



STUDENT VOTER ENGAGEMENT

CAMPUS CIVIC ACTION PLAN - 2020

Mesa Community College
The Center for Community & Civic Engagement

Strategies to Increase Student Participation in Democracy
Preparing Students to Become Engagement Civic Leaders



OUR HISTORY

Mesa Community College is nationally recognized as an Aspen Prize Top 150 U.S. Community College and is known for service learning, career and technical programs, civic engagement and innovative approaches to education. The college serves as a resource for career readiness, transfer education, workforce development and lifelong learning. Host to more than 30,000 students annually, MCC offers degree and certificate programs online, at its two campuses, the Mesa Downtown Center and additional locations. Through the implementation of Guided Pathways with Integrated Support Services, MCC is transforming ways it champions student success; college completion, university transfer and career attainment for all students. MCC is a Hispanic Serving Institution. The diverse student body includes more than 400 international students representing over 60 countries. Award-winning faculty are dedicated to student success, providing the education and training to empower MCC students to compete locally and globally. Located in the East Valley of Phoenix, Arizona, MCC is one of the 10 colleges in the Maricopa County Community College District. Learn more at mesacc.edu.

Today we are dedicated to continuing this legacy. The MCC Civic Action Plan has allowed us to revisit our purpose and to continue to help teach students to think, speak, and act responsibly in the service of the public good and to become engaged, global citizens as outlined in the five points of the Campus Compact.



Our Purpose

The vision and mission of the Center for Community & Civic Engagement connect to the [vision, mission, values, and learning outcomes](#) of Mesa Community College.

- Civic Engagement
- The Democracy Commitment
- Voter Education
- Community Partners
- Civic Action Plan

Vision Mission

Vision

Working together to inspire individuals to be engaged citizens.

Mission

To promote excellence in teaching and learning through civic engagement programs that:

- cultivate service-learning
- collaborate with the community
- develop co-curricular service projects
- encourage civic and servant leadership
- foster social responsibility
- promote personal growth

Civic Engagement

The Student Learning Outcomes committee created the 4 Cs of the college to be consistent with the Vision, Mission, and Values of both the Maricopa County Community College District and Mesa Community College, and reflect the commitment to Individual and Community, Innovation, Integrity, Learning, and Service Excellence:

- Communication
- Civic Engagement
- Critical Thinking
- Cultural and Global Engagement

Click to [read more](#) about the 4 Cs of Mesa Community College at www.mesacc.edu/student-outcomes

Civic Engagement

Definition: Civic engagement encompasses actions to promote the quality of life in the community, through both political and non-political processes.

1. **Inclusiveness** - demonstrate an ability to engage respectfully with others in a diverse society
2. **Application of knowledge** - apply the knowledge of one's own study and experiences to active and ethical participating in civic life.
3. **Demonstration of civic identity and commitment** - provide evidence of experience in and reflection on civic engagement activities
4. **Civic communication** - communicate and list to others in order to establish personal and professional relationships to further civic actions
5. **Engagement in civic action and reflection**- demonstrate the ability to deliberate and collaborate on issues and problems to achieve a civic aim.

Vision, Mission, Values & Learning Outcomes

Vision

MCC - leading the way to success in our local and global community.

Mission

MCC excels in teaching, learning, and empowering individuals to succeed in our local and global community. We serve as a resource for college and career readiness, transfer education, workforce development, and life-long learning.

Values

Learning - MCC champions individual student success that reflects the highest academic standards.

Innovation - MCC delivers cutting-edge instruction and service.

Service Excellence - MCC makes a positive difference in the lives of our students, community members, and each other through meaningful relationships.

Integrity - MCC upholds the highest standards of ethics and public stewardship.

Individuals & Community - MCC encourages active citizenship and embraces the diversity of people and ideas.

Institutional Student Learning Outcomes

MCC's 4Cs:

Communication- The purposeful development, expression and reception of a message through oral, written or nonverbal means.

Critical Thinking- The mental process of effectively identifying, determining, gathering, evaluating, and utilizing resources to innovate and/or to accomplish a specific task.

Civic Engagement- Encompasses actions to promote the quality of life in a community, through both political and non-political processes.

Cultural and Global Engagement- Encompasses the awareness of cultural systems, events, and creations and an ability to apply this cultural and global awareness to human interaction and expression.



A healthy democracy depends on engaged citizens, proud of their rights, thoughtful about their responsibilities, and informed about their choices.

Thomas Jefferson put it simply. *"An enlightened citizenry is indispensable for the proper functioning of a republic. Self-government is not possible unless the citizens are educated sufficiently to enable them to exercise oversight."*



[Visit the Community Colleges for Democracy Website](#) America's community colleges have enormous talent and capacity, with faculty and staff committed to the success of our students, and with students bright with ambition and passion. All of us share a commitment to a democratic nation. Now is the time to fulfill that commitment. [We welcome you to sign the pledge as we have!](#)

We, employees of Mesa Community College, are proud to affix our signatures as supporters of the **Democracy Commitment**.

Voter Education

Voter Information

Mesa Community College a "Voter Friendly Campus" for 2018-2019 & 2019-2020 by Campus Vote Project.

For information on upcoming elections, including voter registration and polling places, please visit:

- <http://www.arizona.vote/> or
- <https://recorder.maricopa.gov/elections>
- Register to Vote: <https://servicearizona.com/voterRegistration>

Contact the Center for Civic Participation at civic.participation@domail.maricopa.edu, or call [\(480\) 731-8156](tel:4807318156).



My.VoteEverywhere Use this Portal to **register** to vote, **confirm** your registration, **request** an absentee ballot, **check** for voter ID laws, and **learn** about the candidates.

Vote Smart.

VoteSmart.org - a non-partisan website for people make informed voting decisions

Text MESACC to 555-888 to learn about voting deadlines, voter registration events, and campus voting activities



Community Partners



THE
ANDREW
GOODMAN
FOUNDATION

The Andrew Goodman Foundation

The Andrew Goodman Foundation works to make young voices and votes a powerful force in democracy. www.andrewgoodman.org

We support youth leadership development, voting accessibility, and social justice initiatives on campuses across the country with mini-grants to select institutions of higher learning and other financial assistance to student leaders.

Join us as we inspire more young people to pursue social change work, activate important lessons of the past, and sustain today's effective social action.

ALL IN Campus Democracy Challenge

Empowering colleges and universities to achieve excellence in student democratic engagement. <https://www.allinchallenge.org/>

We believe higher education should play a role in developing an active and informed citizenry by educating students, motivating them to engage in American democracy, and instilling the value of lifelong participation.



**MESA
COMMUNITY COLLEGE**
A MARICOPA COMMUNITY COLLEGE

Mesa Community College



Voting Library Guide: <https://mesacc.libguides.com/c.php?g=961529>

10 Recommendations to Increase College Student Voting and Improve Political Learning and Engagement in Democracy
[Election Imperatives.pdf](#)

Campus Vote Project

Encouraging student voters across the nation. <http://campusvoteproject.org>



Campus Vote Project works with universities, community colleges, faculty, students and election officials to reduce barriers to student voting. Our goal is to help campuses institutionalize reforms that empower students with the information they need to register and vote.



Campus Election Engagement Project (CEEP).

CEEP is a national nonpartisan project that helps administrators, faculty, staff, and student leaders at America's colleges and universities engage students in federal, state, and local elections. <https://campuselect.org/>

Arizona Clean Elections

The Citizens Clean Elections Commission is a non-partisan commission created by voters that educates voters, and provides campaign funding and enforces campaign finance rules and laws. Clean Elections was founded in 1998 after Arizona voters passed the Citizens Clean Citizen Elections Act ([A.R.S. Title 16, Chapter 6, Article 2](#)) to root out corruption and promote confidence in our political process.



The Act established a system for voter education, clean funding for candidate campaigns and campaign finance enforcement. The purpose of the Act is to restore citizen participation and confidence in our political system, improve the integrity of Arizona State government and promote freedom of speech under the U.S. and Arizona Constitutions. <https://www.azcleelections.gov/>



**MESA
COMMUNITY COLLEGE**
A MARICOPA COMMUNITY COLLEGE

From the Office of Government Relations

These elections will appear on the ballot for the November 4th election along with many other state, county, and municipal elections. We encourage all Maricopa faculty, staff, students, and community members to take the time to make informed, thoughtful choices in this election, and to encourage others to do so. If you did not have a chance to attend the recent Governing Board candidate forums, you may view them online (see links below).

Civic Action Plan

Executive Summary

MCC's action plan was developed by engagement team members.

This action plan aspires to promote voter registration, reduce voting barriers, provide voting information, develop outreach, and establish coalitions with a variety of campus and community groups, at the local and state levels. The action plan will be implemented by the Civic Engagement Team and its community partners.

Campus Leadership Team

Currently the team is comprised of:

Duane D. Oakes, Faculty Director of the Center for Community & Civic Engagement at Mesa Community College

Debra Ohlinger, Administrative Assistant/Advisor, Center for Community & Civic Engagement

Kim Morrow, MCC Engagement Team member and student Lead Andrew Goodman Ambassador

Elizabeth Ward, MCC Engagement Team member and Andrew Goodman Ambassador

Alec Schultz, MCC Engagement Team member and Andrew Goodman Ambassador

Emma Ross, MCC Engagement Team member and Andrew Goodman Ambassador

Landon Peterson, Campus Election Engagement Project and CENSUS 2020 Ambassador

Local Partners:

Mesa Community College –

Center for Community & Civic Engagement Civic Action Team

Mesa Community College Library - Supported many workshops, voter registrations and education, student projects, and campus events

Student Life & Leadership - Supported the Civic Action Team by supplying marketing materials such as posters, sandwich boards, bulletin board space to post flyers for events, popcorn and cotton candy machine, and their own social media

Student Government - Participated in the Operation Vote Coalition meetings and helped promote events and Voter Registration

MCC Veterans Services - Large 8'X12' U.S. flag to hang on the Clock Tower for our Civic Engagement Week activities

Maricopa County Recorder - He spoke on the importance of voting that was broadcasted to all 10 of our Maricopa County Community Colleges

The role of this group is to plan, develop, and execute activities and functions that promote the goals of this organization and the college (see below for stated goals for 2019-2020). The team members were selected from a pool of volunteers, staff, and community members. Assignments are collaborative and created on an event-by-event basis. To date, we have partnered with a host of community organization at the local and state level. At the college level our coalition has included members from the library staff, faculty members from the Political Science Department, Student Government, Student Life, Phi Theta Kappa, and the Veterans association.

On the community level we have partnered with groups and private individuals such as the City of Mesa, Maricopa County Recorder's Office, and the Secretary of State office.

Goals for carrying out democratic engagement in 2019-20:

The Center for Community & Civic Engagement at Mesa Community College is dedicated to creating a campus culture that encourages responsible civic leadership and promotes student participation in the democratic process. This year, we hope to accomplish goals in the following areas:

1. 1 Assembling a team of new student leaders
 - a. Four (4) Andrew Goodman ambassadors
 - b. Four (4) Campus Election engagement Project Fellows
2. Increase voter registration and turn-out through marketing
 - a. We would like to raise our overall rate from 45% (NSLVE Report) to over 60% of our students voting in the presidential election
 - b. Provide a Voting Portal for student to register to vote while keeping their personal information confidential
3. Provide greater opportunities for voter education
 - a. We will have weekly booths to help promote voter education
4. Promote our "Operation Vote Coalition" to gain more partners on campus and in the community and attend more community events.

We plan on accomplishing this through weekly planning meetings, bi-weekly registration events, and bi-monthly voter engagement activities.

Commitment

Our team strives to build a reputation for presenting quality programs and engaging in responsible and educated civic participation. We hope to help establish a pervasive culture that promotes the ideals of democracy via civic education and participation as part of its institutional heritage.

Data will be collected, compiled, and examined for ways to improve and to measure past successes. Also, activities will be tailored to fit into classroom curriculum.

Landscape

Activities are presented to professors and student populations during peak hours that are of concern and interest to the community at large. For example, ambassadors made themselves available to visit classrooms to register voters during the election cycle. Voter education workshops are designed to help overcome barriers to voting. These barriers include: a lack of information as to when and where voting occurs, how to register, and lack of knowledge as to what or whom to vote for. Fortunately, we have a talented pool of community activists to draw from and an institutional infrastructure that is supportive of our goals.

Goals

Our goals are to help the institution achieve a culture of civic engagement.

Long Term:

We hope to raise student voting rates.

Short Term:

Host regular voter education workshops

Provide the opportunity for the student body and community to register to vote and to find their proper polling sites

Strategy

Our strategy is to plan activities which draw the attention of MCC community members by providing valuable and useful vehicles or tools that will allow them to exercise voting rights and to practice principles of Democracy.

Each activity will be planned and implemented by team members as a group during weekly meetings. As a team we hold weekly planning meetings and then will coordinate between meetings by email and texts.

Promotions will include the design and printing of notices to be posted around campus. Announcements in student government and Phi Theta Kappa meetings will also be made alerting the community of upcoming events. Advisements will be posted on the campus electronic



bulletin board, in the school newspaper, and via posters and flyers that have been placed strategically around campus.

Reporting

We will be tracking our registration efforts and checking our voter turnout rates as the semesters progress. These will be compiled into our end of the semester and NLV reports. Our action plan and follow-up reports will be shared both internally and externally with organizations such as Campus Compact, team members, and the administration at Mesa Community College. Parts of the report will also be used as a documentation source for other Civic Engagement reports including the Andrew Goodman Foundation, All In Campus Democracy Challenge, Campus Vote Project, NASPA and for Carnegie designations.

Evaluation

Our team hopes to use our data to evaluate:

1. If our offerings are reaching our targeted population
2. If they are providing tools to the community that assist in allowing members to make informed choices
3. If the activities promote responsible civic participation.

Civic Engagement Events.

January 2020

- 13 – MCC Welcome Week Voter Registration booth
- 18 – Downtown Mesa Festival of the Arts
- 29&30 – Volunteer Fest

The students staffed the Civic engagement table at the Volunteer Fest promoting Civic Engagement Week while registering students to vote. The students also attend our Red Mountain Campus later this month to promote Civic Engagement and Voting

February 2020

- 5 - Volunteer Fest - We will staff a table at the Volunteer Fest promoting Civic Engagement week and getting students registered to vote.
- Farmers Market Voter Registration/Education booth
- Display case promoting Voter Registration and CENSUS 2020
- Digital reminders posted on digital boards for registration events
- Distributed flyers and postcards promoting voter registration

March 2020

29 – Good Deed Day Voter Registration Booth at a community event
Farmers Market Voter Registration/Education booth

April 2020

1 – CENSUS 2020 Event
Voter Education workshop
Farmers Market Voter Registration/Education booth

Students, staff, and faculty were able to explore how to check their voter registration and voter history online, as well as fact-check public statements made by elected officials, and find candidates who reflect their values. Students learned how to become politically active in their community.

June 2020

19 – 23 – Andrew Goodman Conference

July 2020

4 – City of Mesa Celebration

August 2020

Planning Meetings
MCC Welcome Week Voter Registration booth
Digital reminders posted on digital boards for registration events
Distributed flyers and postcards promoting voter registration

September 2020

3 & 4 Volunteer Fest –

The students staffed the Civic engagement table at the Volunteer Fest promoting Civic Engagement Week while registering students to vote. The students also attend our Red Mountain Campus later this month to promote Civic Engagement and Voting

14-17 MCC Civic Engagement Week - Constitution Day

Civic engagement means working to make a difference in the **civic** life of our communities and developing the combination of knowledge, skills, values and motivation to make that difference. It means promoting the quality of life in a community, through both political and non-political processes.

This week will be filled with multiple events and activities to explore civic engagement. Many of these events will include, Constitution Day Simulcast with Maricopa County Recorder, Adrian Fontes, Voter Education Workshop, Bagels & Ballots, Pizza & Politics, Donuts and Democracy, and many, many, more. Student will also promote through a display case. Ambassadors will also be inviting students staff and faculty to meet the

Andrew Goodman Ambassadors on campus and learn about community service, civic engagement and service-learning.

The students took part in our Constitution Day and gave away FREE Constitutions. The students celebrated Constitution Day to commemorate when delegates came together in Philadelphia at the Constitutional Convention in 1787, when they signed the US Constitution into action. However, it wasn't until 2004 that the holiday took on the full name it bears today. It was then that Senator Robert Byrd passed an amendment that effectively renamed the holiday "Constitution Day and Citizenship Day," which requires public schools and institutions to provide information on the history of the country's constitution.

It's a day to celebrate our past, but also a day to celebrate our future, by honoring those who have become American citizens, and inviting others to come and do the same.

- 24 - National Voter Registration Day will include music, food, games, and a voter pledge where students can put their hand print on a sheet as a pledge to vote in the November elections. Sept.-Nov.

Student Leaders will conduct a *National Voter Registration Day* campaign and hosted registration tables. We have purchased a magazine rack that will allow our student volunteers to become mobile and travel about the campus freely carrying voter registration forms and other materials with them easily. We have purchased an air wavy machine and an Uncle Sam costume for volunteers to wear in order to attract greater attention and to stir enthusiasm.

October 2020

Farmers Market Voter Registration/Education booth

November 2020

- 3 - "Party at the Polls" Marketing on campus
Students assisted with voting services where needed including polling locations, host a party on campus to celebrate election day and the importance of voting on campus.

In the past, lack of knowledge seemed to be our number one complaint from the students. When students were asked why they had not voted in the past they explained they either did not know how or where to register to vote or they did not know how or where to vote. We feel that we have made headway in this area by increasing efforts in raising awareness and providing workshops.

Student Ambassador Experiences

Kim Morrow, MCC Engagement Team member and student Lead Andrew Goodman Ambassador

This is my second year serving as Andrew Goodman Ambassador for Mesa Community College as well team lead for the college Civic action team. This semester has helped me grow as a leader and advocate for college student voter registration and education. After attending the National Civic Leadership Training Summit in New Jersey this summer, my team members and I began having weekly meetings and strategizing for the upcoming semester. One of the things we decided was to hold Civic Action Week again, as in the previous year, in honor of Constitution Day and National Voter Registration Day. Between those two days we had a week's worth of events which included the following: Simulcast with Maricopa County Recorder Adrian Fontes, Voter Education Workshop, Civic Action Team Party, Jury Nullification (Learn your rights as a juror.), Census (Why being counted is important.), a discussion with Mesa Community College political science professor Dr. Brian Dille (Why Your Vote Matters.). To help promote our events and voter registration we also reserved and decorated the display case next to the college library.

As a team, we also formed partnerships with both Student Life and ASMCC (student government). Both myself and Elizabeth Ward hold positions in student government. She is the Student Body Vice President and I am the Chief of Staff. Every week during senate announcements we promoted voter registration as well as promoting voting in the 2019 elections that happened this November. We attended and tabled at events held by Student Life such as Welcome Week, Volunteer Fest, Student Success Fair, and the Health Fair. In addition to that we participated in the Tunnel of Oppression and the National Debt Awareness event, House of Horrors: Scary National Debt Facts.

Another group we have partnered with is Arizona Clean Elections. They have joined us for tabling and promoting voter registration at the Mesa Community College, We Care Wednesdays, a monthly event where students can receive free groceries, toiletries, clothing and school supplies. Arizona Clean Elections also joined us for our Party at the polls on Election Day, helping to distribute information about what was on the ballots and where to find your polling place.

All semester we have been promoting voter registration, education and participation. Next year we plan to continue with our partnerships and step up our efforts to get students civically engaged beginning with voter registration.

January 14th is the start of the spring semester. We will kick off our efforts by attending



and tabling during Welcome Week and continue registering and educating students at the We Care Wednesday, the Volunteer Fest, Student Success Fair, Health Fair and more. We will be holding two to three voter education workshops and gearing up for the Democratic Primary in March. With 2020 being an election year will continue with our efforts beyond the primary throughout the semester and beyond till the election next November.



Elizabeth Ward, MCC Engagement Team member and Andrew Goodman Ambassador

My personal statement about the semester with being the Ambassador for The Andrew Goodman Foundation has been rewarding and fulfilling. Getting out there in the community and educating students people about the importance of voting is what I enjoy. If you want to make change in the world you have to get out there and be the example people need to see. I was able to set a table up so we could be part of the tunnel of



oppression. It was a great turnout and we reached a lot of students. I was able to register a lot of new voters, not all was easy. It took a lot of talking and helping them see the value in them voting and making a difference. We were part of a lot of events on campus. I am happy that our voting numbers went up at Mesa Community College, so this is great news. I think we did a good job with marketing and making sure the students are aware of who we are. We also were able to make other relationships to help out with what we were doing. The summer conference in New Jersey was wonderful met some great people and made some great connections. We talked with other students from other colleges, so this

was amazing. It was nice going there to be able to see what they are about and learn the history of Andrew Goodman. The semester was good, and I am looking forward to the next one. I had great experience and I enjoy the team that I work with. The numbers prove what we are doing is working and that we are engaging

the students. Andrew Goodman Foundation is doing a good job with all that they do to make a change in this world. It has been a great experience and have learned a lot along the way. And met some amazing people along the way.

Alec Schultz, MCC Engagement Team member and Andrew Goodman Ambassador

As an Andrew Goodman Ambassador, I began my time at the National Civic Leadership Training Summit in New Jersey over the summer of 2019. During that time, I met with students from across the United States with the same goal: engage young people to vote. This was also where I met the Ambassador Team for Mesa Community College, my colleagues, Kimberly Morrow, Elizabeth Ward, and Emma Ross. Putting on events for Civic Engagement Week and working toward increasing voter registration was an exciting, insightful, and memorable time while an Andrew Goodman Ambassador.



Emma Ross, MCC Engagement Team member and Andrew Goodman Ambassador

This semester, I had a great opportunity to be an Andrew Goodman Ambassador for Mesa Community College. I helped set up for constitution week, attended events at constitution week including the ambassador/Civic Engagement party, and handed out flyers for each of these events. I tabled every Monday, Tuesday, Thursday, and Friday for a couple of hours each day. I also attended the Civic Engagement meetings. Around the middle of the semester, Christina, our regional director, gave me the responsibility of managing our social media campaign. I started an Instagram page and outlined our events and what the members of our team were doing to promote civic engagement and to register students to vote. I had the opportunity to go to Virginia for a week at the beginning of November, and participate in a Get Out The Vote campaign. I knocked doors for multiple hours every day and encouraged people to go vote. It was a great experience. I also got the opportunity to go to Campaign Management College, where I learned how to manage a campaign, and a little bit of how to implement voter registration into a campaign. I hope to use the things I learned there next semester. I also got the opportunity to attend a Deputy Registrar training put on by the Maricopa County Recorder's office. I gained extensive training on the laws and how-to's of registering people to vote. For next semester, my goals are to be more efficient in registering people. I want to be better at explaining to them how it directly affects their lives. I hope to register more people than I did this semester. I also hope to increase our social media and gain more followers by expanding to Twitter and Facebook.

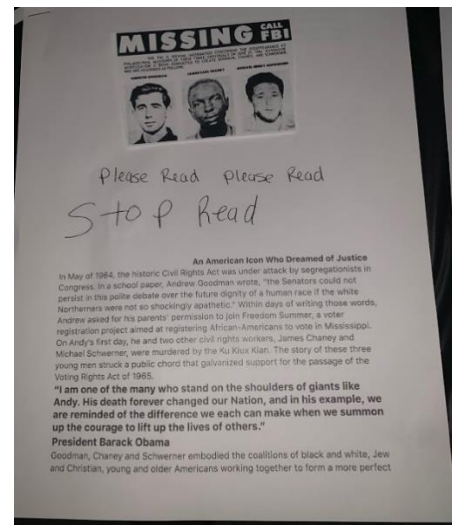


Landon Peterson, Campus Elections Engagement Project Fellow and CENSUS Ambassador



At our Red Mountain Campus, I applied to be a Fellow through the Campus Election Engagement Project. My duties were helping students register to vote and leading and organizing voter awareness events. I thoroughly enjoyed the personal conversations I had with students and families on the importance of being an active and engaged American Citizen. So many college students are not registered to vote because they feel it is too hard or time consuming. It was rewarding to help them see the simplicity behind it. I helped establish a permanent student voter registration position at the Red Mountain Campus. After my time is completed I will be recruiting someone else to fill in my spot. I learned the importance of communication in effective leadership. When events were well marketed, and information was passed out to the students ahead of time, we found that they ran much smoother. My vote really does matter! I can vote for local elections and see real change in a short period of time. If there's a policy or rule in the government or in my career field I disagree with, I can advocate for change.

Voter Education Photos and Ambassadors



Recognition

March 26, 2019— Mesa Community College is pleased to announce it has been designated a Voter Friendly Campus by the national nonpartisan organizations Fair Election Center's Campus Vote Project and NASPA – Student Affairs Administrators in Higher Education. MCC participated in an initiative which held participating institutions accountable for planning and implementing practices that encouraged their students to register and vote in the 2018 elections and in the coming years. MCC was one of 123 colleges across 31 states to earn the Voter Friendly Campus designation and was one of only two in Arizona to earn the designation.

November 21, 2019 — Mesa Community College receives a 2019 ALL IN Challenge silver seal for achieving a 30 to 39 percent student voter engagement rate during the 2018 midterm election. The national recognition was bestowed during a ceremony on Nov. 12 at the Newseum in Washington, D.C. Student participation in elections has increased from the 2014 midterm election to the recent 2019 midterm election. According to the National Study of Learning, Voting, and Engagement (NSLVE), an initiative of Tufts University's Institute for Democracy & Higher Education, voter turnout at the more than 1,000 institutions participating in the study increased by 21 points from 19 to 40 percent. NSLVE data on MCC reveals that its student voter engagement increased by 23.4 points from 13.5 to 36.9 percent.

