1) Over the past several months, customers at Stymie's department store have been asked to fill out customer satisfaction surveys. In the surveys, the customers rate their shopping experience on a scale of to . Here are recent ratings:

13, 16, 16, 21, 24, 33, 34, 37, 41, 45, 45, 49, 51, 56, 56, 56, 58, 61, 66, 70, 76, 79, 83, 84, 86.

1. For these data, which measures of central tendency take more than one value? Choose all that apply.
2. Mean
3. Median
4. Mode
5. None of these measures
6. Suppose that the measurement 13 (the smallest measurement in the data set) were replaced by 4. Which measures of central tendency would be affected by the change? Choose all that apply.
7. Mean
8. Median
9. Mode
10. None of these measures
11. Suppose that, starting with the original data set, the smallest measurement were removed. Which measures of central tendency would be change from those of the original data set? Choose all that apply.
12. Mean
13. Median
14. Mode
15. None of these measures
16. Which of the following best describes the distribution of the original data? Choose only one.
17. Negatively skewed
18. Positively skewed
19. Roughly symmetrical