



ST. ANNE'S DEGREE COLLEGE FOR WOMEN

Permanently Affiliated to Bengaluru City University
Recognized by UGC under Section 2(f), Accredited with 'A' Grade by NAAC
ISO 9001:2015 Certified Institution
#23, Cambridge Road, Halasuru, Bangalore- 560008



Criterion 6.5.2

Incremental improvements made for the preceding year with regard to quality

Example 1

Automation of Student Feedback on Teachers



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IQAC Minutes

INTERNAL QUALITY ASSURANCE CELL

Minutes of Meeting

Members: Rev. Mother Margaret Julie – Secretary & Administrator, Prof. Nisha Joseph – Principal, All the Department Heads & all the Faculty members

Date: 11th November 2020

Time: 10.00 AM

Venue: AV Hall

Agenda:

- AQAR Submission
- Mid Sem & End Sem marks
- Documents submission
- Standard Operating Procedure
- Fees & leave Results
- Automation of Feedback

The following points were discussed in the meeting:

1. For improvement of the institution introduce certificate & diploma courses
2. Effort should be made by the teachers for using ICT, LMS, E- resources
3. Document classes through ICT, eg – CD's Video Recordings
4. Few number of ICT enabled classrooms
5. Research funds sanctioned (after getting 12B , even with 2F is possible)
6. Workshops to be conducted on Intellectual Property Rights
7. Industry Academia innovative practices
8. Incubation center to be set up in campus
9. Increase number of teachers' attending professional development programme (UGC website offering)
10. Number of gender equality programmes during the year should be increased.
11. Mid & End Semester Examination to be conducted during the last week of November
12. Automation of Feedback using I-Boss EMS

Standard Operating Procedure

1. Hand wash will be given at quadrangle
2. Banners for etiquettes like mask etc
3. Video recording for welcoming the students into the campus
4. Audio – Recording messages
5. Sanitizers at various points
6. Taking Classes (Modem at 8 points at each floor)
7. Teachers need to come to college and take classes
8. Practical classes at the AV hall
9. Theory classes will be conducted Online

Attendance

WebEx: Type the name and the number in the chat box and save at the end of the meeting

Meeting with Parents

Class Teachers' conduct a meeting with the Parents, record it and find out their consent

- Keep the list
- Willing to send the students to college
- Need to undergo a Covid test (BBMP on Sunday) , It should be a negative report
- Circulate a form through whatsapp ask students to get a Covid report and consent form to be signed
- Call up the students and ask them when they can join
- Submit the list to college
- Send opinion through mail
- SOP's will be shared

Regular classes

- Wednesday – 1st Year – Call all the students
- Thursday – 2nd Year
- Friday – 3rd Year

Classrooms

- 1st Year – offline classes
- 2nd & 3rd Year - Online classes

Recordings

Positive note for students (Few Minutes – Script & Recording)

Leave Rules

- Inform the Management when leave is taken
- One or two days ahead inform about your leave

Covid Team In charge should be nominated

Covid Team – Mr. Krishna, Mr. Ramesh Naik, Mr. Ravi, Ms. Arul, Ms. Eva

Online attendance will be posted in Iboss

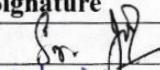
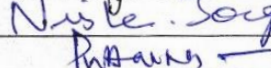
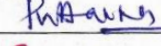
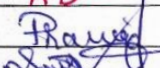
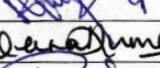


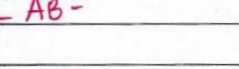
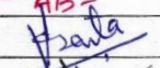

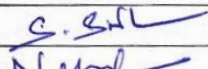
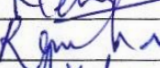

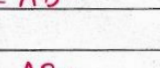
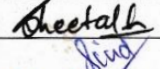
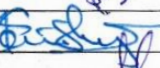
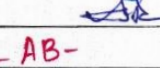
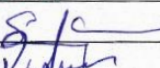
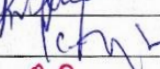
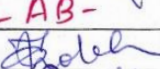
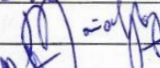
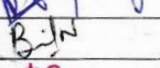
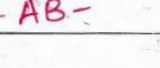


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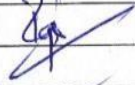
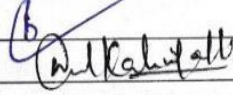

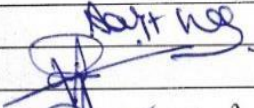

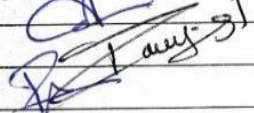
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Internal Quality Assurance Cell (IQAC)
St. Anne's Degree College for Women
 #23, Cambridge Road, Halasuru,
 Bengaluru - 560 008.

PRINCIPAL
St. Anne's Degree College
For Women
 # 23, Cambridge Road, Halasuru
 Bangalore - 560 008

Attendance


<i>List of Faculty</i>		
S.No	Names	Signature
1	Rev. Sr. Margaret Julie	
2	Mrs. Nisha Joseph Cyriac	
3	Dr. H. R .Puttanna	
4	Mrs. Vennila A	- AB -
5	Mrs. Prameela	
6	Mr. Ranjith Kumar .A	
7	Mrs. Veena Kumari.V	
8	Mr. Ravi.H	
9	Mrs.Marina .B	- AB -
10	Mrs.Mary Shaila.F	
11	Mrs.Sangita	- AB -
12	Mrs.Vasudha.A.R	
13	Dr. K. Venkatalakshmi	- AB -
14	Mrs.Vasantha Pillai	
15	Mr.Mohamed Aftab	
16	Ms.M. Savitha	
17	Ms. Sindhu. S	
18	Mrs.Neha Mantri	
19	Dr.R.Ramesh Naik	
20	Mrs.Lily Regina Arthi S	
21	Ms.Rekha.R	- AB -
22	Mr.Deepu	
23	Mrs.Khutaija Nazeen	- AB -
24	Ms. Shruthi B.P	
25	Mrs.Sheetal .G	
26	Mrs. Sindu .R	
27	Mr.Krishna.S	
28	Mrs. Anitha R	
29	Mrs.Pradeepa	- AB -
30	Mrs.Sujatha	
31	Mrs.Suman Dinesh Malodey	
32	Ms.Vijaya Kumari.K	
33	Mr.Anil Kumar (MBA)	- AB -
34	Ms. Shobha. T	
35	Ms. Maria Glory Anthony	
36	Ms. Medlin	
37	Ms. Bindu	
38	Ms.Sindhya Prida	- AB -

Attendance

39	Ms. Rajeshwari R	
40	Sr. Shiji Abraham	
41	Ms. Bhanumathi	
42	Ms. Arul Kalaimathi.A	
43	Ms. P. Veronica Evangaline	
44	Ms. Navya	
45	Ms. Eva Sandhya Raj	
46	Ms. Alen Krithika F	
47	Ms. Daljit Kaur	
48	Ms. J. Maria Josephine Vannini	
49	Mr. Divakar	
50	Dr. Ravi Prakash	
51	Ms. Priya N	



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Circular



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INTERNAL QUALITY ASSURANCE CELL

CIRCULAR

For

AUTOMATION OF FEEDBACK


Date: 05.01.2021

All the Department HOD's are hereby informed that the Feedback system has been automated through I-Boss EMS.


IQAC Coordinator

Internal Quality Assurance Cell (IQAC)
St. Anne's Degree College for Women
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Sample Feedback Form



St. Anne's Degree College for Women,
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Student Feedback On Teacher

Department:

Batch:

Semester:

No	Questions	Score	Average
1	Knowledge Base Of The Teacher		
2	Communication Skills		
3	Regularity in conducting classes		
4	Fairness Of Internal Assessment		
5	Accessibility of teacher in and out of the class		
6	Completion of syllabus on time		
7	Class control		
8	Study material provided like notes, etc.		
9	Methodology used to impart knowledge		
10	Provide Guidance and counseling in academic and non-academic matters		
	Total Score & Average		



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Faculty Wise Feedback



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Student Feedback On Teacher

Department: B.Com., Commerce

Batch: 2020 Batch

Semester: 1

Class: Section A

Mohammed Aftab - A021 - Financial Accounting

No	Questions	Score	Average
1	Knowledge Base Of The Teacher	233	3.95
2	Communication Skills	222	3.76
3	Regularity in conducting classes	230	3.9
4	Fairness Of Internal Assessment	225	3.81
5	Accessibility of teacher in and out of the class	220	3.73
6	Completion of syllabus on time	231	3.92
7	Class control	224	3.8
8	Study material provided like notes, etc.	230	3.9
9	Methodology used to impart knowledge	222	3.76
10	Provide Guidance and counseling in academic and non academic matters	221	3.75
Total Score & Average		2258	38.28



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Student Feedback On Teacher

Department: B.B.A. Business Administration

Batch: 2020 Batch

Semester: 1

Class: Section A

Sheetal G - A024 - Production and Operation Management

No	Questions	Score	Average
1	Knowledge Base Of The Teacher	53	3.53
2	Communication Skills	50	3.33
3	Regularity in conducting classes	47	3.13
4	Fairness Of Internal Assessment	54	3.6
5	Accessibility of teacher in and out of the class	51	3.4
6	Completion of syllabus on time	50	3.33
7	Class control	55	3.67
8	Study material provided like notes, etc.	51	3.4
9	Methodology used to impart knowledge	52	3.47
10	Provide Guidance and counseling in academic and non academic matters	52	3.47
Total Score & Average		515	34.33



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Student Feedback On Teacher

Department: B.C.A. Computer Application

Batch: 2020 Batch

Semester: 1

Class: Section A

VIJAYA KUMARI - A001 - English

No	Questions	Score	Average
1	Knowledge Base Of The Teacher	112	3.86
2	Communication Skills	109	3.76
3	Regularity in conducting classes	109	3.76
4	Fairness Of Internal Assessment	105	3.62
5	Accessibility of teacher in and out of the class	104	3.59
6	Completion of syllabus on time	111	3.83
7	Class control	107	3.69
8	Study material provided like notes, etc.	102	3.52
9	Methodology used to impart knowledge	107	3.69
10	Provide Guidance and counseling in academic and non academic matters	111	3.83
Total Score & Average		1077	37.15



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Student Feedback On Teacher

Department: B.C.A. Computer Application

Batch: 2020 Batch

Semester: 1

Class: Section A

Dr Ramesh Naik - A003 - Hindi

No	Questions	Score	Average
1	Knowledge Base Of The Teacher	24	3.43
2	Communication Skills	26	3.71
3	Regularity in conducting classes	23	3.29
4	Fairness Of Internal Assessment	25	3.57
5	Accessibility of teacher in and out of the class	25	3.57
6	Completion of syllabus on time	22	3.14
7	Class control	23	3.29
8	Study material provided like notes, etc.	20	2.86
9	Methodology used to impart knowledge	25	3.57
10	Provide Guidance and counseling in academic and non academic matters	25	3.57
Total Score & Average		238	34



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Student Feedback On Teacher

Department: B.C.A. Computer Application

Batch: 2020 Batch

Semester: 1

Class: Section A

Neha Mantri - A021 - Problem Solving Techniques using C

No	Questions	Score	Average
1	Knowledge Base Of The Teacher	101	3.48
2	Communication Skills	94	3.24
3	Regularity in conducting classes	102	3.52
4	Fairness Of Internal Assessment	88	3.03
5	Accessibility of teacher in and out of the class	101	3.48
6	Completion of syllabus on time	97	3.34
7	Class control	96	3.31
8	Study material provided like notes, etc.	94	3.24
9	Methodology used to impart knowledge	99	3.41
10	Provide Guidance and counseling in academic and non academic matters	95	3.28
Total Score & Average		967	33.33



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Student Feedback On Teacher

Department: B.Sc. (Physics, Mathematics & Computer Science)

Batch: 2019 Batch

Semester: 3

Class: Section A

Mary Shaila . F. - CP23 - Mathematics III Practical

No	Questions	Score	Average
1	Knowledge Base Of The Teacher	72	4
2	Communication Skills	72	4
3	Regularity in conducting classes	72	4
4	Fairness Of Internal Assessment	72	4
5	Accessibility of teacher in and out of the class	72	4
6	Completion of syllabus on time	72	4
7	Class control	72	4
8	Study material provided like notes, etc.	72	4
9	Methodology used to impart knowledge	71	3.94
10	Provide Guidance and counseling in academic and non academic matters	72	4
Total Score & Average		719	39.94

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Student Feedback On Teacher

Department: B.Sc. (Psychology, Sociology & Rehabilitation Science)

Batch: 2018 BATCH

Semester: 5

Class: Section A

Shruthi B P - E0291P - Psychology-V

No	Questions	Score	Average
1	Knowledge Base Of The Teacher	43	3.31
2	Communication Skills	40	3.08
3	Regularity in conducting classes	41	3.15
4	Fairness Of Internal Assessment	42	3.23
5	Accessibility of teacher in and out of the class	40	3.08
6	Completion of syllabus on time	46	3.54
7	Class control	43	3.31
8	Study material provided like notes, etc.	43	3.31
9	Methodology used to impart knowledge	42	3.23
10	Provide Guidance and counseling in academic and non academic matters	39	3
Total Score & Average		419	32.24



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Student Feedback On Teacher

Department: B.C.A. Computer Application

Batch: 2020 Batch

Semester: 1

Class: Section A

SUJATHA A - A002 - Kannada

No	Questions	Score	Average
1	Knowledge Base Of The Teacher	55	3.06
2	Communication Skills	55	3.06
3	Regularity in conducting classes	59	3.28
4	Fairness Of Internal Assessment	59	3.28
5	Accessibility of teacher in and out of the class	57	3.17
6	Completion of syllabus on time	56	3.11
7	Class control	52	2.89
8	Study material provided like notes, etc.	51	2.83
9	Methodology used to impart knowledge	53	2.94
10	Provide Guidance and counseling in academic and non academic matters	54	3
Total Score & Average		551	30.62



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Feedback – Consolidated Report



St. Anne's Degree College for Women
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Feedback Consolidated Report

Department Name : B.Sc. (Physics, Mathematics & Computer Science)

Section A

Semester : 1

S.No	Components	Physics-I	Physics - I Practical	English	Computer Science-I	Mathematics - I Practical	Computer Science - I Practical	Mathematics-I	Environmental Studies	Kannada
	TEACHER	M.Savitha	M.Savitha	VASANTA PILLAI	PRADEEPA.M M	Navya R	PRADEEPA.M M	Navya R	M.Savitha	RAVI PRAKASH
1	Knowledge Base Of The Teacher	4	3.88	3.75	4	4	3.88	4	3.88	3.86
2	Communication Skills	3.63	3.75	3.38	3.75	3.88	3.88	4	3.88	3.86
3	Regularity in conducting classes	3.5	3.88	3.13	3.25	4	3.88	3.75	3.63	3.86
4	Fairness Of Internal Assessment	3.75	3.88	3.38	3.75	3.88	3.88	4	4	3.86
5	Accessibility of teacher in and out of the class	4	3.75	3.5	3.75	3.75	3.75	3.75	3.75	3.86
6	Completion of syllabus on time	3.63	3.75	3.75	3.75	3.88	3.75	3.88	3.88	3.86
7	Class control	4	3.75	3.13	3.75	4	3.63	3.88	3.88	3.57
8	Study material provided like notes, etc.	3.63	3.88	3.63	3.63	3.88	4	3.63	3.88	3.86
9	Methodology used to impart knowledge	4	3.88	3.5	3.63	3.75	3.88	3.88	3.75	3.86
10	Provide Guidance and counseling in academic and non academic matters	3.88	3.63	3	3.63	3.88	3.5	3.75	3.75	3.86
	TOTAL	38.02	38.03	34.15	36.89	38.9	38.03	38.52	38.28	38.31



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St. Anne's Degree College for Women
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Feedback Consolidated Report

Department Name : B.C.A. Computer Application

Section A

Semester : 3

S.No	Components	Object oriented Programming using C++	Culture, Society & Diversity	Operating System	Tally Lab	OOPS Using C++ Lab	Financial Accounting and Management	Hindi	Kannada	English
	TEACHER	PRADEEPA.M M	Sindhya Prida M	Marina B Berkman	ANIL KUMAR	PRADEEPA.M M	Suman R V	Sangita Singh	SUJATHA A	VIJAYA KUMARI
1	Knowledge Base Of The Teacher	4	3.96	3.96	4	4	4	4	4	4
2	Communication Skills	3.96	3.96	3.92	4	3.96	4	4	4	4
3	Regularity in conducting classes	4	3.96	4	3.96	4	4	4	4	4
4	Fairness Of Internal Assessment	3.96	3.96	3.92	4	3.96	4	4	4	4
5	Accessibility of teacher in and out of the class	3.96	3.96	3.96	4	3.96	4	4	4	4
6	Completion of syllabus on time	4	3.96	4	3.92	4	3.92	4	4	4
7	Class control	4	3.96	4	4	4	4	4	4	4
8	Study material provided like notes, etc	4	4	4	4	4	3.96	4	4.06	4
9	Methodology used to impart knowledge	3.96	3.96	3.88	4	3.96	3.96	4	4	4
10	Provide Guidance and counseling in academic and non academic matters	4	3.96	3.92	4	4	3.96	4	4	4
	TOTAL	39.84	39.64	39.56	39.88	39.84	39.8	40	40.06	40



Nisile. Joseph
PRINCIPAL
St. Anne's Degree College
For Women
23, Cambridge Road, Halasuru
Bangalore - 560 008.



**St. Anne's Degree College for Women
#23 Cambridge
Road, Halasuru, Bangalore.**

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Department Name : B.Com., Commerce

SECTION C

Semester : 5

S.No	Components	Costing Methods	Goods & Services Tax	International Financial Reporting Standard	Advanced Accounting	Entrepreneurship Development	Income Tax - I	Culture, Society & Diversity
	TEACHER	Vennila A	Deepu B	ARUL KALAIMATHI A	Mohammed Aftab	Suman R V	Khutaija Nazneen	Veronica Evangaline P
1	Knowledge Base Of The Teacher	3.81	3.72	3.8	3.93	3.54	3.2	3.7
2	Communication Skills	3.78	3.61	3.76	3.85	3.5	3.22	3.7
3	Regularity in conducting classes	3.7	3.57	3.8	3.91	3.57	3.31	3.76
4	Fairness Of Internal Assessment	3.74	3.78	3.61	3.93	3.39	3.39	3.76
5	Accessibility of teacher in and out of the class	3.69	3.61	3.74	3.89	3.48	3.3	3.78
6	Completion of syllabus on time	3.78	3.78	3.76	3.93	3.56	3.33	3.76
7	Class control	3.78	3.59	3.7	3.91	3.41	3.31	3.74
8	Study material provided like notes, etc.	3.7	3.81	3.65	3.94	3.35	3	3.69
9	Methodology used to impart knowledge	3.72	3.69	3.63	3.87	3.5	3.07	3.72
10	Provide Guidance and counseling in academic and non academic matters	3.72	3.7	3.74	3.91	3.48	3.19	3.74
	TOTAL	37.42	36.86	37.19	39.07	34.78	32.32	37.35



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Department Name : B.B.A. Business Administration

Section A

Semester : 1

S.No	Components	Principles of Management	English	Production and Operation Management	Financial Accounting	Business Skill Development			Corporate Administration	Constitution of India & Human Rights	Hindi	Kannada
						Alen Krithika	Lily Regina Arthi Moses	Sheetal G				
	TEACHER	Alen Krithika	Maria Josephine Vannini	Sheetal G	Alen Krithika	Alen Krithika	Lily Regina Arthi Moses	Sheetal G	Lily Regina Arthi Moses	Sindu R	H R PUTTANNA	RAVI PRAKASH
1	Knowledge Base Of The Teacher	3.87	3.27	3.53	3.87	3.86	3.43	3.57	3.67	3.67	4	3.75
2	Communication Skills	3.8	3.2	3.33	3.87	4	3.71	3.57	3.47	3.6	4	3.5
3	Regularity in conducting classes	3.87	3.07	3.13	3.8	3.86	3.43	3.29	3.2	3.53	4	3.63
4	Fairness Of Internal Assessment	3.73	3.47	3.6	3.73	3.86	3.71	3.43	3.53	3.67	4	3.75
5	Accessibility of teacher in and out of the class	3.87	3.33	3.4	3.8	3.86	3.43	3.71	3.4	3.6	4	3.5
6	Completion of syllabus on time	3.87	3.13	3.33	3.8	4	3.71	3.71	3.47	3.73	4	3.75
7	Class control	3.73	3.47	3.67	3.8	3.71	3.71	3.86	3.53	3.6	4	3.38
8	Study material provided like notes, etc.	3.8	3.27	3.4	3.8	3.71	3.57	3.43	3.47	3.53	4	3.25
9	Methodology used to impart knowledge	3.87	3.4	3.47	3.8	3.71	3.57	3.57	3.53	3.6	4	3.38
10	Provide Guidance and counseling in academic and non academic matters	3.87	3.33	3.47	3.87	3.86	3.71	3.57	3.53	3.6	4	3.25
	TOTAL	38.28	32.94	34.33	38.14	38.43	35.98	35.71	34.8	36.13	40	35.14



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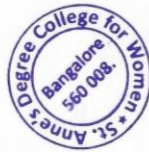
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Department Name : B.Sc. (Psychology, Sociology & Rehabilitation Science)

Section A

Semester : 5

S.No	Components	Rehabilitation Science - V Practical	Sociology - VI	Psychology - VI Practical	Psychology - VI	Rehabilitation Science - VI	Psychology - V	Rehabilitation Science - V I	Rehabilitation Science - V	Sociology - V	Psychology - V Practical	Banking & Finance
	TEACHER	RAJESHWARI R	SHOBHA T	Sindhya Prida M	Sindhya Prida M	RAJESHWARI R	Shruthi B P	RAJESHWARI R	RAJESHWARI R	SHOBHA T	Shruthi B P	ASST PROF MEDLINE ROZARIO ROZARIO
1	Knowledge Base Of The Teacher	2.85	3.15	2.62	2.62	2.92	3.31	2.92	2.92	3.15	3.23	3.54
2	Communication Skills	3.08	3.38	2.62	2.62	3	3.08	3	3.08	3.31	3.08	3.23
3	Regularity in conducting classes	2.46	3.08	2.77	2.85	2.62	3.15	2.54	2.62	3	3	3.23
4	Fairness Of Internal Assessment	2.69	3.15	2.77	2.85	2.92	3.23	2.85	2.92	3.23	3.15	3.15
5	Accessibility of teacher in and out of the class	3	3.15	2.54	2.54	3	3.08	3	2.85	3.15	3.08	3.31
6	Completion of syllabus on time	3.15	3.08	2.77	2.77	3	3.54	3	2.92	3.15	3.31	3.38
7	Class control	2.62	3.15	2.54	2.54	2.46	3.31	2.54	2.62	3.15	3.08	3.31
8	Study material provided like notes, etc.	2.85	3.08	2.69	2.77	2.77	3.31	2.77	2.77	3	3.23	3.46
9	Methodology used to impart knowledge	2.69	3.08	2.54	2.62	2.54	3.23	2.62	2.62	3.15	3.08	3.31
10	Provide Guidance and counseling in academic and non	2.85	3.38	2.69	2.62	2.92	3	2.92	2.92	3.31	2.92	3.38
	TOTAL	28.24	31.68	26.55	26.8	28.15	32.24	28.16	28.24	31.6	31.16	33.3



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Department Name : B.Sc. (Physics, Mathematics & Computer Science)

Section A

Semester : 5

S.No	Components	Mathematics - VI	Physics - V Theory	Mathematics - V	Computer Science - V Practical	Computer Science - V	Physics - VI Practical	Banking & Finance	Mathematics - VI Practical	Physics - V Practical	Mathematics - V Practical	Computer Science - VI Practical	Computer Science - VI	Physics - VI Theory
	TEACHER	Navya R	SINDHUS	Mary Shaila . F.	Eva Raj	Eva Raj	M.Savitha	ASST PROF MEDLINE ROZARIO	Navya R	SINDHUS	Mary Shaila . F.	Rekha R	Rekha R	M.Savitha
1	Knowledge Base Of The Teacher	3.18	3	3.64	3.91	3.91	3.45	3.55	3.09	2.91	3.64	3.36	3.36	3.45
2	Communication Skills	3.18	2.82	3.55	3.91	3.82	3.45	3.27	3.18	2.73	3.64	3	2.91	3.45
3	Regularity in conducting classes	3.45	3.09	3.64	3.55	3.73	3.36	3.36	3.55	3.09	3.55	3.36	3.36	3.36
4	Fairness Of Internal Assessment	3.18	3.09	3.36	3.64	3.55	3.09	3.18	3.18	3.09	3.45	3.27	3.27	3.09
5	Accessibility of teacher in and out of the class	3	3	3.55	3.64	3.73	3.18	3.09	3.09	2.82	3.45	3.09	3	3.27
6	Completion of syllabus on time	3.36	2.82	3.27	3.64	3.55	3.18	3	3.36	2.64	3.18	3.18	3.18	3.09
7	Class control	3	3	3.55	3.55	3.55	3.45	3	3.18	3	3.55	3.45	3.45	3.36
8	Study material provided like notes, etc.	3.09	3.18	3.45	3.36	3.45	3.45	3.36	3.09	3.09	3.27	3	3	3.27
9	Methodology used to impart knowledge	3	2.91	3.64	3.64	3.55	3.09	3.27	3.09	2.73	3.64	2.82	2.91	3.18
10	Provide Guidance and counseling in academic and non	2.91	3.09	3.36	3.64	3.73	3.36	3.27	2.91	3.18	3.36	3	3.09	3.18
	TOTAL	31.35	30	35.01	36.48	36.57	33.06	32.35	31.72	29.28	34.73	31.53	31.53	32.7



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