,     15 ,      6 ,      4 ,     25
              ,   8.82 ,   3.53 ,   2.35 ,  14.71
              ,  60.00 ,  24.00 ,  16.00 ,
              ,  34.88 ,  11.11 ,   5.48 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            43       54       73      170
                25.29    31.76    42.94   100.00

       Statistics for Table of Student by q18n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2     19.4681    <.0001
Likelihood Ratio Chi-Square    2     17.6727    0.0001
Mantel-Haenszel Chi-Square     1     18.8468    <.0001
Phi Coefficient                      0.3384
Contingency Coefficient              0.3205
Cramer's V                           0.3384
            Effective Sample Size = 170
              Frequency Missing = 2

             Table of Student by q20n
  Frequency   ,
  Percent     ,
  Row Pct     ,
  Col Pct     ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,       ,Strongly,
              ,gly Disa,       , Agree  ,
              ,gree    ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Diploma     ,     21 ,     59 ,     64 ,    144
              ,  12.43 ,  34.91 ,  37.87 ,  85.21
```

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          , 14.58 , 40.97 , 44.44 ,
          , 55.26 , 93.65 , 94.12 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  BTech       ,     17 ,      4 ,      4 ,     25
          , 10.06 ,  2.37 ,  2.37 , 14.79
          , 68.00 , 16.00 , 16.00 ,
          , 44.74 ,  6.35 ,  5.88 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Total           38       63       68      169
            22.49    37.28    40.24   100.00

      Statistics for Table of Student by q20n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2     34.8785    <.0001
Likelihood Ratio Chi-Square    2     29.1775    <.0001
Mantel-Haenszel Chi-Square     1     29.8197    <.0001
Phi Coefficient                      0.4543
Contingency Coefficient              0.4136
Cramer's V                           0.4543
          Effective Sample Size = 169
            Frequency Missing = 3

          Table of Student by q21n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,       ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Diploma      ,     30 ,     53 ,     61 ,    144
          , 17.65 , 31.18 , 35.88 , 84.71
          , 20.83 , 36.81 , 42.36 ,
          , 69.77 , 88.33 , 91.04 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  BTech        ,     13 ,      7 ,      6 ,     26
          ,  7.65 ,  4.12 ,  3.53 , 15.29
          , 50.00 , 26.92 , 23.08 ,
          , 30.23 , 11.67 ,  8.96 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Total           43       60       67      170
            25.29    35.29    39.41   100.00

      Statistics for Table of Student by q21n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2     10.0945    0.0064
Likelihood Ratio Chi-Square    2      9.1128    0.0105
Mantel-Haenszel Chi-Square     1      9.4661    0.0021
Phi Coefficient                      0.2437
Contingency Coefficient              0.2368
Cramer's V                           0.2437
          Effective Sample Size = 170
            Frequency Missing = 2


          Table of Student by q22n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,       ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Diploma      ,     28 ,     53 ,     64 ,    145
          , 16.37 , 30.99 , 37.43 , 84.80
          , 19.31 , 36.55 , 44.14 ,
          , 70.00 , 89.83 , 88.89 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  BTech        ,     12 ,      6 ,      8 ,     26
          ,  7.02 ,  3.51 ,  4.68 , 15.20
          , 46.15 , 23.08 , 30.77 ,
          , 30.00 , 10.17 , 11.11 ,
```

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ƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total           40       59       72      171
              23.39    34.50    42.11   100.00

      Statistics for Table of Student by q22n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      8.8874    0.0118
Likelihood Ratio Chi-Square   2      7.8768    0.0195
Mantel-Haenszel Chi-Square    1      7.2758    0.0070
Phi Coefficient                      0.2280
Contingency Coefficient              0.2223
Cramer's V                           0.2280
          Effective Sample Size = 171
            Frequency Missing = 1

           Table of Offerting by q1n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree   ,
              ,gree     ,       ,         ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Full-time ,     42 ,     30 ,     74 ,    146
              ,  24.85 ,  17.75 ,  43.79 ,  86.39
              ,  28.77 ,  20.55 ,  50.68 ,
              ,  85.71 ,  88.24 ,  86.05 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Part-time ,      7 ,      4 ,     12 ,     23
              ,   4.14 ,   2.37 ,   7.10 ,  13.61
              ,  30.43 ,  17.39 ,  52.17 ,
              ,  14.29 ,  11.76 ,  13.95 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total           49       34       86      169
                  28.99    20.12    50.89   100.00


      Statistics for Table of Offerting by q1n

Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.1261    0.9389
Likelihood Ratio Chi-Square   2      0.1298    0.9371
Mantel-Haenszel Chi-Square    1      0.0040    0.9493
Phi Coefficient                      0.0273
Contingency Coefficient              0.0273
Cramer's V                           0.0273
          Effective Sample Size = 169
            Frequency Missing = 3

           Table of Offerting by q2n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree   ,
              ,gree     ,       ,         ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Full-time ,     20 ,     25 ,    100 ,    145
              ,  11.90 ,  14.88 ,  59.52 ,  86.31
              ,  13.79 ,  17.24 ,  68.97 ,
              ,  83.33 ,  80.65 ,  88.50 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Part-time ,      4 ,      6 ,     13 ,     23
              ,   2.38 ,   3.57 ,   7.74 ,  13.69
              ,  17.39 ,  26.09 ,  56.52 ,
              ,  16.67 ,  19.35 ,  11.50 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total           24       31      113      168
                  14.29    18.45    67.26   100.00

      Statistics for Table of Offerting by q2n
Statistic                    DF       Value      Prob
```

ƒƒ
Chi-Square 2 1.4787 0.4774
Likelihood Ratio Chi-Square 2 1.4102 0.4941
Mantel-Haenszel Chi-Square 1 0.6955 0.4043
Phi Coefficient 0.0938
Contingency Coefficient 0.0934
Cramer's V 0.0938
WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 168
Frequency Missing = 4

Table of Offerting by q3n

Frequency ,				
Percent ,				
Row Pct ,				
Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	Neutral , ,	,Agree - ,Strongly, , Agree , ,	Total
Full-time	45	29	73	147
	26.47	17.06	42.94	86.47
	30.61	19.73	49.66	
	83.33	82.86	90.12	
Part-time	9	6	8	23
	5.29	3.53	4.71	13.53
	39.13	26.09	34.78	
	16.67	17.14	9.88	
Total	54	35	81	170
	31.76	20.59	47.65	100.00

Statistics for Table of Offerting by q3n
Statistic DF Value Prob
ƒƒ
Chi-Square 2 1.7688 0.4130
Likelihood Ratio Chi-Square 2 1.7982 0.4069
Mantel-Haenszel Chi-Square 1 1.1695 0.2795
Phi Coefficient 0.1020
Contingency Coefficient 0.1015
Cramer's V 0.1020
Effective Sample Size = 170
Frequency Missing = 2

Table of Offerting by q5n

Frequency ,				
Percent ,				
Row Pct ,				
Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	Neutral , ,	,Agree - ,Strongly, , Agree , ,	Total
Full-time	32	61	51	144
	19.16	36.53	30.54	86.23
	22.22	42.36	35.42	
	78.05	89.71	87.93	
Part-time	9	7	7	23
	5.39	4.19	4.19	13.77
	39.13	30.43	30.43	
	21.95	10.29	12.07	
Total	41	68	58	167
	24.55	40.72	34.73	100.00

Statistics for Table of Offerting by q5n
Statistic DF Value Prob
ƒƒ
Chi-Square 2 3.1439 0.2076
Likelihood Ratio Chi-Square 2 2.9091 0.2335
Mantel-Haenszel Chi-Square 1 2.2675 0.1321
Phi Coefficient 0.1372
Contingency Coefficient 0.1359

Cramer's V 0.1372
Effective Sample Size = 167
Frequency Missing = 5

Table of Offerting by q6n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - , Strongly, Agree ,	Total
Full-time	36	35	77	148
	21.18	20.59	45.29	87.06
	24.32	23.65	52.03	
	81.82	92.11	87.50	
Part-time	8	3	11	22
	4.71	1.76	6.47	12.94
	36.36	13.64	50.00	
	18.18	7.89	12.50	
Total	44	38	88	170
	25.88	22.35	51.76	100.00

Statistics for Table of Offerting by q6n

Statistic	DF	Value	Prob
Chi-Square	2	1.9467	0.3778
Likelihood Ratio Chi-Square	2	1.9644	0.3745
Mantel-Haenszel Chi-Square	1	0.8356	0.3607
Phi Coefficient		0.1070	
Contingency Coefficient		0.1064	
Cramer's V		0.1070	

Effective Sample Size = 170
Frequency Missing = 2

Table of Offerting by q7n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - , Strongly, Agree ,	Total
Full-time	26	30	91	147
	15.29	17.65	53.53	86.47
	17.69	20.41	61.90	
	89.66	75.00	90.10	
Part-time	3	10	10	23
	1.76	5.88	5.88	13.53
	13.04	43.48	43.48	
	10.34	25.00	9.90	
Total	29	40	101	170
	17.06	23.53	59.41	100.00

Statistics for Table of Offerting by q7n

Statistic	DF	Value	Prob
Chi-Square	2	5.8867	0.0527
Likelihood Ratio Chi-Square	2	5.2481	0.0725
Mantel-Haenszel Chi-Square	1	0.1362	0.7121
Phi Coefficient		0.1861	
Contingency Coefficient		0.1829	
Cramer's V		0.1861	

Effective Sample Size = 170
Frequency Missing = 2

Table of Offerting by q8n
Frequency ,
Percent ,
Row Pct ,

```
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
            , - Stron,       ,Strongly,
            ,gly Disa,       , Agree  ,
            ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Full-time ,     45 ,     27 ,     76 ,    148
            ,  26.47 ,  15.88 ,  44.71 ,  87.06
            ,  30.41 ,  18.24 ,  51.35 ,
            ,  84.91 ,  75.00 ,  93.83 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Part-time ,      8 ,      9 ,      5 ,     22
            ,   4.71 ,   5.29 ,   2.94 ,  12.94
            ,  36.36 ,  40.91 ,  22.73 ,
            ,  15.09 ,  25.00 ,   6.17 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          53       36       81      170
                31.18    21.18    47.65   100.00

      Statistics for Table of Offerting by q8n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      8.1581    0.0169
Likelihood Ratio Chi-Square   2      7.9875    0.0184
Mantel-Haenszel Chi-Square    1      1.8387    0.1751
Phi Coefficient                      0.2191
Contingency Coefficient              0.2140
Cramer's V                           0.2191
          Effective Sample Size = 170
            Frequency Missing = 2

          Table of Offerting by q10n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
            , - Stron,       ,Strongly,
            ,gly Disa,       , Agree  ,
            ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Full-time ,     35 ,     53 ,     54 ,    142
            ,  21.34 ,  32.32 ,  32.93 ,  86.59
            ,  24.65 ,  37.32 ,  38.03 ,
            ,  92.11 ,  82.81 ,  87.10 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Part-time ,      3 ,     11 ,      8 ,     22
            ,   1.83 ,   6.71 ,   4.88 ,  13.41
            ,  13.64 ,  50.00 ,  36.36 ,
            ,   7.89 ,  17.19 ,  12.90 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          38       64       62      164
                23.17    39.02    37.80   100.00

      Statistics for Table of Offerting by q10n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.7951    0.4076
Likelihood Ratio Chi-Square   2      1.8892    0.3888
Mantel-Haenszel Chi-Square    1      0.6047    0.4368
Phi Coefficient                      0.1046
Contingency Coefficient              0.1041
Cramer's V                           0.1046
          Effective Sample Size = 164
            Frequency Missing = 8

          Table of Offerting by q11n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
            , - Stron,       ,Strongly,
            ,gly Disa,       , Agree  ,
            ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Full-time ,     33 ,     39 ,     75 ,    147
            ,  19.53 ,  23.08 ,  44.38 ,  86.98
            ,  22.45 ,  26.53 ,  51.02 ,
```

```
          ,  89.19 ,  81.25 ,  89.29 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Part-time ,      4 ,      9 ,      9 ,     22
          ,   2.37 ,   5.33 ,   5.33 ,  13.02
          ,  18.18 ,  40.91 ,  40.91 ,
          ,  10.81 ,  18.75 ,  10.71 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          37       48       84      169
                21.89    28.40    49.70   100.00

       Statistics for Table of Offerting by q11n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.9457    0.3780
Likelihood Ratio Chi-Square   2      1.8332    0.3999
Mantel-Haenszel Chi-Square    1      0.0035    0.9531
Phi Coefficient                      0.1073
Contingency Coefficient              0.1067
Cramer's V                           0.1073

            Effective Sample Size = 169
              Frequency Missing = 3

            Table of Offerting by q12n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,        ,Strongly,
          ,gly Disa,        , Agree   ,
          ,gree     ,       ,         ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Full-time ,     28 ,     26 ,     93 ,    147
          ,  16.47 ,  15.29 ,  54.71 ,  86.47
          ,  19.05 ,  17.69 ,  63.27 ,
          ,  90.32 ,  68.42 ,  92.08 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Part-time ,      3 ,     12 ,      8 ,     23
          ,   1.76 ,   7.06 ,   4.71 ,  13.53
          ,  13.04 ,  52.17 ,  34.78 ,
          ,   9.68 ,  31.58 ,   7.92 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          31       38      101      170
                18.24    22.35    59.41   100.00

       Statistics for Table of Offerting by q12n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2     13.6909    0.0011
Likelihood Ratio Chi-Square   2     11.7219    0.0028
Mantel-Haenszel Chi-Square    1      0.4222    0.5158
Phi Coefficient                      0.2838
Contingency Coefficient              0.2730
Cramer's V                           0.2838
            Effective Sample Size = 170
              Frequency Missing = 2

            Table of Offerting by q13n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,        ,Strongly,
          ,gly Disa,        , Agree   ,
          ,gree     ,       ,         ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Full-time ,     39 ,     34 ,     71 ,    144
          ,  23.35 ,  20.36 ,  42.51 ,  86.23
          ,  27.08 ,  23.61 ,  49.31 ,
          ,  86.67 ,  75.56 ,  92.21 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Part-time ,      6 ,     11 ,      6 ,     23
          ,   3.59 ,   6.59 ,   3.59 ,  13.77
          ,  26.09 ,  47.83 ,  26.09 ,
          ,  13.33 ,  24.44 ,   7.79 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
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Total          45      45      77      167
             26.95   26.95   46.11   100.00

      Statistics for Table of Offerting by q13n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      6.6418    0.0361
Likelihood Ratio Chi-Square   2      6.3325    0.0422
Mantel-Haenszel Chi-Square    1      0.5794    0.4465
Phi Coefficient                      0.1994
Contingency Coefficient              0.1956
Cramer's V                           0.1994
           Effective Sample Size = 167
             Frequency Missing = 5

           Table of Offerting by q15n

    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree   ,
              ,gree     ,       ,         ,
    ƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Full-time ,     35 ,     49 ,     61 ,    145
              ,  20.83 ,  29.17 ,  36.31 ,  86.31
              ,  24.14 ,  33.79 ,  42.07 ,
              ,  89.74 ,  81.67 ,  88.41 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Part-time ,      4 ,     11 ,      8 ,     23
              ,   2.38 ,   6.55 ,   4.76 ,  13.69
              ,  17.39 ,  47.83 ,  34.78 ,
              ,  10.26 ,  18.33 ,  11.59 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total          39      60      69      168
                 23.21   35.71   41.07   100.00

      Statistics for Table of Offerting by q15n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.7404    0.4189
Likelihood Ratio Chi-Square   2      1.6950    0.4285
Mantel-Haenszel Chi-Square    1      0.0569    0.8115
Phi Coefficient                      0.1018
Contingency Coefficient              0.1013
Cramer's V                           0.1018
           Effective Sample Size = 168
             Frequency Missing = 4

           Table of Offerting by q16n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree   ,
              ,gree     ,       ,         ,
    ƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Full-time ,     36 ,     46 ,     66 ,    148
              ,  21.05 ,  26.90 ,  38.60 ,  86.55
              ,  24.32 ,  31.08 ,  44.59 ,
              ,  94.74 ,  80.70 ,  86.84 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Part-time ,      2 ,     11 ,     10 ,     23
              ,   1.17 ,   6.43 ,   5.85 ,  13.45
              ,   8.70 ,  47.83 ,  43.48 ,
              ,   5.26 ,  19.30 ,  13.16 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total          38      57      76      171
                 22.22   33.33   44.44   100.00

      Statistics for Table of Offerting by q16n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.8681    0.1446
```

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Likelihood Ratio Chi-Square    2      4.2663    0.1185
Mantel-Haenszel Chi-Square     1      1.3484    0.2456
Phi Coefficient                       0.1504
Contingency Coefficient               0.1487
Cramer's V                            0.1504
          Effective Sample Size = 171
            Frequency Missing = 1

          Table of Offerting by q17n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree   ,
              ,gree     ,       ,         ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Full-time ,     30 ,     46 ,     72 ,    148
              ,  17.54 ,  26.90 ,  42.11 ,  86.55
              ,  20.27 ,  31.08 ,  48.65 ,
              ,  96.77 ,  80.70 ,  86.75 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Part-time ,      1 ,     11 ,     11 ,     23
              ,   0.58 ,   6.43 ,   6.43 ,  13.45
              ,   4.35 ,  47.83 ,  47.83 ,
              ,   3.23 ,  19.30 ,  13.25 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          31       57       83      171
                18.13    33.33    48.54   100.00

       Statistics for Table of Offerting by q17n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.4611    0.1075
Likelihood Ratio Chi-Square   2      5.3529    0.0688
Mantel-Haenszel Chi-Square    1      1.5932    0.2069
Phi Coefficient                      0.1615
Contingency Coefficient              0.1595
Cramer's V                           0.1615
          Effective Sample Size = 171
            Frequency Missing = 1

          Table of Offerting by q18n
    Frequency ,
    Percent   ,
    Row Pct   ,
    Col Pct   ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree   ,
              ,gree     ,       ,         ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Full-time ,     40 ,     39 ,     68 ,    147
              ,  23.53 ,  22.94 ,  40.00 ,  86.47
              ,  27.21 ,  26.53 ,  46.26 ,
              ,  93.02 ,  72.22 ,  93.15 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Part-time ,      3 ,     15 ,      5 ,     23
              ,   1.76 ,   8.82 ,   2.94 ,  13.53
              ,  13.04 ,  65.22 ,  21.74 ,
              ,   6.98 ,  27.78 ,   6.85 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          43       54       73      170
                25.29    31.76    42.94   100.00

       Statistics for Table of Offerting by q18n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2     13.7334    0.0010
Likelihood Ratio Chi-Square   2     12.7198    0.0017
Mantel-Haenszel Chi-Square    1      0.0201    0.8874
Phi Coefficient                      0.2842
Contingency Coefficient              0.2734
Cramer's V                           0.2842
          Effective Sample Size = 170
            Frequency Missing = 2
```

Table of Offerting by q20n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,Strongly, , Agree ,	,Agree - , , ,	Total
Full-time	37	53	56	146
	21.89	31.36	33.14	86.39
	25.34	36.30	38.36	
	97.37	84.13	82.35	
Part-time	1	10	12	23
	0.59	5.92	7.10	13.61
	4.35	43.48	52.17	
	2.63	15.87	17.65	
Total	38	63	68	169
	22.49	37.28	40.24	100.00

Statistics for Table of Offerting by q20n

Statistic	DF	Value	Prob
Chi-Square	2	5.1125	0.0776
Likelihood Ratio Chi-Square	2	6.7030	0.0350
Mantel-Haenszel Chi-Square	1	4.7338	0.0296
Phi Coefficient		0.1739	
Contingency Coefficient		0.1714	
Cramer's V		0.1739	

Effective Sample Size = 169
Frequency Missing = 3

Table of Offerting by q21n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,Strongly, , Agree ,	,Agree - , , ,	Total
Full-time	39	51	57	147
	22.94	30.00	33.53	86.47
	26.53	34.69	38.78	
	90.70	85.00	85.07	
Part-time	4	9	10	23
	2.35	5.29	5.88	13.53
	17.39	39.13	43.48	
	9.30	15.00	14.93	
Total	43	60	67	170
	25.29	35.29	39.41	100.00

Statistics for Table of Offerting by q21n

Statistic	DF	Value	Prob
Chi-Square	2	0.8793	0.6443
Likelihood Ratio Chi-Square	2	0.9422	0.6243
Mantel-Haenszel Chi-Square	1	0.7494	0.3867
Phi Coefficient		0.0719	
Contingency Coefficient		0.0717	
Cramer's V		0.0719	

Effective Sample Size = 170
Frequency Missing = 2

Table of Offerting by q22n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,Strongly, , Agree ,	,Agree - , , ,	Total

ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Full-time , 37 , 48 , 63 , 148
, 21.64 , 28.07 , 36.84 , 86.55
, 25.00 , 32.43 , 42.57 ,
, 92.50 , 81.36 , 87.50 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Part-time , 3 , 11 , 9 , 23
, 1.75 , 6.43 , 5.26 , 13.45
, 13.04 , 47.83 , 39.13 ,
, 7.50 , 18.64 , 12.50 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 40 59 72 171
23.39 34.50 42.11 100.00

Statistics for Table of Offerting by q22n

Statistic	DF	Value	Prob
Chi-Square	2	2.6396	0.2672
Likelihood Ratio Chi-Square	2	2.7153	0.2573
Mantel-Haenszel Chi-Square	1	0.6126	0.4338
Phi Coefficient		0.1242	
Contingency Coefficient		0.1233	
Cramer's V		0.1242	

Effective Sample Size = 171
Frequency Missing = 1

Staff

The FREQ Procedure

Table of Campus by q1n

```
Frequency,
Percent ,
Row Pct ,
Col Pct  ,Disagree,Neutral ,Agree - ,  Total
        , - Stron,       ,Strongly,
        ,gly Disa,       , Agree  ,
        ,gree    ,       ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Main     ,    12 ,     6 ,    15 ,    33
        ,  18.75 ,   9.38 ,  23.44 ,  51.56
        ,  36.36 ,  18.18 ,  45.45 ,
        ,  66.67 ,  50.00 ,  44.12 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Remote   ,     6 ,     6 ,    19 ,    31
        ,   9.38 ,   9.38 ,  29.69 ,  48.44
        ,  19.35 ,  19.35 ,  61.29 ,
        ,  33.33 ,  50.00 ,  55.88 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total         18       12       34       64
           28.13    18.75    53.13   100.00
```

Statistics for Table of Campus by q1n

Statistic	DF	Value	Prob
Chi-Square	2	2.4104	0.2996
Likelihood Ratio Chi-Square	2	2.4480	0.2941
Mantel-Haenszel Chi-Square	1	2.3625	0.1243
Phi Coefficient		0.1941	
Contingency Coefficient		0.1905	
Cramer's V		0.1941	

Sample Size = 64

Table of Campus by q2n

```
Frequency,
Percent ,
Row Pct ,
Col Pct  ,Disagree,Neutral ,Agree - ,  Total
        , - Stron,       ,Strongly,
        ,gly Disa,       , Agree  ,
        ,gree    ,       ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Main     ,     6 ,     4 ,    23 ,    33
        ,   9.38 ,   6.25 ,  35.94 ,  51.56
        ,  18.18 ,  12.12 ,  69.70 ,
        ,  66.67 ,  50.00 ,  48.94 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Remote   ,     3 ,     4 ,    24 ,    31
        ,   4.69 ,   6.25 ,  37.50 ,  48.44
        ,   9.68 ,  12.90 ,  77.42 ,
        ,  33.33 ,  50.00 ,  51.06 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total         9        8       47       64
           14.06    12.50    73.44   100.00
```

Statistics for Table of Campus by q2n

Statistic	DF	Value	Prob
Chi-Square	2	0.9597	0.6189
Likelihood Ratio Chi-Square	2	0.9782	0.6132
Mantel-Haenszel Chi-Square	1	0.7930	0.3732
Phi Coefficient		0.1225	
Contingency Coefficient		0.1215	
Cramer's V		0.1225	

WARNING: 67% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 64

Table of Campus by q3n

```
Frequency,
Percent ,
Row Pct ,
Col Pct  ,Disagree,Neutral ,Agree - ,  Total
```

, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 13 , 6 , 14 , 33
, 20.63 , 9.52 , 22.22 , 52.38
, 39.39 , 18.18 , 42.42 ,
, 76.47 , 35.29 , 48.28 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 4 , 11 , 15 , 30
, 6.35 , 17.46 , 23.81 , 47.62
, 13.33 , 36.67 , 50.00 ,
, 23.53 , 64.71 , 51.72 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 17 17 29 63
26.98 26.98 46.03 100.00

Statistics for Table of Campus by q3n

Statistic	DF	Value	Prob
Chi-Square	2	6.1408	0.0464
Likelihood Ratio Chi-Square	2	6.4009	0.0407
Mantel-Haenszel Chi-Square	1	3.5942	0.0580
Phi Coefficient		0.3122	
Contingency Coefficient		0.2980	
Cramer's V		0.3122	

Effective Sample Size = 63
Frequency Missing = 1

Table of Campus by q4n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 4 , 8 , 19 , 31
, 6.67 , 13.33 , 31.67 , 51.67
, 12.90 , 25.81 , 61.29 ,
, 36.36 , 50.00 , 57.58 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 7 , 8 , 14 , 29
, 11.67 , 13.33 , 23.33 , 48.33
, 24.14 , 27.59 , 48.28 ,
, 63.64 , 50.00 , 42.42 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 11 16 33 60
18.33 26.67 55.00 100.00

Statistics for Table of Campus by q4n

Statistic	DF	Value	Prob
Chi-Square	2	1.5108	0.4698
Likelihood Ratio Chi-Square	2	1.5225	0.4671
Mantel-Haenszel Chi-Square	1	1.4844	0.2231
Phi Coefficient		0.1587	
Contingency Coefficient		0.1567	
Cramer's V		0.1587	

Effective Sample Size = 60
Frequency Missing = 4

Table of Campus by q5n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 13 , 10 , 10 , 33
, 20.31 , 15.63 , 15.63 , 51.56
, 39.39 , 30.30 , 30.30 ,
, 65.00 , 50.00 , 41.67 ,

ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 7 , 10 , 14 , 31
, 10.94 , 15.63 , 21.88 , 48.44
, 22.58 , 32.26 , 45.16 ,
, 35.00 , 50.00 , 58.33 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 20 20 24 64
31.25 31.25 37.50 100.00

Statistics for Table of Campus by q5n

Statistic	DF	Value	Prob
Chi-Square	2	2.4065	0.3002
Likelihood Ratio Chi-Square	2	2.4353	0.2959
Mantel-Haenszel Chi-Square	1	2.3673	0.1239
Phi Coefficient		0.1939	
Contingency Coefficient		0.1904	
Cramer's V		0.1939	

Sample Size = 64

Table of Campus by q6n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 12 , 5 , 16 , 33
, 18.75 , 7.81 , 25.00 , 51.56
, 36.36 , 15.15 , 48.48 ,
, 80.00 , 29.41 , 50.00 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 3 , 12 , 16 , 31
, 4.69 , 18.75 , 25.00 , 48.44
, 9.68 , 38.71 , 51.61 ,
, 20.00 , 70.59 , 50.00 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 15 17 32 64
23.44 26.56 50.00 100.00

Statistics for Table of Campus by q6n

Statistic	DF	Value	Prob
Chi-Square	2	8.2279	0.0163
Likelihood Ratio Chi-Square	2	8.6897	0.0130
Mantel-Haenszel Chi-Square	1	3.4966	0.0615
Phi Coefficient		0.3586	
Contingency Coefficient		0.3375	
Cramer's V		0.3586	

Sample Size = 64

Table of Campus by q7n

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 9 , 2 , 22 , 33
, 14.06 , 3.13 , 34.38 , 51.56
, 27.27 , 6.06 , 66.67 ,
, 81.82 , 25.00 , 48.89 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 2 , 6 , 23 , 31
, 3.13 , 9.38 , 35.94 , 48.44
, 6.45 , 19.35 , 74.19 ,
, 18.18 , 75.00 , 51.11 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 11 8 45 64
17.19 12.50 70.31 100.00

Statistics for Table of Campus by q7n

Statistic	DF	Value	Prob

ƒƒ
Chi-Square 2 6.4205 0.0403
Likelihood Ratio Chi-Square 2 6.8709 0.0322
Mantel-Haenszel Chi-Square 1 3.0155 0.0825
Phi Coefficient 0.3167
Contingency Coefficient 0.3020
Cramer's V 0.3167
WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Sample Size = 64

Table of Campus by q8n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 10 , 9 , 11 , 30
, 16.95 , 15.25 , 18.64 , 50.85
, 33.33 , 30.00 , 36.67 ,
, 71.43 , 50.00 , 40.74 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 4 , 9 , 16 , 29
, 6.78 , 15.25 , 27.12 , 49.15
, 13.79 , 31.03 , 55.17 ,
, 28.57 , 50.00 , 59.26 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 14 18 27 59
23.73 30.51 45.76 100.00

Statistics for Table of Campus by q8n
Statistic DF Value Prob
ƒƒ
Chi-Square 2 3.4814 0.1754
Likelihood Ratio Chi-Square 2 3.5709 0.1677
Mantel-Haenszel Chi-Square 1 3.4178 0.0645
Phi Coefficient 0.2429
Contingency Coefficient 0.2360
Cramer's V 0.2429
Effective Sample Size = 59
Frequency Missing = 5

Table of Campus by q9n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 2 , 12 , 18 , 32
, 3.33 , 20.00 , 30.00 , 53.33
, 6.25 , 37.50 , 56.25 ,
, 50.00 , 57.14 , 51.43 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 2 , 9 , 17 , 28
, 3.33 , 15.00 , 28.33 , 46.67
, 7.14 , 32.14 , 60.71 ,
, 50.00 , 42.86 , 48.57 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 4 21 35 60
6.67 35.00 58.33 100.00

Statistics for Table of Campus by q9n
Statistic DF Value Prob
ƒƒ
Chi-Square 2 0.1913 0.9088
Likelihood Ratio Chi-Square 2 0.1918 0.9086
Mantel-Haenszel Chi-Square 1 0.0163 0.8985
Phi Coefficient 0.0565
Contingency Coefficient 0.0564
Cramer's V 0.0565

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 60
Frequency Missing = 4

Table of Campus by q10n

Frequency, Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - Strongly, Agree ,	Total
Main	19	7	7	33
	29.69	10.94	10.94	51.56
	57.58	21.21	21.21	
	76.00	41.18	31.82	
Remote	6	10	15	31
	9.38	15.63	23.44	48.44
	19.35	32.26	48.39	
	24.00	58.82	68.18	
Total	25	17	22	64
	39.06	26.56	34.38	100.00

Statistics for Table of Campus by q10n

Statistic	DF	Value	Prob
Chi-Square	2	10.1459	0.0063
Likelihood Ratio Chi-Square	2	10.5499	0.0051
Mantel-Haenszel Chi-Square	1	9.8513	0.0017
Phi Coefficient		0.3982	
Contingency Coefficient		0.3699	
Cramer's V		0.3982	

Sample Size = 64

Table of Campus by q11n

Frequency, Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - Strongly, Agree ,	Total
Main	6	9	18	33
	9.38	14.06	28.13	51.56
	18.18	27.27	54.55	
	50.00	52.94	51.43	
Remote	6	8	17	31
	9.38	12.50	26.56	48.44
	19.35	25.81	54.84	
	50.00	47.06	48.57	
Total	12	17	35	64
	18.75	26.56	54.69	100.00

Statistics for Table of Campus by q11n

Statistic	DF	Value	Prob
Chi-Square	2	0.0249	0.9876
Likelihood Ratio Chi-Square	2	0.0249	0.9876
Mantel-Haenszel Chi-Square	1	0.0020	0.9642
Phi Coefficient		0.0197	
Contingency Coefficient		0.0197	
Cramer's V		0.0197	

Sample Size = 64

Table of Campus by q12n

Frequency, Percent , Row Pct , Col Pct	,Disagree,	,Neutral ,	,Agree - ,	Total

```
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main    ,     6 ,     4 ,    23 ,    33
          ,  9.38 ,  6.25 , 35.94 , 51.56
          , 18.18 , 12.12 , 69.70 ,
          , 54.55 , 66.67 , 48.94 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote  ,     5 ,     2 ,    24 ,    31
          ,  7.81 ,  3.13 , 37.50 , 48.44
          , 16.13 ,  6.45 , 77.42 ,
          , 45.45 , 33.33 , 51.06 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        11       6      47      64
             17.19    9.38   73.44  100.00

       Statistics for Table of Campus by q12n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.7171    0.6987
Likelihood Ratio Chi-Square   2      0.7294    0.6944
Mantel-Haenszel Chi-Square    1      0.1734    0.6771
Phi Coefficient                      0.1058
Contingency Coefficient              0.1053
Cramer's V                           0.1058
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
              Sample Size = 64

            Table of Campus by q13n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main    ,    10 ,     8 ,    15 ,    33
          , 15.87 , 12.70 , 23.81 , 52.38
          , 30.30 , 24.24 , 45.45 ,
          , 71.43 , 44.44 , 48.39 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote  ,     4 ,    10 ,    16 ,    30
          ,  6.35 , 15.87 , 25.40 , 47.62
          , 13.33 , 33.33 , 53.33 ,
          , 28.57 , 55.56 , 51.61 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        14       18       31      63
             22.22    28.57    49.21  100.00

       Statistics for Table of Campus by q13n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.6891    0.2607
Likelihood Ratio Chi-Square   2      2.7686    0.2505
Mantel-Haenszel Chi-Square    1      1.9616    0.1613
Phi Coefficient                      0.2066
Contingency Coefficient              0.2023
Cramer's V                           0.2066
           Effective Sample Size = 63
             Frequency Missing = 1

            Table of Campus by q14n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree   ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main    ,     3 ,    12 ,    16 ,    31
          ,  5.00 , 20.00 , 26.67 , 51.67
          ,  9.68 , 38.71 , 51.61 ,
```

```
          ,  42.86 ,  52.17 ,  53.33 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     4 ,     11 ,     14 ,     29
          ,   6.67 ,  18.33 ,  23.33 ,  48.33
          ,  13.79 ,  37.93 ,  48.28 ,
          ,  57.14 ,  47.83 ,  46.67 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          7       23       30       60
                11.67    38.33    50.00   100.00

         Statistics for Table of Campus by q14n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.2533    0.8810
Likelihood Ratio Chi-Square    2      0.2536    0.8809
Mantel-Haenszel Chi-Square     1      0.2202    0.6389
Phi Coefficient                      0.0650
Contingency Coefficient              0.0648
Cramer's V                           0.0650
 WARNING: 33% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
             Effective Sample Size = 60
               Frequency Missing = 4

              Table of Campus by q15n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,        ,Strongly,
          ,gly Disa,        , Agree  ,
          ,gree    ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     13 ,      8 ,     10 ,     31
          ,  20.97 ,  12.90 ,  16.13 ,  50.00
          ,  41.94 ,  25.81 ,  32.26 ,
          ,  76.47 ,  47.06 ,  35.71 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,     4 ,      9 ,     18 ,     31
          ,   6.45 ,  14.52 ,  29.03 ,  50.00
          ,  12.90 ,  29.03 ,  58.06 ,
          ,  23.53 ,  52.94 ,  64.29 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          17       17       28       62
                27.42    27.42    45.16   100.00

         Statistics for Table of Campus by q15n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      7.1092    0.0286
Likelihood Ratio Chi-Square    2      7.3935    0.0248
Mantel-Haenszel Chi-Square     1      6.9703    0.0083
Phi Coefficient                      0.3386
Contingency Coefficient              0.3207
Cramer's V                           0.3386
             Effective Sample Size = 62
               Frequency Missing = 2
              Table of Campus by q16n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,        ,Strongly,
          ,gly Disa,        , Agree  ,
          ,gree    ,        ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,      6 ,     12 ,     15 ,     33
          ,   9.52 ,  19.05 ,  23.81 ,  52.38
          ,  18.18 ,  36.36 ,  45.45 ,
          ,  66.67 ,  57.14 ,  45.45 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,      3 ,      9 ,     18 ,     30
          ,   4.76 ,  14.29 ,  28.57 ,  47.62
          ,  10.00 ,  30.00 ,  60.00 ,
          ,  33.33 ,  42.86 ,  54.55 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

Total	9	21	33	63
	14.29	33.33	52.38	100.00

Statistics for Table of Campus by q16n

Statistic	DF	Value	Prob
Chi-Square	2	1.5620	0.4580
Likelihood Ratio Chi-Square	2	1.5796	0.4539
Mantel-Haenszel Chi-Square	1	1.4226	0.2330
Phi Coefficient		0.1575	
Contingency Coefficient		0.1555	
Cramer's V		0.1575	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 63

Frequency Missing = 1

Table of Campus by q17n

Frequency, Percent, Row Pct, Col Pct	Disagree - Strongly Disagree	Neutral	Agree - Strongly Agree	Total
Main	5	12	15	32
	7.94	19.05	23.81	50.79
	15.63	37.50	46.88	
	62.50	60.00	42.86	
Remote	3	8	20	31
	4.76	12.70	31.75	49.21
	9.68	25.81	64.52	
	37.50	40.00	57.14	
Total	8	20	35	63
	12.70	31.75	55.56	100.00

Statistics for Table of Campus by q17n

Statistic	DF	Value	Prob
Chi-Square	2	1.9989	0.3681
Likelihood Ratio Chi-Square	2	2.0116	0.3657
Mantel-Haenszel Chi-Square	1	1.7284	0.1886
Phi Coefficient		0.1781	
Contingency Coefficient		0.1754	
Cramer's V		0.1781	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 63

Frequency Missing = 1

Table of Campus by q18n

Frequency, Percent, Row Pct, Col Pct	Disagree - Strongly Disagree	Neutral	Agree - Strongly Agree	Total
Main	6	14	13	33
	9.52	22.22	20.63	52.38
	18.18	42.42	39.39	
	60.00	56.00	46.43	
Remote	4	11	15	30
	6.35	17.46	23.81	47.62
	13.33	36.67	50.00	
	40.00	44.00	53.57	
Total	10	25	28	63
	15.87	39.68	44.44	100.00

Statistics for Table of Campus by q18n

```
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.7617    0.6833
Likelihood Ratio Chi-Square   2      0.7636    0.6826
Mantel-Haenszel Chi-Square    1      0.5996    0.4387
Phi Coefficient                      0.1100
Contingency Coefficient              0.1093
Cramer's V                           0.1100
          Effective Sample Size = 63
            Frequency Missing = 1

             Table of Campus by q19n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
            , - Stron,       ,Strongly,
            ,gly Disa,       , Agree  ,
            ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,      2 ,     14 ,     14 ,     30
            ,   3.33 ,  23.33 ,  23.33 ,  50.00
            ,   6.67 ,  46.67 ,  46.67 ,
            ,  40.00 ,  53.85 ,  48.28 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,      3 ,     12 ,     15 ,     30
            ,   5.00 ,  20.00 ,  25.00 ,  50.00
            ,  10.00 ,  40.00 ,  50.00 ,
            ,  60.00 ,  46.15 ,  51.72 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          5       26       29       60
                8.33    43.33    48.33   100.00

       Statistics for Table of Campus by q19n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.3883    0.8235
Likelihood Ratio Chi-Square   2      0.3898    0.8229
Mantel-Haenszel Chi-Square    1      0.0229    0.8798
Phi Coefficient                      0.0804
Contingency Coefficient              0.0802
Cramer's V                           0.0804
 WARNING: 33% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 60
            Frequency Missing = 4

             Table of Campus by q20n
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Neutral ,Agree - ,  Total
            , - Stron,       ,Strongly,
            ,gly Disa,       , Agree  ,
            ,gree    ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Main     ,     14 ,      9 ,     10 ,     33
            ,  21.88 ,  14.06 ,  15.63 ,  51.56
            ,  42.42 ,  27.27 ,  30.30 ,
            ,  66.67 ,  60.00 ,  35.71 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Remote   ,      7 ,      6 ,     18 ,     31
            ,  10.94 ,   9.38 ,  28.13 ,  48.44
            ,  22.58 ,  19.35 ,  58.06 ,
            ,  33.33 ,  40.00 ,  64.29 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         21       15       28       64
                32.81    23.44    43.75   100.00

       Statistics for Table of Campus by q20n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      5.1616    0.0757
Likelihood Ratio Chi-Square   2      5.2380    0.0729
Mantel-Haenszel Chi-Square    1      4.2054    0.0403
Phi Coefficient                      0.2840
```

Contingency Coefficient 0.2732
Cramer's V 0.2840
Sample Size = 64

Table of Campus by q21n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 24 , 3 , 6 , 33
, 38.10 , 4.76 , 9.52 , 52.38
, 72.73 , 9.09 , 18.18 ,
, 72.73 , 23.08 , 35.29 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 9 , 10 , 11 , 30
, 14.29 , 15.87 , 17.46 , 47.62
, 30.00 , 33.33 , 36.67 ,
, 27.27 , 76.92 , 64.71 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 33 13 17 63
52.38 20.63 26.98 100.00

Statistics for Table of Campus by q21n
Statistic DF Value Prob
ƒƒ
Chi-Square 2 11.9422 0.0026
Likelihood Ratio Chi-Square 2 12.4010 0.0020
Mantel-Haenszel Chi-Square 1 9.4920 0.0021
Phi Coefficient 0.4354
Contingency Coefficient 0.3992
Cramer's V 0.4354
Effective Sample Size = 63
Frequency Missing = 1

Table of Campus by q22n
Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Main , 11 , 11 , 11 , 33
, 17.46 , 17.46 , 17.46 , 52.38
, 33.33 , 33.33 , 33.33 ,
, 64.71 , 57.89 , 40.74 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Remote , 6 , 8 , 16 , 30
, 9.52 , 12.70 , 25.40 , 47.62
, 20.00 , 26.67 , 53.33 ,
, 35.29 , 42.11 , 59.26 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 17 19 27 63
26.98 30.16 42.86 100.00

Statistics for Table of Campus by q22n
Statistic DF Value Prob
ƒƒ
Chi-Square 2 2.7335 0.2549
Likelihood Ratio Chi-Square 2 2.7566 0.2520
Mantel-Haenszel Chi-Square 1 2.2519 0.1335
Phi Coefficient 0.2083
Contingency Coefficient 0.2039
Cramer's V 0.2083
Effective Sample Size = 63
Frequency Missing = 1

Table of Staff by q1n
Frequency ,
Percent ,
Row Pct ,

```
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
               , - Stron,        ,Strongly,
               ,gly Disa,        , Agree  ,
               ,gree     ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Academic     ,     15 ,      5 ,     11 ,     31
               ,  23.44 ,   7.81 ,  17.19 ,  48.44
               ,  48.39 ,  16.13 ,  35.48 ,
               ,  83.33 ,  41.67 ,  32.35 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Non-Academic ,      3 ,      7 ,     23 ,     33
               ,   4.69 ,  10.94 ,  35.94 ,  51.56
               ,   9.09 ,  21.21 ,  69.70 ,
               ,  16.67 ,  58.33 ,  67.65 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total             18       12       34       64
                 28.13    18.75    53.13   100.00

        Statistics for Table of Staff by q1n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      12.5184    0.0019
Likelihood Ratio Chi-Square   2      13.3334    0.0013
Mantel-Haenszel Chi-Square    1      12.0961    0.0005
Phi Coefficient                      0.4423
Contingency Coefficient              0.4045
Cramer's V                           0.4423
                Sample Size = 64

              Table of Staff by q2n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
               , - Stron,        ,Strongly,
               ,gly Disa,        , Agree  ,
               ,gree     ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Academic     ,      8 ,      4 ,     19 ,     31
               ,  12.50 ,   6.25 ,  29.69 ,  48.44
               ,  25.81 ,  12.90 ,  61.29 ,
               ,  88.89 ,  50.00 ,  40.43 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Non-Academic ,      1 ,      4 ,     28 ,     33
               ,   1.56 ,   6.25 ,  43.75 ,  51.56
               ,   3.03 ,  12.12 ,  84.85 ,
               ,  11.11 ,  50.00 ,  59.57 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total             9        8       47       64
                 14.06    12.50    73.44   100.00

        Statistics for Table of Staff by q2n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2       7.1123    0.0285
Likelihood Ratio Chi-Square   2       7.8693    0.0196
Mantel-Haenszel Chi-Square    1       6.4656    0.0110
Phi Coefficient                       0.3334
Contingency Coefficient               0.3163
Cramer's V                            0.3334
 WARNING: 67% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
                Sample Size = 64

              Table of Staff by q3n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
               , - Stron,        ,Strongly,
               ,gly Disa,        , Agree  ,
               ,gree     ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Academic     ,     13 ,      6 ,     12 ,     31
               ,  20.63 ,   9.52 ,  19.05 ,  49.21
               ,  41.94 ,  19.35 ,  38.71 ,
```

```
          , 76.47 , 35.29 , 41.38 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Non-Academic ,     4 ,    11 ,    17 ,    32
          ,  6.35 , 17.46 , 26.98 , 50.79
          , 12.50 , 34.38 , 53.13 ,
          , 23.53 , 64.71 , 58.62 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Total           17      17      29      63
            26.98   26.98   46.03  100.00

       Statistics for Table of Staff by q3n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      7.0833    0.0290
Likelihood Ratio Chi-Square   2      7.3599    0.0252
Mantel-Haenszel Chi-Square    1      5.4277    0.0198
Phi Coefficient                      0.3353
Contingency Coefficient              0.3179
Cramer's V                           0.3353

          Effective Sample Size = 63
            Frequency Missing = 1

             Table of Staff by q4n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,       ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Academic     ,     8 ,    10 ,    13 ,    31
          ,  13.33 , 16.67 , 21.67 , 51.67
          ,  25.81 , 32.26 , 41.94 ,
          ,  72.73 , 62.50 , 39.39 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Non-Academic ,     3 ,     6 ,    20 ,    29
          ,   5.00 , 10.00 , 33.33 , 48.33
          ,  10.34 , 20.69 , 68.97 ,
          ,  27.27 , 37.50 , 60.61 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Total           11      16      33      60
            18.33   26.67   55.00  100.00

       Statistics for Table of Staff by q4n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.6961    0.0956
Likelihood Ratio Chi-Square   2      4.7985    0.0908
Mantel-Haenszel Chi-Square    1      3.9596    0.0466
Phi Coefficient                      0.2798
Contingency Coefficient              0.2694
Cramer's V                           0.2798
          Effective Sample Size = 60
            Frequency Missing = 4

             Table of Staff by q5n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
          , - Stron,       ,Strongly,
          ,gly Disa,       , Agree  ,
          ,gree    ,       ,       ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Academic     ,    12 ,     9 ,    10 ,    31
          ,  18.75 , 14.06 , 15.63 , 48.44
          ,  38.71 , 29.03 , 32.26 ,
          ,  60.00 , 45.00 , 41.67 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Non-Academic ,     8 ,    11 ,    14 ,    33
          ,  12.50 , 17.19 , 21.88 , 51.56
          ,  24.24 , 33.33 , 42.42 ,
          ,  40.00 , 55.00 , 58.33 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

Total	20	20	24	64
	31.25	31.25	37.50	100.00

Statistics for Table of Staff by q5n

Statistic	DF	Value	Prob
Chi-Square	2	1.6057	0.4480
Likelihood Ratio Chi-Square	2	1.6130	0.4464
Mantel-Haenszel Chi-Square	1	1.5396	0.2147
Phi Coefficient		0.1584	
Contingency Coefficient		0.1564	
Cramer's V		0.1584	

Sample Size = 64

Table of Staff by q6n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , Agree ,	,Agree - , Strongly, ,	Total
Academic	13	8	10	31
	20.31	12.50	15.63	48.44
	41.94	25.81	32.26	
	86.67	47.06	31.25	
Non-Academic	2	9	22	33
	3.13	14.06	34.38	51.56
	6.06	27.27	66.67	
	13.33	52.94	68.75	
Total	15	17	32	64
	23.44	26.56	50.00	100.00

Statistics for Table of Staff by q6n

Statistic	DF	Value	Prob
Chi-Square	2	12.5753	0.0019
Likelihood Ratio Chi-Square	2	13.6224	0.0011
Mantel-Haenszel Chi-Square	1	12.3439	0.0004
Phi Coefficient		0.4433	
Contingency Coefficient		0.4052	
Cramer's V		0.4433	

Sample Size = 64

Table of Staff by q7n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , Agree ,	,Agree - , Strongly, ,	Total
Academic	9	5	17	31
	14.06	7.81	26.56	48.44
	29.03	16.13	54.84	
	81.82	62.50	37.78	
Non-Academic	2	3	28	33
	3.13	4.69	43.75	51.56
	6.06	9.09	84.85	
	18.18	37.50	62.22	
Total	11	8	45	64
	17.19	12.50	70.31	100.00

Statistics for Table of Staff by q7n

Statistic	DF	Value	Prob
Chi-Square	2	7.5883	0.0225
Likelihood Ratio Chi-Square	2	7.9773	0.0185
Mantel-Haenszel Chi-Square	1	7.1956	0.0073
Phi Coefficient		0.3443	

Contingency Coefficient 0.3256
Cramer's V 0.3443
WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Sample Size = 64

Table of Staff by q8n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - , Strongly, Agree ,	Total
Academic	12	8	9	29
	20.34	13.56	15.25	49.15
	41.38	27.59	31.03	
	85.71	44.44	33.33	
Non-Academic	2	10	18	30
	3.39	16.95	30.51	50.85
	6.67	33.33	60.00	
	14.29	55.56	66.67	
Total	14	18	27	59
	23.73	30.51	45.76	100.00

Statistics for Table of Staff by q8n

Statistic	DF	Value	Prob
Chi-Square	2	10.3511	0.0057
Likelihood Ratio Chi-Square	2	11.1888	0.0037
Mantel-Haenszel Chi-Square	1	9.9773	0.0016
Phi Coefficient		0.4189	
Contingency Coefficient		0.3863	
Cramer's V		0.4189	

Effective Sample Size = 59
Frequency Missing = 5
Table of Staff by q9n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron, ,gly Disa, ,gree	,Neutral , ,	,Agree - , Strongly, Agree ,	Total
Academic	4	11	15	30
	6.67	18.33	25.00	50.00
	13.33	36.67	50.00	
	100.00	52.38	42.86	
Non-Academic	0	10	20	30
	0.00	16.67	33.33	50.00
	0.00	33.33	66.67	
	0.00	47.62	57.14	
Total	4	21	35	60
	6.67	35.00	58.33	100.00

Statistics for Table of Staff by q9n

Statistic	DF	Value	Prob
Chi-Square	2	4.7619	0.0925
Likelihood Ratio Chi-Square	2	6.3095	0.0426
Mantel-Haenszel Chi-Square	1	4.2776	0.0386
Phi Coefficient		0.2817	
Contingency Coefficient		0.2712	
Cramer's V		0.2817	

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 60
Frequency Missing = 4

Table of Staff by q10n

Frequency ,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Academic , 17 , 7 , 7 , 31
, 26.56 , 10.94 , 10.94 , 48.44
, 54.84 , 22.58 , 22.58 ,
, 68.00 , 41.18 , 31.82 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Non-Academic , 8 , 10 , 15 , 33
, 12.50 , 15.63 , 23.44 , 51.56
, 24.24 , 30.30 , 45.45 ,
, 32.00 , 58.82 , 68.18 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 25 17 22 64
39.06 26.56 34.38 100.00

Statistics for Table of Staff by q10n

Statistic	DF	Value	Prob
Chi-Square	2	6.6225	0.0365
Likelihood Ratio Chi-Square	2	6.7604	0.0340
Mantel-Haenszel Chi-Square	1	6.4845	0.0109
Phi Coefficient		0.3217	
Contingency Coefficient		0.3062	
Cramer's V		0.3217	

Sample Size = 64

Table of Staff by q11n
Frequency ,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Academic , 8 , 8 , 15 , 31
, 12.50 , 12.50 , 23.44 , 48.44
, 25.81 , 25.81 , 48.39 ,
, 66.67 , 47.06 , 42.86 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Non-Academic , 4 , 9 , 20 , 33
, 6.25 , 14.06 , 31.25 , 51.56
, 12.12 , 27.27 , 60.61 ,
, 33.33 , 52.94 , 57.14 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 12 17 35 64
18.75 26.56 54.69 100.00

Statistics for Table of Staff by q11n

Statistic	DF	Value	Prob
Chi-Square	2	2.0459	0.3595
Likelihood Ratio Chi-Square	2	2.0723	0.3548
Mantel-Haenszel Chi-Square	1	1.7445	0.1866
Phi Coefficient		0.1788	
Contingency Coefficient		0.1760	
Cramer's V		0.1788	

Sample Size = 64

Table of Staff by q12n
Frequency ,
Percent ,
Row Pct ,
Col Pct ,Disagree,Neutral ,Agree - , Total
, - Stron, ,Strongly,
,gly Disa, , Agree ,
,gree , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Academic , 8 , 2 , 21 , 31
, 12.50 , 3.13 , 32.81 , 48.44

```
          ,  25.81 ,   6.45 ,  67.74 ,
          ,  72.73 ,  33.33 ,  44.68 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Non-Academic ,      3 ,      4 ,     26 ,     33
          ,   4.69 ,   6.25 ,  40.63 ,  51.56
          ,   9.09 ,  12.12 ,  78.79 ,
          ,  27.27 ,  66.67 ,  55.32 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Total            11       6      47      64
              17.19    9.38   73.44  100.00

       Statistics for Table of Staff by q12n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.4121    0.1816
Likelihood Ratio Chi-Square   2      3.5083    0.1731
Mantel-Haenszel Chi-Square    1      2.4523    0.1174
Phi Coefficient                      0.2309
Contingency Coefficient              0.2250
Cramer's V                           0.2309
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
             Sample Size = 64

            Table of Staff by q13n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
            , - Stron,       ,Strongly,
            ,gly Disa,       , Agree  ,
            ,gree    ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Academic     ,     10 ,      6 ,     15 ,     31
          ,  15.87 ,   9.52 ,  23.81 ,  49.21
          ,  32.26 ,  19.35 ,  48.39 ,
          ,  71.43 ,  33.33 ,  48.39 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Non-Academic ,      4 ,     12 ,     16 ,     32
          ,   6.35 ,  19.05 ,  25.40 ,  50.79
          ,  12.50 ,  37.50 ,  50.00 ,
          ,  28.57 ,  66.67 ,  51.61 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Total            14       18       31       63
              22.22    28.57    49.21   100.00

       Statistics for Table of Staff by q13n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.5890    0.1008
Likelihood Ratio Chi-Square   2      4.7118    0.0948
Mantel-Haenszel Chi-Square    1      1.9013    0.1679
Phi Coefficient                      0.2699
Contingency Coefficient              0.2606
Cramer's V                           0.2699
          Effective Sample Size = 63
            Frequency Missing = 1

            Table of Staff by q14n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
            , - Stron,       ,Strongly,
            ,gly Disa,       , Agree  ,
            ,gree    ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Academic     ,      6 ,     12 ,     12 ,     30
          ,  10.00 ,  20.00 ,  20.00 ,  50.00
          ,  20.00 ,  40.00 ,  40.00 ,
          ,  85.71 ,  52.17 ,  40.00 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
  Non-Academic ,      1 ,     11 ,     18 ,     30
          ,   1.67 ,  18.33 ,  30.00 ,  50.00
          ,   3.33 ,  36.67 ,  60.00 ,
          ,  14.29 ,  47.83 ,  60.00 ,
```

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ƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total            7       23       30       60
              11.67    38.33    50.00   100.00

       Statistics for Table of Staff by q14n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.8149    0.0900
Likelihood Ratio Chi-Square   2      5.2141    0.0738
Mantel-Haenszel Chi-Square    1      4.6849    0.0304
Phi Coefficient                      0.2833
Contingency Coefficient              0.2726
Cramer's V                           0.2833
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 60
            Frequency Missing = 4

            Table of Staff by q15n
  Frequency     ,
  Percent       ,
  Row Pct       ,
  Col Pct       ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree  ,
              ,gree     ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Academic      ,     12 ,      6 ,     12 ,     30
              ,  19.35 ,   9.68 ,  19.35 ,  48.39
              ,  40.00 ,  20.00 ,  40.00 ,
              ,  70.59 ,  35.29 ,  42.86 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Non-Academic ,      5 ,     11 ,     16 ,     32
              ,   8.06 ,  17.74 ,  25.81 ,  51.61
              ,  15.63 ,  34.38 ,  50.00 ,
              ,  29.41 ,  64.71 ,  57.14 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            17       17       28       62
                27.42    27.42    45.16   100.00

       Statistics for Table of Staff by q15n
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.8649    0.0878
Likelihood Ratio Chi-Square   2      4.9713    0.0833
Mantel-Haenszel Chi-Square    1      3.4166    0.0645
Phi Coefficient                      0.2801
Contingency Coefficient              0.2697
Cramer's V                           0.2801
          Effective Sample Size = 62
            Frequency Missing = 2

            Table of Staff by q16n
  Frequency     ,
  Percent       ,
  Row Pct       ,
  Col Pct       ,Disagree,Neutral ,Agree - ,  Total
              , - Stron,        ,Strongly,
              ,gly Disa,        , Agree  ,
              ,gree     ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Academic      ,      7 ,     13 ,     10 ,     30
              ,  11.11 ,  20.63 ,  15.87 ,  47.62
              ,  23.33 ,  43.33 ,  33.33 ,
              ,  77.78 ,  61.90 ,  30.30 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Non-Academic ,      2 ,      8 ,     23 ,     33
              ,   3.17 ,  12.70 ,  36.51 ,  52.38
              ,   6.06 ,  24.24 ,  69.70 ,
              ,  22.22 ,  38.10 ,  69.70 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total            9       21       33       63
                14.29    33.33    52.38   100.00

       Statistics for Table of Staff by q16n
Statistic                    DF       Value      Prob
```

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ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      8.9669    0.0113
Likelihood Ratio Chi-Square   2      9.2637    0.0097
Mantel-Haenszel Chi-Square    1      7.4873    0.0062
Phi Coefficient                      0.3773
Contingency Coefficient              0.3530
Cramer's V                           0.3773
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 63
             Frequency Missing = 1

              Table of Staff by q17n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
               , - Stron,        ,Strongly,
               ,gly Disa,        , Agree  ,
               ,gree     ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Academic     ,      7 ,     12 ,     12 ,     31
               ,  11.11 ,  19.05 ,  19.05 ,  49.21
               ,  22.58 ,  38.71 ,  38.71 ,
               ,  87.50 ,  60.00 ,  34.29 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Non-Academic ,      1 ,      8 ,     23 ,     32
               ,   1.59 ,  12.70 ,  36.51 ,  50.79
               ,   3.13 ,  25.00 ,  71.88 ,
               ,  12.50 ,  40.00 ,  65.71 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total              8       20       35       63
                 12.70    31.75    55.56   100.00

        Statistics for Table of Staff by q17n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      8.7435    0.0126
Likelihood Ratio Chi-Square   2      9.3680    0.0092
Mantel-Haenszel Chi-Square    1      8.6011    0.0034
Phi Coefficient                      0.3725
Contingency Coefficient              0.3491
Cramer's V                           0.3725
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 63
             Frequency Missing = 1

              Table of Staff by q18n
  Frequency    ,
  Percent      ,
  Row Pct      ,
  Col Pct      ,Disagree,Neutral ,Agree - ,  Total
               , - Stron,        ,Strongly,
               ,gly Disa,        , Agree  ,
               ,gree     ,       ,        ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Academic     ,      7 ,     14 ,     10 ,     31
               ,  11.11 ,  22.22 ,  15.87 ,  49.21
               ,  22.58 ,  45.16 ,  32.26 ,
               ,  70.00 ,  56.00 ,  35.71 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Non-Academic ,      3 ,     11 ,     18 ,     32
               ,   4.76 ,  17.46 ,  28.57 ,  50.79
               ,   9.38 ,  34.38 ,  56.25 ,
               ,  30.00 ,  44.00 ,  64.29 ,
  ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
  Total             10       25       28       63
                 15.87    39.68    44.44   100.00

        Statistics for Table of Staff by q18n
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.2309    0.1206
Likelihood Ratio Chi-Square   2      4.3085    0.1160
Mantel-Haenszel Chi-Square    1      3.7026    0.0543
```

Phi Coefficient 0.2591
Contingency Coefficient 0.2509
Cramer's V 0.2591

Effective Sample Size = 63
Frequency Missing = 1

Table of Staff by q19n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron,gly Disa,gree	,Neutral , ,Agree - , Strongly, Agree ,	Total
Academic	4	15	11	30
	6.67	25.00	18.33	50.00
	13.33	50.00	36.67	
	80.00	57.69	37.93	
Non-Academic	1	11	18	30
	1.67	18.33	30.00	50.00
	3.33	36.67	60.00	
	20.00	42.31	62.07	
Total	5	26	29	60
	8.33	43.33	48.33	100.00

Statistics for Table of Staff by q19n

Statistic	DF	Value	Prob
Chi-Square	2	4.1050	0.1284
Likelihood Ratio Chi-Square	2	4.2517	0.1193
Mantel-Haenszel Chi-Square	1	3.8662	0.0493
Phi Coefficient		0.2616	
Contingency Coefficient		0.2531	
Cramer's V		0.2616	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 60
Frequency Missing = 4

Table of Staff by q20n

Frequency , Percent , Row Pct , Col Pct	,Disagree, - Stron,gly Disa,gree	,Neutral , ,Agree - , Strongly, Agree ,	Total
Academic	13	8	10	31
	20.31	12.50	15.63	48.44
	41.94	25.81	32.26	
	61.90	53.33	35.71	
Non-Academic	8	7	18	33
	12.50	10.94	28.13	51.56
	24.24	21.21	54.55	
	38.10	46.67	64.29	
Total	21	15	28	64
	32.81	23.44	43.75	100.00

Statistics for Table of Staff by q20n

Statistic	DF	Value	Prob
Chi-Square	2	3.4838	0.1752
Likelihood Ratio Chi-Square	2	3.5241	0.1717
Mantel-Haenszel Chi-Square	1	3.0748	0.0795
Phi Coefficient		0.2333	
Contingency Coefficient		0.2272	
Cramer's V		0.2333	

Sample Size = 64

Table of Staff by q21n

| Frequency ,
| Percent ,
| Row Pct ,
| Col Pct ,Disagree,Neutral ,Agree - , Total
| , - Stron, ,Strongly,
| ,gly Disa, , Agree ,
| ,gree , , ,
| ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
| Academic , 16 , 8 , 6 , 30
| , 25.40 , 12.70 , 9.52 , 47.62
| , 53.33 , 26.67 , 20.00 ,
| , 48.48 , 61.54 , 35.29 ,
| ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
| Non-Academic , 17 , 5 , 11 , 33
| , 26.98 , 7.94 , 17.46 , 52.38
| , 51.52 , 15.15 , 33.33 ,
| , 51.52 , 38.46 , 64.71 ,
| ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
| Total 33 13 17 63
| 52.38 20.63 26.98 100.00

Statistics for Table of Staff by q21n

Statistic	DF	Value	Prob
Chi-Square	2	2.0550	0.3579
Likelihood Ratio Chi-Square	2	2.0785	0.3537
Mantel-Haenszel Chi-Square	1	0.2530	0.6150
Phi Coefficient		0.1806	
Contingency Coefficient		0.1777	
Cramer's V		0.1806	

Effective Sample Size = 63
Frequency Missing = 1

Table of Staff by q22n

| Frequency ,
| Percent ,
| Row Pct ,
| Col Pct ,Disagree,Neutral ,Agree - , Total
| , - Stron, ,Strongly,
| ,gly Disa, , Agree ,
| ,gree , , ,
| ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
| Academic , 11 , 12 , 7 , 30
| , 17.46 , 19.05 , 11.11 , 47.62
| , 36.67 , 40.00 , 23.33 ,
| , 64.71 , 63.16 , 25.93 ,
| ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
| Non-Academic , 6 , 7 , 20 , 33
| , 9.52 , 11.11 , 31.75 , 52.38
| , 18.18 , 21.21 , 60.61 ,
| , 35.29 , 36.84 , 74.07 ,
| ƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
| Total 17 19 27 63
| 26.98 30.16 42.86 100.00

Statistics for Table of Staff by q22n

Statistic	DF	Value	Prob
Chi-Square	2	8.9230	0.0115
Likelihood Ratio Chi-Square	2	9.2079	0.0100
Mantel-Haenszel Chi-Square	1	5.6995	0.0170
Phi Coefficient		0.3763	
Contingency Coefficient		0.3522	
Cramer's V		0.3763	

Effective Sample Size = 63
Frequency Missing = 1

Annexure E :

Non-parametric tests for comparisons: Kruskal-Wallis test

Total (Student vs Staff)

The NPAR1WAY Procedure

Analysis of Variance for Variable **Availibility**

Classified by Variable Group

Group	N	Mean
Student	146	13.020548
Staff	55	13.072727

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	0.108772	0.108772	0.0094	0.9230
Within	199	2310.647447	11.611294		

Wilcoxon Scores (Rank Sums) for Variable Availibility

Classified by Variable Group

Group	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Student	146	14699.50	14746.0	365.813000	100.681507
Staff	55	5601.50	5555.0	365.813000	101.845455

Kruskal-Wallis Test

Chi-Square	0.0162
DF	1
Pr > Chi-Square	0.8989

Analysis of Variance for Variable **Reliability**

Classified by Variable Group

Group	N	Mean
Student	146	12.856164
Staff	55	12.927273

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	0.202004	0.202004	0.0171	0.8960
Within	199	2345.688543	11.787380		

Wilcoxon Scores (Rank Sums) for Variable Reliability

Classified by Variable Group

Group	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Student	146	14737.50	14746.0	364.786355	100.941781
Staff	55	5563.50	5555.0	364.786355	101.154545

Kruskal-Wallis Test

Chi-Square	0.0005
DF	1
Pr > Chi-Square	0.9814

Analysis of Variance for Variable **Performance**

Classified by Variable Group

Group	N	Mean
Student	146	13.150685
Staff	55	13.272727

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	0.595032	0.595032	0.0540	0.8164
Within	199	2191.594022	11.013035		

Wilcoxon Scores (Rank Sums) for Variable Performance

Classified by Variable Group

Sum of Expected Std Dev Mean

Group	N	Scores	Under H0	Under H0	Score
Student	146	14667.0	14746.0	364.773350	100.458904
Staff	55	5634.0	5555.0	364.773350	102.436364

Kruskal-Wallis Test

Chi-Square	0.0469
DF	1
Pr > Chi-Square	0.8285

Analysis of Variance for Variable **Competence**
Classified by Variable Group

Group	N	Mean
Student	146	12.958904
Staff	55	13.545455

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	13.744540	13.744540	1.1167	0.2919
Within	199	2449.389788	12.308491		

Wilcoxon Scores (Rank Sums) for Variable Competence
Classified by Variable Group

Group	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Student	146	14398.0	14746.0	365.447375	98.616438
Staff	55	5903.0	5555.0	365.447375	107.327273

Kruskal-Wallis Test

Chi-Square	0.9068
DF	1
Pr > Chi-Square	0.3410

Analysis of Variance for Variable **SLA**
Classified by Variable Group

Group	N	Mean
Student	146	6.308219
Staff	55	5.581818

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	21.080085	21.080085	4.9909	0.0266
Within	199	840.511955	4.223678		

Wilcoxon Scores (Rank Sums) for Variable SLA
Classified by Variable Group

Group	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Student	146	15509.50	14746.0	359.295472	106.229452
Staff	55	4791.50	5555.0	359.295472	87.118182

Kruskal-Wallis Test

Chi-Square	4.5156
DF	1
Pr > Chi-Square	0.0336

Analysis of Variance for Variable **Internet**
Classified by Variable Group

Group	N	Mean
Student	146	13.075342
Staff	55	13.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	4.210857	4.210857	0.3266	0.5683
Within	199	2565.371233	12.891313		

Wilcoxon Scores (Rank Sums) for Variable Internet
Classified by Variable Group

Group	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score

Student	146	14554.0	14746.0	365.853542	99.684932
Staff	55	5747.0	5555.0	365.853542	104.490909

Kruskal-Wallis Test

Chi-Square	0.2754
DF	1
Pr > Chi-Square	0.5997

Analysis of Variance for Variable **GroupWise**
Classified by Variable Group

Group	N	Mean
Student	146	13.835616
Staff	55	14.581818

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	22.244979	22.244979	1.8557	0.1747
Within	199	2385.436613	11.987119		

Wilcoxon Scores (Rank Sums) for Variable GroupWise
Classified by Variable Group

Group	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Student	146	14173.50	14746.0	364.600266	97.078767
Staff	55	6127.50	5555.0	364.600266	111.409091

Kruskal-Wallis Test

Chi-Square	2.4656
DF	1
Pr > Chi-Square	0.1164

Analysis of Variance for Variable **Printing**
Classified by Variable Group

Group	N	Mean
Student	146	12.506849
Staff	55	12.854545

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	4.829690	4.829690	0.2902	0.5907
Within	199	3311.329514	16.639847		

Wilcoxon Scores (Rank Sums) for Variable Printing
Classified by Variable Group

Group	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Student	146	14618.50	14746.0	365.655022	100.126712
Staff	55	5682.50	5555.0	365.655022	103.318182

Kruskal-Wallis Test

Chi-Square	0.1216
DF	1
Pr > Chi-Square	0.7273

Analysis of Variance for Variable **CTSservdesk**
Classified by Variable Group

Group	N	Mean
Student	146	12.568493
Staff	55	11.981818

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	13.750377	13.750377	1.1426	0.2864
Within	199	2394.796887	12.034155		

Wilcoxon Scores (Rank Sums) for Variable CTSservdesk
Classified by Variable Group

Group	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score

Student	146	14876.0	14746.0	364.984117	101.890411
Staff	55	5425.0	5555.0	364.984117	98.636364

Kruskal-Wallis Test

Chi-Square	0.1269
DF	1
Pr > Chi-Square	0.7217

Total (Campus)

Analysis of Variance for Variable **Availibility**
Classified by Variable Campus

Campus	N	Mean
Remote	116	13.543103
Main	85	12.341176

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	70.865854	70.865854	6.2960	0.0129
Within	199	2239.890365	11.255730		

Wilcoxon Scores (Rank Sums) for Variable Availibility
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	13083.0	11716.0	405.359000	112.784483
Main	85	7218.0	8585.0	405.359000	84.917647

Kruskal-Wallis Test

Chi-Square	11.3725
DF	1
Pr > Chi-Square	0.0007

Analysis of Variance for Variable **Reliability**
Classified by Variable Campus

Campus	N	Mean
Remote	116	13.301724
Main	85	12.294118

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	49.803833	49.803833	4.3165	0.0390
Within	199	2296.086714	11.538124		

Wilcoxon Scores (Rank Sums) for Variable Reliability
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	12764.0	11716.0	404.221371	110.034483
Main	85	7537.0	8585.0	404.221371	88.670588

Kruskal-Wallis Test

Chi-Square	6.7218
DF	1
Pr > Chi-Square	0.0095

Analysis of Variance for Variable **Performance**
Classified by Variable Campus

Campus	N	Mean
Remote	116	13.491379
Main	85	12.764706

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	25.903558	25.903558	2.3796	0.1245
Within	199	2166.285497	10.885857		

Wilcoxon Scores (Rank Sums) for Variable Performance
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	12447.50	11716.0	404.206959	107.306034
Main	85	7853.50	8585.0	404.206959	92.394118

Kruskal-Wallis Test

Chi-Square	3.2751
DF	1
Pr > Chi-Square	0.0703

Analysis of Variance for Variable **Competence**
Classified by Variable Campus

Campus	N	Mean
Remote	116	13.543103
Main	85	12.541176

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	49.243963	49.243963	4.0596	0.0453
Within	199	2413.890365	12.130102		

Wilcoxon Scores (Rank Sums) for Variable Competence
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	12542.50	11716.0	404.953849	108.125000
Main	85	7758.50	8585.0	404.953849	91.276471

Kruskal-Wallis Test

Chi-Square	4.1656
DF	1
Pr > Chi-Square	0.0413

Analysis of Variance for Variable **SLA**
Classified by Variable Campus

Campus	N	Mean
Remote	116	6.396552
Main	85	5.717647

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	22.609890	22.609890	5.3629	0.0216
Within	199	838.982150	4.215991		

Wilcoxon Scores (Rank Sums) for Variable SLA
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	12710.0	11716.0	398.136899	109.568966
Main	85	7591.0	8585.0	398.136899	89.305882

Kruskal-Wallis Test

Chi-Square	6.2332
DF	1
Pr > Chi-Square	0.0125

Analysis of Variance for Variable **Internet**
Classified by Variable Campus

Campus	N	Mean
Remote	116	13.396552
Main	85	12.847059

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	14.811704	14.811704	1.1537	0.2841
Within	199	2554.770385	12.838042		

Wilcoxon Scores (Rank Sums) for Variable Internet
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	12239.50	11716.0	405.403925	105.512931
Main	85	8061.50	8585.0	405.403925	94.841176

Kruskal-Wallis Test

Chi-Square	1.6675
DF	1
Pr > Chi-Square	0.1966

Analysis of Variance for Variable **GroupWise**
Classified by Variable Campus

Campus	N	Mean
Remote	116	14.155172
Main	85	13.882353

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	3.651166	3.651166	0.3022	0.5831
Within	199	2404.030426	12.080555		

Wilcoxon Scores (Rank Sums) for Variable GroupWise
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	12199.50	11716.0	404.015164	105.168103
Main	85	8101.50	8585.0	404.015164	95.311765

Kruskal-Wallis Test

Chi-Square	1.4322
DF	1
Pr > Chi-Square	0.2314

Analysis of Variance for Variable **Printing**
Classified by Variable Campus

Campus	N	Mean
Remote	116	13.482759
Main	85	11.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	212.793687	212.793687	13.6452	0.0003
Within	199	3103.365517	15.594802		

Wilcoxon Scores (Rank Sums) for Variable Printing
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	13238.0	11716.0	405.183944	114.120690
Main	85	7063.0	8585.0	405.183944	83.094118

Kruskal-Wallis Test

Chi-Square	14.1099
DF	1
Pr > Chi-Square	0.0002

Analysis of Variance for Variable **CTSservdesk**
Classified by Variable Campus

Campus	N	Mean
Remote	116	12.844828
Main	85	11.811765

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	52.352132	52.352132	4.4216	0.0367
Within	199	2356.195132	11.840177		

Wilcoxon Scores (Rank Sums) for Variable CTSservdesk
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	116	12578.0	11716.0	404.440511	108.431034
Main	85	7723.0	8585.0	404.440511	90.858824

Kruskal-Wallis Test

Chi-Square	4.5426
DF	1
Pr > Chi-Square	0.0331

Students (Campus)

Analysis of Variance for Variable Availibility
Classified by Variable Campus

Campus	N	Mean
Remote	89	13.314607
Main	57	12.561404

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	19.712257	19.712257	1.5707	0.2121
Within	144	1807.226099	12.550181		

Wilcoxon Scores (Rank Sums) for Variable Availibility
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	7074.0	6541.50	247.954248	79.483146
Main	57	3657.0	4189.50	247.954248	64.157895

Kruskal-Wallis Test

Chi-Square	4.6121
DF	1
Pr > Chi-Square	0.0317

Analysis of Variance for Variable **Reliability**
Classified by Variable Campus

Campus	N	Mean
Remote	89	13.022472
Main	57	12.596491

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	6.305098	6.305098	0.4946	0.4830
Within	144	1835.674354	12.747739		

Wilcoxon Scores (Rank Sums) for Variable Reliability
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	6823.50	6541.50	247.612136	76.668539
Main	57	3907.50	4189.50	247.612136	68.552632

Kruskal-Wallis Test

Chi-Square	1.2970
DF	1
Pr > Chi-Square	0.2548

Analysis of Variance for Variable **Performance**
Classified by Variable Campus

Campus	N	Mean
Remote	89	13.325843
Main	57	12.877193

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	6.994019	6.994019	0.5891	0.4440
Within	144	1709.690913	11.872854		

Wilcoxon Scores (Rank Sums) for Variable Performance
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	6767.0	6541.50	247.189828	76.033708
Main	57	3964.0	4189.50	247.189828	69.543860

Kruskal-Wallis Test

Chi-Square	0.8322

DF 1
Pr > Chi-Square 0.3616

Analysis of Variance for Variable **Competence**
Classified by Variable Campus

Campus	N	Mean
Remote	89	13.224719
Main	57	12.543860

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	16.107456	16.107456	1.3167	0.2531
Within	144	1761.645969	12.233653		

Wilcoxon Scores (Rank Sums) for Variable Competence
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	6816.0	6541.50	247.671163	76.584270
Main	57	3915.0	4189.50	247.671163	68.684211

Kruskal-Wallis Test
Chi-Square 1.2284
DF 1
Pr > Chi-Square 0.2677

Analysis of Variance for Variable **SLA**
Classified by Variable Campus

Campus	N	Mean
Remote	89	6.370787
Main	57	6.210526

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	0.892408	0.892408	0.2344	0.6290
Within	144	548.237729	3.807206		

Wilcoxon Scores (Rank Sums) for Variable SLA
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	6743.50	6541.50	242.555439	75.769663
Main	57	3987.50	4189.50	242.555439	69.956140

Kruskal-Wallis Test
Chi-Square 0.6936
DF 1
Pr > Chi-Square 0.4050

Analysis of Variance for Variable **Internet**
Classified by Variable Campus

Campus	N	Mean
Remote	89	13.146067
Main	57	12.964912

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	1.140285	1.140285	0.0801	0.7775
Within	144	2049.030948	14.229382		

Wilcoxon Scores (Rank Sums) for Variable Internet
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	6648.50	6541.50	248.130560	74.702247
Main	57	4082.50	4189.50	248.130560	71.622807

Kruskal-Wallis Test
Chi-Square 0.1860

DF 1
Pr > Chi-Square 0.6663

Analysis of Variance for Variable **GroupWise**
Classified by Variable Campus

Campus	N	Mean
Remote	89	13.741573
Main	57	13.982456

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	2.016159	2.016159	0.1528	0.6965
Within	144	1900.038636	13.194713		

Wilcoxon Scores (Rank Sums) for Variable GroupWise
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	6545.50	6541.50	247.617943	73.544944
Main	57	4185.50	4189.50	247.617943	73.429825

Kruskal-Wallis Test
Chi-Square 0.0003
DF 1
Pr > Chi-Square 0.9871

Analysis of Variance for Variable **Printing**
Classified by Variable Campus

Campus	N	Mean
Remote	89	13.393258
Main	57	11.122807

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	179.116845	179.116845	10.7052	0.0013
Within	144	2409.376306	16.731780		

Wilcoxon Scores (Rank Sums) for Variable Printing
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	7338.50	6541.50	248.018750	82.455056
Main	57	3392.50	4189.50	248.018750	59.517544

Kruskal-Wallis Test
Chi-Square 10.3264
DF 1
Pr > Chi-Square 0.0013

Analysis of Variance for Variable **CTSservdesk**
Classified by Variable Campus

Campus	N	Mean
Remote	89	12.606742
Main	57	12.508772

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	0.333499	0.333499	0.0316	0.8591
Within	144	1519.481569	10.551955		

Wilcoxon Scores (Rank Sums) for Variable CTSservdesk
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	89	6627.0	6541.50	247.173348	74.460674
Main	57	4104.0	4189.50	247.173348	72.000000

Kruskal-Wallis Test

Chi-Square	0.1197
DF	1
Pr > Chi-Square	0.7294

Students (Studies)

Analysis of Variance for Variable **Availibility**
Classified by Variable Student

Student	N	Mean
Diploma	126	13.492063
BTech	20	10.050000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	204.496293	204.496293	18.1501	<.0001
Within	144	1622.442063	11.266959		

Wilcoxon Scores (Rank Sums) for Variable Availibility
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	9903.0	9261.0	174.758936	78.595238
BTech	20	828.0	1470.0	174.758936	41.400000

Kruskal-Wallis Test

Chi-Square	13.4956
DF	1
Pr > Chi-Square	0.0002

Analysis of Variance for Variable **Reliability**
Classified by Variable Student

Student	N	Mean
Diploma	126	13.349206
BTech	20	9.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	223.594531	223.594531	19.8949	<.0001
Within	144	1618.384921	11.238784		

Wilcoxon Scores (Rank Sums) for Variable Reliability
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	9934.0	9261.0	174.517815	78.841270
BTech	20	797.0	1470.0	174.517815	39.850000

Kruskal-Wallis Test

Chi-Square	14.8714
DF	1
Pr > Chi-Square	0.0001

Analysis of Variance for Variable **Performance**
Classified by Variable Student

Student	N	Mean
Diploma	126	13.730159
BTech	20	9.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	308.859535	308.859535	31.5918	<.0001
Within	144	1407.825397	9.776565		

Wilcoxon Scores (Rank Sums) for Variable Performance
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	10096.50	9261.0	174.220171	80.130952
BTech	20	634.50	1470.0	174.220171	31.725000

Kruskal-Wallis Test

Chi-Square	22.9983
DF	1

Pr > Chi-Square <.0001

Analysis of Variance for Variable **Competence**
Classified by Variable Student

Student	N	Mean
Diploma	126	13.436508
BTech	20	9.950000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	209.811361	209.811361	19.2691	<.0001
Within	144	1567.942063	10.888487		

Wilcoxon Scores (Rank Sums) for Variable Competence
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	9896.50	9261.0	174.559417	78.543651
BTech	20	834.50	1470.0	174.559417	41.725000

Kruskal-Wallis Test

Chi-Square	13.2539
DF	1
Pr > Chi-Square	0.0003

Analysis of Variance for Variable **SLA**
Classified by Variable Student

Student	N	Mean
Diploma	126	6.50
BTech	20	5.10

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	33.830137	33.830137	9.4538	0.0025
Within	144	515.300000	3.578472		

Wilcoxon Scores (Rank Sums) for Variable SLA
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	9674.50	9261.0	170.953839	76.781746
BTech	20	1056.50	1470.0	170.953839	52.825000

Kruskal-Wallis Test

Chi-Square	5.8505
DF	1
Pr > Chi-Square	0.0156

Analysis of Variance for Variable **Internet**
Classified by Variable Student

Student	N	Mean
Diploma	126	13.50
BTech	20	10.40

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	165.871233	165.871233	12.6760	0.0005
Within	144	1884.300000	13.085417		

Wilcoxon Scores (Rank Sums) for Variable Internet
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	9775.50	9261.0	174.883201	77.583333
BTech	20	955.50	1470.0	174.883201	47.775000

Kruskal-Wallis Test

Chi-Square	8.6551
DF	1
Pr > Chi-Square	0.0033

Analysis of Variance for Variable **GroupWise**
Classified by Variable Student

Student	N	Mean
Diploma	126	14.253968
BTech	20	11.200000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	160.981779	160.981779	13.3144	0.0004
Within	144	1741.073016	12.090785		

Wilcoxon Scores (Rank Sums) for Variable GroupWise
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	9756.50	9261.0	174.521907	77.432540
BTech	20	974.50	1470.0	174.521907	48.725000

Kruskal-Wallis Test

Chi-Square	8.0610
DF	1
Pr > Chi-Square	0.0045

Analysis of Variance for Variable **Printing**
Classified by Variable Student

Student	N	Mean
Diploma	126	13.126984
BTech	20	8.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	353.724897	353.724897	22.7927	<.0001
Within	144	2234.768254	15.519224		

Wilcoxon Scores (Rank Sums) for Variable Printing
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	10024.50	9261.0	174.804397	79.559524
BTech	20	706.50	1470.0	174.804397	35.325000

Kruskal-Wallis Test

Chi-Square	19.0771
DF	1
Pr > Chi-Square	<.0001

Analysis of Variance for Variable **CTSservdesk**
Classified by Variable Student

Student	N	Mean
Diploma	126	13.126984
BTech	20	9.050000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	286.896815	286.896815	33.5084	<.0001
Within	144	1232.918254	8.561932		

Wilcoxon Scores (Rank Sums) for Variable CTSservdesk
Classified by Variable Student

Student	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Diploma	126	10103.0	9261.0	174.208555	80.182540
BTech	20	628.0	1470.0	174.208555	31.400000

Kruskal-Wallis Test

Chi-Square	23.3607
DF	1
Pr > Chi-Square	<.0001

Students (Period of studies)

Analysis of Variance for Variable **Availibility**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	13.200000
Part-time	21	11.952381

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	27.985975	27.985975	2.2402	0.1367
Within	144	1798.952381	12.492725		

Wilcoxon Scores (Rank Sums) for Variable Availibility
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9532.0	9187.50	178.362593	76.256000
Part-time	21	1199.0	1543.50	178.362593	57.095238

Kruskal-Wallis Test

Chi-Square	3.7305
DF	1
Pr > Chi-Square	0.0534

Analysis of Variance for Variable **Reliability**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	13.008000
Part-time	21	11.952381

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	20.035071	20.035071	1.5835	0.2103
Within	144	1821.944381	12.652392		

Wilcoxon Scores (Rank Sums) for Variable Reliability
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9498.0	9187.50	178.116499	75.984000
Part-time	21	1233.0	1543.50	178.116499	58.714286

Kruskal-Wallis Test

Chi-Square	3.0389
DF	1
Pr > Chi-Square	0.0813

Analysis of Variance for Variable **Performance**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	13.224000
Part-time	21	12.714286

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	4.671217	4.671217	0.3929	0.5318
Within	144	1712.013714	11.888984		

Wilcoxon Scores (Rank Sums) for Variable Performance
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9378.0	9187.50	177.812717	75.024000
Part-time	21	1353.0	1543.50	177.812717	64.428571

Kruskal-Wallis Test

Chi-Square	1.1478
DF	1
Pr > Chi-Square	0.2840

Analysis of Variance for Variable **Competence**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	12.880000
Part-time	21	13.428571

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	5.410568	5.410568	0.4396	0.5084
Within	144	1772.342857	12.307937		

Wilcoxon Scores (Rank Sums) for Variable Competence
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9106.50	9187.50	178.158959	72.852000
Part-time	21	1624.50	1543.50	178.158959	77.357143

Kruskal-Wallis Test

Chi-Square	0.2067
DF	1
Pr > Chi-Square	0.6494

Analysis of Variance for Variable **SLA**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	6.272000
Part-time	21	6.523810

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	1.140042	1.140042	0.2996	0.5850
Within	144	547.990095	3.805487		

Wilcoxon Scores (Rank Sums) for Variable SLA
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9155.50	9187.50	174.479031	73.244000
Part-time	21	1575.50	1543.50	174.479031	75.023810

Kruskal-Wallis Test

Chi-Square	0.0336
DF	1
Pr > Chi-Square	0.8545

Analysis of Variance for Variable **Internet**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	13.120000
Part-time	21	12.809524

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	1.733138	1.733138	0.1218	0.7276
Within	144	2048.438095	14.225265		

Wilcoxon Scores (Rank Sums) for Variable Internet
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9283.50	9187.50	178.489420	74.268000
Part-time	21	1447.50	1543.50	178.489420	68.928571

Kruskal-Wallis Test

Chi-Square	0.2893
DF	1
Pr > Chi-Square	0.5907

Analysis of Variance for Variable **GroupWise**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	13.944000
Part-time	21	13.190476

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	10.208699	10.208699	0.7770	0.3795
Within	144	1891.846095	13.137820		

Wilcoxon Scores (Rank Sums) for Variable GroupWise
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9432.50	9187.50	178.120676	75.460000
Part-time	21	1298.50	1543.50	178.120676	61.833333

Kruskal-Wallis Test

Chi-Square	1.8919
DF	1
Pr > Chi-Square	0.1690

Analysis of Variance for Variable **Printing**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	12.680000
Part-time	21	11.476190

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	26.055055	26.055055	1.4642	0.2282
Within	144	2562.438095	17.794709		

Wilcoxon Scores (Rank Sums) for Variable Printing
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9465.0	9187.50	178.408991	75.720000
Part-time	21	1266.0	1543.50	178.408991	60.285714

Kruskal-Wallis Test

Chi-Square	2.4193
DF	1
Pr > Chi-Square	0.1198

Analysis of Variance for Variable **CTSservdesk**
Classified by Variable Offerting

Offerting	N	Mean
Full-time	125	12.568000
Part-time	21	12.571429

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	0.000211	0.000211	0.0000	0.9964
Within	144	1519.814857	10.554270		

Wilcoxon Scores (Rank Sums) for Variable CTSservdesk
Classified by Variable Offerting

Offerting	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Full-time	125	9160.0	9187.50	177.800862	73.280000
Part-time	21	1571.0	1543.50	177.800862	74.809524

Kruskal-Wallis Test

Chi-Square	0.0239
DF	1
Pr > Chi-Square	0.8771

Staff (Campus)

Analysis of Variance for Variable **Availibility**
Classified by Variable Campus

Campus	N	Mean
Remote	25	17.480000
Main	24	15.833333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	33.202177	33.202177	3.0989	0.0849
Within	47	503.573333	10.714326		

Wilcoxon Scores (Rank Sums) for Variable Availibility
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	724.50	625.0	49.658271	28.980000
Main	24	500.50	600.0	49.658271	20.854167

Kruskal-Wallis Test

Chi-Square	4.0148
DF	1
Pr > Chi-Square	0.0451

Analysis of Variance for Variable **Reliability**
Classified by Variable Campus

Campus	N	Mean
Remote	25	17.7600
Main	24	15.3750

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	69.651735	69.651735	6.0378	0.0177
Within	47	542.185000	11.535851		

Wilcoxon Scores (Rank Sums) for Variable Reliability
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	745.0	625.0	49.592729	29.80
Main	24	480.0	600.0	49.592729	20.00

Kruskal-Wallis Test

Chi-Square	5.8550
DF	1
Pr > Chi-Square	0.0155

Analysis of Variance for Variable **Performance**
Classified by Variable Campus

Campus	N	Mean
Remote	25	17.240
Main	24	16.500

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	6.705306	6.705306	0.5895	0.4464
Within	47	534.560000	11.373617		

Wilcoxon Scores (Rank Sums) for Variable Performance
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	679.0	625.0	49.654418	27.160
Main	24	546.0	600.0	49.654418	22.750

Kruskal-Wallis Test

Chi-Square	1.1827
DF	1
Pr > Chi-Square	0.2768

Analysis of Variance for Variable **Competence**
Classified by Variable Campus

Campus	N	Mean
Remote	25	17.9200
Main	24	16.3750

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	29.228878	29.228878	1.7445	0.1930
Within	47	787.465000	16.754574		

Wilcoxon Scores (Rank Sums) for Variable Competence
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	696.50	625.0	49.766034	27.860000
Main	24	528.50	600.0	49.766034	22.020833

Kruskal-Wallis Test

Chi-Square	2.0642
DF	1
Pr > Chi-Square	0.1508

Analysis of Variance for Variable **SLA**
Classified by Variable Campus

Campus	N	Mean
Remote	25	6.440000
Main	24	4.791667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	33.269422	33.269422	6.9770	0.0112
Within	47	224.118333	4.768475		

Wilcoxon Scores (Rank Sums) for Variable SLA
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	746.0	625.0	49.048341	29.840000
Main	24	479.0	600.0	49.048341	19.958333

Kruskal-Wallis Test

Chi-Square	6.0859
DF	1
Pr > Chi-Square	0.0136

Analysis of Variance for Variable **Internet**
Classified by Variable Campus

Campus	N	Mean
Remote	25	14.040
Main	24	12.750

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	20.376735	20.376735	2.1596	0.1483
Within	47	443.460000	9.435319		

Wilcoxon Scores (Rank Sums) for Variable Internet
Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	696.0	625.0	49.610730	27.840000
Main	24	529.0	600.0	49.610730	22.041667

Kruskal-Wallis Test

Chi-Square	2.0482
DF	1
Pr > Chi-Square	0.1524

Analysis of Variance for Variable **GroupWise**

Classified by Variable Campus

Campus	N	Mean
Remote	25	15.440000
Main	24	13.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	38.506667	38.506667	4.3769	0.0419
Within	47	413.493333	8.797730		

Wilcoxon Scores (Rank Sums) for Variable GroupWise

Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	744.50	625.0	49.130189	29.780000
Main	24	480.50	600.0	49.130189	20.020833

Kruskal-Wallis Test

Chi-Square	5.9161
DF	1
Pr > Chi-Square	0.0150

Analysis of Variance for Variable **Printing**

Classified by Variable Campus

Campus	N	Mean
Remote	25	13.720000
Main	24	12.458333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	19.491463	19.491463	1.7252	0.1954
Within	47	530.998333	11.297837		

Wilcoxon Scores (Rank Sums) for Variable Printing

Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	711.50	625.0	49.579868	28.460000
Main	24	513.50	600.0	49.579868	21.395833

Kruskal-Wallis Test

Chi-Square	3.0438
DF	1
Pr > Chi-Square	0.0810

Analysis of Variance for Variable **ITS**

Classified by Variable Campus

Campus	N	Mean
Remote	25	13.720000
Main	24	14.416667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	5.942993	5.942993	0.5907	0.4460
Within	47	472.873333	10.061135		

Wilcoxon Scores (Rank Sums) for Variable ITS

Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	607.50	625.0	49.257238	24.300000
Main	24	617.50	600.0	49.257238	25.729167

Kruskal-Wallis Test

Chi-Square	0.1262
DF	1
Pr > Chi-Square	0.7224

Analysis of Variance for Variable **CTSservdesk**

Classified by Variable Campus

Campus	N	Mean
Remote	25	13.480000
Main	24	10.791667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	88.495544	88.495544	6.3192	0.0154
Within	47	658.198333	14.004220		

Wilcoxon Scores (Rank Sums) for Variable CTSservdesk

Classified by Variable Campus

Campus	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Remote	25	749.0	625.0	49.599159	29.960000
Main	24	476.0	600.0	49.599159	19.833333

Kruskal-Wallis Test

Chi-Square	6.2502
DF	1
Pr > Chi-Square	0.0124

Staff (Type appointment)

Analysis of Variance for Variable **Availibility**
Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	18.115385
Academic	23	15.043478

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	115.165142	115.165142	12.8383	0.0008
Within	47	421.610368	8.970433		

Wilcoxon Scores (Rank Sums) for Variable Availibility
Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	799.50	650.0	49.575438	30.750
Academic	23	425.50	575.0	49.575438	18.500

Kruskal-Wallis Test

Chi-Square	9.0939
DF	1
Pr > Chi-Square	0.0026

Analysis of Variance for Variable **Reliability**
Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	18.307692
Academic	23	14.652174

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	163.080882	163.080882	17.0801	0.0001
Within	47	448.755853	9.547997		

Wilcoxon Scores (Rank Sums) for Variable Reliability
Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	820.0	650.0	49.510006	31.538462
Academic	23	405.0	575.0	49.510006	17.608696

Kruskal-Wallis Test

Chi-Square	11.7899
DF	1
Pr > Chi-Square	0.0006

Analysis of Variance for Variable **Performance**
Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	18.000000
Academic	23	15.608696

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	69.787045	69.787045	6.9568	0.0113
Within	47	471.478261	10.031452		

Wilcoxon Scores (Rank Sums) for Variable Performance
Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	754.0	650.0	49.571592	29.000000
Academic	23	471.0	575.0	49.571592	20.478261

Kruskal-Wallis Test

Chi-Square	4.4015
DF	1
Pr > Chi-Square	0.0359

Analysis of Variance for Variable **Competence**

Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	18.615385
Academic	23	15.521739

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	116.800901	116.800901	7.8435	0.0074
Within	47	699.892977	14.891340		

Wilcoxon Scores (Rank Sums) for Variable Competence

Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	778.50	650.0	49.683022	29.942308
Academic	23	446.50	575.0	49.683022	19.413043

Kruskal-Wallis Test

Chi-Square	6.6894
DF	1
Pr > Chi-Square	0.0097

Analysis of Variance for Variable **SLA**

Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	6.000000
Academic	23	5.217391

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	7.474712	7.474712	1.4057	0.2417
Within	47	249.913043	5.317299		

Wilcoxon Scores (Rank Sums) for Variable SLA

Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	710.50	650.0	48.966526	27.326923
Academic	23	514.50	575.0	48.966526	22.369565

Kruskal-Wallis Test

Chi-Square	1.5266
DF	1
Pr > Chi-Square	0.2166

Analysis of Variance for Variable **Internet**

Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	14.769231
Academic	23	11.869565

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	102.612654	102.612654	13.3513	0.0006
Within	47	361.224080	7.685619		

Wilcoxon Scores (Rank Sums) for Variable Internet

Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	812.0	650.0	49.527976	31.230769
Academic	23	413.0	575.0	49.527976	17.956522

Kruskal-Wallis Test

Chi-Square	10.6986
DF	1

Pr > Chi-Square 0.0011

Analysis of Variance for Variable **GroupWise**
Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	16.000000
Academic	23	12.956522

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	113.043478	113.043478	15.6747	0.0003
Within	47	338.956522	7.211841		

Wilcoxon Scores (Rank Sums) for Variable GroupWise
Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	815.0	650.0	49.048237	31.346154
Academic	23	410.0	575.0	49.048237	17.826087

Kruskal-Wallis Test

Chi-Square	11.3167
DF	1
Pr > Chi-Square	0.0008

Analysis of Variance for Variable **Printing**
Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	14.038462
Academic	23	12.043478

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	48.571736	48.571736	4.5483	0.0382
Within	47	501.918060	10.679108		

Wilcoxon Scores (Rank Sums) for Variable Printing
Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	727.0	650.0	49.497165	27.961538
Academic	23	498.0	575.0	49.497165	21.652174

Kruskal-Wallis Test

Chi-Square	2.4200
DF	1
Pr > Chi-Square	0.1198

Analysis of Variance for Variable **ITS**
Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	15.153846
Academic	23	12.826087

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	66.127363	66.127363	7.5311	0.0086
Within	47	412.688963	8.780616		

Wilcoxon Scores (Rank Sums) for Variable ITS
Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	760.50	650.0	49.175074	29.250000
Academic	23	464.50	575.0	49.175074	20.195652

Kruskal-Wallis Test

Chi-Square	5.0493
DF	1
Pr > Chi-Square	0.0246

Analysis of Variance for Variable **CTSservdesk**

Classified by Variable Staff

Staff	N	Mean
Non-Academic	26	13.076923
Academic	23	11.130435

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	1	46.239028	46.239028	3.1026	0.0847
Within	47	700.454849	14.903295		

Wilcoxon Scores (Rank Sums) for Variable CTSservdesk

Classified by Variable Staff

Staff	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Non-Academic	26	736.0	650.0	49.516424	28.307692
Academic	23	489.0	575.0	49.516424	21.260870

Kruskal-Wallis Test

Chi-Square	3.0165
DF	1
Pr > Chi-Square	0.0824