# ON TRACK 2016 SURVEY RESULTS



DESTINATION OF STUDENTS WHO EXITED SCHOOL IN 2015

Port Phillip (C)



# **CONTENTS**

1	On Track survey response rates: school leavers in Port Phillip (C)	1
1.1	Participation of Year 12 or equivalent completers in the 2016 On Track survey	1
1.2	Participation of early school leavers in the 2016 On Track survey	1
2 and	Destinations of 2016 Year 12 or equivalent completers: Port Phillip (C) Victoria	2
2.1	Year 12 or equivalent completers in campus-based tertiary study	5
2.2	Year 12 or equivalent completers in apprenticeships and traineeships	7
2.3	Year 12 or equivalent completers not continuing in education or training	8
2.4	Year 12 or equivalent completers who deferred tertiary study	9
2.5	Year 12 or equivalent completers who were employed	10
3	Post-school destinations of early school leavers in	12
4	Career advice activities participated in while at school	15

MelbourneDecember 2016
State of Victoria (Department of Education and Training) 2016
The copyright in this document is owned by the State of Victoria (Department of Education and Training), or in the case of some materials, by third parties (third party materials). No part may be reproduced by any process except in accordance with the provisions of the Copyright Act 1968, the National Education Access Licence for Schools (NEALS) (see below) or with permission.

An educational institution situated in Australia which is not conducted for profit, or a body responsible for administering such an institution may copy and communicate the materials, other than third party materials, for the educational purposes of the institution.

Authorised by the Department of Education and Training,
2 Treasury Place, East Melbourne, Victoria, 3002



### **About On Track**

On Track is a large-scale survey designed to monitor the destination outcomes of Year 12 or equivalent completers and early school leavers six months after leaving school. This information provides insights into post-school destinations and pathways, and highlights the diversity of pathways young people pursue after leaving secondary school. The On Track survey involves students from all Victorian school sectors.

Data obtained through the On Track survey is used to publish post school education, training and employment destinations. Those not studying or in part-time work are offered career pathway advice and assistance via a referral service.

This LGA report provides local level information on the post-school education, training and employment destinations of students who attended schools in Bass Coast, to support post compulsory education planning and to assist with youth support services. The report draws on data obtained through the 2016 On Track survey.

Some data presented has not been released due to the small numbers of respondents. These data will either be presented as "np" (not published) or appear blank (in figures and charts) where the number of respondents are less than 5.

# **Other On Track Reports**

In addition to LGA reports, the following reports are produced annually from the On Track survey:

### Statewide report

The On Track statewide summary provides a comprehensive analysis of destinations of Year 12 or equivalent completers and early school leavers across Victoria, six months after they leave school.

#### School reports

On Track destination data is provided to schools to assist in the development of curriculum options and careers advice for students, to assist them in achieving their post-school education and employment goals.

On Track destination data of school leavers for each Victorian school are available for download in the Victorian Assessment Software System (VASS).

The statewide report and LGA reports are available to the public on the On Track website: www.education.vic.gov.au/ontrack

## **Contact Information**

If you have any queries or would like more information about On Track data, please email: <a href="mailto:ontrack.survey@edumail.vic.gov.au">ontrack.survey@edumail.vic.gov.au</a>



### 1. On Track survey response rates

Consent to participate in the On Track survey is required to enable the Department to contact school leavers. Consent is sought via a question on the students' Victorian Curriculum Assessment and Authority (VCAA) enrolment form completed when a student enrols in a senior secondary unit.

Students who consent to participate in the survey are contacted six months after leaving school. Participation in the survey is voluntary and school leavers may opt-out of completing the survey when contacted.

# 1.1 Participation of Year 12 or equivalent completers in the 2016 On Track survey

Year 12 or equivalent completers are defined as those who completed a Victorian Certificate of Education (VCE), International Baccalaureate (IB) or Victorian Certificate of Applied Learning (VCAL, Senior or Intermediate). The sample includes those who completed such qualifications in schools, or in TAFE institutions or Adult and Community Education providers.

Table 1: 2016 On Track participation, Year 12 or equivalent completers in Port Phillip (C) who exited school in 2015

On Track participation	Year 12 or equivalent completers					
	Males	Females	All Total			
School leavers in cohort	203	353	556			
Consented to participate	149	250	399			
Responded to survey	84	179	263			
Participation rate (per cent)	41.4	50.7	47.3			

Note: Participation rate = On Track respondents as a proportion of school leavers in cohort

## 1.2 Participation of early school leavers in the 2016 On Track survey

For On Track, early school leavers are defined as students who had registered their details with the VCAA by enrolling in an IB program or a VCE or VCAL unit, and who left school without completing one of the following certificates: VCE; IB; VCAL Senior or VCAL Intermediate. In general, early school leavers had been in Year 10, 11 or 12 when they left school. As such the sample does not represent all early leavers from Victorian schools.

Findings based on the early school leavers' data should be treated with caution due to the relatively low participation rate.

Table 2: 2016 On Track participation, early school leavers in Port Phillip (C) who exited school in 2015

On Track participation	Early school leavers					
	Males Females		All Total			
School leavers in cohort	46	31	77			
Consented to participate	29	14	43			
Responded to survey	10	6	16			
Participation rate (per cent)	21.7	19.4	20.8			

#### Notes

Participation rate = On Track respondents as a proportion of school leavers in cohort

- Early school leavers who had not attended school in 2015 or had returned to school in 2016 were scoped out of the survey but were included in the cohort file.
- A proportion of early school leavers could not be contacted or had unusable or incorrect contract information.



<sup>\*</sup> The early school leaver response rate is affected by a number of factors:

# 2. Destinations of 2015 Year 12 or equivalent completers: Port Phillip (C) and Victoria

Table 3: Destinations of Year 12 or equivalent completers who exited school in 2015, Port Phillip (C) and Victoria

Post-school destination	Port Phi	llip (C)	Victoria	
Post-school destination	Number	Per cent	Number	Per cent
In Education or Training	226	85.9	22800	76.8
Bachelor degree	201	76.4	16081	54.2
Certificates/diplomas	22	8.4	4327	14.6
Certificate I-III	np	np	756	2.5
Certificate IV or higher	21	8.0	3571	12.0
Apprenticeship/traineeship	np	np	2392	8.1
Apprenticeship	np	np	1645	5.5
Traineeship	np	np	747	2.5
Not in Education or Training	37	14.1	6871	23.2
Employed	31	11.8	5256	17.7
Employed full-time	17	6.5	1793	6.0
Employed part-time	14	5.3	3463	11.7
Looking for work	np	np	1346	4.5
NILFET	np	np	269	0.9
Unknown			8	0.0
Total respondents	263	100.0	29679	100.0

Note: NILFET = Not in the labour force, employment or training

Table 4: Destinations of Year 12 or equivalent completers six months after leaving school, Port Phillip (C) and Victoria, 2012 to 2016

	Port Phillip (C)				Victoria					
Post-school destination	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent
Bachelor degree	73.1	75.3	70.3	75.2	76.4	52.0	53.2	54.3	53.2	54.2
Certificates/diplomas	10.2	9.0	10.4	9.1	8.4	17.5	15.8	16.1	16.3	14.6
Apprenticeship/traineeship	2.5		2.2	np	np	8.0	7.1	7.0	7.5	8.1
Employed	9.9	12.7	11.8	8.7	11.8	17.5	17.9	16.7	17.0	17.7
Looking for work	3.1	2.0	3.2	5.0	np	4.1	4.8	5.1	4.9	4.5
NILFET	np	np	2.2	np	np	0.9	1.1	0.9	1.0	0.9
Unknown							0.0	0.0	0.0	0.0

Note: NILFET = Not in the labour force, employment or training



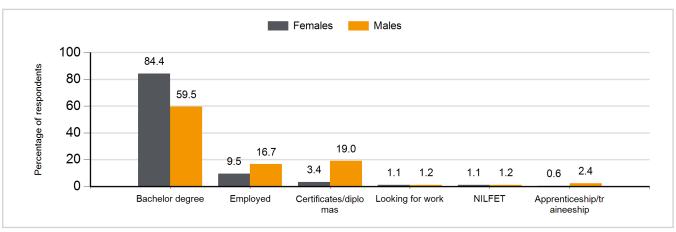
# 2. Destinations of 2015 Year 12 or equivalent completers: Port Phillip (C) and Victoria

Table 5: Post-school destinations of Year 12 or equivalent completers in Port Phillip (C), by certificate and study strand completed in 2015

	Study strand completed						
Post-school destination	VCAL Only	VCE non- VET	VCE VCAL	VCE VET	IB		
Bachelor degree		76.9		75.0			
Certificates/diplomas		8.4		np			
Apprenticeship/traineeship	np	np					
Employed		11.3		np			
Looking for work		np					
NILFET		np					
Unknown							
Total respondents	100.0	100.0	100.0	100.0	100.0		

Note: NILFET = Not in the labour force, employment or training

Figure 1: Post school destinations of Year 12 or equivalent completers in Port Phillip (C), by gender, 2016



Note: NILFET = Not in the labour force, employment or training

Table 6: Post-school destinations of Year 12 or equivalent completers in Port Phillip (C), by SES in 2015

	SES quartile of student residence						
Post-school destination	Lowest	Low - Medium	Medium	High			
Bachelor degree	88.5	100.0	79.5	71.4			
Certificates/diplomas	np		np	9.1			
Apprenticeship/traineeship			np	np			
Employed	np		np	15.4			
Looking for work				np			
NILFET			np	np			
Unknown							
Total respondents	100.0	100.0	100.0	100.0			

Note: NILFET = Not in the labour force, employment or training



# 2. Destinations of 2015 Year 12 or equivalent completers: Port Phillip (C) and Victoria

Table 7: School destination results of Year 12 or equivalent completers, On Track survey data 2016, Port Phillip (C), by school

	Year 12 or equiv. completers	Respond ents	In Education and Training - 2016			Not in Education and Training - 2016
School Name			Bachelor enrolled	Tafe/Vet Enrolled	Apprentice / Trainee	Total not in Education and Training
	Number	Number	Per cent	Per cent	Per cent	Per cent
Christian Brothers' College St Kilda (01201)	np	np	np	np	np	np
Elwood College (01147)	71	32	28.1	28.1	np	40.6
MacRobertson Girls High School (01366)	242	120	93.3	np	np	5.0
St Michael's Grammar School (01449)	150	85	74.1	7.1	np	17.6
Total respondents in LGA	553	263				

#### Note:

(1) School that did not meet the following publication rules were not published in the table above:

- Schools with less than 10 Year 12 completers or less than 10 survey respondents.
- Schools with less that 50% consent rate, less than 50% response rate or less than 20% of the Year 12 cohort participating in the survey.
- (2) This table presents the count of Year 12 or equivalent completers who attended a school located within Port Phillip (C). Students who reside in Port Phillip (C) but attended a school outside Port Phillip (C) are not included in this table.
- (3) Not in Education and Training include Deferred, Employed, Looking for work and NILFET NILFET = Not in the labour force, employment or training



# 2.1 Year 12 or equivalent completers in campus-based tertiary study

Campus-based tertiary education leads to the award of a certificate (level I through IV), diploma, advanced diploma, associate degree or bachelor degreee. Study may be undertaken at a university, a TAFE institution or a private provider.

Table 8: Institution of study of Year 12 or equivalent completers who attended a school in Port Phillip (C) and were in campus-based tertiary study in 2016

handled an af alcoho	Year 12 or equivalent completers			
Institution of study	Number	Per cent		
University				
Australian Catholic University	np	np		
Deakin University	7	3.3		
Federation University (formerly Ballarat University)	np	np		
La Trobe University	np	np		
Melbourne University	65	30.5		
Monash University	82	38.5		
RMIT University	28	13.1		
Swinburne University	11	5.2		
Victoria University	np	np		
Interstate Universities	9	4.2		
Other Universities	np	np		
TAFE / VET				
Holmesglen Institute	np	np		
RMIT (TAFE Division)	np	np		
Swinburne (TAFE Division)	np	np		
Victoria University (TAFE Division)	np	np		
Total respondents in campus-based study	213	100.0		

# 2.1 Year 12 or equivalent completers in campus-based tertiary study

Table 9: Main field of study of Year 12 or equivalent completers in campus-based study, Port Phillip (C) and Victoria 2016

	Port Ph	illip (C)	Victoria		
Main field of study	Number	Per cent	Number	Per cent	
Agriculture, Environmental and Related studies	np	np	299	1.5	
Architecture and Building	9	4.0	551	2.7	
Creative Arts	31	13.9	2938	14.4	
Education	np	np	1341	6.6	
Engineering and Related Technologies	15	6.7	1442	7.1	
Food, Hospitality & Personal Services	np	np	352	1.7	
General degree	np	np	32	0.2	
Health	34	15.2	3436	16.8	
Information Technology	6	2.7	757	3.7	
Management and Commerce	40	17.9	3572	17.5	
Mixed Field Programmes	np	np	111	0.5	
Natural and Physical Sciences	54	24.2	2785	13.7	
Other	np	np	44	0.2	
Society and Culture	25	11.2	2734	13.4	
Total respondents in campus-based study	223	100.0	20,394	100.0	

#### Note:

Year 12 or equivalent completers who deferred a place in a tertiary-level program were allocated to their destination at the time of the survey and are not included in the data presented.

Figure 2: Labour force status of Year 12 or equivalent completers in campus-based tertiary study, Port Phillip (C) and Victoria, 2016



#### Note

Year 12 or equivalent completers who deferred a place in a tertiary-level program were allocated to their destination at the time of the survey and are not included in the data presented.



# 2.2 Year 12 or equivalent completers in apprenticeships and traineeships

Figure 3: Proportion of Year 12 or equivalent completers in an apprenticeship or traineeship, by gender, Port Phillip (C) and Victoria, 2016

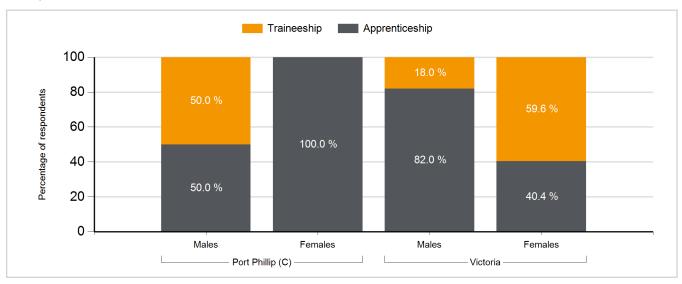


Table 10: Occupation groups of Year 12 or equivalent completers in an apprenticeship or traineeship, Port Phillip (C) and Victoria 2016

	Port Ph	illip (C)	Victoria		
Occupation group	Number	Per cent	Number	Per cent	
Accounting, Finance & Management			56	2.4	
Building & Construction			563	24.1	
Cleaning			7	0.3	
Clerks, Receptionists & Secretaries			112	4.8	
Computing & IT			29	1.2	
Drivers & Transport			6	0.3	
Electrical & Electronics Trades			285	12.2	
Engineering, Science & the Environment			30	1.3	
Food, Hospitality & Tourism	np	np	282	12.1	
Gardening, Farming & Fishing			91	3.9	
Government & Defence			14	0.6	
Health, Fitness, Hair & Beauty	np	np	202	8.6	
Labourers, Factory & Machine Workers			40	1.7	
Marketing & Sales Representatives			24	1.0	
Media, the Arts & Printing			22	0.9	
Metal & Engineering Trades			60	2.6	
Motor Vehicle Service & Repair			162	6.9	
Other			65	2.8	
Sales Assistants & Storepersons	np	np	123	5.3	
Social, Welfare & Security			20	0.9	
Teaching, Childcare & Library			145	6.2	
Total - all occupation groups	3	100.0	2,338	100.0	

### 2.3 Year 12 or equivalent completers not continuing in education or training

Table 11: Reasons for not continuing study: Year 12 or equivalent completers in Port Phillip (C) not in education or training at the time of the survey, 2012 to 2016

Survey Year	You wanted to start working / earning your own money	You just needed a break from study	You never planned or intended to study	The courses you were interested in were not available locally
	Per cent	Per cent	Per cent	Per cent
2012	42.9	50.0	28.6	21.4
2013	55.6	66.7	0.0	0.0
2014	69.2	76.9	7.7	38.5
2015	76.9	61.5	7.7	15.4
2016	55.6	66.7	11.1	0.0

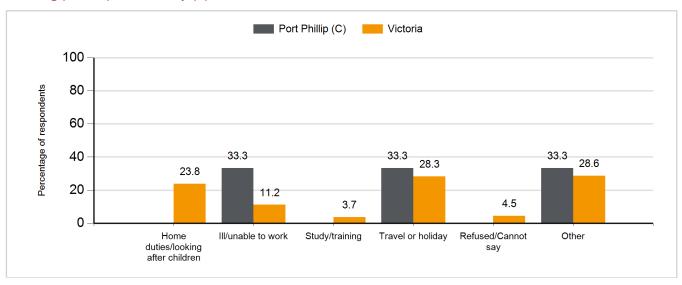
#### Note:

Respondents may have agreed to more than one statement.

Table 12: Likelihood of study in the next two years that would lead to a qualification, reported by Year 12 or equivalent completers not in education or training in, Port Phillip (C) and Victoria 2016

	Port Ph	illip (C)	Victoria	
Likelihood of future study	Number	Per cent	Number	Per cent
Extremely likely	np	np	1680	43.5
Somewhat likely	np	np	1525	39.5
Not very likely	np	np	397	10.3
Not at all likely			149	3.9
Cannot say / refused	np	np	110	2.8
Total - all occupation groups	9	100.0	3,861	100.0

Figure 4: Main activity reported by Year 12 or equivalent completers Not in the Labour Force, Education or Training (NILFET), Port Phillip (C) and Victoria, 2016



# 2.4 Year 12 or equivalent completers who deferred tertiary study

Deferred students are those who had been offered a place at university, TAFE or other tertiary institution, but had chosen to defer taking up the offer.

Figure 5: Proportion of Year 12 or equivalent completers who deferred tertiary study in Port Phillip (C) and Victoria, 2012 to 2016

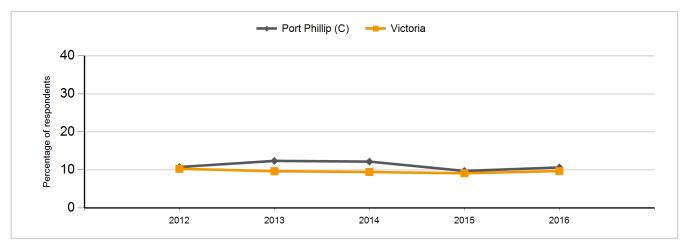
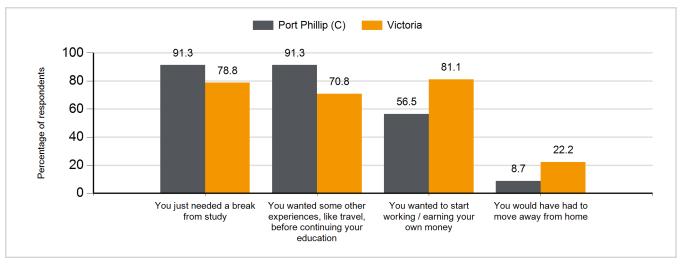


Figure 6: Reasons provided by Year 12 or equivalent completers for deferring tertiary study, Port Phillip (C) and Victoria, 2016



Note: Respondents may have agreed to more than one statement.

Table 13: Destinations of Year 12 or equivalent completers who deferred tertiary study, Port Phillip (C) and Victoria, 2014 to 2016

	F	Port Phillip (C	)	Victoria			
Post-school destination of deferred students	2014	2015	2016	2014	2015	2016	
	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	
Employed full-time	20.6	31.0	46.4	26.2	26.4	28.3	
Employed part-time	58.8	31.0	39.3	54.3	54.0	55.0	
Looking for work	8.8	27.6	7.1	14.7	14.1	12.4	
NILFET	11.8	10.3	7.1	4.6	5.3	4.1	
Unknown				0.2	0.1	0.1	
Total respondents	100.0	100.0	100.0	100.0	100.0	100.0	

Note: NILFET = Not in the labour force, employment or training



# 2.5 Year 12 or equivalent completers who were employed

Table 14: Top 10 occupations of Year 12 or equivalent completers who were employed at the time of the On Track survey, Port Phillip (C) and Victoria 2016

Occurredian	Port Ph	illip (C)	Victoria		
Occupation	Number	Per cent	Number	Per cent	
Sales Assistants	np	np	707	14.0	
Checkout Operators & Cashiers			512	10.2	
Waiters	6	20.7	579	11.5	
Storepersons			312	6.2	
Counter Hands at Food Outlets	np	np	304	6.0	
Kitchenhands			248	4.9	
Receptionists	np	np	126	2.5	
Bar Attendants	np	np	190	3.8	
Teachers, Tutors & Teacher Aides	np	np	130	2.6	
Factory Workers & Packers			157	3.1	
All other occupations	12	41.4	1,769	35.1	
Total respondents	29	100.0	5,034	100.0	

Table 15: Average hours worked per week, Year 12 or equivalent completers who were employed at the time of the On Track survey, Port Phillip (C) and Victoria 2016

Assessed become supplied managed	Port Ph	illip (C)	Victoria		
Average hours worked per week	Number	Per cent	Number	Per cent	
Less than 5 hours			70	1.4	
5 - 9 hours	np	np	263	5.4	
10 - 14 hours	np	np	439	9.0	
15 - 19 hours	np	np	513	10.5	
20 - 24 hours			711	14.6	
25 - 29 hours	np	np	539	11.1	
30 - 34 hours	np	np	593	12.2	
35 - 39 hours	7	25.9	704	14.5	
40 - 44 hours	np	np	613	12.6	
45 - 49 hours	np	np	169	3.5	
Greater than or equal to 50 hours	np	np	254	5.2	
Total respondents	27	100.0	4,868	100.0	

Table 16: Preference to be working full-time, Year 12 or equivalent completers who were employed at the time of the On Track survey, Port Phillip (C) and Victoria 2016

Prefer to be working full-time	Port Ph	illip (C)	Victoria		
	Number Per cent		Number	Per cent	
Yes	6	54.5	1,964	61.3	
No	5	45.5	1,092	34.1	
Cannot say			148	4.6	
Total respondents	11	100.0	3,204	100.0	

**Note:** Part-time employment = less than 35 hours per week

# 3. Post-school destinations of early school leavers

Table 17: Post-school destinations of early school leavers who exited school in 2015, Port Phillip (C) and Victoria

Dest asked destination	Port Phi	illip (C)	Victoria		
Post-school destination	Number	Per cent	Number	Per cent	
In Education or Training	12	75.0	1,378	54.0	
Bachelor degree	np	np	19	0.7	
Certificates/diplomas	11	68.8	604	23.6	
Certificate I-III	8	50.0	327	12.8	
Certificate IV or higher	np	np	277	10.8	
Apprenticeship/traineeship			755	29.6	
Apprenticeship			659	25.8	
Traineeship			96	3.8	
Not in Education or Training	np	np	1,169	45.8	
Employed	np	np	613	24.0	
Employed full-time			234	9.2	
Employed part-time	np	np	379	14.8	
Looking for work			406	15.9	
NILFET			150	5.9	
Unknown			7	0.3	
Total respondents	16	100.0	2,554	100.0	

Note: NILFET = Not in the labour force, employment or training

Table 18: Post-school destinations of early school leavers in Port Phillip (C) and Victoria, 2012 to 2016

	Port Phillip (C)				Victoria					
Post-school destination	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent
Bachelor degree					np	0.4	0.9	0.7	0.9	0.7
Certificates/diplomas	np	np		np	68.8	21.4	23.2	28.1	25.8	23.6
Apprenticeship/traineeship	np			np		34.6	27.5	25.1	28.2	29.6
Employed		np	np	np	np	23.3	24.8	23.9	23.7	24.0
Looking for work	np	np		np		15.0	17.4	16.9	15.6	15.9
NILFET		np	np	np		5.2	6.0	5.1	5.5	5.9
Unknown						0.0	0.0	0.3	0.3	0.3

**Note:** NILFET = Not in the labour force, employment or training. The percentage of early school leavers by post-school destination is sensitive to changes in respondent numbers and fluctuates year to year due to the small sample size in each cohort.

Figure 7: Reasons given by early school leavers in Port Phillip (C) and Victoria for leaving school, 2016

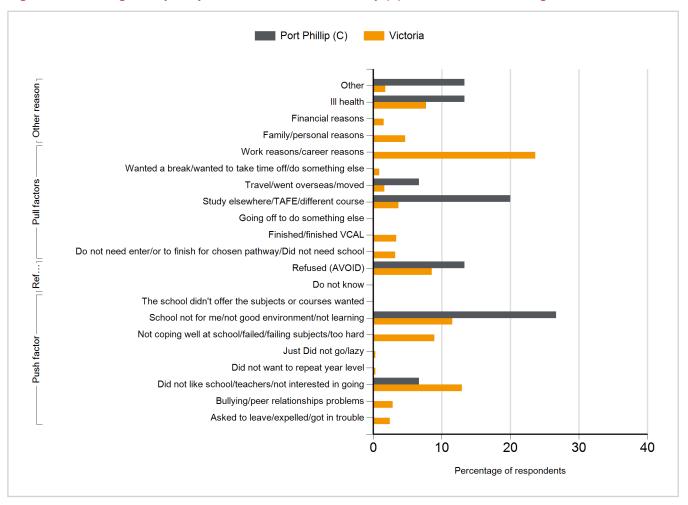


Table 19: Factors that would have motivated early school leavers to stay in school, Port Phillip (C) and Victoria, 2012 to 2016

Motivation factors for staying in schools		The school had a wider range of subjects	There were vocational programs or VET subjects in areas that interested you  Per cent	There was more flexible scheduling of classes	You could have studied part- time while working
_	2012	60.0	100.0	80.0	40.0
	2013	25.0	25.0	25.0	25.0
Port Phillip (C)	2014				
	2015	55.6	44.4	66.7	33.3
	2016	66.7	73.3	60.0	60.0
	2012	49.5	50.7	51.3	58.4
	2013	49.7	49.4	48.7	55.4
Victoria	2014	48.6	47.6	48.4	52.3
	2015	47.5	47.9	46.8	50.5
	2016	48.5	46.2	47.9	50.6

Note: Respondents may have agreed to more than one statement.



Figure 8: Year level studying when left school, early school leavers in Port Phillip (C) and Victoria, 2012 to 2016

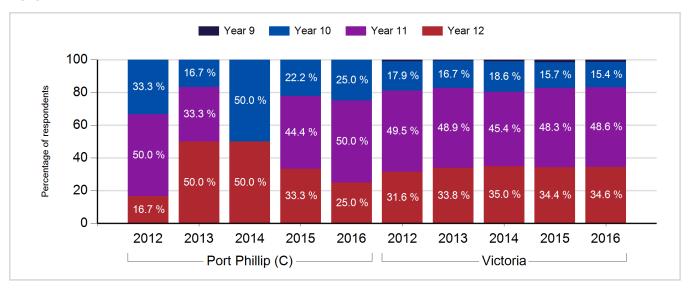


Figure 9: Reasons for not continuing education or training: early school leavers in Port Phillip (C) and Victoria, 2016

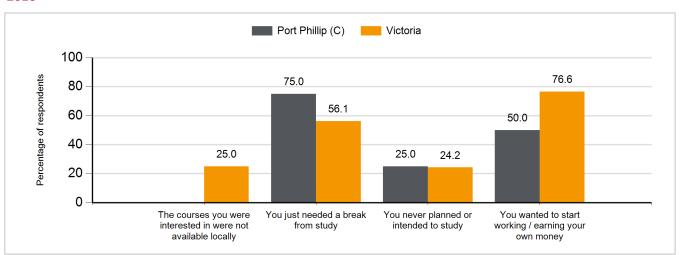


Table 20: Top 5 occupations of early school leavers not in education or training who were employed at the time of the On Track survey, Port Phillip (C) and Victoria 2016

0	Port Ph	illip (C)	Victoria		
Occupation group	Number	Per cent	Number	Per cent	
Sales Assistants	np	np	53	9.1	
Counter Hands at Food Outlets			25	4.3	
Checkout Operators & Cashiers			34	5.8	
Storepersons	np	np	20	3.4	
Kitchenhands			44	7.5	
All other occupations	np	np	409	69.9	
Total working and not in education or training	4	100.0	585	100.0	

# 4. Career advice activities participated in while at school

Figure 10: Career advice activities participated in while at school, by school leavers in Port Phillip (C), 2016

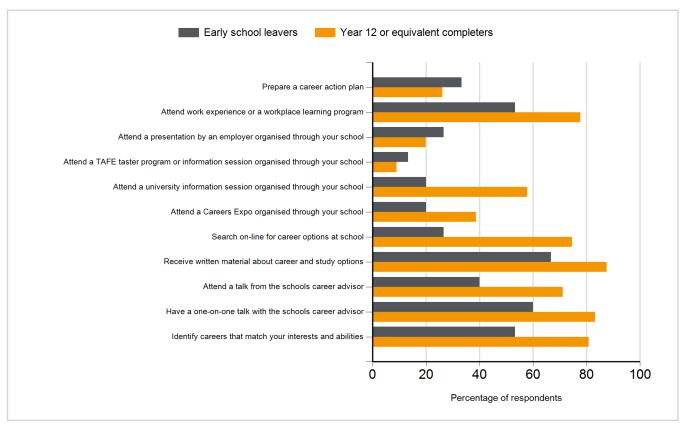


Table 21: Perceived usefulness of career advice received while at school, school leavers in Port Phillip (C) and Victoria, 2016

	Port Ph	illip (C)	Victoria		
Perceived usefulness of career advice received	Year 12 or equivalent completers (Per cent)	Early school leavers (Per cent)	Year 12 or equivalent completers (Per cent)	Early school leavers (Per cent)	
Very useful	18.4	np	28.7	20.1	
Somewhat useful	59.0	66.7	50.9	41.8	
Not very useful	17.2	np	13.8	18.0	
Not at all useful	4.7	np	5.5	15.3	
Did not receive any advice / Cannot say	np		1.1	4.8	
Total respondents (Number)	256	15	29,029	2,334	

Table 22: Follow-up action taken on career action plans by early school leavers in Port Phillip (C), 2016

Career action plan follow-up	Year 12 or comp		Early school leavers		
Question	Number	Per cent	Number	Per cent	
Total respondents	256		15		
Prepared a career action plan while at school	67	26.2	5	33.3	
(Of those who prepared a plan) - Had a copy of this plan when they left school	27	40.3	np	np	
(Of those that had a copy of their plan when they left school) - Followed up on actions in their plan	21	77.8			

