

# **REPORT OF THE RESULTS OF THE BGSU FIRST YEAR STUDENT QUESTIONNAIRE, 2008**

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## **ABSTRACT**

This report describes the results of the Summer 2008 administration of the BGSU First Year Student Questionnaire (BFYSQ) to new main campus first year students. The BFYSQ is designed to collect enrollment management-related data, demographic data not otherwise collected as a result of BGSU's admission and registration processes, and data on students' values and expectations. Its use supports both assessment and enrollment management activities. The results of the survey provide a descriptive profile of the freshman class (serving as a companion report to the Office of Undergraduate Admissions' Freshman Class Profile). BFYSQ data are maintained in databases within the Office of Institutional Research and are studied as predictors of outcomes such as retention, GPAs, and graduation rates.

## **BACKGROUND AND METHODOLOGY**

BGSU has conducted "freshman survey" for more than thirty years. The literature on college student learning, development, and persistence clearly shows that students' pre-college characteristics, aspirations, expectations, and values play a crucial role in outcomes such as retention, grades, graduation, and educational and personal gains. Since no single commercially-available questionnaire would provide the data specifically needed by BGSU in a timely and cost effective manner, BGSU First Year Student Questionnaire (BFYSQ) was developed by the Office of Institutional Research in 1997. The results of the BFYSQ are comparable to those of the ACE/UCLA "Freshman Survey" administered at BGSU between 1973 and 1979 and between 1990 and 1995, and the "BGSU Freshman Survey" administered between 1980 and 1989. The Office of Institutional Research plans to administer the BFYSQ to new freshmen each year before they matriculate.

The 2008 BFYSQ was distributed to all new first year students who registered for BGSU's Orientation and Registration Program during the months of June and July. A total of 2,313 questionnaires were returned, which represented about 75% (2313/3098) of the 2008 main campus new first year freshman (full time and part time) class. This rate is higher than the one in 2007(64%), in 2006(57%), and in 2005(66%).

To examine how representative the survey respondents were of the entire first year first time freshman class, the demographic characteristics of the 1368 survey respondents who provided valid social security numbers were compared to all entering 2008 first year first time freshmen. Survey respondent in general mirrors population (see table below).

|                                 | <b>Survey<br/>Respondents</b> | <b>2008 First Time<br/>First Year Freshman</b> |
|---------------------------------|-------------------------------|--|
| <b>Gender:</b>                  |                               |  |
| Female                          | 59%                           | 55%  |
| Male                            | 41%                           | 45%  |
| <b>Race:</b>                    |                               |  |
| Minorities                      | 13%                           | 16%  |
| European-American               | 85%                           | 81%  |
| Other/Unknown                   | 2%                            | 3%   |
| <b>College:</b>                 |                               |  |
| Arts and Sciences               | 28%                           | 28%  |
| Business Administration         | 12%                           | 13%  |
| Education and Human Development | 24%                           | 23%  |
| Health and Human Services       | 10%                           | 9%   |
| Musical Arts                    | 3%                            | 3%   |
| Technology                      | 6%                            | 6%   |
| Academic Enhancement            | 17%                           | 18%  |
| <b>Residential Status:</b>      |                               |  |
| In State Students               | 91%                           | 87%  |
| Out of State Students           | 9%                            | 12%  |
| International Students          | 0%                            | 1%   |

BFYSQ results were analyzed by noting the percentages of participants who provided various responses to each questionnaire item. Percentages may not always sum to 100 due to rounding. Results were also compared with those of previous similar questionnaires. The following pages highlight these findings.

## ENROLLMENT MANAGEMENT-RELATED INFORMATION

### How many other colleges besides BGSU did you apply to?

|               | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---------------|-------------|-------------|-------------|-------------|
| None          | 31%         | 29%         | 28%         | 27%         |
| 1             | 25%         | 24%         | 24%         | 25%         |
| 2             | 22%         | 23%         | 24%         | 23%         |
| Three or More | 22%         | 24%         | 24%         | 25%         |

### How many other colleges besides BGSU admitted you this year?

|               | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---------------|-------------|-------------|-------------|-------------|
| None          | 39%         | 32%         | 33%         | 32%         |
| One           | 31%         | 28%         | 28%         | 29%         |
| Two           | 17%         | 21%         | 20%         | 19%         |
| Three or More | 13%         | 19%         | 19%         | 20%         |

### Among colleges to attend, was BGSU your . . .

|                         | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|-------------------------|-------------|-------------|-------------|-------------|
| First Choice            | 84%         | 83%         | 81%         | 82%         |
| Second Choice           | 14%         | 14%         | 17%         | 16%         |
| Less Than Second Choice | 2%          | 3%          | 3%          | 2%          |

### How important were each of the following in your decision to attend college in general? (Percent "Very Important")

|   | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---|-------------|-------------|-------------|-------------|
| To Prepare for a Professional Career                  | 93%         | 89%         | 90%         | 92%         |
| To Be Able to Get a Better Job                        | 83%         | 72%         | 74%         | 74%         |
| To Be Able to Make More Money                         | 69%         | 66%         | 67%         | 71%         |
| To Learn More about Things That Interest me           | 74%         | 67%         | 70%         | 69%         |
| To Gain a General Education and Appreciation of Ideas | 64%         | 56%         | 56%         | 55%         |
| To Make Me a More Cultured Person                     | 43%         | 35%         | 38%         | 36%         |
| My Parents Wanted Me to Go                            | 31%         | 33%         | 34%         | 31%         |
| To Improve My Reading and Study Skills                | 35%         | 31%         | 32%         | 30%         |
| To Learn More About Other People                      | 33%         | 26%         | 29%         | 25%         |
| I Wanted to Get Away from Home                        | 24%         | 26%         | 26%         | 25%         |
| A Mentor/Role Model Encouraged Me to Go               | 19%         | 14%         | 15%         | 13%         |

**How important were each of the following in your decision to attend BGSU? (Percent "Very Important")**

|  | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|--|-------------|-------------|-------------|-------------|
| BGSU graduates get good jobs   | 63%         | 54%         | 55%         | 58%         |
| My BGSU visit was pleasant and friendly                              | 55%         | 50%         | 50%         | 55%         |
| BGSU offers unique educational programs                              | 52%         | 46%         | 46%         | 49%         |
| BGSU's academic reputation   | 53%         | 41%         | 43%         | 49%         |
| BGSU's graduates gain admission to top graduate/professional schools | 49%         | 43%         | 43%         | 45%         |
| BGSU is in a small and safe community                                | 47%         | 39%         | 42%         | 44%         |
| I wanted to attend a school of BGSU's size                           | 40%         | 37%         | 39%         | 41%         |
| BGSU takes student safety seriously                                  | 42%         | 34%         | 36%         | 40%         |
| BGSU has an attractive campus  | 39%         | 33%         | 34%         | 38%         |
| the reputation of BGSU's faculty, staff, and students                | 42%         | 33%         | 36%         | 35%         |
| BGSU's social reputation   | 36%         | 29%         | 31%         | 34%         |
| cost of tuition at BGSU  | 33%         | 27%         | 28%         | 31%         |
| I was offered financial assistance                                   | 33%         | 30%         | 29%         | 30%         |
| BGSU's rankings in national magazines                                | 28%         | 20%         | 23%         | 21%         |
| I wanted to live near home   | 23%         | 14%         | 16%         | 14%         |
| A friend suggested attending   | 13%         | 10%         | 12%         | 10%         |
| My relatives wanted me to come here                                  | 12%         | 7%          | 9%          | 8%          |
| A teacher advised me   | 11%         | 7%          | 8%          | 7%          |

"BGSU graduates get good jobs" and "my BGSU visit was pleasant and friendly" were the top two reasons for most of students to choose BGSU.

**DEMOGRAPHIC INFORMATION**

**How many miles from BGSU is your permanent home?**

|                  | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|------------------|-------------|-------------|-------------|-------------|
| 10 miles or Less | 3%          | 4%          | 5%          | 4%          |
| 11 to 50 miles   | 23%         | 24%         | 25%         | 24%         |
| 51 to 100 miles  | 18%         | 21%         | 21%         | 21%         |
| 101 to 500 miles | 54%         | 49%         | 47%         | 49%         |
| Over 500 miles   | 2%          | 3%          | 3%          | 2%          |

**Is English your native language?**

|     | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|-----|-------------|-------------|-------------|-------------|
| Yes | 99%         | 98%         | 99%         | 99%         |
| No  | 1%          | 2%          | 1%          | 1%          |

**Are your parents**

|                                       | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---------------------------------------|-------------|-------------|-------------|-------------|
| both alive and living with each other | 78%         | 68%         | 67%         | 66%         |
| both alive, divorced or living apart  | 19%         | 29%         | 30%         | 30%         |
| one or both deceased                  | 3%          | 4%          | 3%          | 4%          |

Incoming freshman were more likely to have parents who are divorced or living apart than were freshmen in 1998.

**What is your best estimate of your parents' income?**

|                    | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|--------------------|-------------|-------------|-------------|-------------|
| Less than \$30,000 | 10%         | 10%         | 11%         | 12%         |
| \$30,000-\$49,999  | 20%         | 18%         | 17%         | 15%         |
| \$50,000-\$74,999  | 36%         | 24%         | 26%         | 26%         |
| \$75,000-\$99,999  | 19%         | 22%         | 20%         | 20%         |
| \$100,000 or More  | 15%         | 26%         | 26%         | 28%         |

The percentage of students who has a family income \$100,000 or more increased from 15% in 1998 to 28% in 2008.

**How much of your first year's educational expenses do you expect to cover from each of the sources listed below? (Percent \$1,500 and Over)**

|                                 | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---------------------------------|-------------|-------------|-------------|-------------|
| Parents, relatives, friends     | 74%         | 64%         | 63%         | 62%         |
| Other College Grant/Scholarship | 24%         | 49%         | 49%         | 52%         |
| Other College Loan              | 24%         | 49%         | 49%         | 52%         |
| Ford Direct Subsidized Loan     | 28%         | 25%         | 27%         | 30%         |
| Other Loan                      | 13%         | 22%         | 23%         | 25%         |
| Savings From Summer Work        | 21%         | 17%         | 19%         | 20%         |
| Other Savings                   | 15%         | 16%         | 17%         | 20%         |
| Pell Grant                      | 9%          | 16%         | 17%         | 21%         |
| College Work Study              | 6%          | 16%         | 18%         | 20%         |
| Perkins Loan                    | 6%          | 12%         | 11%         | 8%          |
| Other Source                    | 6%          | 12%         | 11%         | 15%         |
| Part-Time Job On Campus         | 4%          | 9%          | 10%         | 13%         |
| Ohio Instructional Grant        | 3%          | 6%          | 6%          | 6%          |
| Other Private Grant             | 6%          | 6%          | 5%          | 6%          |
| Part-Time Job Off Campus        | 3%          | 5%          | 7%          | 6%          |

**How many hours per week during the school year do you plan to be employed?**

|            | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|------------|-------------|-------------|-------------|-------------|
| None       | 28%         | 26%         | 25%         | 22%         |
| 1 to 9     | 20%         | 16%         | 17%         | 19%         |
| 10 to 19   | 42%         | 43%         | 43%         | 43%         |
| 20 to 39   | 10%         | 16%         | 15%         | 15%         |
| 40 or More | 0%          | 1%          | 1%          | 1%          |

**How concerned are you about your ability to finance your college education?**

|            | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|------------|-------------|-------------|-------------|-------------|
| Not at All | 28%         | 25%         | 25%         | 22%         |
| Somewhat   | 58%         | 57%         | 58%         | 61%         |
| Very       | 14%         | 18%         | 17%         | 17%         |

Family remains the number one financial source for the majority of BGSU freshmen. Compared with the freshmen 10 years ago, however, incoming freshmen were more likely to depend on college grant/scholarship/loan or work to cover expenses. Near 80% of them had some level of concerns about their ability to finance their college education.

**For each of the following items, please indicate your level of involvement while in 9th-12th grade (Percent "Highly Involved"):**

|                         | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|-------------------------|-------------|-------------|-------------|-------------|
| Athletics               | NA          | 64%         | 65%         | 65%         |
| Part-time job           | NA          | 56%         | 55%         | 52%         |
| Community service       | NA          | 34%         | 33%         | 34%         |
| Band or orchestra       | NA          | 25%         | 24%         | 27%         |
| Religious organization  | NA          | 24%         | 24%         | 23%         |
| Theatre                 | NA          | 22%         | 23%         | 20%         |
| Choir or vocal ensemble | NA          | 21%         | 21%         | 20%         |
| Academic honor society  | NA          | 19%         | 19%         | 17%         |
| Class officer           | NA          | 15%         | 14%         | 14%         |
| Student council         | NA          | 14%         | 13%         | 14%         |
| Yearbook                | NA          | 13%         | 14%         | 14%         |
| Newspaper               | NA          | 9%          | 11%         | 9%          |
| Debate                  | NA          | 3%          | 5%          | 4%          |
| ROTC                    | NA          | 1%          | 1%          | 1%          |

2008 freshmen were more likely to be involved with athletics and part-time jobs than were other activities listed on the survey while they were in high school.

**What is the highest level of formal education obtained by your parents?**

|  | <u>1998</u>   |               | <u>2006</u>   |               | <u>2007</u>   |               | <u>2008</u>   |               |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
|  | <u>Father</u> | <u>Mother</u> | <u>Father</u> | <u>Mother</u> | <u>Father</u> | <u>Mother</u> | <u>Father</u> | <u>Mother</u> |
| Some high school or less                 | 2%            | 2%            | 3%            | 2%            | 4%            | 2%            | 3%            | 2%            |
| High school graduate                     | 28%           | 42%           | 30%           | 29%           | 31%           | 28%           | 32%           | 27%           |
| Post secondary school other than college | 5%            | 7%            | 4%            | 4%            | 4%            | 4%            | 4%            | 5%            |
| Some college                             | 20%           | 23%           | 16%           | 19%           | 17%           | 20%           | 18%           | 19%           |
| College degree                           | 31%           | 19%           | 28%           | 31%           | 30%           | 32%           | 29%           | 33%           |
| Some graduate school                     | 3%            | 2%            | 2%            | 3%            | 2%            | 3%            | 2%            | 2%            |
| Graduate degree                          | 11%           | 5%            | 14%           | 13%           | 12%           | 11%           | 12%           | 12%           |

|   | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---|-------------|-------------|-------------|-------------|
| Mother and father high school or less:  | 16%         | 18%         | 17%         | 16%         |
| At least one parent a college graduate: | 47%         | 58%         | 57%         | 63%         |
| Both parents college graduates:         | 13%         | 27%         | 28%         | 27%         |

**Your Father's Occupation (top four in 2008):**

|                                | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|--------------------------------|-------------|-------------|-------------|-------------|
| Business                       | 28%         | 25%         | 24%         | 25%         |
| Other                          | 17%         | 22%         | 20%         | 22%         |
| Semi-skilled worker            | 3%          | 11%         | 11%         | 11%         |
| Computer programmer or analyst | 2%          | 6%          | 7%          | 6%          |

**Your Mother's Occupation (top four in 2008):**

|                            | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|----------------------------|-------------|-------------|-------------|-------------|
| Other                      | 23%         | 24%         | 25%         | 23%         |
| Business                   | 21%         | 12%         | 13%         | 13%         |
| Lawyer/attorney/judge      | 0%          | 9%          | 9%          | 9%          |
| Architect or urban planner | 0%          | 8%          | 9%          | 8%          |

**Your Probable Occupation (top four in 2008):**

|                          | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|--------------------------|-------------|-------------|-------------|-------------|
| Undecided                | 17%         | 15%         | 16%         | 14%         |
| Other                    | 11%         | 14%         | 15%         | 14%         |
| Business                 | 12%         | 14%         | 12%         | 13%         |
| Teacher or administrator | 18%         | 11%         | 10%         | 12%         |

**What is the highest degree you plan to obtain anywhere?**

|              | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|--------------|-------------|-------------|-------------|-------------|
| Bachelor's   | 8%          | 11%         | 12%         | 11%         |
| Master's     | 70%         | 63%         | 63%         | 64%         |
| Doctorate    | 11%         | 14%         | 10%         | 12%         |
| Professional | 10%         | 11%         | 13%         | 11%         |
| Other        | 1%          | 1%          | 1%          | 1%          |

**What is the highest degree you plan to obtain at BGSU?**

|              | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|--------------|-------------|-------------|-------------|-------------|
| Bachelor's   | 75%         | 77%         | 77%         | 78%         |
| Master's     | 22%         | 19%         | 19%         | 18%         |
| Doctorate    | 1%          | 2%          | 2%          | 2%          |
| Professional | 2%          | 1%          | 1%          | 1%          |
| Other        | 0%          | 1%          | 1%          | 1%          |

The most frequent academic goal of entering freshmen is a Bachelor's degree at BGSU and a Master's anywhere.

**Do you feel that you will need any special tutoring or remedial work in any of the following subjects?**

|                  | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|------------------|-------------|-------------|-------------|-------------|
| Mathematics      | NA          | 31%         | 31%         | 32%         |
| Science          | NA          | 10%         | 9%          | 10%         |
| Foreign Language | NA          | 9%          | 9%          | 10%         |
| English          | NA          | 8%          | 8%          | 8%          |
| Reading          | NA          | 3%          | 2%          | 3%          |
| Social Studies   | NA          | 2%          | 2%          | 2%          |

Mathematics remains the subject where a sizeable percentage of freshmen may need tutoring or remedial work.

**EXPECTATIONS AND VALUES INFORMATION****What is your estimate of the chance that you will . . . (Percent "Very Good")**

|   | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---|-------------|-------------|-------------|-------------|
| get a Bachelor's Degree                             | 82%         | 84%         | 85%         | 85%         |
| find a job in my major after graduation             | 74%         | 74%         | 74%         | 75%         |
| be satisfied with BGSU                              | 65%         | 68%         | 67%         | 69%         |
| get a job to help pay for college expenses          | 57%         | 57%         | 57%         | 59%         |
| make at least a "B" average                         | 54%         | 55%         | 55%         | 52%         |
| participate in volunteer or community service work  | 24%         | 23%         | 23%         | 23%         |
| join a social club, fraternity, or sorority         | 21%         | 22%         | 21%         | 23%         |
| graduate with honors                                | 13%         | 17%         | 16%         | 13%         |
| change your major                                   | 15%         | 15%         | 15%         | 14%         |
| play varsity intercollegiate athletics              | 12%         | 14%         | 13%         | 13%         |
| change your career choice                           | 15%         | 13%         | 12%         | 13%         |
| join a student professional/government organization | 8%          | 9%          | 9%          | 8%          |
| be elected to an academic honor society             | 9%          | 8%          | 7%          | 5%          |
| participate in student protests/demonstrations      | 4%          | 7%          | 7%          | 7%          |
| work full time while attending college              | 3%          | 5%          | 5%          | 5%          |
| need extra time to complete your degree             | 6%          | 4%          | 4%          | 4%          |



|   |    |    |    |    |
|---|----|----|----|----|
| transfer to another college before graduation | 3% | 3% | 3% | 4% |
| be elected to a student office                | 2% | 3% | 3% | 3% |
| get married while in college                  | 2% | 3% | 2% | 2% |
| fail one or more courses                      | 0% | 1% | 0% | 0% |
| drop out of college permanently               | 0% | 0% | 0% | 0% |
| drop out of college temporarily               | 0% | 0% | 0% | 0% |

**How important are each of the following to you? (Percent "Essential" or "Very Important")**

|   | <u>1998</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---|-------------|-------------|-------------|-------------|
| being very well off financially                               | 77%         | 85%         | 84%         | 85%         |
| raising a family  | 79%         | 81%         | 80%         | 80%         |
| helping others who are in difficulty                          | 73%         | 74%         | 74%         | 73%         |
| becoming an authority in my field                             | 64%         | 63%         | 61%         | 66%         |
| obtaining recognition from my colleagues for my contributions | 53%         | 55%         | 58%         | 57%         |
| influencing social values                                     | 53%         | 52%         | 53%         | 53%         |
| developing a meaningful philosophy of life                    | 50%         | 48%         | 50%         | 53%         |
| becoming successful in a business of my own                   | 42%         | 46%         | 47%         | 44%         |
| having administrative responsibility for the work of others   | 43%         | 45%         | 43%         | 44%         |
| keeping up to date with political affairs                     | 32%         | 38%         | 37%         | 39%         |
| helping to promote racial understanding                       | 38%         | 38%         | 38%         | 35%         |
| becoming a community leader                                   | 29%         | 36%         | 34%         | 35%         |
| participating in a community action program                   | 32%         | 32%         | 34%         | 35%         |
| becoming involved in programs to clean up the environment     | 29%         | 27%         | 32%         | 34%         |
| creating artistic works                                       | 21%         | 20%         | 23%         | 24%         |
| influencing the political structure                           | 18%         | 20%         | 21%         | 19%         |
| becoming accomplished in the performing arts                  | 18%         | 20%         | 20%         | 19%         |
| making a contribution to science                              | 18%         | 19%         | 22%         | 18%         |
| writing original works (poems, novels, etc.)                  | 19%         | 19%         | 21%         | 18%         |

Being very well off financially, raising a family, helping others who are in difficulty, and becoming an authority in their fields continued to be the important life goals for mass majority of BGSU freshmen.

## **SUMMARY AND CONCLUSIONS**

Responses to the 2008 BGSU First Year Student Questionnaire (BFYSQ) were generally similar to those of last year's BFYSQ.

2008 freshmen are mostly from in-state and from middle class families. Parents/relatives/friends were the greatest source of financial support for college. 2008 freshmen were also more likely to depend on various loans, grants/scholarships, and savings to cover their college expenses. Two-thirds of them have some level of concerns about their ability to finance their college education.

Like the freshmen in previous years, 2008 freshmen apply and are admitted to few other institutions. BGSU is their overwhelming first choice. They are very pragmatic about their general reasons for going

to college --- the most common reason cited were preparing for a professional career, followed by getting a better job, being able to make more money, and learning more about things that interest them. The perceived career success of our graduates coupled with a pleasant campus visit and BGSU's academic reputation/programs remain the principal reasons that incoming freshmen choose BGSU.

More than half of the 2008 entering freshman indicated that they were highly involved with athletics and had a part-time job during their high school years. The majority of them still want to be employed while pursuing a Bachelor's Degree at BGSU. Being very well off financially, raising a family, helping others who are in difficulty, and becoming an authority in their field of study are among their most important life goals.

The 2008 freshman are very optimistic about their chances of making at least a "B" average for their class, earning a Bachelor's Degree, finding a job in their major after graduation to pay for the college expenses, and being satisfied with BGSU. The majority of them predict that it is unlikely for them to fail one or more courses, take extra time to complete their degree, and drop out college temporarily or permanently. Mathematics, however, remains the area where a sizeable percentage of freshmen are concerned about their academic preparation for college work.

The Office of Institutional Research welcomes feedback concerning this and other studies and how they can continue to be improved.