

Survey of Technical Skills of Faculty and Staff

conducted in the Fall 08 semester



Methodology: The survey was sent to all Faculty and Staff through email.

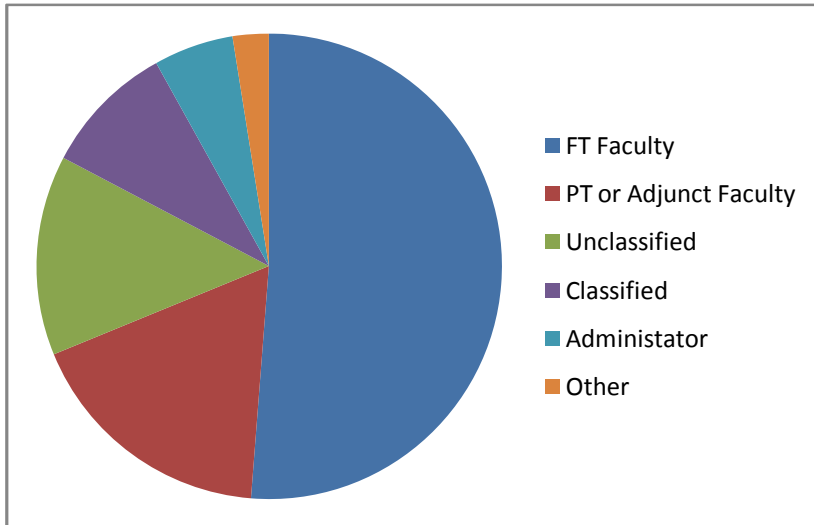
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Who Participated in the Survey

Classification of Respondents

	Frequency	Percent
FT Faculty	184	51.3%
PT or Adjunct Faculty	63	17.5%
Unclassified	50	13.9%
Classified	33	9.2%
Administator	20	5.6%
Other	9	2.5%
Total	359	100.0%



Division

	Frequency	Percent
Business & Technology	81	22.5%
Arts & Humanities	46	12.8%
Communications	29	8.1%
Math & Science	38	10.6%
Allied Health	33	9.2%
Student Services	25	6.9%
Academic Support'	9	2.5%
Business Office	5	1.4%
Technology Support	8	2.2%
Administration	32	8.9%
Other	10	2.8%
Nursing	30	8.3%
Workforce Dev	14	3.9%
Total	360	100.0%

Have you taught online?

FT Faculty

	Frequency	Percent
Yes	101	54.9%
No	83	45.1%
Total	184	100.0%

Adjunct

Yes	28	45.2%
No	34	54.8%
Total	62	100.0%

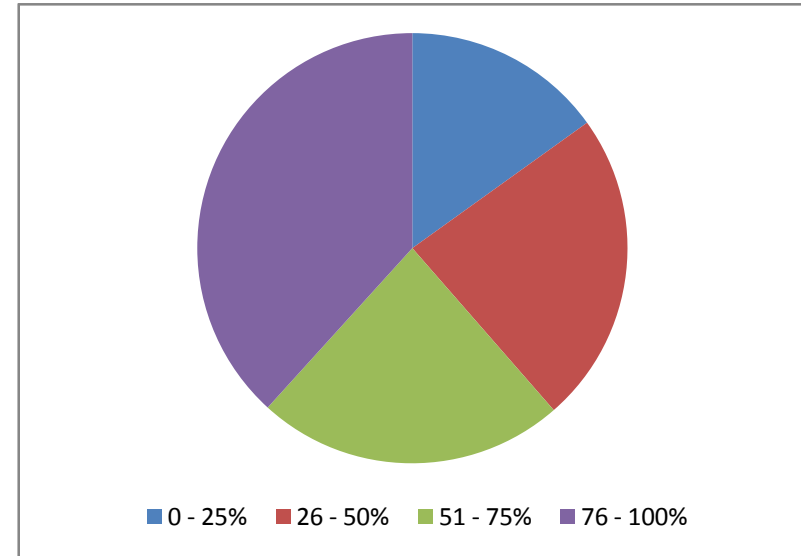
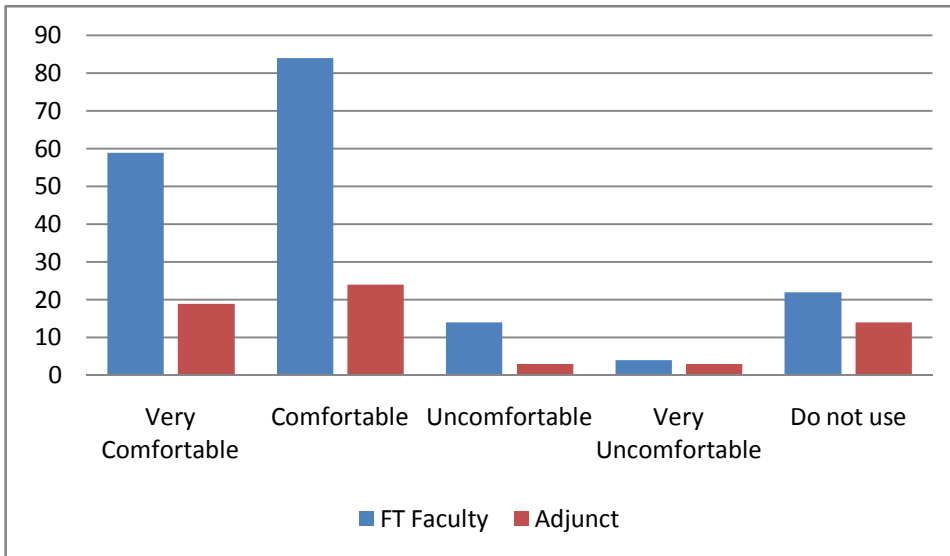
Technical Factors

Faculty Comfort with Blackboard

	FT Faculty		Adjunct Faculty	
	Frequency	Percent	Frequency	Percent
Very Comfortable	59	32.2%	19	30.2%
Comfortable	84	45.9%	24	38.1%
Uncomfortable	14	7.7%	3	4.8%
Very Uncomfortable	4	2.2%	3	4.8%
Do not use	22	12.0%	14	22.2%
Total	183		63	

Time Spent on Computer

	Frequency	Percent
0 - 25%	52	15.1%
26 - 50%	81	23.5%
51 - 75%	80	23.2%
76 - 100%	132	38.3%
Total	345	



Results by Employee Classification

	FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administator	Other	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Basic Computer Competencies							
Computer Usage							
Using the computer to access the Internet course.	4.51	4.61	4.36	4.28	4.20	4.38	4.47
Using a mouse, dragging, opening, double-clicking, right-clicking, downloading, uploading, sending, etc.	4.65	4.81	4.82	4.41	4.79	4.75	4.68
Copying, storing and finding files/folders on flash, floppy, and hard drives.	4.48	4.60	4.52	4.30	4.68	4.44	4.49
Explaining the difference between a server, a network, and a local drive.	3.73	3.78	3.52	3.13	3.68	3.22	3.63
Using the Task Manager to switch between open applications and to end a task.	3.92	4.07	3.86	3.88	3.83	3.89	3.91
Navigating between two or more applications (minimizing/maximizing windows), without closing and re-opening (multitasking).	4.41	4.44	4.55	4.15	4.47	4.33	4.41
Email Usage							
Sending, opening, replying to, and forwarding a message / Entering a message subject / Adding and finding a contact.	4.64	4.81	4.80	4.45	4.70	4.67	4.67
Sending, opening, and/or saving an attachment.	4.62	4.77	4.72	4.41	4.89	4.56	4.65

Results by Employee Classification								
		FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administator	Other	All
		Mean	Mean	Mean	Mean	Mean	Mean	Mean
Managing archive email (emptying “deleted” and “sent” files, saving email to file, etc.).		4.22	4.48	4.30	4.13	4.15	4.22	4.26
Using and communicating accepted standards of email etiquette.		4.42	4.53	4.54	4.27	4.55	3.78	4.43
Web Browser Usage								
Conducting a basic search using a search engine /Going to specific URLs/Following a hypertext link/Downloading and installing plug-ins.		4.26	4.47	4.43	3.91	4.45	4.33	4.29
Printing a page.		4.74	4.79	4.71	4.59	4.85	4.67	4.73
Defining and explaining the purpose of cookies (other than for snacks).		3.37	3.56	3.50	3.16	2.95	3.22	3.35
Recommending precautions against viruses, spyware, etc.		3.44	3.59	3.42	3.06	3.06	3.33	3.39
Desktop Application								
Opening a new file / Opening an existing file / Saving a file / Renaming a file.		4.58	4.63	4.62	4.42	4.75	4.56	4.59
Cutting, pasting, and formatting text.		4.48	4.51	4.50	4.34	4.65	4.11	4.47
Printing a document.		4.75	4.76	4.80	4.56	4.95	4.67	4.75
Blackboard Basics - Instructional Program Knowledge								
Explaining how to logon to Blackboard.		4.19	4.11	3.66	3.05	3.92	3.57	4.02

Results by Employee Classification								
		FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administator	Other	All
		Mean	Mean	Mean	Mean	Mean	Mean	Mean
Explaining how to navigate a course site.		3.97	3.84	2.96	2.82	3.45	3.43	3.75
Explaining how to post and respond to the discussion board and how to post assignments.		3.59	3.49	2.81	2.72	3.30	2.57	3.40
Blackboard Basics - Usage								
Adding a syllabus and other handouts to the site / Adding links to external websites / Adding an announcement.		4.03	3.75	2.37	2.00	3.75	2.50	3.74
Creating an assignment on Blackboard.		3.84	3.57	2.17	2.11	3.43	2.17	3.56
Creating an assessment with the test feature / Posting grades through Blackboard.		3.37	3.26	1.88	1.89	3.29	1.86	3.15
Posting and responding to items on a discussion board.		3.47	3.30	2.42	2.30	3.00	2.00	3.26
Using the group tool in Blackboard		2.71	2.71	2.06	2.00	2.11	1.83	2.58
Adherence to DCC's Distance Learning Policies and Standards								
Placing a structured yet flexible test schedule in the appropriate spot.		3.28	3.17	2.47	2.14	2.00	1.75	3.11

Results by Employee Classification

		FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administator	Other	All
		Mean	Mean	Mean	Mean	Mean	Mean	Mean
Planning activities required for testing, sites, and proctors (i.e., site notification; communication of location, time and contacts to students; appointment and advising of and necessary training for proctors).		3.05	3.13	2.82	2.00	4.00	1.50	2.99
Inserting appropriate links for student services such as registration, counseling, financial aid, SGA, bookstore, etc.		2.95	2.77	2.33	2.00	3.60	1.75	2.82
Inserting appropriate links to other learning resources such as information web sites, required software, content-specific sites, tutorials, DCC learning resources.		3.15	2.98	2.32	1.88	3.50	1.75	2.99
Designing an appropriate color scheme for optical ease.		3.19	2.77	2.39	2.40	3.40	1.75	3.00
Inserting graphics in appropriate spots.		2.95	2.61	1.00	2.33	3.50	2.00	2.73
Communicating Delgado's internal and other external Blackboard resources and support available to faculty and students.		3.23	2.89	1.00	3.33	4.50	2.00	2.96

Results by Employee Classification

		FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administator	Other	All
		Mean	Mean	Mean	Mean	Mean	Mean	Mean
Storing files that should be stored outside of Blackboard.		3.24	2.91	1.00	3.00	3.50	2.00	2.95
Using Delgado's requirements and procedures for requesting and creating a Blackboard site.		3.30	2.95	1.00	2.50	3.67	1.67	2.99
Knowing what resources lie both in and outside the scope of Delgado IT technical support for Blackboard.		2.81	2.67	1.00	2.67	3.00	1.40	2.63

**Results by Employee Classification
Sorted from Lowest to Highest Proficiency**

	FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administrator	Other	All
	Mean	Mean	Mean	Mean	Mean	Mean	
Using the group tool in Blackboard	2.71	2.71	2.06	2.00	2.11	1.83	2.58
Knowing what resources lie both in and outside the scope of Delgado IT technical support for Blackboard.	2.81	2.67	1.00	2.67	3.00	1.40	2.63
Inserting graphics in appropriate spots.	2.95	2.61	1.00	2.33	3.50	2.00	2.73
Inserting appropriate links for student services such as registration, counseling, financial aid, SGA, bookstore, etc.	2.95	2.77	2.33	2.00	3.60	1.75	2.82
Storing files that should be stored outside of Blackboard.	3.24	2.91	1.00	3.00	3.50	2.00	2.95
Communicating Delgado's internal and other external Blackboard resources and support available to faculty and students.	3.23	2.89	1.00	3.33	4.50	2.00	2.96
Inserting appropriate links to other learning resources such as information web sites, required software, content-specific sites, tutorials, DCC learning resources.	3.15	2.98	2.32	1.88	3.50	1.75	2.99

**Results by Employee Classification
Sorted from Lowest to Highest Proficiency**

	FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administrator	Other	All
	Mean	Mean	Mean	Mean	Mean	Mean	
Planning activities required for testing, sites, and proctors (i.e., site notification; communication of location, time and contacts to students; appointment and advising of and necessary training for proctors).	3.05	3.13	2.82	2.00	4.00	1.50	2.99
Using Delgado's requirements and procedures for requesting and creating a Blackboard site.	3.30	2.95	1.00	2.50	3.67	1.67	2.99
Designing an appropriate color scheme for optical ease.	3.19	2.77	2.39	2.40	3.40	1.75	3.00
Placing a structured yet flexible test schedule in the appropriate spot.	3.28	3.17	2.47	2.14	2.00	1.75	3.11
Creating an assessment with the test feature / Posting grades through Blackboard.	3.37	3.26	1.88	1.89	3.29	1.86	3.15
Posting and responding to items on a discussion board.	3.47	3.30	2.42	2.30	3.00	2.00	3.26
Defining and explaining the purpose of cookies (other than for snacks).	3.37	3.56	3.50	3.16	2.95	3.22	3.35
Recommending precautions against viruses, spyware, etc.	3.44	3.59	3.42	3.06	3.06	3.33	3.39
Explaining how to post and respond to the discussion board and how to post assignments.	3.59	3.49	2.81	2.72	3.30	2.57	3.40

Results by Employee Classification
Sorted from Lowest to Highest Proficiency

	FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administrator	Other	All
	Mean	Mean	Mean	Mean	Mean	Mean	
Creating an assignment on Blackboard.	3.84	3.57	2.17	2.11	3.43	2.17	3.56
Explaining the difference between a server, a network, and a local drive.	3.73	3.78	3.52	3.13	3.68	3.22	3.63
Adding a syllabus and other handouts to the site / Adding links to external websites / Adding an announcement.	4.03	3.75	2.37	2.00	3.75	2.50	3.74
Explaining how to navigate a course site.	3.97	3.84	2.96	2.82	3.45	3.43	3.75
Using the Task Manager to switch between open applications and to end a task.	3.92	4.07	3.86	3.88	3.83	3.89	3.91
Explaining how to logon to Blackboard.	4.19	4.11	3.66	3.05	3.92	3.57	4.02
Managing archive email (emptying "deleted" and "sent" files, saving email to file, etc.).	4.22	4.48	4.30	4.13	4.15	4.22	4.26
Conducting a basic search using a search engine /Going to specific URLs/Following a hypertext link/Downloading and installing plug-ins.	4.26	4.47	4.43	3.91	4.45	4.33	4.29
Navigating between two or more applications minimizing/maximizing windows), without closing and re-opening (multitasking).	4.41	4.44	4.55	4.15	4.47	4.33	4.41

**Results by Employee Classification
Sorted from Lowest to Highest Proficiency**

	FT Faculty	PT or Adjunct Faculty	Unclassified	Classified	Administrator	Other	All
	Mean	Mean	Mean	Mean	Mean	Mean	
Using and communicating accepted standards of email etiquette.	4.42	4.53	4.54	4.27	4.55	3.78	4.43
Using the computer to access the Internet course.	4.51	4.61	4.36	4.28	4.20	4.38	4.47
Cutting, pasting, and formatting text.	4.48	4.51	4.50	4.34	4.65	4.11	4.47
Copying, storing and finding files/folders on flash, floppy, and hard drives.	4.48	4.60	4.52	4.30	4.68	4.44	4.49
Opening a new file / Opening an existing file / Saving a file / Renaming a file.	4.58	4.63	4.62	4.42	4.75	4.56	4.59
Sending, opening, and/or saving an attachment.	4.62	4.77	4.72	4.41	4.89	4.56	4.65
Sending, opening, replying to, and forwarding a message / Entering a message subject / Adding and finding a contact.	4.64	4.81	4.80	4.45	4.70	4.67	4.67
Using a mouse, dragging, opening, double-clicking, right-clicking, downloading, uploading, sending, etc.	4.65	4.81	4.82	4.41	4.79	4.75	4.68
Printing a page.	4.74	4.79	4.71	4.59	4.85	4.67	4.73
Printing a document.	4.75	4.76	4.80	4.56	4.95	4.67	4.75

Results by Division							
	Business & Technology	Arts & Humanities	Communications	Math & Science	Allied Health	Nursing	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Basic Computer Competencies							
Computer Usage							
Using the computer to access the Internet course.	4.71	4.44	4.59	4.44	4.35	4.37	4.53
Using a mouse, dragging, opening, double-clicking, right-clicking, downloading, uploading, sending, etc.	4.78	4.56	4.72	4.73	4.64	4.69	4.70
Copying, storing and finding files/folders on flash, floppy, and hard drives.	4.63	4.43	4.55	4.65	4.30	4.41	4.52
Explaining the difference between a server, a network, and a local drive.	4.10	3.51	3.59	3.75	3.56	3.48	3.75
Using the Task Manager to switch between open applications and to end a task.	4.15	3.69	3.81	4.14	3.87	3.71	3.94
Navigating between two or more applications (minimizing/maximizing windows), without closing and re-opening (multitasking).	4.58	4.36	4.45	4.49	4.39	4.21	4.44
Email Usage							
Sending, opening, replying to, and forwarding a message / Entering a message subject / Adding and finding a contact.	4.68	4.73	4.76	4.63	4.70	4.66	4.69
Sending, opening, and/or saving an attachment.	4.65	4.73	4.69	4.73	4.64	4.61	4.67

Results by Division							
	Business & Technology	Arts & Humanities	Communications	Math & Science	Allied Health	Nursing	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Managing archive email (emptying "deleted" and "sent" files, saving email to file, etc.).	4.53	4.31	4.21	4.24	4.03	4.10	4.30
Using and communicating accepted standards of email etiquette.	4.56	4.59	4.52	4.39	4.42	4.11	4.47
Web Browser Usage							
Conducting a basic search using a search engine /Going to specific URLs/Following a hypertext link/Downloading and installing plug-ins.	4.53	4.37	4.50	4.24	3.84	4.07	4.32
Printing a page.	4.77	4.78	4.72	4.78	4.74	4.72	4.76
Defining and explaining the purpose of cookies (other than for snacks).	3.72	3.24	3.24	3.39	3.26	3.07	3.40
Recommending precautions against viruses, spyware, etc.	3.75	3.41	3.71	3.32	2.97	3.31	3.48
Desktop Application							
Opening a new file / Opening an existing file / Saving a file / Renaming a file.	4.65	4.62	4.59	4.71	4.55	4.38	4.60
Cutting, pasting, and formatting text.	4.53	4.64	4.62	4.39	4.36	4.24	4.48
Printing a document.	4.82	4.76	4.66	4.76	4.72	4.72	4.76
Blackboard Basics - Instructional Program Knowledge							
Explaining how to logon to Blackboard.	4.27	4.05	4.18	4.19	3.87	4.68	4.21
Explaining how to navigate a course site.	4.16	4.00	4.07	3.86	3.45	4.07	3.98

Results by Division							
	Business & Technology	Arts & Humanities	Communications	Math & Science	Allied Health	Nursing	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Explaining how to post and respond to the discussion board and how to post assignments.	4.00	3.58	3.50	3.05	3.07	3.56	3.56
Blackboard Basics - Usage							
Adding a syllabus and other handouts to the site / Adding links to external websites / Adding an announcement.	4.24	4.03	4.23	3.84	3.68	3.54	3.99
Creating an assignment on Blackboard.	4.21	3.84	3.96	3.11	3.67	3.54	3.81
Creating an assessment with the test feature / Posting grades through Blackboard.	3.95	3.53	2.88	2.78	3.04	3.00	3.36
Posting and responding to items on a discussion board.	3.95	3.50	3.29	2.86	2.93	3.36	3.44
Using the group tool in Blackboard	3.12	2.71	2.61	2.17	2.48	2.68	2.72
Adherence to DCC's Distance Learning Policies and Standards							
Placing a structured yet flexible test schedule in the appropriate spot.	3.91	3.48	3.00	2.81	2.96	2.14	3.27
Planning activities required for testing, sites, and proctors (i.e., site notification; communication of location, time and contacts to students; appointment and advising of and necessary training for proctors).	3.86	2.86	2.86	2.88	2.48	2.20	3.09
Inserting appropriate links for student services such as registration, counseling, financial aid, SGA, bookstore, etc.	3.51	2.77	3.00	2.32	2.54	2.54	2.93

Results by Division							
	Business & Technology	Arts & Humanities	Communications	Math & Science	Allied Health	Nursing	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Inserting appropriate links to other learning resources such as information web sites, required software, content-specific sites, tutorials, DCC learning resources.	3.58	3.21	3.52	2.61	2.65	2.61	3.14
Designing an appropriate color scheme for optical ease.	3.42	3.00	3.39	2.90	3.04	2.56	3.13
Inserting graphics in appropriate spots.	3.20	2.83	2.91	2.31	2.88	2.30	2.83
Communicating Delgado's internal and other external Blackboard resources and support available to faculty and students.	3.63	3.18	3.09	2.52	2.81	2.69	3.12
Storing files that should be stored outside of Blackboard.	3.60	3.18	3.50	2.50	2.80	2.54	3.12
Using Delgado's requirements and procedures for requesting and creating a Blackboard site.	3.70	3.14	3.09	2.74	3.00	2.50	3.17
Knowing what resources lie both in and outside the scope of Delgado IT technical support for Blackboard.	3.12	2.83	2.52	2.33	2.59	2.27	2.72

Results by Division
Sorted from Lowest to Highest Proficiency

	Business & Technology	Arts & Humanities	Communications	Math & Science	Allied Health	Nursing	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Knowing what resources lie both in and outside the scope of Delgado IT technical support for Blackboard.	3.12	2.83	2.52	2.33	2.59	2.27	2.72
Using the group tool in Blackboard	3.12	2.71	2.61	2.17	2.48	2.68	2.72
Inserting graphics in appropriate spots.	3.20	2.83	2.91	2.31	2.88	2.30	2.83
Inserting appropriate links for student services such as registration, counseling, financial aid, SGA, bookstore, etc.	3.51	2.77	3.00	2.32	2.54	2.54	2.93
Planning activities required for testing, sites, and proctors (i.e., site notification; communication of location, time and contacts to students; appointment and advising of and necessary training for proctors).	3.86	2.86	2.86	2.88	2.48	2.20	3.09
Communicating Delgado's internal and other external Blackboard resources and support available to faculty and students.	3.63	3.18	3.09	2.52	2.81	2.69	3.12
Storing files that should be stored outside of Blackboard.	3.60	3.18	3.50	2.50	2.80	2.54	3.12
Designing an appropriate color scheme for optical ease.	3.42	3.00	3.39	2.90	3.04	2.56	3.13

Results by Division
Sorted from Lowest to Highest Proficiency

	Business & Technology	Arts & Humanities	Communications	Math & Science	Allied Health	Nursing	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Inserting appropriate links to other learning resources such as information web sites, required software, content-specific sites, tutorials, DCC learning resources.	3.58	3.21	3.52	2.61	2.65	2.61	3.14
Using Delgado's requirements and procedures for requesting and creating a Blackboard site.	3.70	3.14	3.09	2.74	3.00	2.50	3.17
Placing a structured yet flexible test schedule in the appropriate spot.	3.91	3.48	3.00	2.81	2.96	2.14	3.27
Creating an assessment with the test feature / Posting grades through Blackboard.	3.95	3.53	2.88	2.78	3.04	3.00	3.36
Defining and explaining the purpose of cookies (other than for snacks).	3.72	3.24	3.24	3.39	3.26	3.07	3.40
Posting and responding to items on a discussion board.	3.95	3.50	3.29	2.86	2.93	3.36	3.44
Recommending precautions against viruses, spyware, etc.	3.75	3.41	3.71	3.32	2.97	3.31	3.48
Explaining how to post and respond to the discussion board and how to post assignments.	4.00	3.58	3.50	3.05	3.07	3.56	3.56
Explaining the difference between a server, a network, and a local drive.	4.10	3.51	3.59	3.75	3.56	3.48	3.75
Creating an assignment on Blackboard.	4.21	3.84	3.96	3.11	3.67	3.54	3.81

Results by Division							
Sorted from Lowest to Highest Proficiency							
	Business & Technology	Arts & Humanities	Communications	Math & Science	Allied Health	Nursing	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Using the Task Manager to switch between open applications and to end a task.	4.15	3.69	3.81	4.14	3.87	3.71	3.94
Explaining how to navigate a course site.	4.16	4.00	4.07	3.86	3.45	4.07	3.98
Adding a syllabus and other handouts to the site / Adding links to external websites / Adding an announcement.	4.24	4.03	4.23	3.84	3.68	3.54	3.99
Explaining how to logon to Blackboard.	4.27	4.05	4.18	4.19	3.87	4.68	4.21
Managing archive email (emptying "deleted" and "sent" files, saving email to file, etc.).	4.53	4.31	4.21	4.24	4.03	4.10	4.30
Conducting a basic search using a search engine /Going to specific URLs/Following a hypertext link/Downloading and installing plug-ins.	4.53	4.37	4.50	4.24	3.84	4.07	4.32
Navigating between two or more applications minimizing/maximizing windows), without closing and re-opening (multitasking).	4.58	4.36	4.45	4.49	4.39	4.21	4.44
Using and communicating accepted standards of email etiquette.	4.56	4.59	4.52	4.39	4.42	4.11	4.47
Cutting, pasting, and formatting text.	4.53	4.64	4.62	4.39	4.36	4.24	4.48

Results by Division
Sorted from Lowest to Highest Proficiency

	Business & Technology	Arts & Humanities	Communications	Math & Science	Allied Health	Nursing	All
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Copying, storing and finding files/folders on flash, floppy, and hard drives.	4.63	4.43	4.55	4.65	4.30	4.41	4.52
Using the computer to access the Internet course.	4.71	4.44	4.59	4.44	4.35	4.37	4.53
Opening a new file / Opening an existing file / Saving a file / Renaming a file.	4.65	4.62	4.59	4.71	4.55	4.38	4.60
Sending, opening, and/or saving an attachment.	4.65	4.73	4.69	4.73	4.64	4.61	4.67
Sending, opening, replying to, and forwarding a message / Entering a message subject / Adding and finding a contact.	4.68	4.73	4.76	4.63	4.70	4.66	4.69
Using a mouse, dragging, opening, double-clicking, right-clicking, downloading, uploading, sending, etc.	4.78	4.56	4.72	4.73	4.64	4.69	4.70
Printing a page.	4.77	4.78	4.72	4.78	4.74	4.72	4.76
Printing a document.	4.82	4.76	4.66	4.76	4.72	4.72	4.76

	No. of Employees Requesting Training			
Software	No Training	Basic Training	Advanced Training	Specialized Training
MS Office 2007	137	102	58	9
MS Excel 2007	107	136	68	8
MS Word 2007	158	70	77	7
Blackboard	93	94	86	28
Tegrity	87	157	43	11
SIS	129	109	43	13
FRS	122	132	20	11
MS Outlook	147	82	56	13
Survey Design	106	162	21	9
Trac Dat	102	162	24	12
Visio	98	170	15	10
Other	63	19	3	2