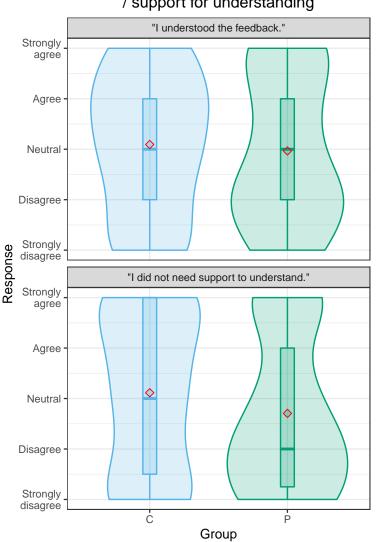Mean response for understanding / support for understanding