

<b>Better Work Impact Assessment</b> <b>Survey questionnaire for Better Work Jordan – Workers</b>	
Question Number/Label	Question/Instruction
[Program begins with computer tutorial]	
Purpose	In 2008, a program named Better Work was introduced in Jordanian apparel factories like yours. Our purpose today is to learn about factory life. We would like to ask you several questions about your life and experience working in your factory.
Benefits	Your participation gives you the opportunity to share your own ideas about how programs like <u>Better Work</u> can help factory workers and their families.
Confide	All of your answers will remain confidential. We will keep your answers private. Your answers will only be used to assess how the Better Work Program affects factory life.
Voluntary	Please understand that participation in this study is voluntary. You may refuse to participate. If, for any reason, you wish to stop the interview, you will be free to go. Simply raise your hand and tell one of the staff that you would like to leave.
Risk	<p>You may not know the answers to some of our questions. If that is the case, you can click on the green square that says “I do not know the answer.”</p> <p>Some of our questions may make you feel uncomfortable. You can skip uncomfortable questions by clicking on the green square that says “I do not want to answer.”</p> <p>Some of our questions may sound confusing. If you need us to read the question again, just click on the replay button at the bottom of the screen.</p> <p>Some of our questions may have more than one right answer. In these cases, we will ask you to check all of the choices that apply to you.</p> <p>If you have a question during the survey, raise your hand. A staff person will help you.</p>
Follow	After you have completed the survey you may have some questions or concerns. We will provide you with contact information for Better Work Jordan and the name of a person who you can talk to. We would also like to offer you a small gift showing our appreciation for your participation.
A01	Do you consent to participate in this study of the Better Work Program?
	Yes
	No

A02	If yes on A01: Thank you for agreeing to participate. Please click on the green forward arrow to continue.
A03	When you arrived today, you were given a card with a number on it. First, we would like you to enter the number using the number pad.  Range: 11-98
	We would like to begin by asking some questions about you and your background
B1	Are you Female or Male?
	Female Male
B2	How old are you?
	Younger than 16 16-17 18-20 21-25 26-30 30-35 36-40 40 or older
	[If 16-17 or under 16:] Thank you for your time. Please raise your hand and let a staff person know that you are done.
B3	Where were you born?
	Jordan Bangladesh Sri Lanka Pakistan China Other
B4 [if migrant]	Where do you reside now?
	In a factory dormitory With my family With friends or coworkers outside of the factory
C1	What is your highest level of education?
	No formal education Primary school Lower secondary school Upper secondary school Short-term technical training Long-term technical training Professional secondary school Junior college diploma Bachelor's degree
	Now we would like to ask you some questions about work experience
D5	Where did you work before starting your job in your factory?
	Another apparel factory in Jordan Another apparel factory outside of Jordan

	Non apparel factory – in Jordan Non apparel factory – outside of Jordan Another business in Jordan Household enterprise non agricultural At home taking care of my family None, this is my first job Other
D6A [if Jordanian]	Who decided for you to come to work in this factory?
	I did My mother My father My Spouse Another family member A family friend An acquaintance A recruiter A coworker or supervisor
D6B (if migrant)	Who decided for you to come to work in Jordan?
	I did My mother My father My Spouse Another family member A family friend An acquaintance A recruiter A coworker or supervisor
D7 (if migrant)	Do you have a Jordanian residency permit?
	No Yes, but the factory keeps it Yes, I keep it
D9 (if migrant)	Do you have a passport?
	No Yes, but the factory keeps it Yes, I keep it
D10 (if migrant)	Do you have a Jordanian work permit?
	No Yes, but the factory keeps it Yes, I keep it
D12	How much money did you have to pay to get a contract to work at your factory? Enter 0 if you did not have to pay any money for a contract.
D13 (if migrant)	Where did you get the money to come to Jordan? (Check all that apply)
	I or my family borrowed the money My family sold land or property My family used their savings The factory paid for me Other

D14 (if migrant)	Do you still have debt from coming to Jordan?
	No. I do not have any debt No. The debt is paid Yes. I still owe money
D15 (if migrant)	How much money did you pay toward your debt last month?
	Now we would like to ask you some questions about your work history in your factory.
E1	How long have you been working in your factory?
	0-3 months 4-6 months 7-9 months 10-12 months 13-18 months 19-23 months 2 years 3 years 4 years 5 years 5 to 8 years 9 or more years
E2	What department do you work in?
	Check all that apply.
	Sewing Cutting Printing Packing Embroidery Quality control Washing Weaving Design Marker-making Sample-making Training Finishing Other
E3	What is your job in the factory?
	Check all that apply.
	Sewer Cutter Spreader Checker

	Mechanic Packer Quality control Supervisor Helper Other
E4	How long have you been in your present position?
	0-3 months 4-6 months 7-9 months 10-12 months 12-18 months 18-23 months 2 years 3 years 4 years 5 years 6 to 8 years 9 or more years
E5	Have you been promoted since you entered your factory?
	Yes, once Yes, two times Yes, more than two times No
E6	Are there any barriers you face getting promoted in your factory?
	Check all that apply. Because I am a woman My age My education My religion Ethnic minority Family obligations My skill or ability Relationship with supervisors There are no opportunities for promotion Lack of seniority My nationality There are no barriers to promotion
	Now we would like to ask you some questions about your terms of employment.
F1	Did you sign a contract before beginning work in your factory?
	Yes No
F2	Was the contract in a language you can understand?
	Yes No
F3	Do you have a copy of this contract?
	Yes, it is in my home Yes it is in my room in the dormitory [if migrant]

	No, the factory has it
F4	What type of work agreement or contract do you have?
	Training Apprentice Home work Subcontract Bonded Probationary Temporary Fixed time Unlimited time
F5	When did this work agreement or contract begin?
	Less than 1 month ago 1 month ago 2 months ago 3 months ago 4 to 6 months ago 7 to 9 months ago 10 to 12 months ago More than 1 year ago
F6	What year does your current work contract expire?
	2013 2014 2015 2016 2017 2018 or later
F8	Are you represented by a collective bargaining agreement?
	Yes No
F9 [if Jordanian]	Are you a member of a Union?
	Yes No
F11 [if migrant]	Are you affiliated with a Union?
	Yes No
	Now we would like to ask you some questions about your health care.
G1	Does your factory have a health clinic?
	Yes No
G2	What health services are available in the factory?
	Please check all that apply.
	Treatment for workplace injuries Treatment for headaches or fatigue Treatment for general illness

	General health check-up Check-up for pregnant women Check-up for women after giving birth Health education Health care for my family No health services
G3	Have you ever used the factory clinic? Yes, Treatment for workplace injuries Yes, Treatment for headaches or fatigue Yes, Treatment for general illness Yes, General health check-up Yes, Check-up for pregnant women Yes, Check-up for women after giving birth Yes, Health education Yes, Health care for my family No, I have not used the factory clinic
G4	How would you rate the treatment you receive at the factory clinic? Excellent Very good Good Fair Poor
	We are now going to ask you about some health symptoms you may have experienced recently.
G5	How often do you experience <u>severe fatigue or exhaustion</u> ? [splits A and B] <i>Respondents choose from the scale:</i> Never Rarely Occasionally Often Every day
G10	How often do you experience <u>headache, backache or neck ache</u> ? [Split A]
G14	How often do you experience <u>severe thirst</u> ? [Split B]
	Now we would like to ask you some questions about your work hours.
H1	What days do you usually work in your factory? Check all the days that you usually work. Sunday Monday Tuesday Wednesday Thursday Friday Saturday
H2	What time do you usually begin work on Sunday?
H3	What time do you usually leave work on Sunday?
H4	What time do you usually begin work on Thursday?

H5	What time do you usually leave work on Thursday?
H6	What time do you usually being work on Friday?
H7	What time do you usually leave work on Friday?
H8	What time do you usually being work on Saturday?
H9	What time do you usually leave work on Saturday?
H20	How long do you stop work for lunch?
	10 minutes or less. 15 minutes 20 minutes 25 minutes 30 minutes 35 minutes 40 minutes 45 minutes 50 minutes 55 minutes 1 hour I do not eat Lunch in the Factory We do not stop for lunch in the Factory
H21 [if migrant]	How long do you stop work for lunch?
	10 minutes or less. 15 minutes 20 minutes 25 minutes 30 minutes 35 minutes 40 minutes 45 minutes 50 minutes 55 minutes 1 hour I do not eat dinner in the factory We do not stop for dinner in the Factory
H24	How many days were you sick last month?
H25	How many days of sick leave did you take last month?
	<p>We would like to ask about worker concerns with work hours. For each concern indicate the importance for workers in your factory.</p> <p>Was the concern</p> <p>Discussed with co-workers</p> <p>Discussed with the supervisor or manager</p> <p>Discussed with the trade union representative</p> <p>Did the concern</p> <p>Make some workers consider quitting</p>



	<p>Lead some workers to consider striking Cause a strike</p> <p>Click on the green forward arrow to begin.</p>
H27	<p>Is <u>too much overtime</u> a concern for workers in your factory?</p> <p>Check all that apply.</p> <p>No, not a concern Yes, discussed with co-workers Yes, discussed with supervisor or manager Yes, discussed with the trade union representative Yes, considered quitting Yes, threatened a strike Yes, caused a strike</p>
H28	<p>Is <u>too much work on Fridays</u> a concern for workers in your factory? [Split A]</p>
H29	<p>Is <u>working too late on Thursday night</u> a concern for workers in your factory? [Split B]</p>
	<p>We now ask you some questions about work productivity.</p>
I1	<p>Does your supervisor set a production target or quota for you?</p> <p>Yes No</p>
I2	<p>What was your daily production target last week?</p>
I7	<p>Do you correct your own work errors or defects?</p> <p>Yes No</p>
I8	<p>How much time do you spend in a typical day correcting your own errors or defects? [Split A]</p>
I9	<p>When do you correct your errors or defects? [Split B]</p> <p>Check all times that apply.</p> <p>During the lunch, dinner or work break At the end of the regular workday During the overtime shift During the regular workday</p>
I10	<p>Do you correct your co-workers' errors or defects?</p> <p>Yes No</p>
J1	<p>Now we are going to ask some questions about the pay you receive for your work.</p> <p>Is your pay determined by piece rate?</p> <p>No, none of my pay is determined by piece rate Yes, some of my pay is determined by piece rate Yes, all of my pay is determined by piece rate</p>

J2	<p>How do you receive your pay?</p> <p>Check all that apply.</p>
	<p>Cash</p> <p>Check</p> <p>Direct deposit or ATM</p> <p>Food</p> <p>Housing</p> <p>Other in-kind</p>
J3	<p>When you get paid, do you also receive a pay slip?</p> <p>Yes</p> <p>No</p>
J4	<p>Which of the following information is included on your pay statement?</p> <p>Check all that apply.</p>
	<p>The date</p> <p>My name</p> <p>My factory identification number</p> <p>My regular hours</p> <p>My over-time hours</p> <p>My wage rate</p> <p>My piece rate</p> <p>My number of pieces completed</p> <p>My bonuses</p> <p>My deductions</p> <p>My union dues</p> <p>My fines</p>
J5	<p>Do you receive any pay bonuses or allowances? [Split A]</p> <p>Check all that apply.</p>
	<p>No</p> <p>Attendance bonus</p> <p>Bonus for my own productivity</p> <p>Bonus for my line's productivity</p> <p>Skill bonus</p> <p>Annual bonus</p> <p>An allowance for rent</p> <p>An allowance for food</p> <p>Transportation allowance</p> <p>Other bonus</p>
J6	<p>Does your employer make any of the following deductions from your wages? [Split B]</p> <p>Check all that apply.</p>
	<p>Absent from work</p> <p>Late for work</p> <p>Food</p> <p>Housing</p> <p>Low production</p> <p>Social Security</p> <p>Union dues</p> <p>My behavior at work</p> <p>Sick Days</p>

	Airfare Residency permit Work permit First month's pay Missing production target Medicine Uniforms Purchases from the factory store Other
J7	How often are you paid?
	Once each week Once every two weeks Once each month Once every two months I do not get paid regularly I will get paid when I return home [if migrant]
J8	When was the last time you were paid?
	Yesterday Last week 2 weeks ago 1 months ago 2 months ago I have not been paid yet
J9	How much money did you receive the last time you were paid?
J11 [if Jordanian or migrant split A]	Thinking about when you were deciding to work at your factory, how much money did you expect to earn each month?
J12 [if migrant and split B]	If you were at home, how much money could you earn each month?
J13	Do you receive overtime pay?
	Yes, after my production target is complete Yes, if I work more than 8 hours in a day Yes, if I work more than 48 hours in a week Yes, if I work on Friday No, I don't work overtime No, my factory does not pay for overtime
	We would like to ask about worker concerns with pay.  For questions J16-J21, respondents choose all that apply:  No, not a concern Yes, discussed with co-workers Yes, discussed with supervisor or manager Yes, discussed with the trade union representative Yes, considered quitting Yes, threatened a strike Yes, caused a strike
J16	Is <u>late payment of wages</u> a concern for workers in your factory? [Split A]

J 14	Are <u>excessive deductions from wages</u> a concern for workers in your factory? [Split B]
J17	Is the amount of <u>in-kind compensation</u> a concern for workers in your factory? [Split A]
J18	<u>Are low wages</u> a concern for workers in your factory? [Split A]
J19	Is <u>the piece rate</u> a concern for workers in your factory? [Split B]
J21	Is a broken or inaccurate punch clock a concern for workers in your factory? [Split B]
J22	We are going to list some workplace facilities. Check all the facilities that are available in your factory.
	Canteen Food Water Dormitory Toilet
J23	How would you rate the <u>food</u> in the canteen?
	Very good Good Fair Poor Offensive
J27	How satisfied are you with the toilet facilities in your factory?
	Very satisfied Satisfied Somewhat dissatisfied Very dissatisfied Not satisfied at all
J28	How many people do you share a dormitory room with?
J29	How satisfied are you with the dormitory?
	Very satisfied Satisfied Somewhat dissatisfied Very dissatisfied Not satisfied at all
J31	While at work, how many times do you leave your station for a drink of water?
J30	How satisfied are you with the quality and availability of drinking water in your factory?
	Very satisfied Satisfied Somewhat dissatisfied Very dissatisfied Not satisfied at all

	Now we would like to ask you some questions about training.
L1	What types of training did you receive when you first started working in your factory? [Split A]  Check all that apply.
	None Basic skills Upgrading skills Worker rights Labor law Collective bargaining agreement Health and safety Safe machine operation Pay procedures Benefits Fines Work hours Over time regulations Grievance or complaints procedures
L2	What types of training have you received in the <u>past 6 months</u> ? [Split B]  Check all that apply.
	None New skills New equipment New operations Worker rights Collective bargaining agreement Supervisory skills training Grievance procedures Health and safety Safe machine operation Factory organization Other training
	We would now like to ask you some questions about the communication within your factory.
M1	Does your supervisor speak your language?
	Yes No
M2	If you were having a problem at your factory, how comfortable would you feel seeking help from your <u>supervisor</u> ?
	Very comfortable Comfortable Uncomfortable Very uncomfortable Not comfortable at all
M3	If you were having a problem at your factory, how comfortable would you feel seeking help from the <u>trade union representative</u> ?
	Very comfortable Comfortable Uncomfortable

	Very uncomfortable Not comfortable at all
M4	If you were having a problem at your factory, how comfortable would you feel seeking help from the <u>police, labor court or the Ministry of Labor?</u>
	Very comfortable Comfortable Uncomfortable Very uncomfortable Not comfortable at all
M5	If you were having a problem at your factory, how comfortable would you feel seeking help from the <u>PICC?</u>
	Very comfortable Comfortable Uncomfortable Very uncomfortable Not comfortable at all This factory does not have a PICC
M6	Does your supervisor correct a worker who has made a mistake with fairness and respect?
	All of the time Most of the time Sometimes Rarely Never
M8	Have you had any complaints about work in your factory during the last year?
	Yes No
M9	Who did you discuss your complaint with?
	Check all that apply. Supervisor Factory manager Suggestion box Co-workers My family or friends Trade union representative Customer representative CSR representative PICC representative Hotline No one
M10	How satisfied were you with the outcome of your complaint?
	Very satisfied Satisfied Somewhat dissatisfied Very dissatisfied Not satisfied at all
N1A	Have you or someone you know been punished in the last month for and of

	<p>the following reasons? [Split A]</p> <p>(Check all that apply.)</p>
	<p>Asking for more food</p> <p>Asking for water</p> <p>Asking to use the toilet</p> <p>Asking for back wages</p> <p>Asking for overtime wages</p> <p>Asking for a blanket</p> <p>Asking for medicine</p> <p>Asking for health care</p> <p>Asking for help from the Union or PICC</p> <p>Asking to go home</p> <p>No</p>
N1B	<p>Have you or someone you know been punished in the last month for and of the following reasons? [Split B]</p> <p>Check all that apply.</p>
	<p>Complaining about a high production target</p> <p>Complaining about the food</p> <p>No</p>
N1C	<p>Have you or someone you know been punished in the last month for and of the following reasons?</p> <p>Check all that apply.</p>
	<p>Refusing to work overtime</p> <p>Making a mistake</p> <p>Missing work</p> <p>Speaking while at work</p> <p>Falling asleep at the workstation</p> <p>Participating in a strike</p> <p>Being Pregnant</p> <p>No</p>
N2A	<p>What punishments are common in your factory? [Split A]</p> <p>(Check all that apply.)</p>
	<p>Yelling</p> <p>Insulting language</p> <p>Vulgar language</p> <p>Slapping</p> <p>Hitting with a stick, belt or whip</p> <p>Hitting with a garment or piece of material</p> <p>Losing wages</p> <p>Extra hours of work</p> <p>Work during lunch</p> <p>Work during dinner</p> <p>None of these punishments</p>
N2B	<p>What punishments are common in your factory? [Split B]</p> <p>(Check all that apply.)</p>
	<p>Locked in a closet</p> <p>Locked in other place</p> <p>Stand for a long time</p>

	Crouch for a long time Have identification card taken Have swipe card taken Arrested by police None of these punishments
	We would like to ask about worker concerns with working conditions.
N3	Is <u>sexual harassment or sexual touching</u> a concern for workers in your factory?  Check all that apply.
	No, not a concern Yes, discussed with co-workers Yes, discussed with supervisor or manager Yes, discussed with the trade union representative Yes, considered quitting Yes, threatened a strike Yes, caused a strike
N4	Is <u>verbal abuse such as yelling or vulgar language</u> a concern for workers in your factory? [Split A]
	No, not a concern Yes, discussed with co-workers Yes, discussed with supervisor or manager Yes, discussed with the trade union representative Yes, considered quitting Yes, threatened a strike Yes, caused a strike
N5	Is <u>physical abuse such as hitting or shoving</u> a concern for workers in your factory? [Split B]
	No, not a concern Yes, discussed with co-workers Yes, discussed with supervisor or manager Yes, discussed with the trade union representative Yes, considered quitting Yes, threatened a strike Yes, caused a strike
N6	Over the last year, have you been denied permission to use the factory toilet during work hours?
	Never Rarely Occasionally Frequently Always
	We would like to ask about worker concerns with health and safety.  <i>For questions N8-N12, respondents are asked to check all that apply:</i>  No, not a concern Yes, discussed with co-workers Yes, discussed with supervisor or manager Yes, discussed with the trade union representative Yes, considered quitting



	Yes, threatened a strike Yes, caused a strike
N9	Are workers in your factory concerned about <u>dangerous equipment or machinery</u> ?
N10	Are workers concerned about <u>accidents or injuries</u> in your factory?
N11	Are workers concerned about <u>dusty or polluted air</u> in your factory? [Split A]
N12	Are workers concerned about <u>bad chemical smells</u> in your factory? [Split B]
N13 [if migrant]	Do you have hot water available in your dormitory?  Yes, all day Yes, a few hours every day Yes, a few times a week Yes, a few times each month No, never or almost never I don't live in a dormitory
N14 [if migrant]	How often do you get a chance to bathe?  Every day A couple of times a week Once a week A couple of times each month Rarely
N15 [if migrant & split A]	When was the last time you had an egg to eat?  Today Sometime in the last week Sometime in the last month Not recently I do not eat eggs
N16 [if migrant & split B]	When was the last time you had a piece of fresh fruit to eat?  Today Sometime in the last week Sometime in the last month Not recently I do not eat fresh fruit
N17 [if migrant]	Are you often uncomfortably hungry?  Rarely, only just before meals Occasionally, sometimes during the day Often, hungry most of the time Very often, sometimes hunger keeps me awake at night All of the time
	Now we would like to ask you some questions about money that you may send home or receive from home.
O2	Do you send or give money to your parents or other family members?  Yes, regularly Yes, occasionally Yes, rarely

	Yes, very rarely No
O3	How much money did you send or give to your family in the last 12 months?
O4	If you send money home to your family, what do they usually spend it on?  Check all that apply.
	Food Clothes Household items Pay their debt Pay my debt Family business or household enterprise House building or renovation Wedding or other ceremonies Education for your children Education for your siblings Health care Farming tools Transportation Luxury goods like TV sets Leisure Travel
P3 [if migrant]	Now we would like to ask you about your longterm plans.  When will you return home?
	In 6 months or less In 7-12 months In 13-18 months In 19-24 months Within 2 and a half years In three years
P4 [if migrant]	How will you afford to return home?
	I will pay for my ticket out of my savings My family will pay for my ticket A friend will pay for my ticket My employer will pay for my ticket Other
	We would like to ask you some questions about concerns in your life.
Q3	During the past month, including today, how much have you been bothered or troubled by <u>feeling fearful</u> ? [Split A]
	Not at all A little of the time Some of the time Most of the time All of the time
Q6	During the past month, including today, how much have you been bothered or troubled by crying easily? [Split B]
	Not at all A little of the time Some of the time

	Most of the time All of the time
Q12	Have you seen a co-worker fall asleep at her work station in the last 6 months?
	Everyday Often Occasionally Rarely Never
	Finally, we would like to ask you some questions about your life outside the factory.
R2	How much time do you have each day for activities you do for <u>fun</u> such as reading, writing, listening to music and visiting friends and family?
R3 [if migrant & split A]	Have you ever traveled outside the QIZ? Check all that apply.
	No, I do not have an identification card (akama) No, I do not have any transportation No, I do not have time No, I do not want to Yes
R4 [if Jordanian or migrant split B]	Do you have access to a phone that you can use to call other people outside of the factory?
	Yes, I have a cell phone Yes, I know someone who has a cell phone Yes, there is a phone in my dormitory that I can use Yes, there is a phone in the factory that I can use Yes, there is a public phone near the factory that I can use Yes, there is a public phone but it is far away from the factory No
R9 [if migrant]	Could you go back home now if you wanted to?
	No, I don't have money for airfare No, I owe too much money No, I have to complete my contract No, the factory has my passport No, the factory won't let me No, my family won't let me Yes.
R10	If you were not working in your factory what would you be doing?
	Working in another factory in Jordan Working abroad Going to school Married Taking care of my family
Gen	Have you ever participated in one or more of the following Better Work trainings?  Please mark all relevant trainings.

	Workplace Cooperation Negotiation Skills PICC Training Human Resources Management Worker Induction ToT for HR managers Occupational Safety and Health Awareness Supervisory Skills Training Rights and responsibilities at work Maternal Health Care Financial Literacy Introduction to HIV and AIDS Introduction to Workplace Communication Nutrition Other Better Work Training No
6.4	The relationship between me and my direct supervisor is:
	Excellent good, most of the time not good, not bad bad, most of the time very bad
6.5	I am comfortable raising concerns about poor quality and low productivity work by my direct colleague to my direct supervisor
	All of the time Most of the time Sometimes Rarely Never
8.1	I feel valued at my job
	Strongly agree Agree Neutral Disagree Strongly disagree
8.2	I know what is expected of me in my job
	All of the time Most of the time Sometimes Rarely Never
9.2	Do you believe a strong community can help you and your family?
	very much somewhat not so much not at all
9.3	Do you believe you have a responsibility to be engaged outside the factory?

	Check all that apply.
	towards my family in my community in my neighborhood in a sport club in a religious group in a school committee in a political organization in a volunteer group in another type of group I do not think I have a responsibility outside the factory I do not see myself engaged outside the factory
13.2	Has this training help you believe a strong community is good for you and your family?
	very much somewhat not so much not at all
13.3	Has training affected your life outside the factory?
	No Changed my behavior at home with my family Changed my sense of responsibility in my community inspired me to participate politically Changed my understanding of the importance of the rights of people
Debrief	<p>You have now completed the survey! We want to thank you very much for taking the time to answer our questions. We will keep your answers private. Your answers will only be used to assess how the <u>Better Work Program</u> affects factory life.</p> <p>After you leave today, you may have some questions or concerns about this survey. The staff person will provide you with the name, phone number and address of someone you can talk to about your concerns. We would also like to offer you a small gift showing our appreciation for your participation.</p> <p>Thank you again. Please raise your hand to let the staff person know that you are finished.</p>