

Los Angeles City College Campus Climate Survey - Fall 2007

Section I. Importance of and Satisfaction with Various Aspects of Job and Campus - Summary of Results

Importance							Satisfaction							
Mean	Count	Not at all Important	Somewhat Unimportant	Somewhat Important	Very Important	No Opinion/Doesn't Apply		Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	No Opinion/Doesn't Apply	Count	Mean
3.88	189	0.5%	0.5%	9.5%	87.8%	1.6%	1.The present campus climate	12.8%	24.6%	49.2%	11.2%	2.1%	187	2.60
3.88	188	0.5%	0.5%	9.0%	87.8%	2.1%	2.Morale on this campus	12.2%	30.7%	45.0%	8.5%	3.7%	189	2.52
3.93	189	0.0%	0.0%	6.9%	90.5%	2.6%	3.Sense of cooperation among members of the overall campus community	9.0%	23.9%	44.1%	19.7%	3.2%	188	2.77
3.90	190	0.0%	0.0%	10.0%	85.8%	4.2%	4.The level of trust that exists within the campus community	12.6%	33.5%	34.6%	12.1%	7.1%	182	2.50
3.84	188	0.0%	0.0%	15.4%	78.2%	6.4%	5.The extent to which resource allocation among programs/individuals is equitable and fair	12.8%	23.0%	38.0%	12.8%	13.4%	187	2.59
3.68	187	0.0%	3.7%	23.5%	68.4%	4.3%	6.Your involvement in decisions that relate to your environment	12.4%	21.5%	45.7%	15.6%	4.8%	186	2.68
3.73	190	0.0%	1.1%	24.2%	70.5%	4.2%	7.Communication with District offices (such as payroll, personnel, educational services, business services)	20.2%	22.9%	37.8%	13.3%	5.9%	188	2.47
3.85	189	0.0%	0.0%	14.8%	84.1%	1.1%	8.Responsiveness when dealing with District personnel in such areas as payroll, personnel, etc.	19.6%	25.9%	32.3%	14.3%	7.9%	189	2.45
3.95	189	0.0%	0.0%	4.8%	92.1%	3.2%	9.The extent to which management listens and responds to employees' problems, complaints, and suggestions for improving LACC	17.2%	25.8%	36.0%	12.9%	8.1%	186	2.49
3.78	187	0.0%	0.0%	20.9%	72.7%	6.4%	10. LACC's hiring procedures	17.1%	21.9%	32.6%	18.7%	9.6%	187	2.59
3.74	182	0.0%	1.6%	21.4%	70.3%	6.6%	11. LACC's governance process	8.3%	20.6%	46.7%	12.2%	12.2%	180	2.72
3.73	188	1.1%	2.1%	18.1%	72.3%	6.4%	12. Extent to which the Academic Senate is effective in providing curricular and professional leadership	5.0%	22.8%	40.0%	20.6%	11.7%	180	2.86
3.77	187	1.1%	1.6%	15.0%	77.0%	5.3%	13. Extent to which your union provides effective leadership for employees	6.5%	13.0%	40.2%	32.1%	8.2%	184	3.07
3.80	188	0.0%	1.6%	15.4%	76.1%	6.9%	14. Extent to which the college community/campus has made progress or improved in the last 2 years (Since last survey in Fall 2005)	18.5%	23.9%	38.0%	12.5%	7.1%	184	2.48
3.85	187	0.0%	1.1%	11.8%	81.3%	5.9%	15. Extent to which the role of the faculty in campus decision-making is clear	11.8%	31.2%	37.6%	9.1%	10.2%	186	2.49
3.61	183	0.0%	4.9%	24.0%	56.8%	14.2%	16. Extent to which the role of the classified staff in campus decision-making is clear	9.3%	18.7%	34.1%	7.7%	30.2%	182	2.57
3.92	182	0.0%	0.5%	6.6%	85.7%	7.1%	17. LACC's budgeting process meets the needs of the institution	17.6%	30.8%	33.0%	7.1%	11.5%	182	2.34
3.96	185	0.5%	0.0%	2.7%	95.7%	1.1%	18. The success of LACC in serving its students	7.0%	28.6%	46.5%	15.7%	2.2%	185	2.72
3.86	191	0.5%	1.0%	9.9%	86.4%	2.1%	19. Your employment experience at LACC over the past two years	4.1%	15.0%	33.2%	43.0%	4.7%	193	3.21
3.92	190	0.0%	0.5%	6.8%	91.6%	1.1%	20. Your work assignment	4.7%	6.8%	30.2%	55.7%	2.6%	192	3.41
3.82	188	0.0%	1.6%	14.9%	83.0%	0.5%	21.The extent to which you find your job challenging	3.7%	5.8%	22.5%	64.9%	3.1%	191	3.54
3.88	190	0.0%	0.0%	11.6%	87.9%	0.5%	22. Your relationships with peers in your department/area/program	4.2%	8.9%	27.7%	57.1%	2.1%	191	3.41
3.88	190	0.5%	0.0%	10.5%	87.4%	1.6%	23. Level of respect you receive from your department chair or supervisor	7.4%	7.9%	15.8%	64.7%	4.2%	190	3.44
3.88	187	0.5%	0.0%	10.2%	88.2%	1.1%	24. Competency level of colleagues/co-workers	2.6%	9.4%	39.1%	45.8%	3.1%	192	3.32
3.75	184	0.0%	1.1%	21.7%	73.9%	3.3%	25.Opportunities for creativity in professional responsibilities	6.0%	12.1%	36.8%	39.6%	5.5%	182	3.16
3.76	181	0.0%	1.1%	21.0%	75.1%	2.8%	26.Opportunities to pursue innovation on the job	4.8%	12.4%	40.9%	37.1%	4.8%	186	3.16
3.76	175	0.0%	0.6%	22.3%	74.3%	2.9%	27.Workload distribution	7.1%	17.0%	36.8%	31.9%	7.1%	182	3.01
3.60	181	0.0%	5.0%	24.3%	55.8%	14.9%	28.The extent to which job openings are advertised	10.5%	9.9%	29.3%	24.9%	25.4%	181	2.92
3.76	183	0.0%	1.6%	20.2%	74.9%	3.3%	29.The amount of space you have to do your job	16.8%	23.8%	28.6%	26.5%	4.3%	185	2.68
3.88	181	0.0%	0.0%	12.2%	85.6%	2.2%	30.The quality (air, light, etc.) of your work environment	24.3%	24.3%	31.4%	17.3%	2.7%	185	2.43
3.88	176	0.0%	0.0%	11.4%	86.4%	2.3%	31.Degree to which you can freely seek information or assistance from your immediate supervisor, management team, or union	5.4%	9.1%	31.2%	52.2%	2.2%	186	3.33

Importance								Satisfaction						
Mean	Count	Not at all Important	Somewhat Unimportant	Somewhat Important	Very Important	No Opinion/Doesn't Apply		Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	No Opinion/Doesn't Apply	Count	Mean
3.63	179	0.0%	2.2%	31.3%	63.7%	2.8%	32.Level of college encouragement and support for professional growth and development	7.8%	15.6%	43.6%	25.7%	7.3%	179	2.94
3.66	180	0.6%	1.7%	27.8%	67.2%	2.8%	33.Level of supervisor encouragement and support for professional growth and development	5.6%	13.4%	31.3%	44.1%	5.6%	179	3.21
3.46	180	1.1%	8.3%	30.6%	52.8%	7.2%	34.Recognition received from LACC administrators	12.1%	17.0%	39.6%	15.4%	15.9%	182	2.69
3.60	181	0.6%	3.3%	31.5%	63.0%	1.7%	35.Recognition received from peers	5.5%	12.0%	34.4%	41.5%	6.6%	183	3.20
3.56	175	1.1%	2.9%	32.0%	56.6%	7.4%	36.Support and rewards for innovation and excellence at LACC	5.0%	23.3%	37.2%	17.2%	17.2%	180	2.81
3.46	178	2.8%	5.1%	32.0%	53.4%	6.7%	37.Opportunities to take a leadership role at LACC	3.8%	14.3%	38.5%	27.5%	15.9%	182	3.07
3.68	176	0.0%	0.6%	29.5%	64.8%	5.1%	38.Flow of communication about campus activities and progress in meeting campus goals	13.2%	19.8%	43.4%	15.9%	7.7%	182	2.67
3.67	179	0.0%	0.6%	27.9%	60.3%	11.2%	39.Flow of information between departments/offices	10.9%	23.9%	33.7%	16.3%	15.2%	184	2.65
3.77	177	0.6%	0.0%	19.2%	71.2%	9.0%	40.Flow of information between administrative units and the faculty	12.2%	27.1%	35.9%	13.3%	11.6%	181	2.57
3.66	177	0.0%	6.2%	20.9%	70.1%	2.8%	41.Opportunities to interact informally with students	4.6%	10.9%	32.6%	45.1%	6.9%	175	3.27
3.30	177	3.4%	6.2%	40.7%	39.5%	10.2%	42.Your level of participation in student-sponsored activities	1.1%	9.8%	42.5%	29.3%	17.2%	174	3.21
3.23	181	2.8%	11.0%	32.0%	35.4%	18.8%	43. Availability of career guidance for employees	6.2%	11.8%	38.2%	10.7%	33.1%	178	2.80
3.27	175	2.3%	8.6%	33.7%	34.9%	20.6%	44. Availability of personal counseling for employees	6.3%	9.8%	31.6%	13.2%	39.1%	174	2.85
3.83	174	0.6%	0.6%	13.8%	82.2%	2.9%	45. The cleanliness of your work environment	28.9%	26.1%	28.3%	14.4%	2.2%	180	2.29
3.84	175	0.6%	0.6%	12.6%	83.4%	2.9%	46. LACC's physical resources (e.g., facilities, equipment)	21.8%	35.2%	26.8%	11.2%	5.0%	179	2.29
3.82	178	0.0%	0.6%	15.7%	79.2%	4.5%	47. Sufficient numbers of support staff for your program	16.9%	28.7%	31.5%	15.7%	7.3%	178	2.50
3.76	180	0.6%	0.6%	20.6%	74.4%	3.9%	48. Availability of state of the art technology for instruction	18.9%	23.9%	38.3%	11.7%	7.2%	180	2.46
3.70	180	0.6%	1.7%	23.3%	68.9%	5.6%	49. Access to adequate training about computers and technology necessary to do your job	7.7%	14.4%	42.5%	27.1%	8.3%	181	2.97
3.88	184	0.0%	0.0%	11.4%	84.8%	3.8%	50. Maintenance of equipment in your area	18.0%	21.9%	36.0%	18.5%	5.6%	178	2.58
3.66	180	0.6%	1.1%	26.1%	60.6%	11.7%	51. Opportunity for input on remodeling or alteration of facilities	22.2%	23.3%	23.9%	14.4%	16.1%	180	2.36
3.90	185	0.5%	1.1%	5.9%	90.3%	2.2%	52. Security on campus	18.2%	23.8%	37.6%	16.0%	4.4%	181	2.54
3.85	184	0.0%	1.1%	13.0%	84.2%	1.6%	53. Conditions of restrooms on campus	37.0%	33.7%	16.8%	8.7%	3.8%	184	1.97
3.89	182	0.5%	1.6%	5.5%	90.7%	1.6%	54. LACC's parking availability	58.6%	22.6%	8.1%	5.9%	4.8%	186	1.59
3.91	173	0.0%	0.6%	7.5%	89.0%	2.9%	55.Overall, how would you rate your satisfaction as an employee at the present	8.1%	21.5%	38.2%	30.6%	1.6%	186	2.93
3.75	182.82	0%	2%	18%	75%	5%		12%	20%	35%	24%	9%	183.53	2.77

Los Angeles City College Campus Climate Survey - Fall 2007
Faculty Responses

II. Satisfaction with Campus Support Services

Satisfaction

	Very Dis- satisfied	Somewhat Dis- satisfied	Somewhat Satisfied	Very Satisfied	No Opinion/ Doesn't Apply	Count	Mean
1. Bookstore	3.8%	9.9%	40.7%	32.4%	13.2%	182	3.17
2. Business Office	1.1%	3.9%	38.9%	30.0%	26.1%	180	3.32
3. (IT) Computer Repair/Support Staff	2.7%	9.9%	30.2%	46.2%	11.0%	182	3.35
4. (IT) Telephone Services	3.9%	9.4%	37.0%	33.7%	16.0%	181	3.20
5. Sheriff's Office	3.9%	8.3%	43.1%	33.7%	11.0%	181	3.20
6. Auxiliary Food Services such as truck and vending machines	22.7%	18.2%	26.5%	14.9%	17.7%	181	2.41
7. Plant facilities	7.2%	22.1%	38.1%	16.6%	16.0%	181	2.76
8. Custodial operations	19.2%	23.1%	37.9%	12.6%	7.1%	182	2.47
9. Instructional Multi-Media Center - Media Services	1.1%	4.5%	32.6%	43.8%	18.0%	178	3.45
10. Instructional Multi-Media Center - Copy Center	2.7%	5.5%	32.4%	44.0%	15.4%	182	3.39
11. Payroll	8.7%	8.7%	38.6%	37.5%	6.5%	184	3.12
12. Personnel	2.8%	5.0%	41.7%	37.2%	13.3%	180	3.31
13. Administrative Services Office	3.3%	3.8%	44.6%	28.8%	19.6%	184	3.23
14. Library Services	1.6%	2.7%	25.7%	43.2%	26.8%	183	3.51
15. Learning Skills Center	1.6%	7.7%	28.0%	28.0%	34.6%	182	3.26
16. Academic Affairs Office	2.7%	9.8%	32.8%	35.5%	19.1%	183	3.25
17. Admissions and Records	1.1%	5.4%	34.8%	44.6%	14.1%	184	3.43
18. (OSS) Office of Special Services	1.1%	7.1%	31.3%	34.1%	26.4%	182	3.34
19. Student Services Office	1.1%	5.0%	30.0%	27.2%	36.7%	180	3.32
20. Student Discipline	3.3%	8.3%	28.2%	24.9%	35.4%	181	3.15
21. Staff and Organizational Development	4.4%	12.8%	35.0%	27.2%	20.6%	180	3.07
22. Teaching-Learning Center	0.0%	2.7%	26.1%	42.9%	28.3%	184	3.56
23. Los Angeles City College Foundation	3.3%	8.7%	27.3%	19.7%	41.0%	183	3.07
24. Institutional Research	2.8%	4.5%	19.0%	22.3%	51.4%	179	3.25
25. Marketing	8.2%	8.2%	27.5%	14.3%	41.8%	182	2.82
26. Grants	4.4%	11.5%	18.0%	7.7%	58.5%	183	2.70
27. Workforce Development	3.8%	6.0%	23.0%	13.1%	54.1%	183	2.99
	4.5%	8.6%	32.2%	29.5%	25.2%	181.7	3.2

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Faculty Responses

III. Learning Outcomes

Satisfaction

	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	Count	Mean
1. Extent to which I am familiar with the concept of student learning outcomes.	3.9%	14.4%	50.6%	31.1%	180	3.09
2. Extent to which I have participated in a workshop, training or conference on the topic of student learning outcomes.	6.4%	14.5%	45.7%	33.5%	173	3.06
3. Extent to which I have participated in a workshop, training or conference on the topic of SLO assessment.	8.0%	18.4%	47.1%	26.4%	174	2.92
4. Extent to which I have been involved with the process of developing student learning outcomes for a course, program or service at LACC.	9.3%	14.0%	44.8%	32.0%	172	2.99
5. Extent to which I have been involved with the process of developing SLO assessments for a course, program or service at LACC.	8.3%	18.9%	46.2%	26.6%	169	2.91
6. Extent to which I have provided students with information about student learning outcome expectations and assessment tools for a course, program or service at LACC.	10.5%	16.9%	50.6%	22.1%	172	2.84
7. Extent to which I am familiar with the "LACC Campus Core Competencies" for student learning.	9.8%	19.5%	46.6%	24.1%	174	2.85

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Faculty Responses

IV. Priorities

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree or Agree	Somewhat Agree	Agree	Strongly Agree	Count	Mean
1. LACC has a culture of academic excellence that systematically strengthens the educational program and the quality of teaching.	5.1%	5.1%	15.3%	10.8%	27.3%	27.8%	8.5%	176	4.68
2. LACC has a safe, aesthetically-pleasing campus environment.	12.7%	13.3%	21.5%	9.4%	27.6%	12.7%	2.8%	181	3.75
3. LACC has developed strong partnerships with business, industry, educational institutions, and neighborhood groups.	7.4%	12.0%	16.0%	32.0%	19.4%	10.9%	2.3%	175	3.86
4. LACC has a student-centered learning environment that focuses on students' needs and on removing the barriers to student success.	5.0%	7.7%	18.8%	14.4%	27.6%	18.8%	7.7%	181	4.39
5. LACC has both visibility and a reputation for quality in the community.	6.1%	10.6%	16.7%	17.2%	25.6%	17.2%	6.7%	180	4.24
6. LACC has successfully increased the resources available to the college through state and district allocation processes and through extramural development efforts.	4.5%	8.5%	18.2%	30.1%	20.5%	14.8%	3.4%	176	4.11
7. LACC has processes in place to allocate its resources efficiently.	7.5%	9.8%	16.1%	29.3%	17.2%	14.9%	5.2%	174	4.05
8. LACC systematically collects and uses data to make informed decisions that lead to continuous organizational improvement.	6.7%	6.1%	14.0%	30.7%	16.2%	20.1%	6.1%	179	4.28

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V. Personal Information

	Administrator	Adult Education/ Non-Credit Programs	Classified Staff	Counselors, Librarians, and other non-classroom certificated	Department Chair, regardless of amount of reassigned time	Faculty, Credit Instructional Programs (not Department Chair)	Manager/Supervisor	Count
1. Primary responsibility	1.6%	0.0%	3.3%	7.6%	8.2%	78.3%	1.1%	184

	0 to 5 years	6 to 10 years	11 to 15 years	16 to 20 years	21 to 25 years	26 years and more	Count
2. Years worked at LACC	24.3%	20.0%	13.0%	15.7%	7.6%	19.5%	185

	African American / Black	Asian / Pacific Islander	Filipino	Latino / Hispanic	White	Other	Decline to state	Count
3. Ethnicity	10.6%	10.0%	1.1%	10.0%	44.4%	6.7%	17.2%	180

	18-25	26-35	36-45	46-55	56 and over	Count
4. Age	0.0%	6.8%	16.9%	24.9%	51.4%	177

	Male	Female	Count
5. Gender:	53.2%	46.8%	171

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Faculty Responses

II. Satisfaction with Campus Support Services

Satisfaction

	Very Dis- satisfied	Somewhat Dis- satisfied	Somewhat Satisfied	Very Satisfied	No Opinion/ Doesn't Apply	Count	Mean
22. Teaching-Learning Center	0.0%	2.7%	26.1%	42.9%	28.3%	184	3.56
14. Library Services	1.6%	2.7%	25.7%	43.2%	26.8%	183	3.51
9. Instructional Multi-Media Center - Media Services	1.1%	4.5%	32.6%	43.8%	18.0%	178	3.45
17. Admissions and Records	1.1%	5.4%	34.8%	44.6%	14.1%	184	3.43
10. Instructional Multi-Media Center - Copy Center	2.7%	5.5%	32.4%	44.0%	15.4%	182	3.39
3. (IT) Computer Repair/Support Staff	2.7%	9.9%	30.2%	46.2%	11.0%	182	3.35
18. (OSS) Office of Special Services	1.1%	7.1%	31.3%	34.1%	26.4%	182	3.34
2. Business Office	1.1%	3.9%	38.9%	30.0%	26.1%	180	3.32
19. Student Services Office	1.1%	5.0%	30.0%	27.2%	36.7%	180	3.32
12. Personnel	2.8%	5.0%	41.7%	37.2%	13.3%	180	3.31
15. Learning Skills Center	1.6%	7.7%	28.0%	28.0%	34.6%	182	3.26
24. Institutional Research	2.8%	4.5%	19.0%	22.3%	51.4%	179	3.25
16. Academic Affairs Office	2.7%	9.8%	32.8%	35.5%	19.1%	183	3.25
13. Administrative Services Office	3.3%	3.8%	44.6%	28.8%	19.6%	184	3.23
5. Sheriff's Office	3.9%	8.3%	43.1%	33.7%	11.0%	181	3.20
4. (IT) Telephone Services	3.9%	9.4%	37.0%	33.7%	16.0%	181	3.20
1. Bookstore	3.8%	9.9%	40.7%	32.4%	13.2%	182	3.17
20. Student Discipline	3.3%	8.3%	28.2%	24.9%	35.4%	181	3.15
11. Payroll	8.7%	8.7%	38.6%	37.5%	6.5%	184	3.12
23. Los Angeles City College Foundation	3.3%	8.7%	27.3%	19.7%	41.0%	183	3.07
21. Staff and Organizational Development	4.4%	12.8%	35.0%	27.2%	20.6%	180	3.07
27. Workforce Development	3.8%	6.0%	23.0%	13.1%	54.1%	183	2.99
25. Marketing	8.2%	8.2%	27.5%	14.3%	41.8%	182	2.82
7. Plant facilities	7.2%	22.1%	38.1%	16.6%	16.0%	181	2.76
26. Grants	4.4%	11.5%	18.0%	7.7%	58.5%	183	2.70
8. Custodial operations	19.2%	23.1%	37.9%	12.6%	7.1%	182	2.47
6. Auxiliary Food Services such as truck and vending machines	22.7%	18.2%	26.5%	14.9%	17.7%	181	2.41
	4.5%	8.6%	32.2%	29.5%	25.2%	181.7	3.2

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II. Satisfaction with Campus Support Services

Satisfaction

	Very Dis- satisfied	Somewhat Dis- satisfied	Somewhat Satisfied	Very Satisfied	No Opinion/ Doesn't Apply	Count	Mean
22. Teaching-Learning Center	0.0%	2.7%	26.1%	42.9%	28.3%	184	3.56
14. Library Services	1.6%	2.7%	25.7%	43.2%	26.8%	183	3.51
9. Instructional Multi-Media Center - Media Services	1.1%	4.5%	32.6%	43.8%	18.0%	178	3.45
17. Admissions and Records	1.1%	5.4%	34.8%	44.6%	14.1%	184	3.43
10. Instructional Multi-Media Center - Copy Center	2.7%	5.5%	32.4%	44.0%	15.4%	182	3.39
3. (IT) Computer Repair/Support Staff	2.7%	9.9%	30.2%	46.2%	11.0%	182	3.35
18. (OSS) Office of Special Services	1.1%	7.1%	31.3%	34.1%	26.4%	182	3.34
2. Business Office	1.1%	3.9%	38.9%	30.0%	26.1%	180	3.32
19. Student Services Office	1.1%	5.0%	30.0%	27.2%	36.7%	180	3.32
12. Personnel	2.8%	5.0%	41.7%	37.2%	13.3%	180	3.31
15. Learning Skills Center	1.6%	7.7%	28.0%	28.0%	34.6%	182	3.26
24. Institutional Research	2.8%	4.5%	19.0%	22.3%	51.4%	179	3.25
16. Academic Affairs Office	2.7%	9.8%	32.8%	35.5%	19.1%	183	3.25
13. Administrative Services Office	3.3%	3.8%	44.6%	28.8%	19.6%	184	3.23
5. Sheriff's Office	3.9%	8.3%	43.1%	33.7%	11.0%	181	3.20
4. (IT) Telephone Services	3.9%	9.4%	37.0%	33.7%	16.0%	181	3.20
1. Bookstore	3.8%	9.9%	40.7%	32.4%	13.2%	182	3.17
20. Student Discipline	3.3%	8.3%	28.2%	24.9%	35.4%	181	3.15
11. Payroll	8.7%	8.7%	38.6%	37.5%	6.5%	184	3.12
23. Los Angeles City College Foundation	3.3%	8.7%	27.3%	19.7%	41.0%	183	3.07
21. Staff and Organizational Development	4.4%	12.8%	35.0%	27.2%	20.6%	180	3.07
27. Workforce Development	3.8%	6.0%	23.0%	13.1%	54.1%	183	2.99
25. Marketing	8.2%	8.2%	27.5%	14.3%	41.8%	182	2.82
7. Plant facilities	7.2%	22.1%	38.1%	16.6%	16.0%	181	2.76
26. Grants	4.4%	11.5%	18.0%	7.7%	58.5%	183	2.70
8. Custodial operations	19.2%	23.1%	37.9%	12.6%	7.1%	182	2.47
6. Auxiliary Food Services such as truck and vending machines	22.7%	18.2%	26.5%	14.9%	17.7%	181	2.41
	4.5%	8.6%	32.2%	29.5%	25.2%	181.7	3.2