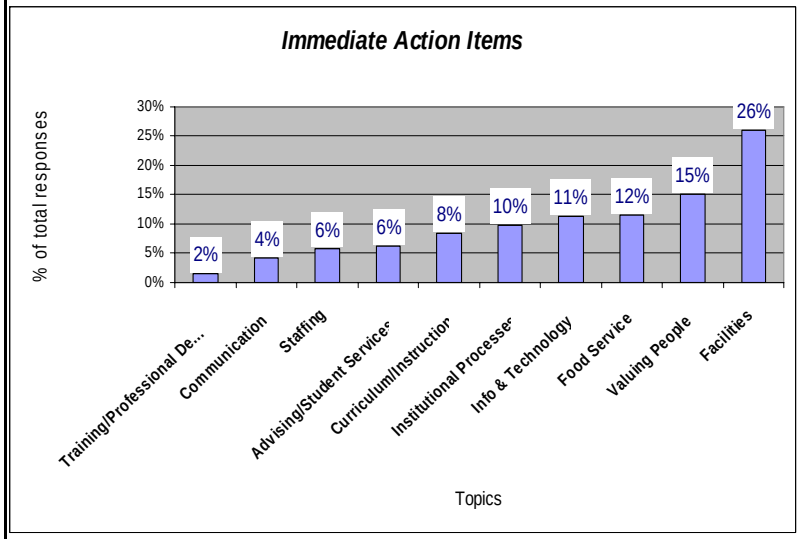
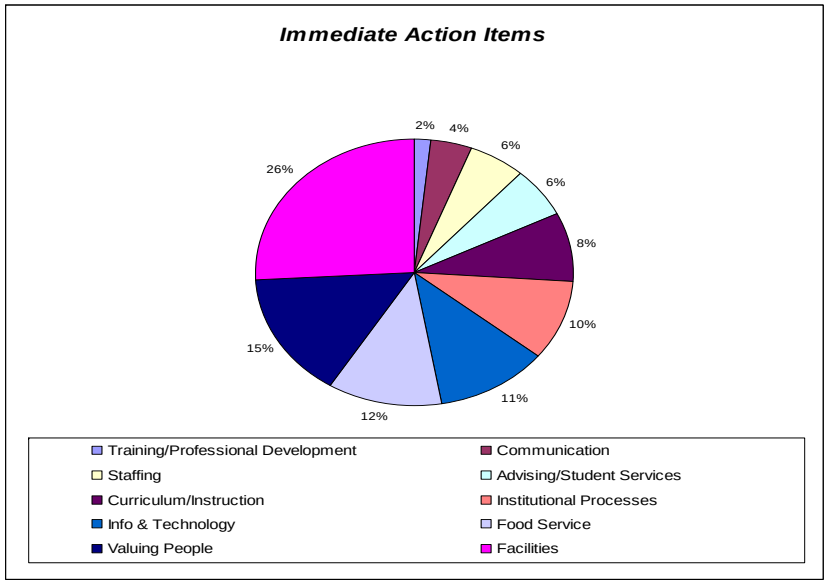
# MCC AQIP

## Conversation Day
## Immediate Action Items




- One of the results of our November 4th Conversation Day was the list of employee suggestions for Immediate Action Items. We collected 309 index cards with suggestions. The ideas have been grouped into general categories as displayed in the graphs to the right. These ideas are being studied by Executive Cabinet members and other administrators to determine the "do-ability" of the suggestions. The AQIP Team will continue communicating the progress on these items in the months ahead.

| ***Project*** | ***Topic/Theme*** |
|---|---|
| Create a quick outline of the steps to take in beginning any program | Advising/Student Services |
| Put Admission and Information center together | Advising/Student Services |
| Put Advising/Counseling, Registration, FA and Registrar together | Advising/Student Services |
| Develop better retention programs | Advising/Student Services |
| Contact non-returning students and ID why they stopped and how college can help | Advising/Student Services |
| Implement Degree Audit | Advising/Student Services |
| Creat Full time advisors | Advising/Student Services |
| Implement proposed changes in student preparation | Advising/Student Services |

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|---|---|
| Keep timely appointments in advising | Advising/Student Services |
| Mandatory pre-admission counseling for all students -- match needs to capabilities | Advising/Student Services |
| More higher learning for high school before they come over to the College | Advising/Student Services |
| More one-on-one student support | Advising/Student Services |
| More student involvement in orientation | Advising/Student Services |
| New look at or re-organize student advisement | Advising/Student Services |
| Plan for future careers | Advising/Student Services |
| Provide students with more study areas, tutors, and services needed for their success | Advising/Student Services |
| Reinstate student progress element to attendance reporting | Advising/Student Services |
| Reorganize the student services area to improve customer service; we run our students all over in the admission, registration process. (Admissions to advising/counseling back down to FA, registration and cashiers | Advising/Student Services |
| Require students to tour library, learning center, computer lab, writing clinic as part of orientation | Advising/Student Services |
| **Advising/Student Services Count** | 19 |
| A phoneline that lists absent instructors for students to call before coming to campus and a scrolling line on the monitors | Communication |
| Better communication between the departments and students | Communication |
| Better communication within departments | Communication |
| Better communication | Communication |
| Improved communications between main campus and the extension centers | Communication |
| Internal department communication | Communication |
| More student info: a) location of computer labs, b) location of "student life center," c) time and dates of basketball games, d) place & times of student events | Communication |
| Picture and names of facilities day and night employees--identify work areas | Communication |
| Prepare and e-mail a page or two (pictures and names) of all safety and police officers so we know who is who | Communication |
| Project management--knowing what everyone is doing at the College | Communication |
| Provide feedback to administration on the needs of students on a yearly basis | Communication |
| Shorten policy terminology for easier understanding | Communication |
| Telephones--communication with a "real" person; no automated recording that gives choices and keeps you on hold | Communication |
| **Communication Count** | 13 |
| "Budget Course" for lifetime application for students (non-threatening, but useful to everyone) | Curriculum/Instruction |
| Aerobics class | Curriculum/Instruction |

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| All students be required to take an "interpersonal skills" -- learn how to interact with instructors, staff and other students; to learn how to behave in classrooms and hallways as young, mature, adults with respect and in a professional manner | Curriculum/Instruction |
| Allow program to choose reading level required for students | Curriculum/Instruction |
| Allow student to earn extra credit for non-credit curriculum and/or professional experience | Curriculum/Instruction |
| An across the curriculum program retention system | Curriculum/Instruction |
| Better quality control for courses taught by a wide variety of different (large #) part-time instructors (mandatory development meetings?) | Curriculum/Instruction |
| CASD college survival skills class. Include blackboard know how for students and library research skills. | Curriculum/Instruction |
| Communicate with program faculty that can identify MCC students that can work as tutors in the Learning Center. Students need help in varying subjects and often tutors are not available in the subjects that students need | Curriculum/Instruction |
| Dance classes (ballet, tap, ballroom) | Curriculum/Instruction |
| Help to assess of learning | Curriculum/Instruction |
| Improve developmental courses | Curriculum/Instruction |
| mandatory placement | Curriculum/Instruction |
| mandatory placement | Curriculum/Instruction |
| mandatory placement | Curriculum/Instruction |
| mandatory placement | Curriculum/Instruction |
| mandatory placement | Curriculum/Instruction |
| mandatory placement | Curriculum/Instruction |
| More non-traditional classes to increase retention and enrollment | Curriculum/Instruction |
| More student internships from all fields | Curriculum/Instruction |
| Outreach by technology department--scholarships, customized program | Curriculum/Instruction |
| Resolve to have mandatory placement in 100 level classes | Curriculum/Instruction |
| Students in non-credit receive credit to program courses | Curriculum/Instruction |
| Retain students. More effort could be expended with 2nd year students helping them fulfill their goals | Curriculum/Instruction |
| Track developmental students within the developmental writing program and as they move into college-level courses | Curriculum/Instruction |
| Why don't students get graduation credit for developmental? | Curriculum/Instruction |
| **Curriculum/Instruction Count** | 26 |
| "You are here signs" on maps on campus | Facilities |
| "You are here" signs in buildings on main floors giving directions | Facilities |
| Absorbent paper towels | Facilities |
| Automatic toilet paper dispensers | Facilities |
| Better drinking fountain in the Dental Hygiene wing | Facilities |
| Better signage on the front of CM building (the trees hide it half of year now) | Facilities |
| Better toilet paper | Facilities |

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| Campus seating | Facilities |
| Change parking area in front of MMB and Dental Area | Facilities |
| Climate control.  Not too hot or too cold from room to room. | Facilities |
| Complete renovations of art building | Facilities |
| Cooling for VADC | Facilities |
| Create a room exclusively for orientation, including storage for orientation materials and AV equipment--Yes, it's possible! | Facilities |
| Curtice Mott Building looks like a prison.  Please renovate and change desks in all classrooms | Facilities |
| Equipment repair in a timely fashion | Facilities |
| Equipment that works, please! | Facilities |
| Fill classrooms with enough chalks and erasers | Facilities |
| Fix door latching device on MC 2016 | Facilities |
| Fix handicap door on the lower level of MMB (by parking lot) also by dental hygiene door | Facilities |
| Fix or completely abandon the idea of a paid parking gate | Facilities |
| Fix the door at the top of the faculty parking ramp (top east end).  It sticks--hard to open | Facilities |
| Fix the pool or close it. | Facilities |
| Get rid of the speed bumps | Facilities |
| Get the temperature in the Gorman Building set at a comfortable level all the time. Thank you! | Facilities |
| Good chair--ergonomic, like the RTC faculty chairs | Facilities |
| Handicap parking needs to be in from to the main entrance at RTC | Facilities |
| Have marker/chalk and erasers in every room | Facilities |
| Have the dumpster emptied at Mott College Early Childhood Development Center at Woodside Church--it's overflowing! | Facilities |
| I suggest a Student Union in the Prahl Center and the RTC--Give the students space to study, lounge or hangout with video games, music, cards, pool, etc. | Facilities |
| I want my factory cat machine to work right [yes, that it what it says] | Facilities |
| Install air fresheners in the CM 1144 restroom | Facilities |
| It would be nice to have more parking places available | Facilities |
| Just clean women restrooms at least once during the day | Facilities |
| Keep student copy machines work.  Students always need copies and we cant make copies for so many students--cost college too much | Facilities |
| Keep the arm of gate down after 6:00pm at the faculty parking lot | Facilities |
| Keep the women's bathrooms clean throughout the day | Facilities |
| Labeling parking areas related to buildings | Facilities |
| Lapeer extension needs indoor repairs to building and new restrooms | Facilities |
| Lights in parking lot behind Gorman Bldg. not on at night | Facilities |

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| Like the turning off of noisy fans in Ballenger today (at 11:00 a.m.); the excessive noisy fans in MMB 200 floor could have an on/off switch? Or fix? | Facilities |
| Make room "you are here" maps oriented to the location it is placed so the un-informed can read it | Facilities |
| More and/or larger trash containers in or near the parking areas | Facilities |
| More bulletin boards to disseminate guidance and information to students | Facilities |
| Mott Middle College students continued breaking and/or blocking the handicap doors | Facilities |
| Move bikes out of Foundation garage | Facilities |
| Need many benches in the hallways for students to sit on while they are waiting for the classroom to be opened (we can't open classrooms more than 5-10 minutes ahead of class due to theft) Our students have no place to sit and are sitting on the floors. | Facilities |
| New interpreters' chairs too! | Facilities |
| No paid parking | Facilities |
| Paper recycling on campus | Facilities |
| Pencil sharpeners in classrooms | Facilities |
| Please provide more comfortable chairs for meetings that will last for several hours. | Facilities |
| Preparing for school opening having a clean building, stock with supplies: 1) education, 2) budget, 3) human resource | Facilities |
| Providing more study niches in the various buildings | Facilities |
| Public safety--security on ramps--public and students can access faculty staff ramp | Facilities |
| Put shelf in men's room CM 1027. What are we to do--books when dealing with "business," esp. at urinals. | Facilities |
| Put shelves and hooks (for backpacks) in the men's bathrooms in the CM building | Facilities |
| Put smart paper towel machines in all bathrooms - in BFH women's locker room | Facilities |
| Put soap in the soap dispensers (fill bathroom containers, soap, paper, etc.) | Facilities |
| Put up "Holiday" lights and decorations | Facilities |
| Put wastebaskets near the bathroom door to put paper in | Facilities |
| Refurbish CASD fix heating and cooling system in Prahl Center | Facilities |
| Regulate air in HR conference room (CM1020); it's always cold | Facilities |
| Remodel office | Facilities |
| Renovation of sterilization area in dental MMB 2027 it is inadequate and dangerous and against OSHA regulations | Facilities |
| Repair the heating for the classroom 2312 in the CM building. It gets so cold in the room that students are continually complaining of the cold, thus being distracted from learning. | Facilities |
| Replace lab stools that were in English rooms of CM | Facilities |

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| Replace stall walls (toilet surrounds) in all old buildings (except RTC or renovated areas)--replace locks as needed | Facilities |
| Softer, more absorbent, toilet paper in the bathrooms | Facilities |
| Some of the classrooms need to be painted and vending areas | Facilities |
| Staff and faculty designated parking at RTC | Facilities |
| Staff restrooms or smaller restrooms | Facilities |
| Staplers chained to teachers' desks in classrooms | Facilities |
| Supply closet of cleaning materials that instructors can access | Facilities |
| The ceiling tiles and plumbing leaks in the Dental Hygiene wing | Facilities |
| Vacuum offices daily | Facilities |
| Vestibule door on the lower level of MMB slams shut so hard that it is almost impossible to get through it without getting squeezed in the door; since it is labeled as a handicapped door, it should open and close automatically anyway | Facilities |
| Warm water | Facilities |
| Warm water in ladies staff bathroom in MMB 2103 | Facilities |
| We need to have campus maps visible in all lots throughout campus so visitors and new students can locate themselves and their destinations on "You are Here" maps | Facilities |
| We need to present a clean, healthy, environment to our students. Sweep and mop floors clean restrooms every day! | Facilities |
| **Facilities Count** | 80 |
| A cafeteria | Food Service |
| All own food vendors come on campus during lunch hour (let Coley Vending do it, I don't care) | Food Service |
| Better cafeteria eatery | Food Service |
| Better food in machines | Food Service |
| better food service | Food Service |
| better lunch/break area in VADC for cosmetology & art student and better vending machines | Food Service |
| Better/fresher food in vending machines | Food Service |
| Bigger food court. | Food Service |
| cafeteria and lounge | Food Service |
| Cafeteria!!! Lounge for all… Art supply story a co-op | Food Service |
| centralized food service | Food Service |
| Coffee bar @ library | Food Service |
| coffee shop for students | Food Service |
| Fast food grill | Food Service |
| food court | Food Service |
| Food Court | Food Service |
| Food court back | Food Service |
| Healthy food choices--cafeteria | Food Service |

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| Hot food | Food Service |
| hot food court | Food Service |
| If we can't have a snack bar or hot food service--then put HEALTHY foods in the vending machines! Fruit, low sodium items, yogurt, etc. Don't you realize that all processed food items contain high sodium, nitrates, food preservatives, etc? We are killing our kids. | Food Service |
| Let the foreign language department sell food to students, as they used to (money goes to scholarship) | Food Service |
| On-site Subway | Food Service |
| open a cafeteria/food court for faculty/staff/students | Food Service |
| open snack bar | Food Service |
| privatize food services | Food Service |
| provide more nutritional food to the staff and students | Food Service |
| quick win: start back a "hot" "choice" food service | Food Service |
| Real food access for students | Food Service |
| Re-establish a cafeteria so faculty, administration, staff, and students may have a place to interact in a less formal manner. | Food Service |
| Refreshments for students waiting for registration begins Nov. 7th | Food Service |
| Refrigerated (cold) drinking fountains in the library and elsewhere | Food Service |
| starbucks faculty lounge | Food Service |
| Student Union food court (Starbucks, Subway) | Food Service |
| We need a cafeteria or hot grill | Food Service |
| We need a food court! | Food Service |
| **Food Service Count** | 36 |
| "Blackboard" support before entering a specific discipline | Info & Technology |
| "Marry" the Blackboard and Datatel systems so they communicate with each other | Info & Technology |
| A new computer for the part-time office (OTA/PTA 1502C) | Info & Technology |
| A working phone in every classroom | Info & Technology |
| access to H drive anywhere on campus and ability to use flash drive | Info & Technology |
| access to H: drive in classroom all of campus and @ home! | Info & Technology |
| access to h: drive in classroom/all of campus | Info & Technology |
| Add a link that would automatically reset students password on WebAdvisor. This is because Public Safety receives a high amount of calls from students requesting this after hours | Info & Technology |
| Better utilization of services to enhance student learning through a Internet Café. Technology, work experience and student study groups. "We will take back the food." | Info & Technology |
| Blackboard support available in student computer labs (Similar to Writing Center availability). Could be accomplished with student tutors. | Info & Technology |
| Computers support lab--similar to writing lab--where students can go to learn computer skills such as Blackboard | Info & Technology |

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| Create an e-mail communication document that coordinates key needed information. Mail it every Fall, Winter, S/S semester (i.e. key policy, where to go for specific services, contact people for specific things i.e. payroll, books, hot to get in a classroom, clean up issues, windows, hanging papers on walls, student protection, safety calls. | Info & Technology |
| Datatel training | Info & Technology |
| enable automatic reset of password for WebAdvisor | Info & Technology |
| Establish space with computers and trained staff for winter semester to show/training student on how to use the Internet, web, MS Word, library, bookstore, ID cards, etc. | Info & Technology |
| Find some way to get everyone to use the campus EMS Virtual Calendar | Info & Technology |
| have access to "H" drive campus wide | Info & Technology |
| Have sufficient smart carts--smart classrooms for all faculty | Info & Technology |
| H-bulk ink systems for my inkjet printers | Info & Technology |
| Hot line web page of quick college facts | Info & Technology |
| Improve phone and computer services to the Lapeer site | Info & Technology |
| Include Blackboard in survival skills course | Info & Technology |
| Incorporate "Blackboard" use by students into "College Survival" material; have a computer support lab available for students | Info & Technology |
| Make flash drives work on office computers. | Info & Technology |
| Make Mott's web page have a link for current information, ex. Bookstore buyback is --- the collaborative happened --- the library's renovation is done, etc. | Info & Technology |
| New computers | Info & Technology |
| No automated, recorded phone answers to outside phone calls; too many menus to choose from | Info & Technology |
| Open Blackboard lab | Info & Technology |
| Orientation to computer use | Info & Technology |
| provide access to the "H:" drive across campus | Info & Technology |
| Put services database on web | Info & Technology |
| Resolve the money battle and get at least some of the laptop computers into the math lab | Info & Technology |
| Stop pay-to-print in classroom and labs--except in library and open labs | Info & Technology |
| WebAdvisor needs to be up each and everyday, including weekends | Info & Technology |
| Wireless Internet for laptop access | Info & Technology |
| **Info & Technology Count** | 35 |
| "One Stop Shop" for student services | Institutional Processes |
| Art supply store available for student needs on campus | Institutional Processes |
| Bookstore--book availability | Institutional Processes |
| Bookstore--return to Mott running ; fire the incompetent business that currently handles | Institutional Processes |
| Combine registrar's functions into one area | Institutional Processes |

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| Develop task force to address problems with bookstore | Institutional Processes |
| Division offices should be open after 5pm | Institutional Processes |
| During first two days of each semester, deploy welcoming teams comprised of staff, administrators, and faculty throughout the campus at various stations to give customer friendly atmosphere | Institutional Processes |
| Exit survey attached to final exams: a) level of preparedness due to course for transfer/job, b) level of satisfaction re: services | Institutional Processes |
| Faculty accountability with course schedule | Institutional Processes |
| First day of school in the fall help student | Institutional Processes |
| Greeters during the 1st week for classes outside and inside the buildings | Institutional Processes |
| Increase funding for at-risk students to help with retention | Institutional Processes |
| Increase student involvement in processes to create an atmosphere of community | Institutional Processes |
| Intramural activities for students | Institutional Processes |
| Make it imperative that all instructors engage in doing on-line grades/attendance reporting!!! | Institutional Processes |
| PAPER staff directory | Institutional Processes |
| Print and distribute a "widebook" for administrator--how much do they cost? Are they worth it? | Institutional Processes |
| Produce a matriculation process checklist (enclosed in the acceptance letter and on MCC web site) This would reduce the potential student dissatisfaction. Robert Klawka ext. 20002, Student Services. Note: the current version on the web is not comprehensive | Institutional Processes |
| Put pictures on ID cards | Institutional Processes |
| Replace E-Follet with a better company | Institutional Processes |
| Separate Mott Middle school from college students | Institutional Processes |
| Separate Registrars Office | Institutional Processes |
| Shift funds from enrollment to retention | Institutional Processes |
| SIEF--eliminate--waste of time and money | Institutional Processes |
| Stop 2 day drop process for students who register early | Institutional Processes |
| Stop the 2 day drop process for students! This is a win-win for students and staff | Institutional Processes |
| Student picture ID cards | Institutional Processes |
| Study center for students after hours on Fridays & Weekends 5pm-10pm | Institutional Processes |
| Supplies like disks, batteries, pencils, etc… available in vending areas of all buildings. | Institutional Processes |
| **Institutional Processes Count** | 30 |
| Allow part-time nursing faculty to teach more than 10 contact hours a semester | Staffing |
| Create more work study jobs so that it will be easier for students to go to school | Staffing |
| Department chair in art/graphic design area | Staffing |
| Establish 1 clerical position .5 or 1.0 FTE and fill in Foundation | Staffing |

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| Fill open position OFTEN in Foundation | Staffing |
| Find a permanent math tutor (finally) for nursing students | Staffing |
| Hire full-time advisors | Staffing |
| Hire more full-time faculty | Staffing |
| Hire more full-time faculty for areas that are all part-time | Staffing |
| Hire more temporary office assistance | Staffing |
| Keep secretaries 2 weeks after they leave 1 post to train new secretary in same post (stop re-inventing the wheel and wasting time and resources) | Staffing |
| More full-time instructors in graphics | Staffing |
| My own full-time staff interpreter | Staffing |
| Pay raises on a semi-regular basis including non-union contracted employees, especially with cost of living increases as they are now | Staffing |
| Professional, streamlined, systematic hiring and interviewing process | Staffing |
| Staff study centers with people who can tutor | Staffing |
| Staff the faculty ramp public safety | Staffing |
| We need a department chair in art to provide leadership and coordinate the program and help develop collaborations and partnerships between areas, faculty, students, other institutions of higher ed. And the community | Staffing |
| **Staffing Count** | 18 |
| More hands-on training | Training/Professional Development |
| More on the job training | Training/Professional Development |
| More staff training opportunities | Training/Professional Development |
| Provide management training for supervisors and managers including sessions on how to relate tactfully with people and how to be professional | Training/Professional Development |
| Survey employees on their training needs (i.e. procedures, Datatel, outlook, using internal staff "experts" in the College to do the training when possible) | Training/Professional Development |
| **Training/Professional Development Count** | 5 |
| Administration to have a better understanding of each job function per department and functions of that department | Valuing People |
| Accepting responsibility for our own actions | Valuing People |
| Actions speak louder than words. Let's not just talk about it, but walk about it | Valuing People |
| Add art work by students (locked spaces) across campus--use poster size pictures of artwork that cannot be hung of fit into the safety boxes | Valuing People |
| Be kind to one another | Valuing People |
| Collaborate more (internally and externally) | Valuing People |
| College create another paid leave day for employees to volunteer on a community service project outside their regular schedule doing so in the College's name--engage the community | Valuing People |
| Consult custodians regarding chain casters and floor maintenance concerns; Dave Kronner | Valuing People |
| Conversation/brown bag lunch for faculty staff once per week/month. | Valuing People |

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| Create a (virtual?) center for student college and community collaboration to improve connections between the students, faculty and the community | Valuing People |
| Create a newsletter that introduces all employees--events--staff--that is more informative than the Connection | Valuing People |
| Daycare | Valuing People |
| Dealing with selfishness--selfishness results in anger, frustration, anxiety, resentment; confront individuals with known selfish behavior; this process will reduce abuse resulting in greater harmony | Valuing People |
| Employee newsletter -- showcasing each department and highlighting/recognizing achievements of staff with the goal of increasing communication between departments | Valuing People |
| Employee recognition for a job done well! | Valuing People |
| Encourage staff and faculty to be active in a community group/organization that reaches potential MCC students | Valuing People |
| Establish a reward system | Valuing People |
| Establish cross-functional communications | Valuing People |
| Establish proper evaluation and feedback to increase productivity | Valuing People |
| Every employee receive diversity training | Valuing People |
| Every employee should try to promote effective communication | Valuing People |
| Everyone practice and provide basic human respect and civility | Valuing People |
| Everyone treat others as they want to be treated. In a fair manner. This means communication is essential to make this happen. | Valuing People |
| Faculty Mondays--class updates on college services | Valuing People |
| Fill all temporary custodial positions with full-time positions… people who are paid to care! | Valuing People |
| Have sale of student artwork to use at home or our offices | Valuing People |
| interesting work | Valuing People |
| Look at program offering money and student success | Valuing People |
| Make students our #1 priority. Take time to ask "What can we do to help you be successful?" | Valuing People |
| Meeting new people--seeing them more through | Valuing People |
| More resources for family life situation | Valuing People |
| More social events for faculty and staff and administration would encourage teamwork and community | Valuing People |
| Open to all department meeting with proposal form for project in agenda | Valuing People |
| opportunity to make a difference | Valuing People |
| Organize MCC Common Grounds where any MCC employee could share information and concerns on a regular basis (i.e. first Thursday of each month Sept-May); One hour meeting | Valuing People |
| Our front line staff should be pleasant to all comers. Be happy in our work. | Valuing People |
| Share your knowledge and listen! | Valuing People |
| Staff, faculty, and administration "get to know you" sessions | Valuing People |

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| Stop the negative articles in The Forward. The negative articles/attitudes promote distrust and create a "we vs. them" environment. It divides, rather than unites, the campus. This attitude eventually trickles down and is even noticed by the students. | Valuing People |
| students here for many hours--need activity | Valuing People |
| To listen to ideas to make the College a better learning place | Valuing People |
| To not just say what we mean, but mean what we say--let's work together to get things done | Valuing People |
| User friendly environment for students at SLBC | Valuing People |
| Visiting other campuses to see how they do the job--not just group leader, but send person in that area--other company | Valuing People |
| Weekly prize giveaway for students (ex. iPod, laptop, etc.) | Valuing People |
| What does it take to make you your best? Work very good leadership. Want to do your best and work up to your potential. | Valuing People |
| Working together to help an ongoing investigation or problem at the College | Valuing People |
| **Valuing People Count** | 47 |
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| **Grand Count** | 309 |