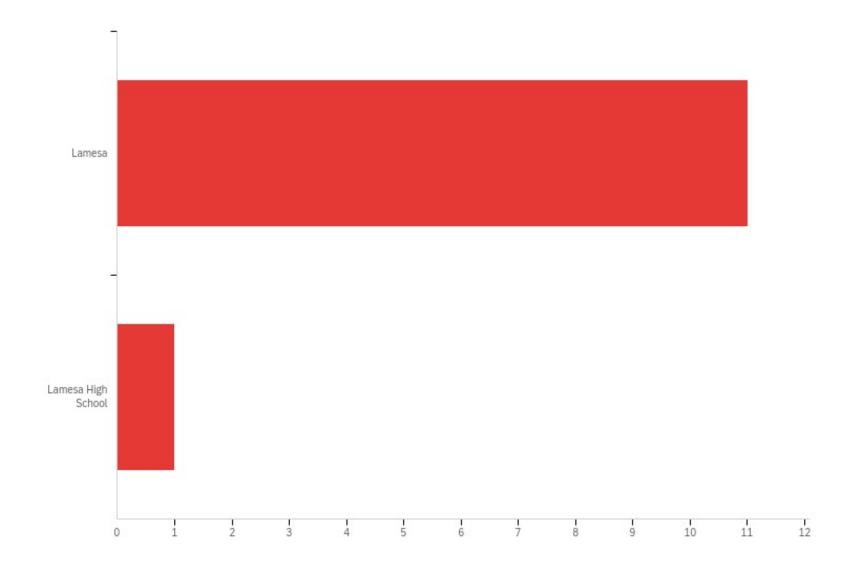
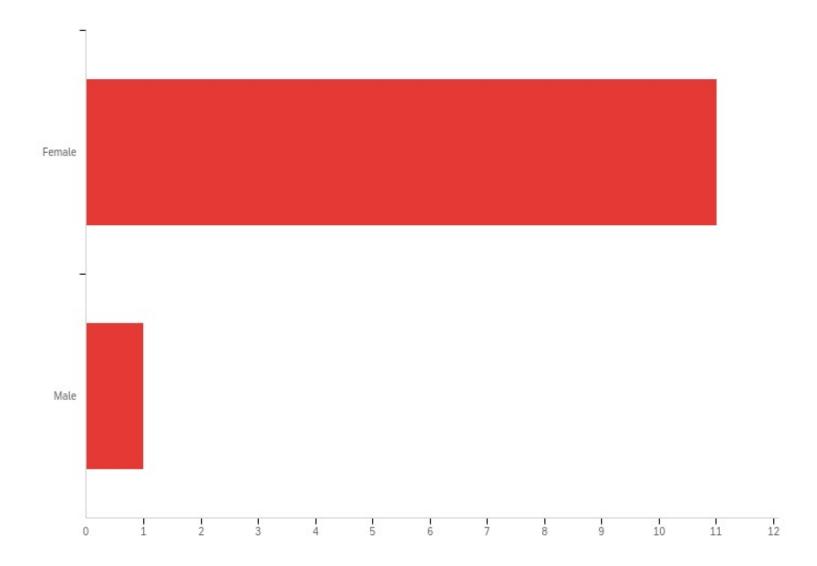
# Student Satisfaction Survey – Fall 2020

Lamesa



## HC

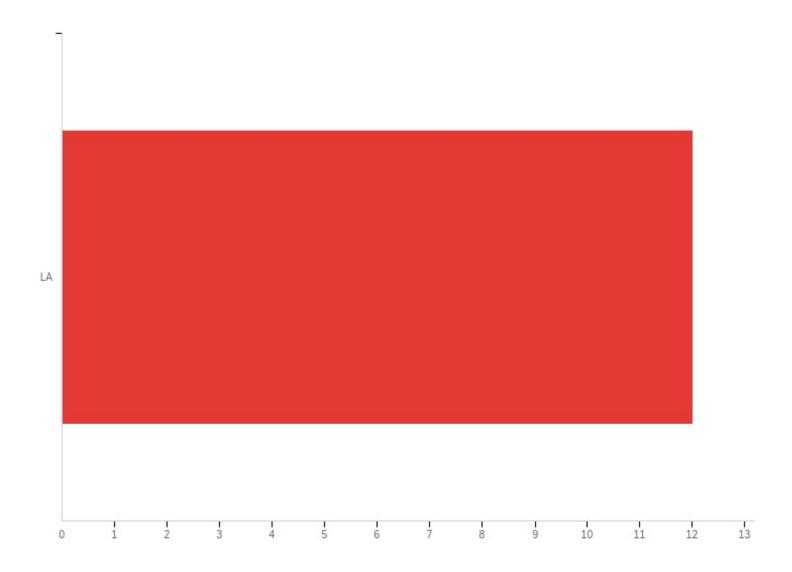
#	Answer	%	Count
1	Lamesa	91.67%	11
2	Lamesa High School	8.33%	1
	Total	100%	12



### Sex

#	Answer	%	Count
1	Female	91.67%	11
2	Male	8.33%	1
	Total	100%	12

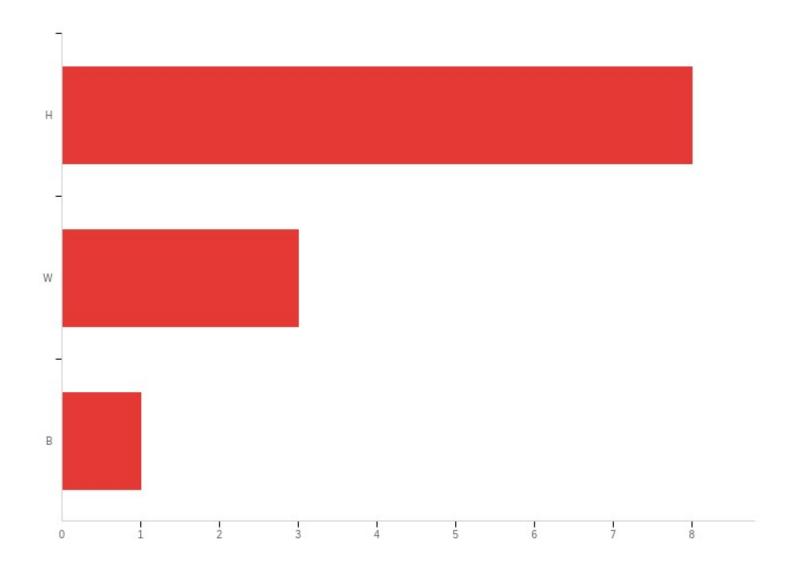
# CampusGroup



# CampusGroup

#	Answer	%	Count
1	LA	100.00%	12
	Total	100%	12

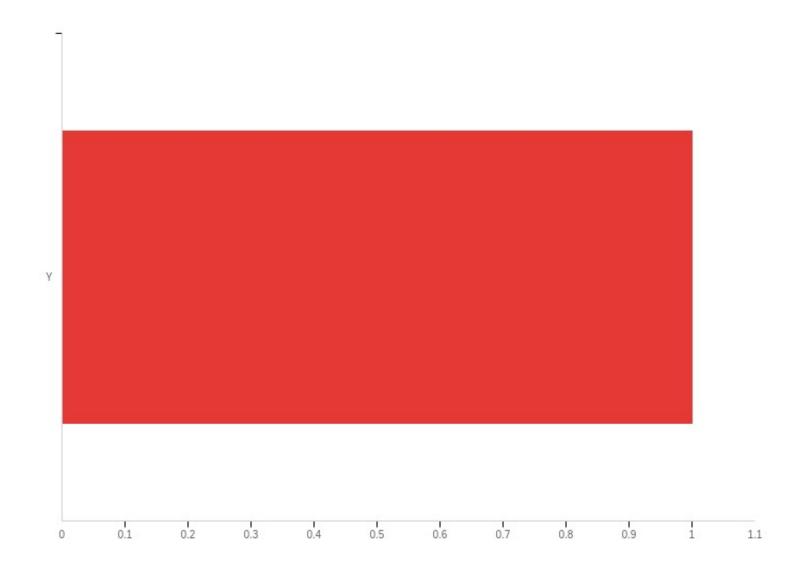
# WorkEth



## WorkEth

#	Answer	%	Count
1	Н	66.67%	8
2	W	25.00%	3
3	В	8.33%	1
	Total	100%	12

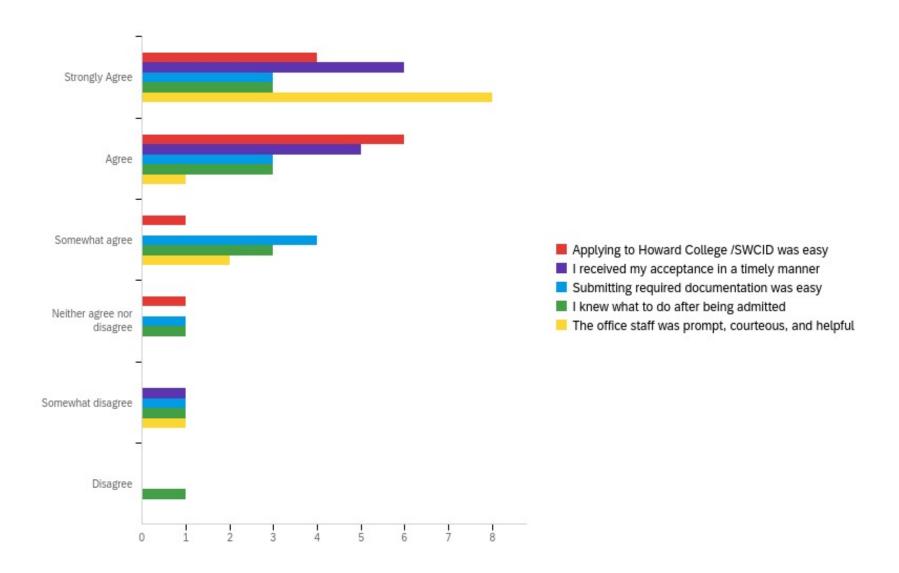
# DualCredit



## DualCredit

#	Answer	%	Count
1	Υ	100.00%	1
	Total	100%	1

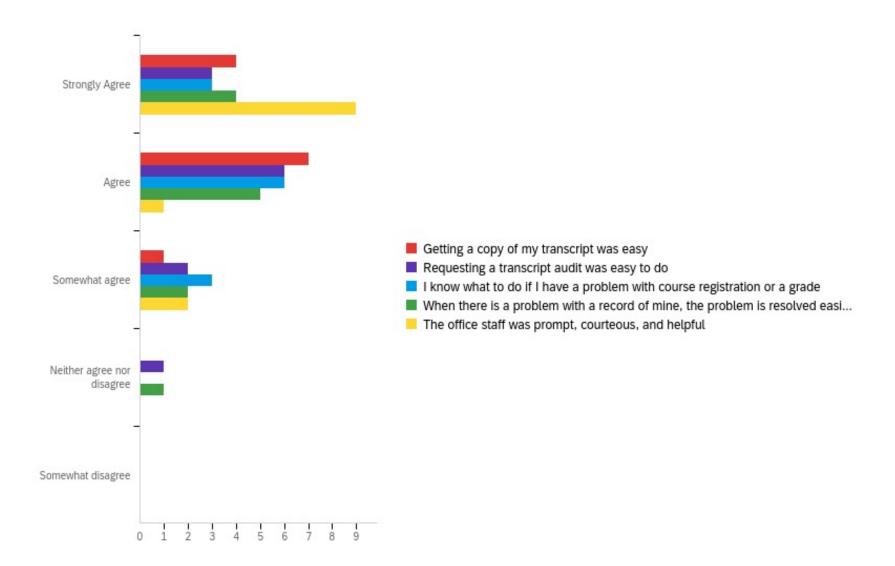
Q1 - Please select an answer that you feel accurately portrays your experience with...



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Applying to Howard College /SWCID was easy	1.00	4.00	1.92	0.86	0.74	12
2	I received my acceptance in a timely manner	1.00	5.00	1.75	1.09	1.19	12
3	Submitting required documentation was easy	1.00	5.00	2.50	1.19	1.42	12
4	I knew what to do after being admitted	1.00	6.00	2.75	1.53	2.35	12
5	The office staff was prompt, courteous, and helpful	1.00	5.00	1.75	1.23	1.52	12

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree		Total
1	Applying to Howard College /SWCID was easy	33.33%	4	50.00%	6	8.33%	1	8.33%	1	0.00%	0	0.00%	0	12
2	I received my acceptance in a timely manner	50.00%	6	41.67%	5	0.00%	0	0.00%	0	8.33%	1	0.00%	0	12
3	Submitting required documentation was easy	25.00%	3	25.00%	3	33.33%	4	8.33%	1	8.33%	1	0.00%	0	12
4	I knew what to do after being admitted	25.00%	3	25.00%	3	25.00%	3	8.33%	1	8.33%	1	8.33%	1	12
5	The office staff was prompt, courteous, and helpful	66.67%	8	8.33%	1	16.67%	2	0.00%	0	8.33%	1	0.00%	0	12

Q3 - Please select an answer that you feel accurately portrays your experience with...



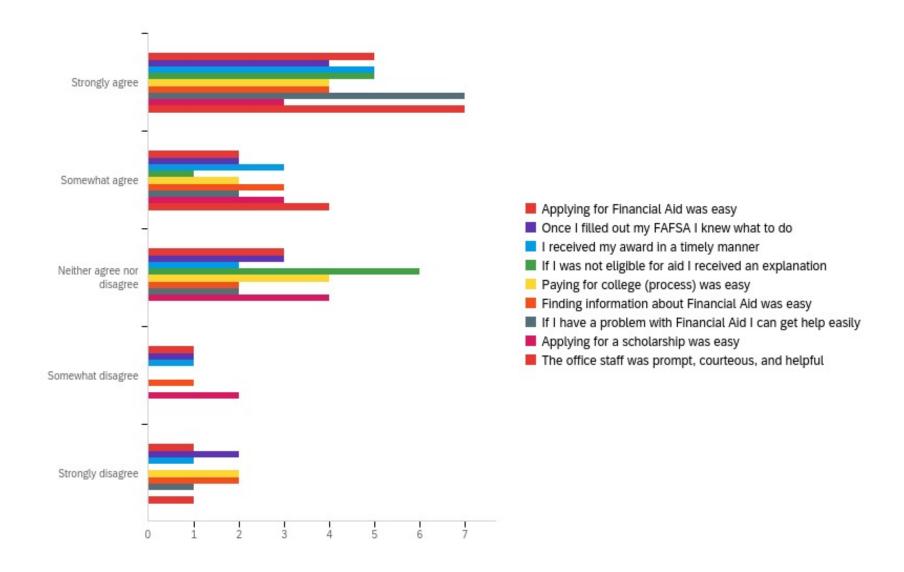
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Getting a copy of my transcript was easy	1.00	3.00	1.75	0.60	0.35	12
2	Requesting a transcript audit was easy to do	1.00	4.00	2.08	0.86	0.74	12
3	I know what to do if I have a problem with course registration or a grade	1.00	3.00	2.00	0.71	0.50	12
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	1.00	4.00	2.00	0.91	0.83	12

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
5	The office staff was prompt, courteous, and helpful	1.00	3.00	1.42	0.76	0.58	12

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	33.33%	4	58.33%	7	8.33%	1	0.00%	0	0.00%	0	12
2	Requesting a transcript audit was easy to do	25.00%	3	50.00%	6	16.67%	2	8.33%	1	0.00%	0	12
3	I know what to do if I have a problem with course registration or a grade	25.00%	3	50.00%	6	25.00%	3	0.00%	0	0.00%	0	12
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	33.33%	4	41.67%	5	16.67%	2	8.33%	1	0.00%	0	12

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
5	The office staff was prompt, courteous, and helpful	75.00%	9	8.33%	1	16.67%	2	0.00%	0	0.00%	0	12

Q5 - Please select an answer that you feel accurately portrays your experience with...



Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Applying for Financial Aid was easy	1.00	5.00	2.25	1.30	1.69	12
2	Once I filled out my FAFSA I knew what to do	1.00	5.00	2.58	1.44	2.08	12
3	I received my award in a timely manner	1.00	5.00	2.17	1.28	1.64	12
4	If I was not eligible for aid I received	1.00	3.00	2.08	0.95	0.91	12

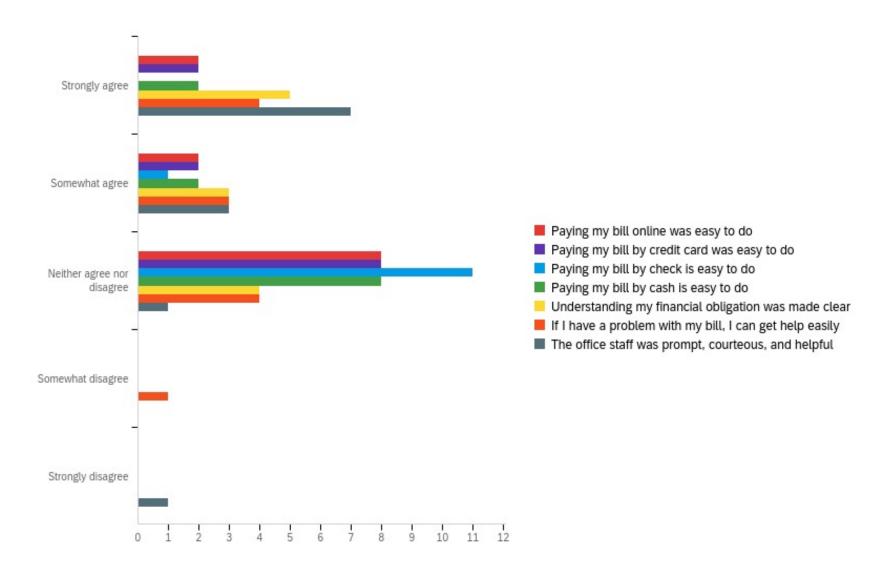
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	Finding information about Financial Aid was easy	1.00	5.00	2.50	1.44	2.08	12
7	If I have a problem with Financial Aid I can get help easily	1.00	5.00	1.83	1.21	1.47	12
8	Applying for a scholarship was easy	1.00	4.00	2.42	1.04	1.08	12
9	The office staff was prompt, courteous, and helpful	1.00	5.00	1.67	1.11	1.22	12

Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewh at agree		Neither agree nor disagree		Somewh at disagree
1	Applying for Financial Aid was easy	41.67%	5	16.67%	2	25.00%	3	8.33%
2	Once I filled out my FAFSA I knew what to do	33.33%	4	16.67%	2	25.00%	3	8.33%
3	I received my award in a timely manner	41.67%	5	25.00%	3	16.67%	2	8.33%
4	If I was not eligible	41.67%	5	8.33%	1	50.00%	6	0.00%

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
6	Finding information about Financial Aid was easy	33.33%	4	25.00%	3	16.67%	2	8.33%	1	16.67%	2	12
7	If I have a problem with Financial Aid I can get help easily	58.33%	7	16.67%	2	16.67%	2	0.00%	0	8.33%	1	12
8	Applying for a scholarship was easy	25.00%	3	25.00%	3	33.33%	4	16.67%	2	0.00%	0	12
9	The office staff was prompt, courteous, and helpful	58.33%	7	33.33%	4	0.00%	0	0.00%	0	8.33%	1	12

Q6 - Please select an answer that you feel accurately portrays your experience with...



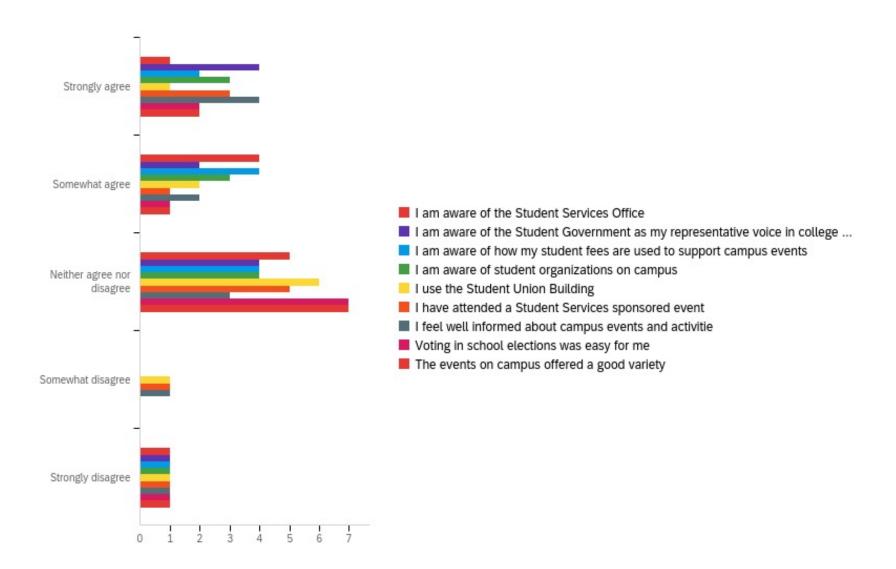
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Paying my bill online was easy to do	1.00	3.00	2.50	0.76	0.58	12
2	Paying my bill by credit card was easy to do	1.00	3.00	2.50	0.76	0.58	12
3	Paying my bill by check is easy to do	2.00	3.00	2.92	0.28	0.08	12
4	Paying my bill by cash is easy to do	1.00	3.00	2.50	0.76	0.58	12
5	Understanding my financial obligation was made clear	1.00	3.00	1.92	0.86	0.74	12

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	If I have a problem with my bill, I can get help easily	1.00	4.00	2.17	0.99	0.97	12
7	The office staff was prompt, courteous, and helpful	1.00	5.00	1.75	1.16	1.35	12

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	16.67%	2	16.67%	2	66.67%	8	0.00%	0	0.00%	0	12
2	Paying my bill by credit card was easy to do	16.67%	2	16.67%	2	66.67%	8	0.00%	0	0.00%	0	12
3	Paying my bill by check is easy to do	0.00%	0	8.33%	1	91.67%	11	0.00%	0	0.00%	0	12
4	Paying my bill by cash is easy to do	16.67%	2	16.67%	2	66.67%	8	0.00%	0	0.00%	0	12
5	Understanding my financial obligation was made clear	41.67%	5	25.00%	3	33.33%	4	0.00%	0	0.00%	0	12

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
6	If I have a problem with my bill, I can get help easily	33.33%	4	25.00%	3	33.33%	4	8.33%	1	0.00%	0	12
7	The office staff was prompt, courteous, and helpful	58.33%	7	25.00%	3	8.33%	1	0.00%	0	8.33%	1	12

Q6 - Please select an answer that you feel accurately portrays your experience with...



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am aware of the Student Services Office	1.00	5.00	2.64	0.98	0.96	11
2	I am aware of the Student Government as my representative voice in college affairs	1.00	5.00	2.27	1.21	1.47	11
3	I am aware of how my student fees are used to support campus events	1.00	5.00	2.45	1.08	1.16	11

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
4	I am aware of student organizations on campus	1.00	5.00	2.36	1.15	1.32	11
5	I use the Student Union Building	1.00	5.00	2.91	1.00	0.99	11
6	I have attended a Student Services sponsored event	1.00	5.00	2.64	1.23	1.50	11
7	I feel well informed about campus events and activitie	1.00	5.00	2.36	1.30	1.69	11

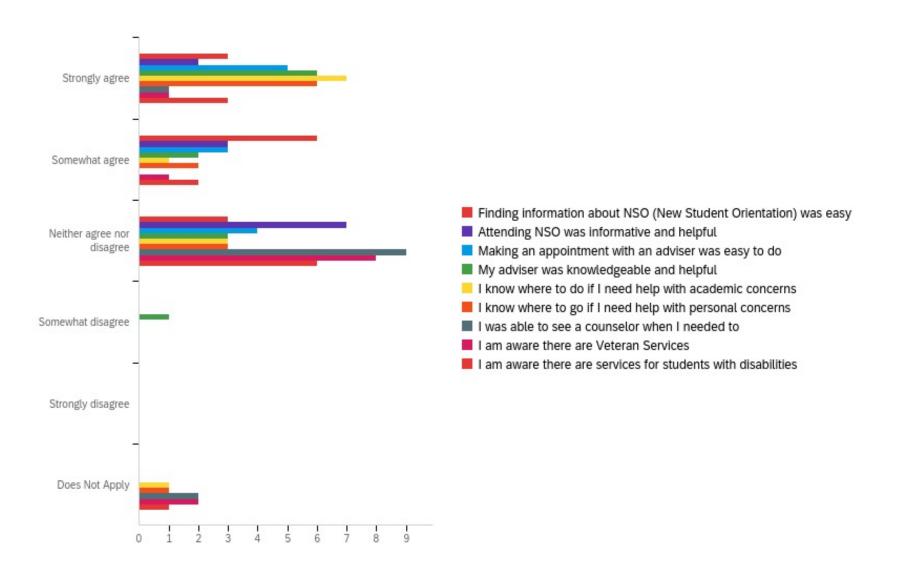
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
8	Voting in school elections was easy for me	1.00	5.00	2.73	1.05	1.11	11
9	The events on campus offered a good variety	1.00	5.00	2.73	1.05	1.11	11

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I am aware of the Student Services Office	9.09%	1	36.36%	4	45.45%	5	0.00%	0	9.09%	1	11
2	I am aware of the Student Government as my representative voice in college affairs	36.36%	4	18.18%	2	36.36%	4	0.00%	0	9.09%	1	11
3	I am aware of how my student fees are used to support campus events	18.18%	2	36.36%	4	36.36%	4	0.00%	0	9.09%	1	11

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	27.27%	3	27.27%	3	36.36%	4	0.00%	0	9.09%	1	11
5	I use the Student Union Building	9.09%	1	18.18%	2	54.55%	6	9.09%	1	9.09%	1	11
6	I have attended a Student Services sponsored event	27.27%	3	9.09%	1	45.45%	5	9.09%	1	9.09%	1	11
7	I feel well informed about campus events and activitie	36.36%	4	18.18%	2	27.27%	3	9.09%	1	9.09%	1	11

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
8	Voting in school elections was easy for me	18.18%	2	9.09%	1	63.64%	7	0.00%	0	9.09%	1	11
9	The events on campus offered a good variety	18.18%	2	9.09%	1	63.64%	7	0.00%	0	9.09%	1	11

Q7 - Please select an answer that you feel accurately portrays your experience with...



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Finding information about NSO (New Student Orientation) was easy	1.00	3.00	2.00	0.71	0.50	12
2	Attending NSO was informative and helpful	1.00	3.00	2.42	0.76	0.58	12
3	Making an appointment with an adviser was easy to do	1.00	3.00	1.92	0.86	0.74	12
4	My adviser was knowledgeable and helpful	1.00	4.00	1.92	1.04	1.08	12

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
5	I know where to do if I need help with academic concerns	1.00	6.00	2.00	1.47	2.17	12
6	I know where to go if I need help with personal concerns	1.00	6.00	2.08	1.44	2.08	12
7	I was able to see a counselor when I needed to	1.00	6.00	3.33	1.31	1.72	12
8	I am aware there are Veteran Services	1.00	6.00	3.25	1.36	1.85	12

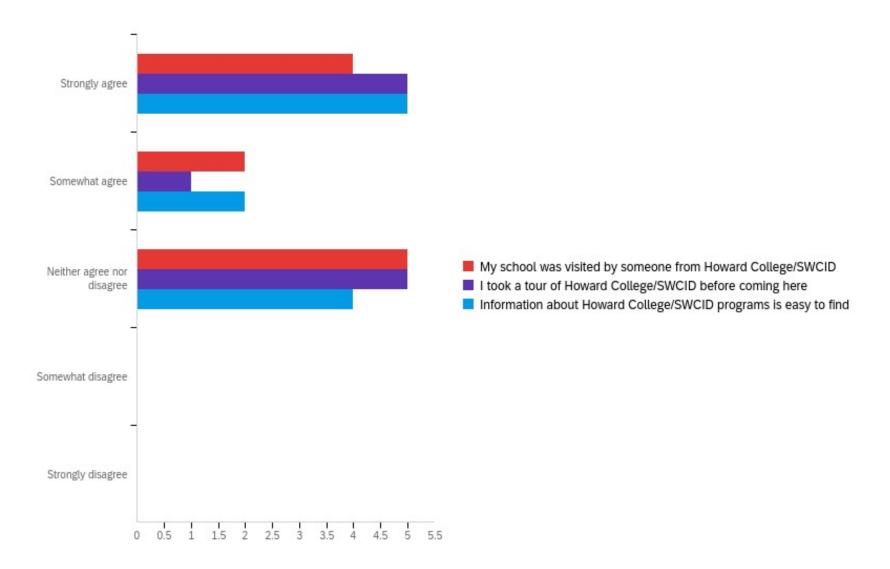
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
9	I am aware there are services for students with disabilities	1.00	6.00	2.58	1.32	1.74	12

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Does Not Apply		Total
1	Finding information about NSO (New Student Orientation) was easy	25.00%	3	50.00%	6	25.00%	3	0.00%	0	0.00%	0	0.00%	0	12
2	Attending NSO was informative and helpful	16.67%	2	25.00%	3	58.33%	7	0.00%	0	0.00%	0	0.00%	0	12
3	Making an appointment with an adviser was easy to do	41.67%	5	25.00%	3	33.33%	4	0.00%	0	0.00%	0	0.00%	0	12
4	My adviser was knowledgeable and helpful	50.00%	6	16.67%	2	25.00%	3	8.33%	1	0.00%	0	0.00%	0	12

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Does Not Apply		Total
5	I know where to do if I need help with academic concerns	58.33%	7	8.33%	1	25.00%	3	0.00%	0	0.00%	0	8.33%	1	12
6	I know where to go if I need help with personal concerns	50.00%	6	16.67%	2	25.00%	3	0.00%	0	0.00%	0	8.33%	1	12
7	I was able to see a counselor when I needed to	8.33%	1	0.00%	0	75.00%	9	0.00%	0	0.00%	0	16.67%	2	12
8	I am aware there are Veteran Services	8.33%	1	8.33%	1	66.67%	8	0.00%	0	0.00%	0	16.67%	2	12

#	Question	Strongly agree		Somewh at agree		Neither agree nor disagree		Somewh at disagree
9	I am aware there are services for students with disabilitie s	25.00%	3	16.67%	2	50.00%	6	0.00%

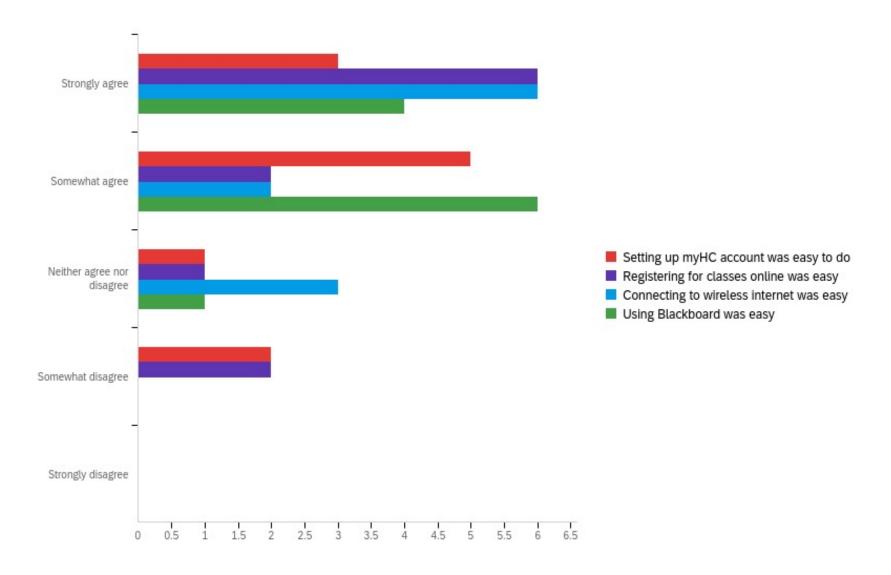
Q7 - Please select an answer that you feel accurately portrays your experience with...



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	My school was visited by someone from Howard College/SWCID	1.00	3.00	2.09	0.90	0.81	11
2	I took a tour of Howard College/SWCID before coming here	1.00	3.00	2.00	0.95	0.91	11
3	Information about Howard College/SWCID programs is easy to find	1.00	3.00	1.91	0.90	0.81	11

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	My school was visited by someone from Howard College/SWCID	36.36%	4	18.18%	2	45.45%	5	0.00%	0	0.00%	0	11
2	I took a tour of Howard College/SWCID before coming here	45.45%	5	9.09%	1	45.45%	5	0.00%	0	0.00%	0	11
3	Information about Howard College/SWCID programs is easy to find	45.45%	5	18.18%	2	36.36%	4	0.00%	0	0.00%	0	11

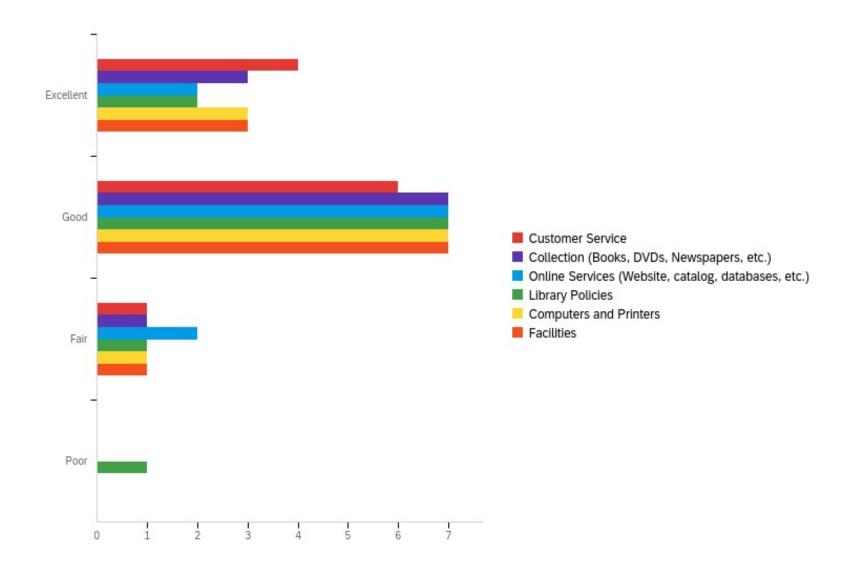
Q8 - Please select an answer that you feel accurately portrays your experience with...



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Setting up myHC account was easy to do	1.00	4.00	2.18	1.03	1.06	11
2	Registering for classes online was easy	1.00	4.00	1.91	1.16	1.36	11
3	Connecting to wireless internet was easy	1.00	3.00	1.73	0.86	0.74	11
4	Using Blackboard was easy	1.00	3.00	1.73	0.62	0.38	11

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Setting up myHC account was easy to do	27.27%	3	45.45%	5	9.09%	1	18.18%	2	0.00%	0	11
2	Registering for classes online was easy	54.55%	6	18.18%	2	9.09%	1	18.18%	2	0.00%	0	11
3	Connecting to wireless internet was easy	54.55%	6	18.18%	2	27.27%	3	0.00%	0	0.00%	0	11
4	Using Blackboard was easy	36.36%	4	54.55%	6	9.09%	1	0.00%	0	0.00%	0	11

## Q13 - Please rate each of the following library services



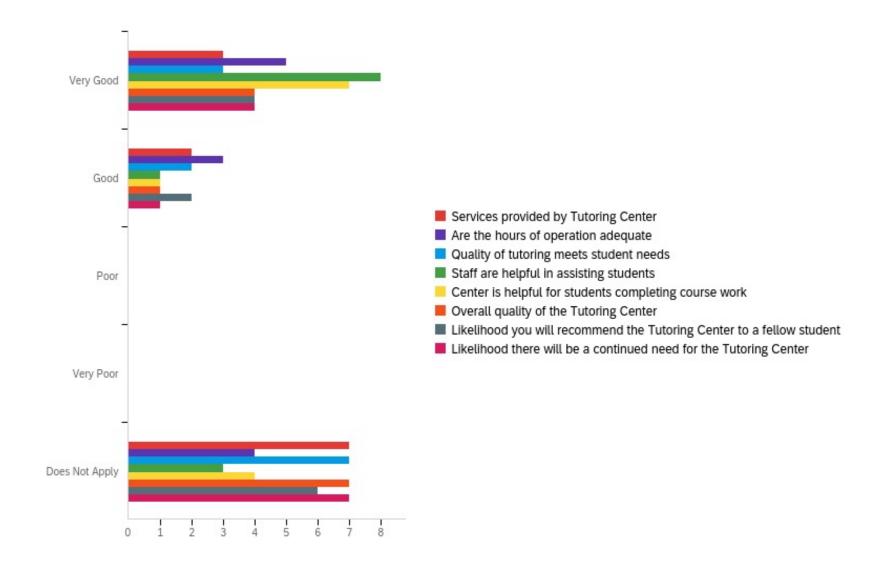
# Q13 - Please rate each of the following library services

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Customer Service	1.00	3.00	1.73	0.62	0.38	11
2	Collection (Books, DVDs, Newspapers, etc.)	1.00	3.00	1.82	0.57	0.33	11
3	Online Services (Website, catalog, databases, etc.)	1.00	3.00	2.00	0.60	0.36	11
4	Library Policies	1.00	4.00	2.09	0.79	0.63	11
5	Computers and Printers	1.00	3.00	1.82	0.57	0.33	11
6	Facilities	1.00	3.00	1.82	0.57	0.33	11

# Q13 - Please rate each of the following library services

#	Question	Excellent		Good		Fair		Poor		Total
1	Customer Service	36.36%	4	54.55%	6	9.09%	1	0.00%	0	11
2	Collection (Books, DVDs, Newspapers, etc.)	27.27%	3	63.64%	7	9.09%	1	0.00%	0	11
3	Online Services (Website, catalog, databases, etc.)	18.18%	2	63.64%	7	18.18%	2	0.00%	0	11
4	Library Policies	18.18%	2	63.64%	7	9.09%	1	9.09%	1	11
5	Computers and Printers	27.27%	3	63.64%	7	9.09%	1	0.00%	0	11
6	Facilities	27.27%	3	63.64%	7	9.09%	1	0.00%	0	11

Q14 - Please rate your experience/opinion concerning the Tutoring Center.



# Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Services provided by Tutoring Center	1.00	5.00	3.50	1.80	3.25	12
2	Are the hours of operation adequate	1.00	5.00	2.58	1.75	3.08	12
3	Quality of tutoring meets student needs	1.00	5.00	3.50	1.80	3.25	12
4	Staff are helpful in assisting students	1.00	5.00	2.08	1.71	2.91	12
5	Center is helpful for students completing course work	1.00	5.00	2.42	1.85	3.41	12

# Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	Overall quality of the Tutoring Center	1.00	5.00	3.42	1.89	3.58	12
7	Likelihood you will recommend the Tutoring Center to a fellow student	1.00	5.00	3.17	1.86	3.47	12
8	Likelihood there will be a continued need for the Tutoring Center	1.00	5.00	3.42	1.89	3.58	12

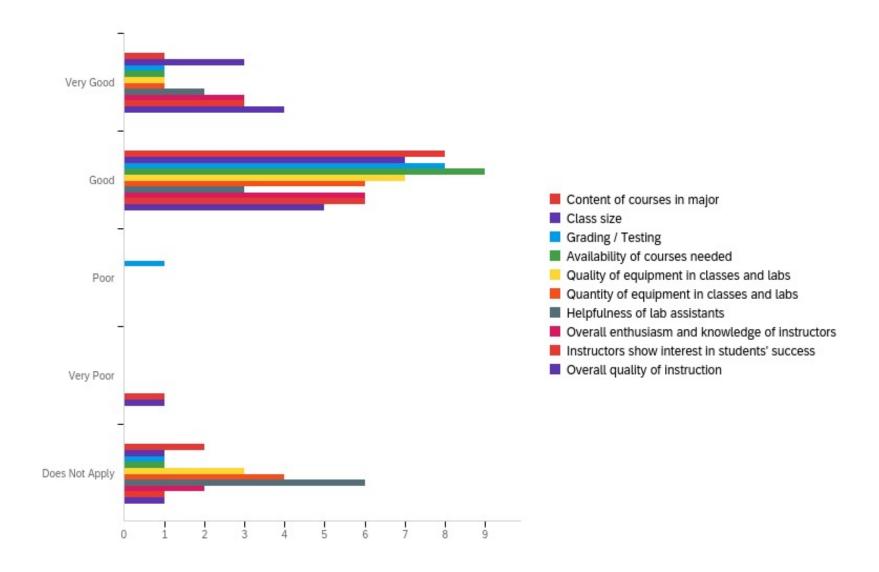
Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good		Good		Poor		Very Poor
1	Services provided by Tutoring Center	25.00%	3	16.67%	2	0.00%	0	0.00%
2	Are the hours of operation adequate	41.67%	5	25.00%	3	0.00%	0	0.00%
3	Quality of tutoring meets student needs	25.00%	3	16.67%	2	0.00%	0	0.00%
4	Staff are helpful in assisting students	66.67%	8	8.33%	1	0.00%	0	0.00%
5	Center is	58.33%	7	8.33%	1	0.00%	0	0.00%

# Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
6	Overall quality of the Tutoring Center	33.33%	4	8.33%	1	0.00%	0	0.00%	0	58.33%	7	12
7	Likelihood you will recommend the Tutoring Center to a fellow student	33.33%	4	16.67%	2	0.00%	0	0.00%	0	50.00%	6	12
8	Likelihood there will be a continued need for the Tutoring Center	33.33%	4	8.33%	1	0.00%	0	0.00%	0	58.33%	7	12

Q18 - How would you evaluate your courses at Howard College / SWCID?



Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Content of courses in major	1.00	5.00	2.45	1.23	1.52	11
2	Class size	1.00	5.00	2.00	1.04	1.09	11
3	Grading / Testing	1.00	5.00	2.27	0.96	0.93	11
4	Availabilit y of courses needed	1.00	5.00	2.18	0.94	0.88	11
5	Quality of equipmen t in classes and labs	1.00	5.00	2.73	1.42	2.02	11
6	Quantity of equipmen t in	1.00	5.00	3.00	1.54	2.36	11

# Q18 - How would you evaluate your courses at Howard College / SWCID?

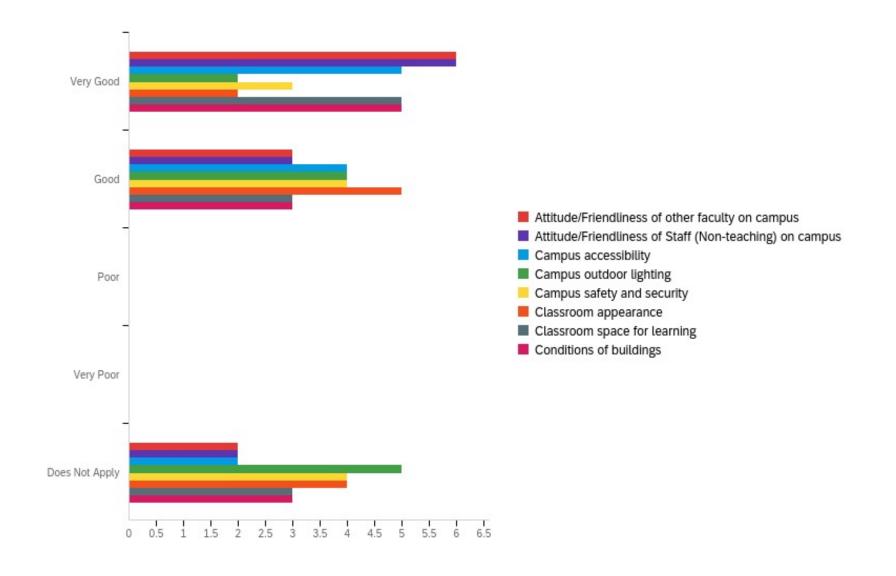
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
7	Helpfulness of lab assistants	1.00	5.00	3.45	1.72	2.98	11
8	Overall enthusiasm and knowledge of instructors	1.00	5.00	2.27	1.35	1.83	11
9	Instructors show interest in students' success	1.00	5.00	2.18	1.19	1.42	11
10	Overall quality of instruction	1.00	5.00	2.09	1.24	1.54	11

Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good		Good		Poor		Very Poor
1	Content of courses in major	9.09%	1	72.73%	8	0.00%	0	0.00%
2	Class size	27.27%	3	63.64%	7	0.00%	0	0.00%
3	Grading / Testing	9.09%	1	72.73%	8	9.09%	1	0.00%
4	Availabilit y of courses needed	9.09%	1	81.82%	9	0.00%	0	0.00%
5	Quality of equipme nt in classes and labs	9.09%	1	63.64%	7	0.00%	0	0.00%
6	Quantity of equipme	9.09%	1	54.55%	6	0.00%	0	0.00%

# Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
7	Helpfulness of lab assistants	18.18%	2	27.27%	3	0.00%	0	0.00%	0	54.55%	6	11
8	Overall enthusiasm and knowledge of instructors	27.27%	3	54.55%	6	0.00%	0	0.00%	0	18.18%	2	11
9	Instructors show interest in students' success	27.27%	3	54.55%	6	0.00%	0	9.09%	1	9.09%	1	11
10	Overall quality of instruction	36.36%	4	45.45%	5	0.00%	0	9.09%	1	9.09%	1	11



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Attitude/Friendliness of other faculty on campus	1.00	5.00	2.00	1.48	2.18	11
2	Attitude/Friendliness of Staff (Non-teaching) on campus	1.00	5.00	2.00	1.48	2.18	11
3	Campus accessibility	1.00	5.00	2.09	1.44	2.08	11
4	Campus outdoor lighting	1.00	5.00	3.18	1.70	2.88	11
5	Campus safety and security	1.00	5.00	2.82	1.70	2.88	11

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	Classroom appearance	1.00	5.00	2.91	1.62	2.63	11
7	Classroom space for learning	1.00	5.00	2.36	1.67	2.78	11
8	Conditions of buildings	1.00	5.00	2.36	1.67	2.78	11

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Attitude/Friendliness of other faculty on campus	54.55%	6	27.27%	3	0.00%	0	0.00%	0	18.18%	2	11
2	Attitude/Friendliness of Staff (Non-teaching) on campus	54.55%	6	27.27%	3	0.00%	0	0.00%	0	18.18%	2	11
3	Campus accessibility	45.45%	5	36.36%	4	0.00%	0	0.00%	0	18.18%	2	11
4	Campus outdoor lighting	18.18%	2	36.36%	4	0.00%	0	0.00%	0	45.45%	5	11
5	Campus safety and security	27.27%	3	36.36%	4	0.00%	0	0.00%	0	36.36%	4	11

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
6	Classroom appearance	18.18%	2	45.45%	5	0.00%	0	0.00%	0	36.36%	4	11
7	Classroom space for learning	45.45%	5	27.27%	3	0.00%	0	0.00%	0	27.27%	3	11
8	Conditions of buildings	45.45%	5	27.27%	3	0.00%	0	0.00%	0	27.27%	3	11