

PERSONNEL DOCUMENT

Department of Health, Human Performance and Recreation

COLLEGE OF EDUCATION & HEALTH PROFESSIONS
University of Arkansas

Approved by the Faculty: December 9, 2020

Revised 8/3/22

Revised 1/27/23

Personnel Document

On Evaluative Criteria, Procedures and General Standards
for Initial Appointment, Successive Appointments,
Annual and Post-tenure Review,
Promotion and Tenure


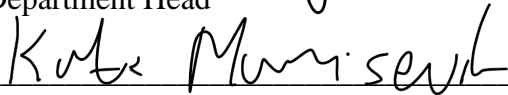
University of Arkansas
College of Education & Health Professions
Department of Health, Human Performance and Recreation

This document governs the Department of Health, Human Performance and Recreation in the selection, retention, promotion, granting of tenure to, and evaluation of faculty and in the selection and evaluation of non-classified staff, effective as of the date of the president's approval. It has been approved by the faculty of the College of Education & Health Professions, the Dean, the Provost, the Chancellor, and the President of the University of Arkansas, as indicated by the signatures below.

These policies are required to be consistent with the policies of the university as set forth in Board of Trustees policy 405.1 and in two campus policy statements: (1) Evaluative Criteria, Procedures and General Standards for Initial Appointment, Successive Appointments, Annual and Post-tenure Review, Promotion and Tenure, and (2) Guidelines for University and Distinguished Professor Appointments. In case of conflict, the board policy, the campus policy, the school, college, or library policy, and the department policy shall have authority in that order. Copies of these documents are available online, as referenced in the *Faculty Handbook*, at the UA web site <https://provost.uark.edu/faculty-handbook>.

It is the policy of the University of Arkansas, Fayetteville to provide equal employment opportunity to all qualified persons; to prohibit discrimination against any employee or applicant for employment because of race, color, religion, sex, age, national origin, sexual orientation, marital or parental status, veteran's status, or disability, and to promote the full realization of equal employment opportunity through a positive, continuing program of affirmative action.

APPROVALS

 Department Head	2/7/23 Date
 Dean	2/9/2023 Date
_____ Provost	_____ Date
_____ Chancellor	_____ Date
_____ President	_____ Date

Mission Statement

The mission of the Department of Health, Human Performance, and Recreation is to promote the discovery of knowledge through research and teaching. Fundamental to the department's mission is the a) preparation of students for professions and/or advanced study in the disciplines of public health, exercise science, sport management, recreation, physical education, and athletic training; b) development and dissemination of applied and theoretical research, and c) service to the profession, university, and community.

Personnel File

The College maintains a personnel file for each member of the staff holding faculty status. In HHPR the personnel files reside in the College of Education and Health Professions.

Work Assignments

One three-credit hour class is the equivalent of 10% of a faculty member's annual workload. The typical faculty workload for tenured and tenure-track faculty is 40% teaching, 5% advising/mentoring, 50% research or scholarly activities, and 5% service. The typical faculty workload for teaching faculty and instructors are 80% teaching, 5% advising/mentoring, and 15% service. These are subject to revision and change by the Department Head in consultation with the affected faculty.

I. Committees: Responsibilities and Service

Departmental Personnel Committee:

The Department adopts the procedures outlined in I.A-C. of APS 1405.11 and the COEHP Personnel Document with the following additional stipulations:

All eligible HHPR faculty will elect a tenured (rank of associate or full professor) faculty member from each program (i.e., RESM, PHED, PBHL, EXSC/ATTR) to serve three-year staggered terms on the Departmental Personnel Committee. Eligible voting faculty are full-time faculty at the assistant professor or higher with 100% appointments in HHPR. Additionally, all eligible HHPR faculty will elect an at-large tenured faculty member. If a program does not have any faculty members eligible to serve, or if eligible faculty members are not willing to serve or are not elected by the majority vote, additional eligible faculty will be elected to serve as at-large members so there are at least five total committee members. In addition to tenured faculty on the committee, one non-tenure track faculty at the associate or full professor rank will be elected to the committee and can come from any program. Voting rights and privileges of this member are outlined in the COEHP Personnel Document. The Chair-Elect of the committee is selected each academic year by the committee members at their first meeting of the year and must be tenured faculty member.

This Personnel Committee will serve as the Peer-Review Committee and coordinate the peer review process in the department, including establishing Peer-Review Advisory Groups, collecting and reviewing the peer reviews conducted by the Advisory Groups, and ensuring fairness and consistency in the application of standards and the process.

Peer-Review Advisory Groups:

Each program (i.e., EXSC, PBHL, RESM, PHED) will have at least one Peer Review Advisory Group made up of all faculty in the program. For the purposes of evaluations, Athletic Training faculty are

part of Exercise Science (EXSC). When there are more than eight faculty members in a program, there will be two Advisory Groups for the program. The make-up of the two Advisory Groups will be decided by the Departmental Personnel Committee and will be as equal in number as possible, with at least three faculty members serving on each Peer-Review Advisory Group.

II. Initial Appointment

A. Criteria for Initial Appointment at or Below the Rank of tenure-track Assistant Professor

In addition to II.A. of APS 1405.11, the department has the following criteria:

Terminal degree from an accredited university in the area of specialization or related field.

Evidence of exemplary performance and promise of success in research/scholarship/creative activity.

Evidence and/or promise of effective teaching.

Evidence and/or promise of productive service to the department, institution, and profession.

B. Criteria for Initial Appointment at or Above the Rank of tenure-track Associate Professor

In addition to II.B. of APS 1405.11 and COEHP Personnel Document, the department has the following criteria:

Terminal degree from an accredited university in the area of specialization or related field is required.

The rank of Associate Professor requires evidence of performance within assigned duties congruent with contributions of beginning associate professors in the discipline at benchmark institutions. The candidate's record should include evidence of sustained and ongoing exemplary research; dedicated commitment and competence in teaching and instruction; and participation in productive service for the department, college, university and profession.

The rank of Professor requires evidence of performance within assigned duties congruent with contributions of professors in the discipline at benchmark institutions. The candidate's record should include evidence of sustained and ongoing exemplary research/scholarly activity having national or international impact; ongoing commitment and proficiency in teaching and instruction; and participation in productive service for the department, college, university and profession.

C. Criteria for Initial Appointment with Tenure

The department adopts II.C. of APS 1405.11 and COEHP Personnel Document.

D. Initial and Successive Appointments of Non-Tenure-Track Faculty

Non-tenure track faculty are generally on appointments not to exceed one academic year. In some instances, multi-year appointments may be extended to instructors or non-tenure track faculty in professor ranks. Such appointments are generally intended for faculty hired in competitive searches or who have established a notable and consistently strong record of effective performance during their period of service to the University.

Multi-year appointments, to the extent they are utilized, must have satisfied a merit-based review process employing evaluative criteria and procedures established in this personnel document as supplemented in departmental personnel documents. These appointments require the review and recommendation of the departmental personnel committee and the department chair/head, and the approval of the Dean and the Provost. The first such merit-based appointment would usually be up to three years. If successfully completed, in accordance with the evaluation procedure set out herein, an initial merit-based term appointment may be considered for renewal for an additional appointment of up to three years. After successful completion of a second three-year term (or after a total of six years of appointment), appointments may be considered for renewal for faculty in professor ranks for periods of up to five years.

Any merit-based term appointment of more than one year shall only be recommended when the candidate has consistently demonstrated (or, for initial appointment, shown clear potential for) highly effective teaching and/or, as appropriate to the appointment, a record of highly effective research or service/administration, as well as the ability and willingness to work productively with colleagues.

See APS 1405.111 for detailed procedures.

The department adopts II.D. of APS 1405.11, APS 1405.111, and the COEHP Personnel Document. Additionally, the department supplements the criteria and procedures as follows:

For initial appointments of one year or greater, merit-based procedures will include evaluating the application materials (e.g., resume/CV) to determine whether the candidate meets HHPR criteria for appointment outlined below. Application materials for appointments in excess of one year (> 1 year) must be reviewed by the Departmental Personnel Committee.

If a renewal of any appointment is being considered, the department head will consider previous annual reviews as part of that process. If a faculty member is considered for a 1st renewal of a multi-year appointment, (i.e., >1 year) the faculty member up for renewal will submit a completed Faculty Review Checklist that is reviewed by the Personnel Committee and Department Head. If a faculty member is considered for a 2nd (and any subsequent) multi-year renewals, the annual evaluation materials since last appointment will be reviewed by the Personnel Committee and Department Head to make a recommendation.

All reviews/recommendations to the Department Head from the Personnel Committee are advisory in nature.

Instructor:

Master's degree from an accredited university in the area of specialization or related field. Evidence and/or promise of effective teaching. Evidence and/or potential of service to the department, institution, and profession.

Teaching/Clinical Assistant Professor:

Terminal degree from an accredited university in the area of specialization or related field. Evidence and/or promise of highly effective teaching and/or clinical instruction. Evidence and/or potential of service to the department, institution, and profession.

Research Assistant Professor

- Doctoral degree from an accredited university in the area of specialization or related field.
- Evidence of high-quality performance and promise of excellence in research/scholarship/creative activity.
- Evidence and/or promise of productive service to the program, department, institution, and profession.
- Potential to earn recognition from peers as demonstrated through scholarship, publications, and/or grants.

Teaching/Clinical Associate Professor:

Terminal degree from an accredited university in the area of specialization or related field.

Record of sustained excellence in teaching and/or clinical instruction as evidenced by at least three of the following:

- Degree program revisions that improve the quality of student experiences
- Productive collaboration with teaching colleagues
- Consistently high student evaluation scores [a mean of at least a 4.0 on a 5.0 scale or equivalent]
- Active participation in University or professionally sponsored teaching seminars/events
- Recognition of teaching success as evidenced by teaching awards/accolades at the College level or beyond (e.g., University, region, national, etc.).

Record of sustained excellence in scholarly activities that includes both of the following:

- Active involvement at professional conferences within the area of specialty
- Evidence of high-quality scholarship of teaching and learning (or specialty area)

Record of sustained excellence in service as demonstrated by at least three of the following:

- Work to improve the quality of field experiences
- Record of effective administrative activities, such as serving as director of field placements or leading recruitment responsibilities
- Expansion or revision of clinical sites to accommodate student needs
- Leadership position within state/regional/national associations

- Workshops or seminars for the benefit of external colleagues

Research Associate Professor

- Doctoral degree from an accredited university in the area of specialization or related field.
- Record of excellence in research/scholarship/grant activity consistent with high national standards.
- Record of sustained productive service to the program, department, institution, and profession
- Evidence of recognition from peers as demonstrated through scholarship, publications, and/or grants.

Teaching/Clinical Professor:

In addition to sustained excellence in the categories listed under Teaching/Clinical Associate Professor, Teaching/Clinical Professors require at least three additional pieces of evidence from the following list supporting excellence in Teaching, Scholarship, and/or Service:

- Coordinator of curriculum revisions to improve the quality of the program and student experiences
- Record of effective service as a program coordinator
- Leadership position within state, regional, and/or national associations
- Development of workshops/seminars for the benefit of external colleagues
- Additional certifications within specialty area

Research Professor

- Doctoral degree from an accredited university in area of specialization or related field
- A substantial and sustained record of excellence resulting in international and/or national recognition in research/scholarship/creative activity consistent with high inter/national standards.
- Record of significant and sustained productive service to the program, department, institution, and profession.
- Evidence of national and/or significant regional recognition from peers as demonstrated through scholarship, publications, and/or grants.

E. Required Notification

The department adopts II.E. of APS 1405.11 and COEHP Personnel Document.

III. Successive Appointments, Annual Review, Peer Review, Third-Year Review, and Post-Tenure Review

A. Successive Appointments for Tenured and Tenure-Track Faculty

The department adopts III.A. of APS 1405.11.

B. Annual Review

In addition to III.B. of APS 1405.11 and COEHP Personnel Document, the department has the following processes:

The annual review of all full-time faculty for merit raise recommendations and related purposes shall begin in mid to late January and conclude at the departmental level by the end of February each year. Peer evaluations of the submitted materials will be made by the peer-review advisory groups using the criteria set forth in the HHPR and COEHP Personnel Documents. The packet, along with self- and peer-reviews, will be used by the Department Head in an advisory fashion to determine evaluation ratings in the areas of teaching, research or scholarly activities, and service.

The following are to be submitted annually on a date to be determined each year, typically on January 15.

-Annual Faculty Report

-Self-evaluation form

The procedures are as follows:

- 1) Faculty member completes their self-evaluation, typically on or around January 15th.
- 2) The Peer Review Advisory Group evaluates annual evaluation information sheets of their peers and provides narrative feedback on the peer evaluation form. Narrative feedback includes commentary on “areas of strengths” and “areas of improvement”. No numerical rating is provided by the advisory group.
- 3) The Departmental Personnel Committee reviews the narrative feedback from the Peer Review Advisory Groups. The Departmental Personnel Committee has the responsibility for reviewing documentation prior to final submission to the department chairperson/head and assuring, to the extent possible, consistency in the process. For example, the committee will check to make sure the evaluation criteria were applied similarly between faculty and that the narrative feedback comments are justified. No numerical rating is provided by the Departmental Personnel Committee.
- 4) The Department Head rates each faculty member based on the annual faculty report, using self- and peer-reviews in an advisory fashion.
- 5) The Department Head provides each faculty member with the Evaluation Form, which includes a) self-rating, b) Department Head rating, and c) narrative feedback from the Peers and the Department Head. The department head rating is final and used for merit raise determinations.

5) Each faculty member will be rated according to a 0.0 to 3.0 scale with one (and only one) decimal place required.

A single rating score for each area is derived by first obtaining the weighted average of the ratings in each area (teaching and advising, research, and service) by multiplying the rating score by the percent workload.

Next, a single score is calculated by the adding the calculated products of each of the three areas.

Example:

Step 1: (rating score in area) x (% workload) = X_t

Step 2: Calculate the overall score = $(X_t + X_r + X_s)$

Ratings are based on the criteria set forth within this document. The final rating for each area - teaching and advising, research, and service - will be based on objective measures, but are also open to professional judgement by the Department Head.

Note that the Department Head's rating is the only rating used to determine merit. The self-evaluation and peer evaluations are used by the Department Head to provide additional context. The Department Head will also provide a written synopsis of the rating to each faculty member, inclusive of strengths, weaknesses, and recommendations for the next year. All faculty will then have an opportunity to review their evaluation and schedule a meeting to discuss the rating with the Department Head. Tenure-track faculty are required to meet with the Department Head.

The Department Head assesses whether each faculty member's performance for the year has been satisfactory. Consistent with APS 1405.11, overall unsatisfactory performance means that the faculty member's performance as a whole is unsatisfactory, taking into consideration the faculty member's assigned workload (teaching/professional practice, scholarship, service) and overall contributions to the academic unit. Before making a determination of overall unsatisfactory performance, the department head considers evidence of relevant, documented efforts and outcomes within the context of the faculty member's assigned workload, including the faculty member's assigned annual evaluation score. At a minimum, any overall score of less than 1.0 or a 0.0 in any substantial area of faculty responsibility would constitute overall unsatisfactory performance, and makes the faculty member ineligible for a merit salary increase.

Unsatisfactory performance for a non-tenure track faculty member is addressed in APS 1405.111. Post-tenure review based on overall unsatisfactory performance for tenured faculty is outlined in III.E. of APS 1405.11.

C. Peer Review

In addition to III.C. of APS 1405.11, the department has additional processes as outlined in II.B. above.

D. Third Year Review

The department adopts to III.D. of APS 1405.11 and COEHP Personnel Document.

E. Post-Tenure Review

The department adopts to III.E. of APS 1405.11 and COEHP Personnel Document.

F. Criteria for Assessing Faculty Performance

The department adopts III.F. of APS 1405.11 and COEHP Personnel Document. In addition, the department has the following stipulations:

All HHPR faculty members are evaluated on the basis of achievement in the areas of research or scholarly activities, teaching, and service. Each faculty member should be actively engaged in all three areas as appropriate for their rank and workload. Each category is rated 0.0 to 3.0. One, and only one, decimal point is required for each category. The ratings are:

- Exceeds Expectations (3.0)*
- Meets Expectations (2.0)*
- Partially Meets Expectations (1.0)*
- Does Not Meet Expectations (0.0)*

Specific definitions of each rating are described below.

1. Evidence of Achievement in Teaching or Professional Performance

In addition to III.F.1. of APS 1405.11, the department has additional stipulations:

Teaching is evaluated using a multistep process that utilizes course evaluations as the base score. In addition to course evaluations, faculty must provide at least one additional item of evidence. The types of evidence are outlined in III.F.1. of APS 1405.11. Failure to submit at least one additional item will be in violation of the policy and lead to a teaching score of “0”.

A base score is established in the following manner.

From teaching evaluations, a mean course score is calculated from ratings on the following three items for each class taught in-load:

- 1. My instructor displays a personal interest in students and their learning
- 2. My instructor is effective in teaching the subject matter of this course
- 3. Overall, I would rate this instructor as

The average score for each class is then averaged together and converted to a 0 to 3 scale by multiplying by 0.6.

Faculty can add fractions of points to their score by demonstrating evidence of additional

teaching products as outlined in the U of A policy 1405.11. Those with advising/mentoring workload distribution must provide evidence as outlined in III.F.1.a.iii, iv., and vi. (also listed in the footnote)¹. A maximum of three-tenths of a point can be added to the base score with rare exceptions occurring at the discretion of the department head.

Example:

Class 1 – average of the 3 questions above = 4.2

Class 2 – average of the 3 questions above = 4.3

Class 3 – average of the 3 questions above = 3.8

Class 4 – average of the 3 questions above = 4.8

Overall average = 4.3 x 0.6 = 2.6 ← base score

Faculty member provides evidence of additional teaching products as outlined in III.F.1. of APS 1405.11 to add a maximum of 0.3 to their score, for a maximum score of 2.9.

2. Evidence of Achievement in Scholarship

In addition to III.F.2. of APS 1405.11, the department has additional stipulations:

A base score is established in the following manner:

1 point for each peer-reviewed publication as 1st, 2nd, or corresponding author

1 point for each law review published

Points outlined above can be combined to form the base score. A base score of 0 will be used if there are no publications as 1st, 2nd, or corresponding author or if no law reviews are published.

Additional base points may be added for exemplary scholarship of high impact. High impact work can be defined in many ways and may include aspects such as journal type, impact factor, acceptance rate, etc. Other examples include, but are not limited to, being lead author on a book, receiving a large federal grant, etc. Faculty must articulate the rationale and evidence for high impact scholarship when presenting their scholarship outputs for the year.

Faculty can add fractions of points to their score by demonstrating evidence of additional research products (e.g., presentations, non-refereed publications, book chapters, grants, etc.) and quality of scholarly contributions, such as external funding and professional presentations outlined in III.F.2. of APS 1405.11. Additionally, peer-reviewed publications in which the faculty member is not 1st, 2nd, or corresponding author will add

¹ iii. = Evidence of effectiveness in direction of scholarship of undergraduate, graduate, and postdoctoral students including student completion, placement, achievements, and publications.

iv. = Evidence of effective participation in unit examination activities such as written and oral examinations for honors or graduate degree candidates.

vi. = Evidence of effective advising and mentoring, both formal academic advising and mentoring of individual students.

decimal points.

However, decimal points cannot increase a score to the next base score. For example, with a base score of 2, the max score an individual can receive by providing additional research products is 2.9.

3. Evidence of Academically-Related Service.

In addition to III.F.3. of APS 1405.11, the department has additional stipulations:

A base score is established in the following manner:

- 0 = Does not attend meetings; zero committee involvement or committee involvement that is not constructive.
- 1 = Some committee involvement; little contribution provided during committee, Departmental, or college meetings.
- 2 = Participation on multiple committees - Departmental/College/and/or University; Leadership in State or regional professional organizations; Associate Editor of a peer reviewed journal.
- 3 = Chair, vice chair, or equivalent of major college/university committee; University service award recipient; evidence of exceptional impact of committee work. Leadership in a professional organization at the national/international level; Journal Editor

Faculty can add fractions of points to their score by demonstrating evidence of additional service products as outlined in III.F.3. of APS 1405.11. However, decimal points cannot increase a score to the next base score. For example, with a base score of 2, the max score an individual can receive by providing additional service products is 2.9.

IV. Promotion

A. Criteria for Promotion

In addition to IV.A.1. of APS 1405.11, the department has additional criteria:

Criteria for Promotion to Associate Professor with Tenure:

The rank of Associate Professor with tenure requires evidence of performance within assigned duties congruent with contributions of beginning associate professors in the discipline at benchmark institutions. The candidate's record should include evidence of sustained and ongoing exemplary research; dedicated commitment and competence in teaching and instruction; and participation in productive service for the department, college, university, and profession.

Criteria for Promotion to Teaching/Clinical Associate Professor:

Terminal degree from an accredited university in the area of specialization or related field.

Record of sustained excellence in teaching and/or clinical instruction as evidenced by at least three of the following:

- Degree program revisions that improve the quality of student experiences
- Productive collaboration with teaching colleagues
- Consistently high student evaluation scores [a mean of at least a 4.0 on a 5.0 scale]
- Active participation in University or professionally sponsored teaching seminars/events
- Recognition of teaching success as evidenced by teaching awards/accolades at the College level or beyond (e.g., University, region, national, etc.).

Record of sustained excellence in scholarly activities that includes both of the following:

- Active involvement at professional conferences within the area of specialty
- Evidence of high-quality scholarship of teaching and learning (or specialty area)

Record of sustained excellence in service as demonstrated by at least three of the following:

- Work to improve the quality of field experiences
- Record of effective administrative activities, such as serving as director of field placements or leading recruitment responsibilities
- Expansion or revision of clinical sites to accommodate student needs
- Leadership position within state/regional/national associations
- Workshops or seminars for the benefit of external colleagues

Criteria for Promotion to Research Associate Professor:

A faculty member applying for promotion to the rank of Research Associate Professor must provide evidence of sufficient achievement of the criteria for initial appointment:

- Doctoral degree from an accredited university in the area of specialization or related field.
- Record of excellence in research/scholarship/grant activity consistent with high national standards.
- Record of sustained productive service to the program, department, institution, and profession.
- Evidence of recognition from peers as demonstrated through scholarship, publications, and/or grants.

The faculty member's overall achievement should be congruent with the accomplishments of beginning non-tenure track associate professors focused on research in the candidate's field of study at benchmark institutions. Beyond the degree requirement, the faculty member should provide evidence of the achievements at the University of Arkansas.

Criteria for Promotion to Tenured Professor:

The rank of Professor with tenure requires evidence of performance within assigned duties congruent with contributions of professors in the discipline at benchmark institutions. The candidate's record should include evidence of sustained and ongoing exemplary

research/scholarly activity having national or international impact; ongoing commitment and proficiency in teaching and instruction; and participation in productive service for the department, college, university and profession.

Criteria for Promotion to Teaching/Clinical Professor:

In addition to sustained excellence in the categories listed under Teaching/Clinical Associate Professor, Teaching/Clinical Professors require at least three additional pieces of evidence from the following list supporting excellence in Teaching, Scholarship, and/or Service:

- Coordinator of curriculum revisions to improve the quality of the program and student experiences
- Record of effective service as a program coordinator
- Leadership position within state, regional, and/or national associations
- Leadership positions on University of Arkansas committees at the department, college or university levels
- Development of workshops/seminars for the benefit of external colleagues
- Additional certifications within specialty area

Criteria for Promotion to Research Professor:

A faculty member applying for promotion to the rank of Research Professor must provide evidence of sufficient achievement of the criteria for initial appointment:

- Doctoral degree from an accredited university in area of specialization or related field
- A substantial and sustained record of excellence resulting in international and/or national recognition in research/scholarship/creative activity consistent with high inter/national standards.
- Record of significant and sustained productive service to the program, department, institution, and profession.
- Evidence of national and/or significant regional recognition from peers as demonstrated through scholarship, publications, and/or grants.

The faculty member's overall achievement should be congruent with the accomplishments of beginning non-tenure track professors focused on research in the candidate's field of study at benchmark institutions. Beyond the degree requirement, the faculty member should provide evidence of the achievements at the University of Arkansas.

B. Procedures for Promotion

The department adopts IV.B.2. of APS 1405.11 and COEHP Personnel Document.

V. Tenure

A. Criteria for Awarding Tenure

The department adopts V.A. of APS 1405.11. Additionally, in the Department of Health, Human Performance and Recreation, criteria for tenure include excellence in teaching and research resulting in high-quality impact in the field.

B. Procedures for Awarding Tenure

The department adopts V.B. of APS 1405.11.

C. Procedures for Suspending Probationary Period

The department adopts V.C. of APS 1405.11.

D. Mandatory Sixth Year Review - Terminal Appointment

The department adopts procedures specified under V.D. of APS 1405.11.

VI. Dismissal of Tenure-Track and Tenured Faculty

The department adopts procedure specified under VI. of APS 1405.11.

VII. Dismissal of Multi-Year Appointed Non-Tenure-Track Faculty.

The department adopts procedures specified under VII. of APS 1405.11.