

2010/2011 Faculty Survey Results
Comparison of the Past Five Years
Means for all Colleges

Survey Response

Academic Year # of Respondents	2010/11 339	2009/10 Part I: 475 Part II: 397	2008/09 332	2007/08 370	2006/07 294
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NOTE: Rating scale is given from 1 (“very poor”) to 5 (“excellent”), thus the higher the better
Specific descriptions of rating scale vary with question
N/A = not asked

Administrative Ratings

Position (Current holder) <i>(1= Very Poor; 5= Excellent)</i>	2010/11	2009/10	2008/09	2007/08	2006/07
University President (Moulton)	3.79	3.78	3.78	3.90	3.74
Senior Vice-President for Academic Affairs (Johnson)	3.57	3.77	3.52	3.65	3.63
Vice President for Health Sciences (Franks)	3.51	3.58	3.75	3.96	3.53
Vice President for Financial Affairs (Davis)	N/A	N/A	N/A	3.85	3.74
Vice President for Student Services (Adams)	N/A	N/A	N/A	3.69	3.58
Vice President for Development and Alumni Relations (Busta)	N/A	N/A	N/A	3.95	4.02
Executive Director of Governmental & Alumni Affairs (Fulford)	N/A	N/A	N/A	4.05	4.01
Vice President for Research (Lea)	3.67	3.63	3.68	3.69	N/A

University Leadership (President, VPs)

(These figures provide a picture of how university leadership as a group is viewed by the entire faculty)

<i>(1= Very Poor; 5= Excellent)</i>	2010/11	2009/10	2008/09	2007/08	2006/07
Articulates a clear & compelling vision for the university	3.59	3.64	3.62	3.69	N/A
Honors all promises and commitments	3.54	3.56	3.55	3.70	3.70
Is professional in relations with faculty	3.70	3.83	3.76	3.72	3.66
Conveys administrative expectations in a clear manner	N/A	N/A	N/A	3.54	3.39
Fairly & consistently enacts university policy	3.57	3.61	3.61	3.68	N/A
Informs faculty of developments critical to the mission of the university	3.37	3.58	3.51	3.43	3.34
Incorporates faculty input into decisions concerning matters vital to the mission of the university	2.90	2.91	2.96	3.01	2.94
Encourages new initiatives which further the mission of the university	N/A	N/A	N/A	N/A	3.34
Dedicates appropriate resources to fulfillment of university mission	3.16	3.13	3.18	3.35	3.09
Responds to crisis with appropriate measures	3.49	3.47	3.40	3.57	3.33

Deans

(These figures provide a picture of how deans as a group are viewed by the entire faculty)

Evaluate your own college dean on the following: (1= <i>Very Poor</i> ; 5= <i>Excellent</i>)	2010/11	2009/10	2008/09	2007/08	2006/07
Articulates a clear & compelling vision	3.35	3.36	3.46	3.54	N/A
Honors all promises and commitments	3.46	3.41	3.59	3.71	3.81
Is professional in evaluating the performance of co-workers	3.41	3.43	3.61	3.57	3.65
Informs faculty of developments critical to the accomplishment of the mission of the unit	3.28	3.36	3.47	3.58	3.56
Conveys administrative expectations in a clear manner	3.32	3.30	3.45	3.53	3.48
Incorporates faculty input into decisions concerning matters vital to the mission of the unit	3.03	2.95	3.24	3.21	3.27
Implements (Encourages) new initiatives which are logical extensions of existing programs	3.27	3.19	3.36	3.51	3.56
Dedicates appropriate resources to assure success of an assignment	3.25	3.21	3.43	3.48	3.34

Government Activities

Ability of the university to facilitate obtaining <i>(1= Very Poor; 5= Excellent)</i>	2010/11	2009/10	2008/09	2007/08	2006/07
Federal funding for research and development	3.38	3.37	3.21	3.30	3.12
Federal funding for new and existing training grants	3.35	3.34	3.23	3.30	N/A
Private persons and foundation funding for research and development	3.18	3.12	3.03	3.33	3.09
State funding for research and development	N/A	N/A	N/A	3.19	3.08
State appropriations for operations and maintenance developments	N/A	N/A	N/A	3.20	3.11

Sponsored Programs Support of Your Activities

Effectiveness of Sponsored Programs in Support of: <i>(1= Very Poor; 5= Excellent)</i>	2010/11	2009/10	2008/09	2007/08	2006/07
Acquisition of extramural dollars for research and teaching infrastructure	3.18	3.08	3.12	2.98	3.02
Identification of relevant extramural funding opportunities in support of your personal research	3.11	3.02	3.03	2.86	2.95
Significant facilitation of writing grants and/or contracts for your personal research	3.08	3.03	2.99	2.84	3.04
Satisfaction with the assistance the Research Office provides in closing-out research projects:	3.46	3.69	N/A	N/A	N/A

Admissions/ Financial Aid

Admissions (<i>1= Very Poor; 5= Excellent</i>)	2010/11	2009/10	2008/09	2007/08	2006/07
The level of quality produced through the admissions process provides for the most part students who are:	N/A	N/A	N/A	3.09	2.99

Financial Aid (<i>1= Very Poor; 5= Excellent</i>)	2010/11	2009/10	2008/09	2007/08	2006/07
The level of financial aid support to my students could best be described as:	N/A	N/A	N/A	3.21	3.19
The level of financial support to my students for graduate assistantship (level of support)	N/A	N/A	N/A	2.37	2.60
The level of financial support to my students for graduates assistantship (number of vs. need)	N/A	N/A	N/A	N/A	2.60
The number of graduate assistantships offered to my students versus comparable programs is	N/A	N/A	N/A	2.55	N/A

Experiences at USA

Teaching	2010/2011	2009/10	2008/09	2007/08	2006/07
How would you rate the importance of teaching performance to you and your career development <i>(1= "of no importance"; 5= "very important")</i>	4.49	4.52	4.61	4.50	4.55
How much emphasis do faculty leaders and administrators at USA place on effective teaching for career advancement? <i>(1= "too little emphasis"; 5= "excessive emphasis")</i>	2.55	2.60	2.63	2.60	2.56
Are you provided with adequate and appropriate resources to teach effectively at USA? <i>(1= "very inadequate"; 5= "Better than adequate")</i>	3.38	3.41	3.58	3.72	3.65
Do current faculty teaching loads hinder the university's research mission? <i>(1= "Hardly at all"; 5= "Very much so")</i>	3.22	3.16	3.23	3.28	N/A
An additional course per semester added to faculty teaching loads will have a damaging effect on the university's research mission. <i>(1= "strongly disagree"; 5= "strongly agree")</i>	N/A	N/A	N/A	N/A	4.63

Research and Publications/Creative Work	2010/11	2009/10	2008/09	2007/08	2006/07
How would you rate the importance of research or creative work to your personal career satisfaction? <i>(1 = "of no importance"; 5 = "very important")</i>	4.18	4.19	4.32	4.18	4.33
How much emphasis do faculty leaders and administrators at USA place on research or creative work for career advancement? <i>(1= "too little emphasis"; 5= "excessive emphasis")</i>	3.43	3.29	3.38	3.44	3.43
Are you provided with adequate and appropriate resources to conduct research or creative work at USA? <i>(1= "very inadequate"; 5= "more than adequate")</i>	2.45	2.92	2.56	2.64	2.81
Are you provided with adequate and appropriate resources to travel to meetings to present your work, and to partake in professional development activities? <i>(1 = "very inadequate"; 5 = "More than adequate")</i>	2.52	2.30	2.29	3.13	3.07
Are you encouraged to participate in regional and national professional meetings? <i>(1 = "Hardly at all"; 5 = "Very much so")</i>	2.97	2.93	3.24	3.40	3.45

Experiences at USA (con't)

Research and Publications/Creative Work (con't)	2010/11	2009/10	2008/09	2007/08	2006/07
Are you quickly reimbursed for travel expenses? (1 = "Hardly at all"; 5 = "Very much so")	N/A	N/A	N/A	3.61	3.64
Are you completely reimbursed for travel expenses?					N/A
<20%	10.3%	18.2%	19.4%	4.0%	
20-49%	11.4%	11.3%	11.9%	4.7%	
50-79%	20.7%	24.3%	16.8%	25.2%	
80-95%	20.3%	15.0%	17.9%	24.1%	
>95%	25.5%	16.4%	21.3%	32.1%	
Not applicable	11.7%	14.8%	12.7%	9.95	

Service and Leadership	2010/11	2009/10	2008/09	2007/08	2006/07
How would you rate the importance of institutional service to your career development? (1 = "of no importance"; 5 = "very important")	3.68	3.65	3.75	3.65	3.67
How much emphasis do faculty leaders and administrators at USA place on institutional service for career advancement? (1 = "too little emphasis"; 5 = "excessive emphasis")	2.90	2.86	2.85	2.83	2.94
Are you provided with adequate and appropriate resources to engage in institutional service at USA? (1 = "very inadequate"; 5 = "very adequate")	2.91	3.03	3.12	3.03	3.32

Experiences at USA (con't)

Recruitment of Chairs and Faculty	2010/11	2009/10	2008/09	2007/08	2006/07
Are you satisfied with the process of recruitment of chairs and faculty? (1 = "very dissatisfied"; 5 = "very satisfied")	3.05	2.82	3.18	3.08	3.07
Are the terms of the search honored as recruits come on campus? (1 = "Hardly at all", 5 = "extremely well")	N/A	N/A	N/A	N/A	3.38
Are you satisfied that the membership of search committees for chairs and faculty is credible? (1 = "not very credible"; 5 = "very credible")	N/A	N/A	N/A	3.40	3.53
Are the recommendations of search committees being followed? (1 = "Hardly at all"; 5 = "Extremely well")	N/A	N/A	N/A	3.25	3.26

Tenure, Promotion and Compensation	2010/11	2009/10	2008/09	2007/08	2006/07
Are you satisfied with the mid-tenure review and feedback process? (1 = "very dissatisfied"; 5 = "very satisfied")	3.32	3.42	3.25	3.27	3.18
Is the tenure process in your college fair? (1 = "Extremely unfair"; 5 = "extremely fair")	3.37	3.43	3.46	3.43	3.36
Are the expectations for tenure clearly known and formally documented for your college? (1 = "very poorly defined"; 5 = "very well defined")	3.17	3.24	3.07	3.15	3.08
Is the promotion process in your college fair? (1 = "extremely unfair"; 5 = "very fair")	3.30	3.40	3.26	3.33	3.24
Are you fairly compensated with respect to your colleagues at USA? (1 = "very unfairly"; 5 = "fairly")	3.16	3.31	3.46	3.43	3.26
Are you fairly compensated with respect to national standards? (1 = "very unfairly"; 5 = "fairly")	2.58	2.70	2.78	2.74	2.61
Are maternal/paternal leave policies fair at USA? (1 = "very unfair"; 5 = "very fair")	N/A	N/A	N/A	N/A	3.46

Miscellaneous	2010/11	2009/10	2008/09	2007/08	2006/07
Does your college provide adequate & appropriate technological support for your computer needs? (1 = "very inadequate"; 5 = "better than adequate")	3.22	3.20	3.47	N/A	N/A

Libraries

Faculties were asked to respond to these questions for the library (or libraries) they use.

University Library (<i>1 = "very dissatisfied"; 5 = "very satisfied"</i>)	2010/11	2009/10	2008/09	2007/08	2006/07
How satisfied are you with the University [main] library in terms of its ability to keep you abreast of the latest trends and developments in the fields of your research?	3.63	3.91	3.93	3.93	3.93
How satisfied are you with the University [main] library in terms of its ability to keep you abreast of the latest trends and developments in support of your teaching curriculum?	3.74	3.80	3.70	4.07	N/A
How satisfied are you with the services provided by the University [main] library faculty and staff?	4.12	4.32	4.30	4.31	4.28
How satisfied are you with the electronic library and Internet-based services provided by the University Library and the Biomedical Library]?	3.99	4.25	4.07	4.17	N/A
How satisfied are you with the electronic library and Internet-based services provided by the main library?	N/A	N/A	N/A	N/A	4.06

Biomedical Library (<i>1 = "very dissatisfied"; 5 = "very satisfied"</i>)	2010/11	2009/10	2008/09	2007/08	2006/07
How satisfied are you with the Biomedical Library in terms of its ability to keep you abreast of the latest developments in the field of your research?	4.01	4.19	3.96	4.13	4.11
How satisfied are you with the Biomedical Libraries in terms of their ability to keep you abreast of the latest trends and developments in support of your teaching curriculum?	3.97	4.18	3.99	4.19	N/A
How satisfied are you with the services provided by the Biomedical library faculty and staff?	4.19	4.42	4.10	N/A	4.31
How satisfied are you with the electronic library and Internet-based services provided by the Biomedical library?	3.99	N/A	N/A	N/A	4.07

Faculty Morale

	2010/11	2009/10	2008/09	2007/08	2006/07
If you had a variety of professional options, would you prefer to:					
Remain at USA with little or no change in duties	43.7%	43.9%	51.0%	50.4%	47%
Remain at USA with significant change in duties	23.1%	22.7%	19.5%	24.4%	21%
Move to another institution	22.0%	19.8%	21.1%	16.2%	23%
Move to non-academic employment	3.1%	3.4%	1.5%	3.0%	2%
No opinion	8.0%	10.2%	6.9%	6.0%	7%
How satisfied are you with opportunities currently provided by USA to concentrate on what you do best? <i>(1 = "very dissatisfied"; 5 = "very satisfied")</i>	3.20	3.31	3.29	3.49	3.19
How do you feel about your degree of academic freedom within the classroom? <i>(1 = "very dissatisfied"; 5 = "very satisfied")</i>	3.96	4.00	4.07	4.08	3.87
How satisfied are you with the amount of freedom you have at USA to express your opinions regarding university policies and procedures? <i>(1 = "very dissatisfied"; 5 = "very satisfied")</i>	3.19	3.23	3.30	3.38	3.21

USA Health Plan

	2010/11	2009/10	2008/09	2007/08	2006/07
What type of Health Plan [and Dental Plan] do you have?					
USA Health Plan family coverage	59.5%	58.2%	62.1%	62.5%	63%
USA Health Plan single coverage	26.2%	28.3%	26.1%	24.5%	25%
Non USA coverage	11.1%	12.1%	7.6%	10.0%	9%
No coverage	3.2%	1.4%	0.8%	1.1%	0%
No opinion	N/A	N/A	3.4%	1.9%	2%
Do you use a USA Physician as your primary care physician?				N/A	N/A
Yes	42.7%	46.4%	52.9%		
No	57.3%	53.6%	47.1%		
How satisfied are you with your ability to make timely appointments with your primary care physician? (1 = "very dissatisfied"; 5 = "very satisfied")	3.67	3.88	3.80	3.95	3.97
How satisfied are you with your ability to make timely unscheduled (emergency appointments with a physician)? (1 = "very dissatisfied"; 5 = "very satisfied")	3.31	3.48	3.42	3.63	3.55
How satisfied are you with your ability to schedule appointments with a specialist physician? (1 = "very dissatisfied"; 5 = "very satisfied")	3.70	3.81	3.71	3.77	N/A
How satisfied are you with the speed with which you are seen (time in waiting room)? (1 = "very dissatisfied"; 5 = "very satisfied")	3.48	3.69	3.45	3.54	3.51
If you have had problems with the administration of the USA Health Plan, please rate the handling of appeals and resolution of your problem: (1 = "very poor"; 5 = "excellent")	3.37	3.56	3.54	3.50	3.53
How satisfied are you with the overall provision of services under the USA health plan? (1 = "very dissatisfied"; 5 = "very satisfied")	3.74	3.96	3.95	3.87	3.79
How has the overall quality of USA medical services changed over the last five years? (1 = "declined"; 5 = "improved")	2.94	3.10	3.59	3.49	3.51
With the USA Health Plan, I have an adequate choice of primary care doctors. (1 = "strongly disagree"; 5 = "strongly agree")	3.40	3.52	3.74	3.70	3.62
The co-pay under the USA Health Plan is adequate for physician co-pay. (1 = "strongly disagree"; 5 = "strongly agree")	3.13	3.11	3.03	2.97	3.03

USA Health Plan (Con't)

	2010/11	2009/10	2008/09	2007/08	2006/07
The co-pay under the USA Health Plan is adequate for prescription drugs. <i>(1 = "strongly disagree"; 5 = "strongly agree")</i>	3.42	3.42	3.27	3.31	3.42
The co-pay under the USA Health Plan is adequate for USA Hospitals. <i>(1 = "strongly disagree"; 5 = "strongly agree")</i>	3.05	2.97	2.97	2.97	2.99
The co-pay under the USA Health Plan is adequate for non USA Hospitals. <i>(1 = "strongly disagree"; 5 = "strongly agree"; (N/A= not asked))</i>	3.56	3.56	3.29	3.43	3.44
The co-pay under the USA Health Plan is adequate for USA emergency care. <i>(1 = "strongly disagree"; 5 = "strongly agree")</i>	3.11	3.05	2.99	3.01	3.01
The co-pay under the USA Health Plan is adequate for non USA emergency care. <i>(1 = "strongly disagree"; 5 = "strongly agree")</i>	3.51	3.55	3.30	3.36	3.42
In the last year, have you had an occasion to be treated in a USA or non-USA emergency room?				N/A	N/A
Yes, USA Medical Center	9.4%	8.4%	7.5%		
Yes, Children's & Women's	4.9%	3.6%	6.7%		
Yes, Infirmary West	6.0%	5.8%	7.1%		
No emergency services	83.5%	85.5%	81.7%		
How satisfied were you with the quality of service and care during your emergency room visit? <i>(1 = "very dissatisfied"; 5 = "very satisfied")</i>	3.36	3.73	3.61	N/A	N/A
Have you had occasion to be treated in a non USA emergency room?	N/A	N/A	N/A		
Yes				27%	24%
No				61.1%	65%
No opinion				11.9%	11%
(If the answer to the previous question was 'yes!:) The USA Health Plan co-pay is too high. <i>(1 = "strongly disagree"; 5 = "strongly agree")</i>	N/A	N/A	N/A	2.97	3.46
Have you had any preventative medical services?	N/A	N/A	N/A		
Yes				51.1%	49%
No				30.5%	37%
No opinion				18.4%	14%

USA Health Plan (Con't)

	2010/11	2009/10	2008/09	2007/08	2006/07
The USA Health Plan adequately covered the cost of the above services. (1 = "strongly disagree"; 5 = "strongly agree")	N/A	N/A	N/A	3.77	3.86
To pay for increased health care expenses, indicate which option you would most prefer.					
An increase in premiums	23.9%	24.7%	26.6%	29.2%	29%
An increase in co-pays	34.3%	34.7%	37.9%	29.9%	34%
An increase in deductibles	12.7%	13.4%	8.2%	9.5%	7%
A reduction in benefits	0.7%	1.1%	1.6%	0.8%	0%
No opinion	28.4%	26.1%	25.8%	30.7%	29%

Technology

	2010/11	2009/10	2008/09	2007/08	2006/07
How satisfied are you with the USA Computer Services Center in terms of the services provided? (1 = "Very dissatisfied"; 5 = "Very satisfied")	3.30	3.34	3.41	3.55	3.50
How satisfied are you with the USA Computer Services Center's ability to keep abreast of the latest technologies? (1 = "Very dissatisfied"; 5 = "Very satisfied")	3.20	3.16	3.28	3.41	3.49
How satisfied are you with your technology resources in the classroom? (1 = "very dissatisfied"; 5 = "very satisfied")	3.14	3.15	3.28	3.57	3.48
How satisfied are you with your computing resources within your department [at work]? (1 = "very dissatisfied"; 5 = "very satisfied")	3.10	3.17	3.47	3.71	3.77
How satisfied are you with the University's current Internet access? (1 = "Very dissatisfied"; 5 = "Very satisfied")	3.54	3.68	3.72	3.87	4.00
How satisfied are you with your access to help on technology issues? (1 = "very dissatisfied"; 5 = "very satisfied")	3.17	3.11	3.30	3.44	3.46
How satisfied are you with the facilities provided by the Program for the Enhancement of Teaching and Learning (PETAL)? (1 = "Very dissatisfied"; 5 = "Very satisfied")	3.59	3.77	3.78	3.59	3.68
How satisfied are you with university-provided E-mail? (1 = "Very dissatisfied"; 5 = "Very satisfied")	3.33	3.65	3.71	3.76	3.81

Distance Learning

	2010/11	2009/10	2008/09	2007/08	2006/07
Are you currently involved in distance learning?					
Yes	34.7%	29.6%	25.2%	18.2%	25%
No	65.3%	70.4%	74.8%	81.8%	72%
No opinion					3%
There is adequate support for developing distance learning courses (1= "strongly disagree"; 5 = "strongly agree")	3.15	3.19	3.14	3.12	2.99
There is adequate time allotted to develop and teach distance learning courses (1= "strongly disagree"; 5 = "strongly agree")	2.58	2.58	2.47	2.48	2.39
There are adequate rewards for developing distance learning courses (1= "strongly disagree"; 5 = "strongly agree")	N/A	N/A	2.34	2.18	2.22
Distance learning is important and should be a priority for USA (1= "strongly disagree"; 5 = "strongly agree")	N/A	N/A	3.31	3.22	3.33
There is adequate technical support for distance learning courses (1= "strongly disagree"; 5 = "strongly agree")	3.07	2.99	N/A	N/A	N/A
There are adequate professional opportunities in distance learning (1= "strongly disagree"; 5 = "strongly agree")	3.21	3.18	N/A	N/A	N/A

Mentoring

	2010/11	2009/10	2008/09	2007/08	2006/07
There is an adequate mentoring program for new faculty in my college. (1= "strongly disagree"; 5 = "strongly agree")	2.82	3.09	N/A	N/A	N/A
There are adequate rewards for acting as a mentor in my college. (1= "strongly disagree"; 5 = "strongly agree")	2.86	3.08	N/A	N/A	N/A
Mentoring new faculty is important and should be a priority for USA. (1= "strongly disagree"; 5 = "strongly agree")	4.43	4.38	N/A	N/A	N/A

Teaching Evaluation

	2010/11	2009/10	2008/09	2007/08	2006/07
The evaluation of teaching is adequate in my college. (1= "strongly disagree"; 5 = "strongly agree")	3.11	3.33	N/A	N/A	N/A
Evaluations of teaching are used appropriately in the annual review process. (1= "strongly disagree"; 5 = "strongly agree")	3.35	3.48	N/A	N/A	N/A
Evaluating teaching is important and should be a priority for USA. (1= "strongly disagree"; 5 = "strongly agree")	4.10	4.22	N/A	N/A	N/A

USA Federal Credit Union

	2010/11	2009/10	2008/09	2007/08	2006/07
Do you use the USA Federal Credit Union?			N/A	N/A	N/A
Yes	35.3%	31.4%			
No	64.7%	68.6%			
How satisfied are you with the services of the USA Federal Credit Union? (1 = "very dissatisfied"; 5 = "very satisfied")	4.20	4.07	N/A	N/A	N/A

Miscellaneous

	2010/11	2009/10	2008/09	2007/08	2006/07
The organization and administration of the university allow the Faculty Senate to serve as an effective representative oversight body: (1 = "strongly disagree"; 5 = "strongly agree")	3.24	3.08	3.14	3.12	3.16
Members of the Senate promote faculty interests effectively: (1 = "strongly disagree"; 5 = "strongly agree")	3.54	3.30	3.38	3.23	3.30
The USA Board of Trustees serves as an effective governing body for the institution: (1 = "strongly disagree"; 5 = "strongly agree")	3.26	3.16	3.15	3.24	3.01
The USA Foundation Board serves as an effective body in managing USA's endowment: (1 = "strongly disagree"; 5 = "strongly agree")	3.30	3.08	3.05	3.00	2.59
The USA Foundation Board serves as an effective body in supporting the USA mission and goals. (1 = "strongly disagree"; 5 = "strongly agree")	3.27	3.02	2.95	2.93	2.59
Please rate the USA Bookstore in terms of providing adequate and affordable services, materials, and texts to your students. (1 = "very poor"; 5 = "excellent")	3.26	3.25	3.18	3.39	3.13
Please rate the USA Bookstore in terms of providing faculty with timely notification of materials which have to be back ordered or requested texts which are found to be out of print. (1 = "very poor"; 5 = "excellent")	3.42	3.43	3.41	3.48	3.48

The availability of cultural activities on campus is: (1 = "very poor" ; 5 = "excellent")	N/A	N/A	N/A	3.41	3.36
The management of the Mitchell Center schedules sufficient number of cultural events. (1 = "strongly disagree"; 5 = "strongly agree")	N/A	N/A	3.31	N/A	N/A
The management of the Laidlaw Performing Arts Center schedules sufficient number of cultural events. (1 = "strongly disagree"; 5 = "strongly agree")	N/A	N/A	4.05	N/A	N/A
The management of the Student Union Center schedules sufficient number of cultural events. (1 = "strongly disagree"; 5 = "strongly agree")	N/A	N/A	3.21	N/A	N/A