

Campus Climate Survey 2020: Overview

June 1, 2020

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Executive Summary

Survey Administration

For the 2020 administration of the Campus Climate Survey on Sexual Assault and Misconduct, the University of Utah administered the American Association of Universities (AAU) Survey to allow benchmarking with Pac-12 peers. The university also used this survey in 2018, but administered a different survey in 2016. The university sent the survey to all students, with a response rate of 14%.

Summary of Findings

The survey first asks all students about some of their perceptions, knowledge, and general experiences. Students' perceptions of overall safety and how the university responds to reports of sexual assault or misconduct have declined considerably since the 2018 administration of the survey. Most students consider sexual assault and misconduct to be problematic at the University of Utah. Students' knowledge of university policies and awareness of university resources related to sexual assault have increased since 2018. The majority of students have taken action to intervene if they had been in problematic or potentially problematic situations as bystanders or peers.

The second part of the survey asks about whether they have had specific experiences related to sexual assault and sexual misconduct and then follow-up questions about those experiences. Rates of harassment, stalking, and interpersonal violence were generally similar to those from 2018 for undergraduate and graduate students of all gender identities, though harassment decreased for several populations of students. Undergraduates experience higher rates of sexual assault and misconduct overall than graduate students, but rates of sexual assault and misconduct have decreased for undergraduates as a whole from 2018. The largest decrease was for undergraduate females, for whom rates of experiencing sexual assault and misconduct each dropped by eight percentage points. The rates of these experiences for graduate students stayed about the same from 2018.

Alcohol is involved in about half of all incidents of nonconsensual sexual contact. Most incidences of sexual assault are reported to have occurred off campus, in private residences. Nonconsensual sexual contact is mostly perpetrated by other students, followed in frequency by people unaffiliated with the University of Utah, and the relationship with the victim is typically that of a friend, acquaintance, or romantic partner.

Only a small portion of students report incidents of sexual assault/misconduct, harassment, stalking, or interpersonal violence to university officials. The most common reasons for not doing so are a consideration that it was not serious enough to report or a belief that nothing would be done. When students do tell someone, it is most frequently a close friend.

Updates on Actions related to Sexual Assault and Misconduct

- The University added two new Guidelines that clarify University's Sexual Misconduct policy, including providing students, staff and faculty with a clearer definition of consent: https://regulations.utah.edu/general/guidelines/G1-012A.pdf.
- OEO/AA's website was revised to more clearly highlight reporting and now includes a new visual map of the OEO/AA process which can be found at https://process.oeo.utah.edu.

- The title of the Sexual Assault Support Advocate in the Center for Student Wellness was changed to Victim-Survivor Advocate to communicate a more comprehensive program beyond just sexual assault support (e.g., domestic and dating violence, stalking, harassment).
- There continues to be an emphasis on increased training, emphasizing online delivery to reach the greatest number of participants with in-person training provided upon request.
 - In July 2019, the university launched mandatory "Sexual Assault Prevention" online courses for all newly admitted/readmitted, degree-seeking students (freshman, transfer, graduate & professional). This training will continue for all admitted students in the future and continuing students receive an annual refresher training.
 - The university also developed multiple new online trainings including presentations addressing: Mandatory Reporting, Title IX Training for TAs, Addressing Discrimination & Sexual Misconduct with Employees, Addressing issues while on Learning Abroad Programs, and Vendor and Third-Party Responsibilities.
 - A peer health education program was launched in 2018 to provide education and outreach to address violence prevention, sexual health/healthy relationships, and harm reduction efforts.
 - Expanded reach and updated peer-led workshops for Bystander Intervention, Challenging Rape Culture, and Let's Talk about Sex (focuses on safety, communication and consent).
 - Developed a new Healthy Relationships workshop series including "It's a Match" (focus on communication, boundaries, consent) and "Breakin' Up" (safety, self-care, boundaries).
 - Developed trauma-informed training that addresses how to respond to disclosures of interpersonal violence.
 - Updated training for Sexual Health Peer Counselors to now assess safety, communication, and pleasure among peers. Screening questions streamline referrals to resources and provide education about safety.
 - Bystander Intervention training is required for all student organizations and is available in a virtual format as well as in-person.
- The University partnered with the Utah Domestic Violence Coalition to develop training and procedures based on the Lethality Assessment Protocol for use within the victim advocacy program and with housing and law enforcement staff.
- Additional staff have been added including an additional consultant, a training specialist and an
 intake coordinator in OEO/AA; an additional student support case manager within the Office of
 the Dean of Students; an additional health educator, a graduate assistant and a new assistant
 director in the Center for Student Wellness; and a victim advocate and detective specializing in
 domestic violence in the University Police Department. The university also hired a Chief Safety
 Officer who established a new Community Services Unit to support victims of any crime,
 including but not limited to, sexual violence.
- Developed a Victim-Survivor Advocacy intern program in partnership with the College of Social Work. Two interns were added, providing an additional 900 hours of advocacy support for the year.
- The orientation session for new and transferring undergraduate students on the topic of community standards was updated to incorporate active learning through scenarios and discussion. Specific areas of focus included bystander intervention, consent, sexual misconduct, and safety.

- A special assistant to the president for violence prevention and education was named in 2019 and, with the director of Center for Student Wellness, launched an Interpersonal Violence Prevention and Education Collective that as of May 2020 has over 80 members.
- In partnership with Men Healing, the Rape Recovery Center, and the Women's Resource Center, an event for male survivors of sexual violence (Men's Evening of Hope) was offered.
- Sexual Assault Awareness Month (April) and Domestic Violence Awareness Month (October) continue for campus-wide awareness and education.
- President Ruth Watkins designated October 2019 as the first annual SafeU Month. The month provided opportunities for the entire campus community to engage in education and training in the areas of resources, readiness, well-being, physical safety, and relationship safety.

Overview and Administration Details

Instrument: The University of Utah (UU) administered an adaptation of the survey developed for the Association of American Universities (AAU). The survey was developed in 2014 and administered to 27 institutions of higher education during the Spring 2015 Semester, with a report on the development, initial administration, and results published in 2017 (Cantor et al, 2017). The UU adapted the survey slightly to address our unique needs, including asking some key questions that were part of the Campus Climate survey previously administered at the UU in 2016, but not part of the AAU survey. The UU adapted this same adapted survey in 2020.

Date Range: January 13 to February 18, 2020

Population: All degree-seeking students 18 years and older who were registered for Spring Semester classes as of January 6, 2020 (total N = 29,315).

Distribution and Marketing: The survey was emailed to students' UMail addresses on January 13, 2020, with reminders to non-responders on January 21 and January 29, 2020. The text of the email can be found at the end of this report. Information about the survey was included in the @theU Newsletter on January 6, 2020 (https://attheu.utah.edu/facultystaff/take-the-survey-make-a-difference/). In addition, various departments/organizations within the University promoted the survey, and lawn signs were placed in various locations across campus.

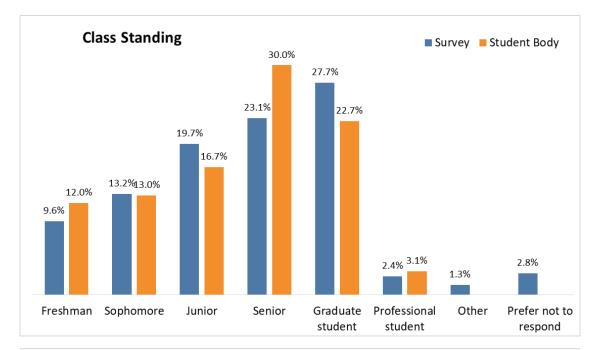
Survey response rate: 13.9% (4,089)

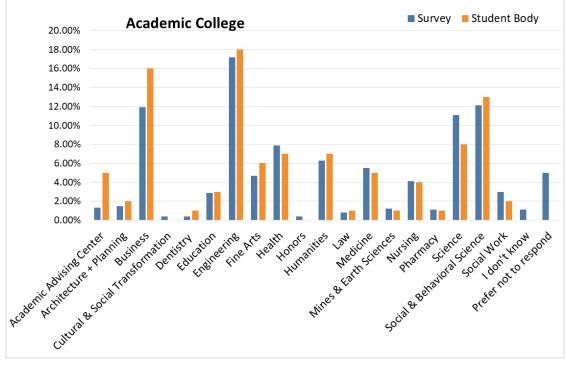
Percentage complete: 88.2% (3,606). A large number of students (721) responded to the questions on the first page but then stopped out. Adjusting based on those who continued (3015), the completion rate was 79.4%.

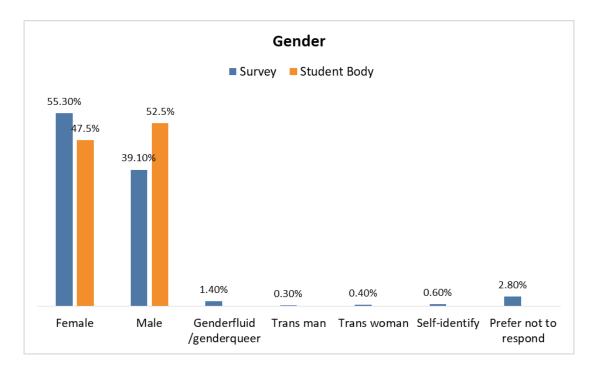
Language and definitions: The terms used throughout this report generally parallel the AAU survey and report (Cantor et al, 2017). Definitions of terms and example behaviors were included within the survey itself and are also at the end of this report. Generally, the use of the term of victim or survivor should solely be the choice of the individual who experienced any form of sexual violence or sexual misconduct. However, for the purpose of this report, the term "victim" is used, rather than survivor, in following with the standard to use "victim" when referring to specific experiences and "survivors" when referring to individuals in the recovery process or to the aftereffects of these experiences (RAINN, 2020).

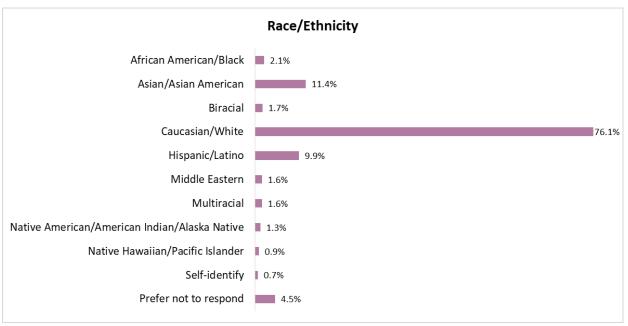
Respondent Demographics

For those who responded to demographics questions, located at end of survey, responses were compared to official data for the student body during Spring Semester 2020 to provide a gauge of representativeness of responses (OBIA; <u>http://www.obia.utah.edu/</u>). Interestingly, a higher number of graduate students responded to survey, as did students in the College of Science. Because only some demographics are part of the student record, some of the charts within this section do not contain a comparison to University data.

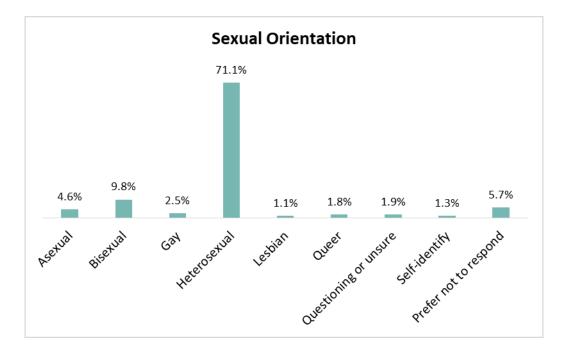


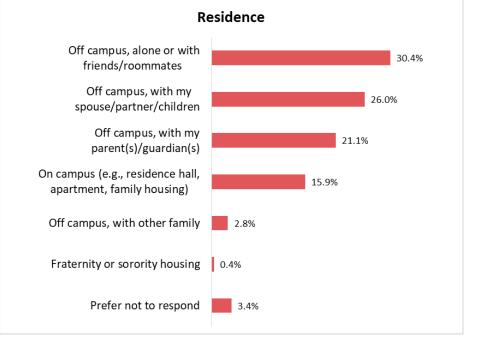












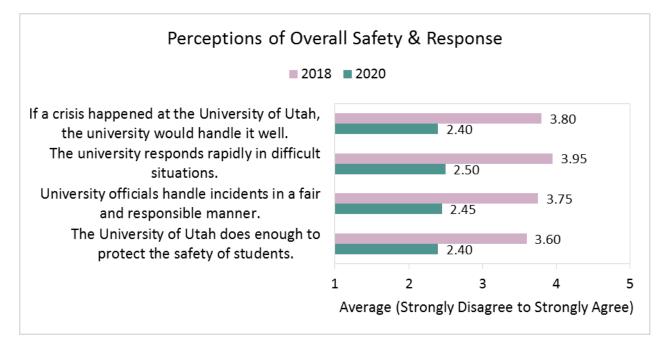
Age (Mea	n=24.6)
18	8.1%
19	11.2%
20	11.4%
21	10.2%
22	9.2%
23	6.9%
24	5.9%
25	5.9%
26-35	23.6%
36-45	5.2%
46+	2.0%



Perceptions of Campus Climate and Awareness of Campus Services at the University of Utah

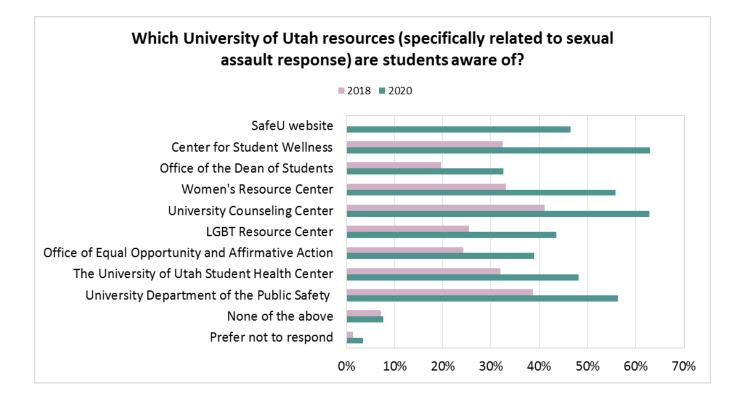
Questions specific to the University of Utah

Four questions about the overall campus climate were asked in 2018 and 2020. Responses to these items showed a large difference between 2018 and 2020. An on campus shooting that resulted in the murder of a student took place in Fall 2018, in between the administration of the surveys, which is important contextual information for understanding changes.



In addition to these four questions, the University of Utah asked students two other unique questions: (1) whether they were aware of a variety of resources related to sexual assault response and (2) what their actions/involvement related to sexual assault awareness prevention have been.



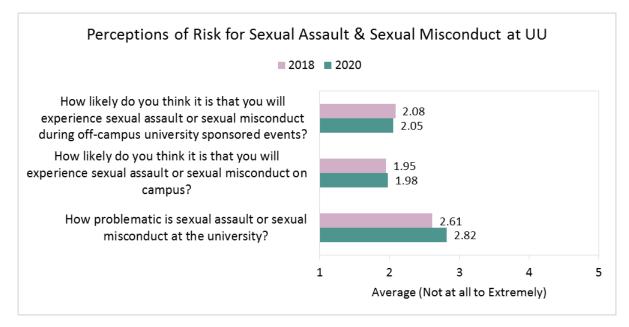


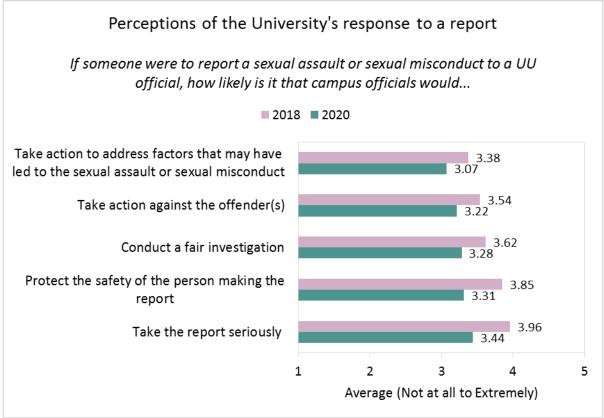
Students' actions related to sexual assault awareness/prevention while at the University of Utah	2016	2018	2020
Seen posters about sexual assault (raising awareness, preventing rape, defining sexual assault, etc.)	55.5%	58.5%	55.3%
Discussed the topic of sexual assault with friends	44.1%	58.3%	53.1%
Seen crime alerts about sexual violence	30.4%	49.6%	45.0%
Discussed sexual assault with a family member	29.2%	40.0%	36.9%
Seen or heard campus administrators or staff address sexual assault	28.9%	39.2%	36.5%
Seen or heard about sexual assault in a student publication or media outlet	33.1%	45.8%	32.5%
Read a report about sexual violence rates at the University of Utah	18.2%	27.2%	31.3%
Discussed sexual assault/rape in class	26.7%	30.7%	31.1%
Visited a University of Utah website with information on sexual assault (e.g., safeu.utah.edu [previously sexualassault.utah.edu] website)	10.8%	12.8%	22.4%
Attended an event or program about what you can do as a bystander to stop sexual assault	12.3%	13.4%	19.6%
None of the above	12.0%	9.6%	9.1%
Attended a rally or other campus event about sexual assault/rape	7.6%	8.1%	7.5%
Taken a class to learn more about sexual assault	6.8%	6.7%	6.7%
Volunteered or interned at an organization that addresses sexual assault	5.6%	6.6%	4.7%
Prefer not to respond	2.3%	1.4%	3.4%

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Association of American Universities survey items

The following items were administered for the first time in 2018 with the adoption of the Association of American Universities survey. The below charts represent the 2020 results, with comparisons to the 2018 results for the scaled items.

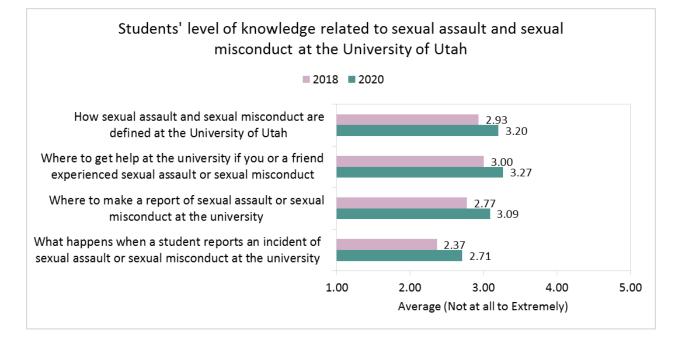




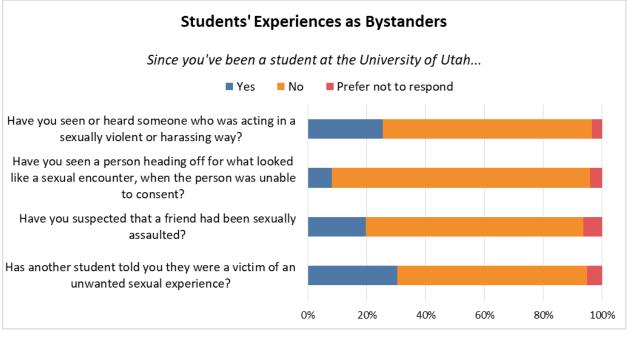
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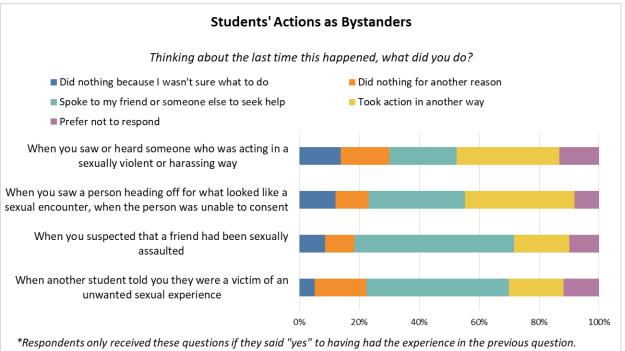
Perceptions of others' response to a report If someone were to report a sexual assault or sexual misconduct to a UU official, how likely is it that ... 2018 2020 The alleged offender(s) or their 3.14 associates would retaliate against the 3.19 person making the report Students would support the person 3.83 making the report 3.99 2 3 4 5 1

Average (Not at all to Extremely)









New Student Orientation: All undergraduates are required to attend New Student Orientation, at which there is a session about community standards, which includes information about sexual misconduct. Orientation for new graduate and professional students is administered by each college or department and varies in how it is conducted.



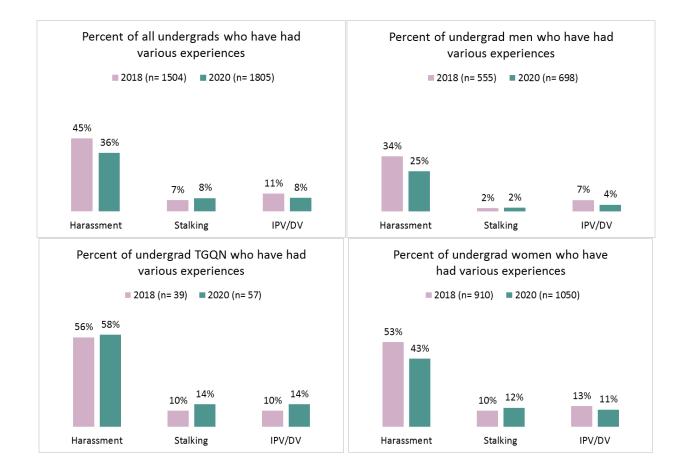


Students' Experiences Related to Unwanted Sexual Encounters

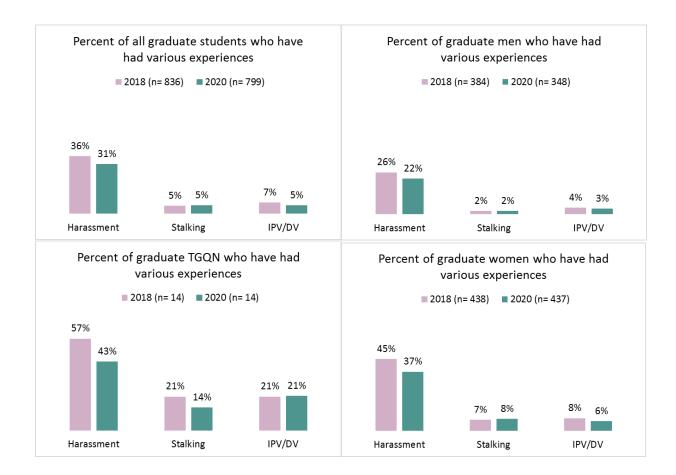
Harassment, Stalking, and Intimate Partner / Domestic Violence

Students were asked a series of questions about specific experiences, which combine to indicate whether the student had experienced harassment (five questions), stalking (three behavioral questions, plus follow-up questions to clarify that one person had done these behaviors more than one time), and intimate partner / domestic violence (three questions). Results are shown alongside results from the 2018 administration of the survey. See Appendix 3 for definitions and contextual information that were included as part of the survey.

A note about the acronym TGQN: TGQN is an umbrella term used by AAU to represent those who identified as transgender, gender queer, or something not listed (Cantor et al, 2017). The number of respondents in this group tended to be low, so each individual response had a larger impact on the results of the group as a whole. Despite low sample sizes, the experiences of members of these groups are important to consider separately from those of cisgender men and women because of the unique forms of marginalization and discrimination that TGQN people face.

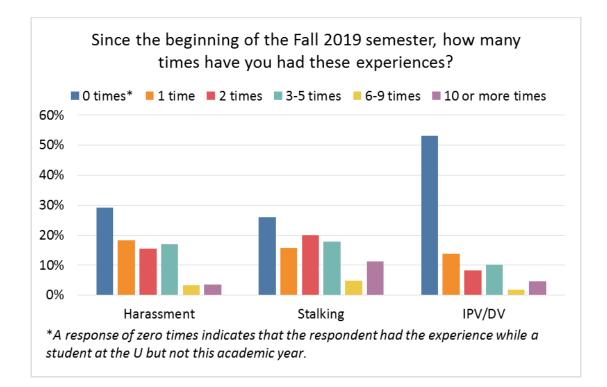


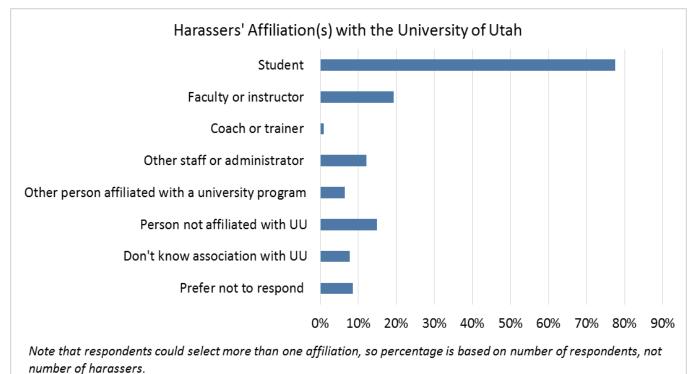


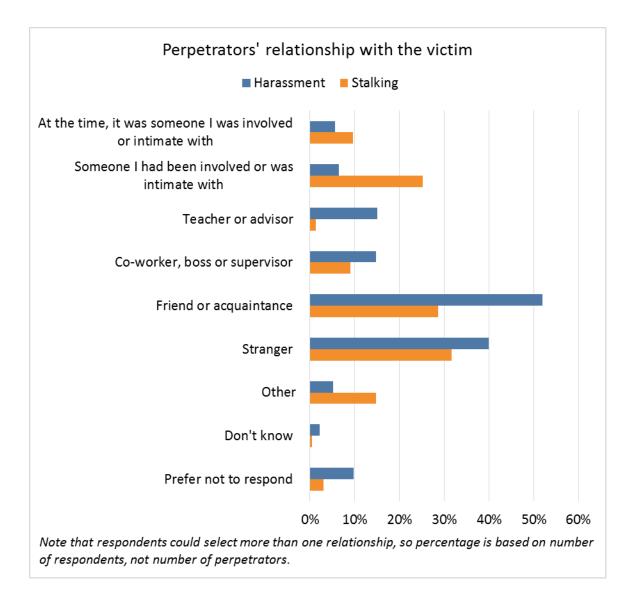


If a respondent indicated having experienced harassment, stalking, and/or intimate partner/domestic violence (IPV/DV), they were asked a series of follow-up questions and the responses are below. These questions varied based on the different type of experience.









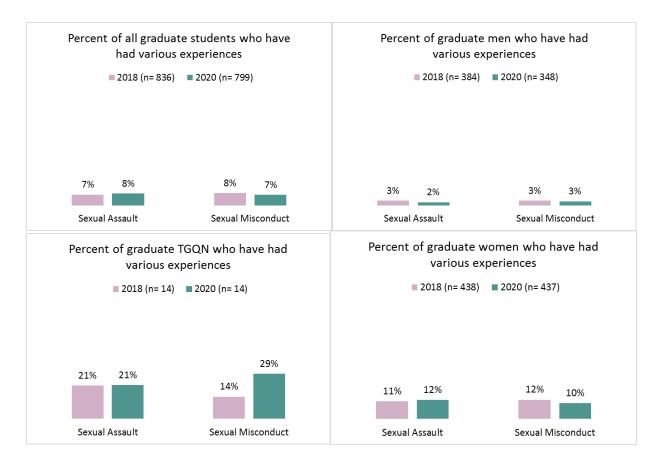


Sexual Assault and Sexual Misconduct

Similarly, students were asked a series of questions about specific experiences, which combine to indicate whether the student had experienced sexual assault (five questions) and sexual misconduct (four questions). See Appendix 3 for definitions and contextual information that were included as part of the survey.

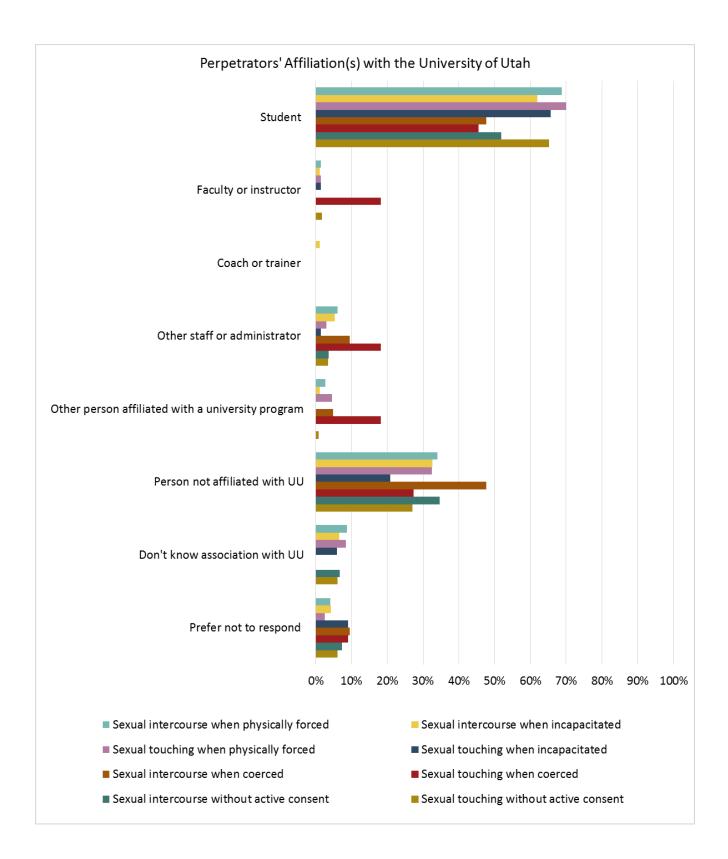




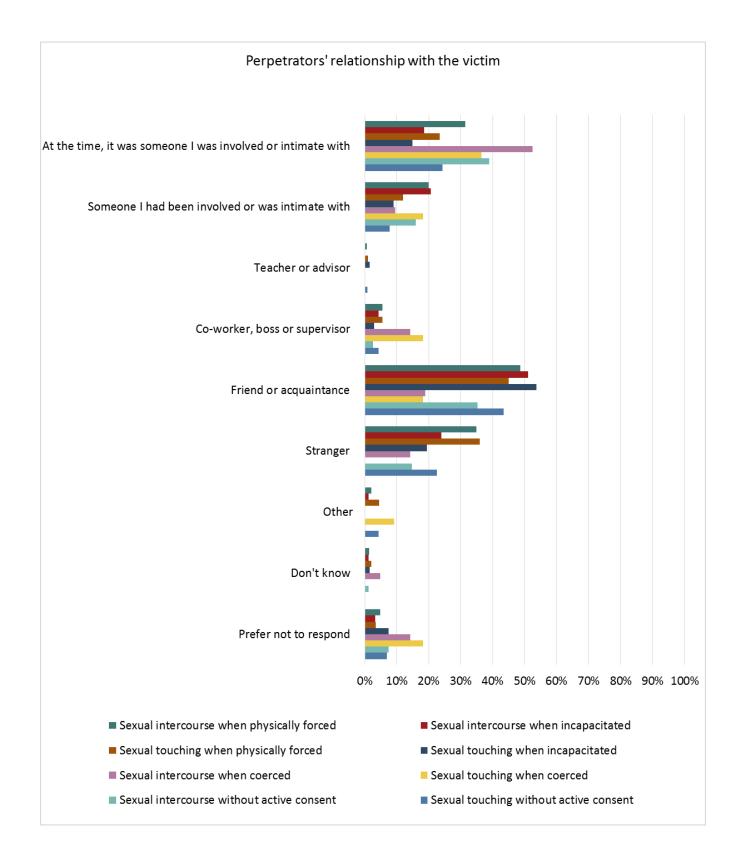


For each of the specific experiences that contribute to the definitions of sexual assault and sexual misconduct, students were asked follow-up questions. The survey was designed in such a way to limit the number of questions asked overall (so that those respondents who had multiple types of experiences were not being asked details for every type of experience). The section started with the following introduction:

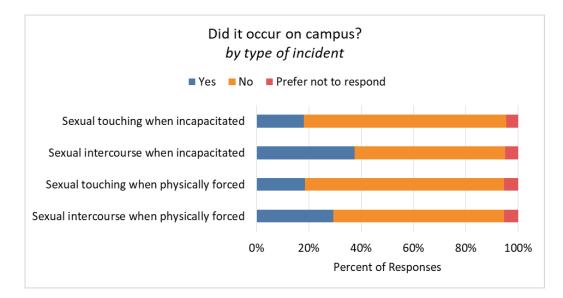
If you have experienced more than one incident of this type since you have been attending the University of Utah, please answer based on what you would consider the most serious incident. We understand that this can be difficult to think about and share, and we appreciate whatever you choose to disclose.

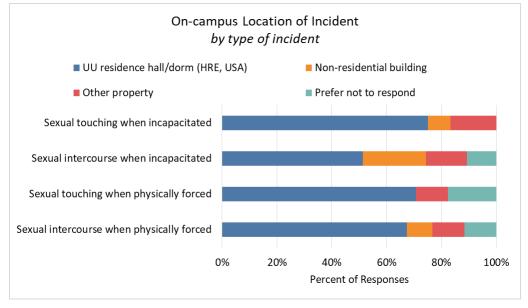


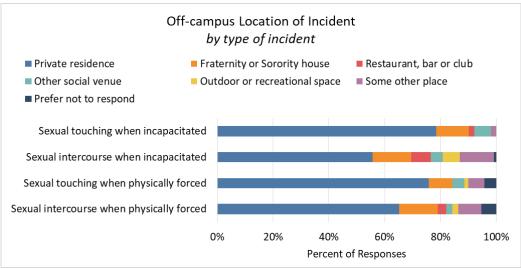
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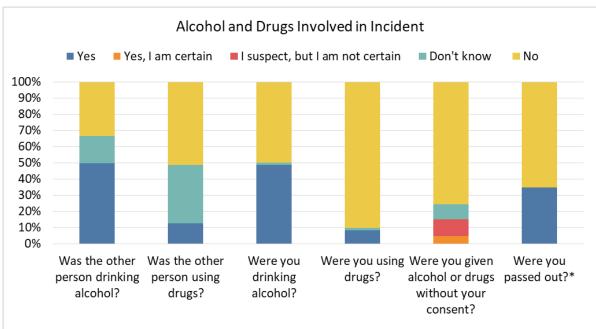




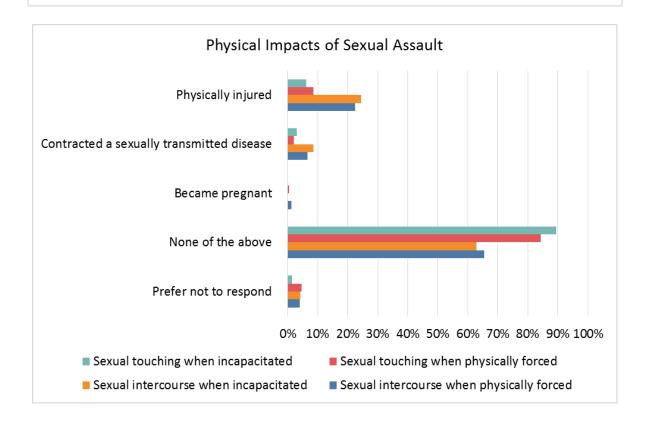


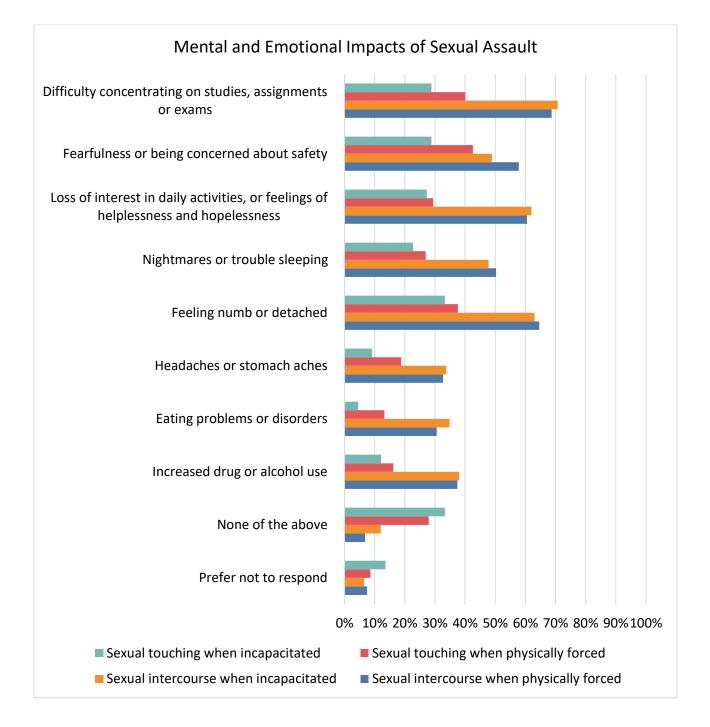


The following chart indicates the involvement of alcohol and drugs for both the perpetrator and the victim, as reported by the victim. Within the survey, the following statement was included: "Keep in mind that you are in no way responsible for what occurred, even if you had been using drugs." These percentages are aggregated across all four types of sexual assault.



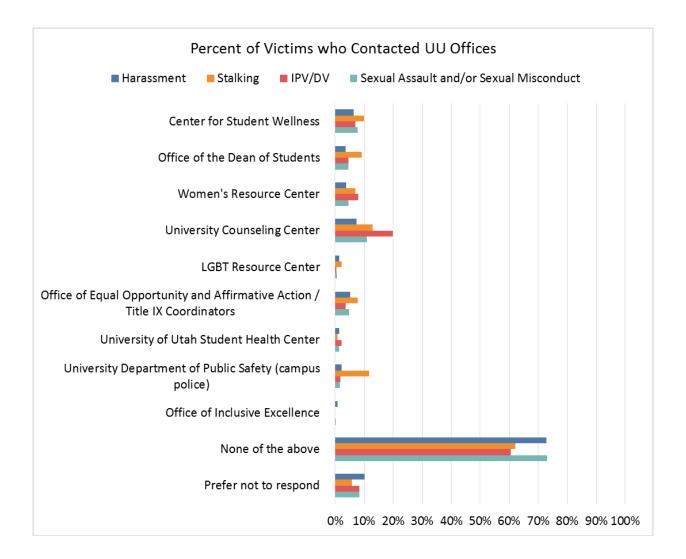
*This question was asked only of those who said "Yes," "Yes, I am certain," or "I suspect, but I am not certain" on at least one of the preceding three questions about respondents' alcohol and drug consumption.



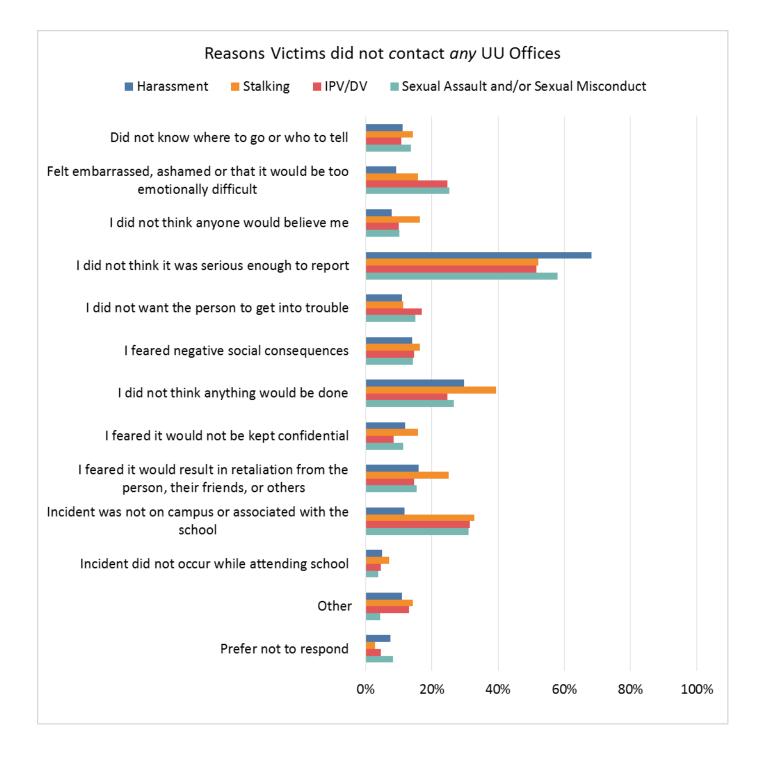


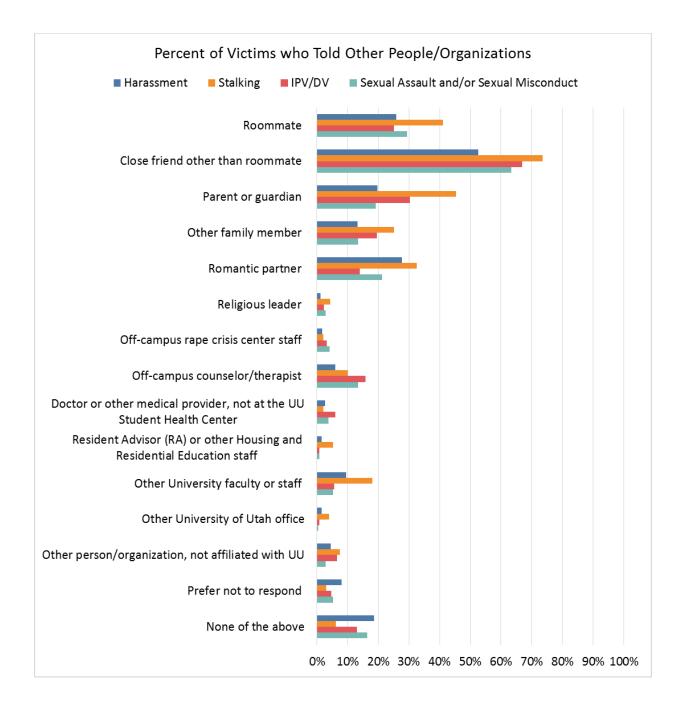
Use of UU Resources and Other Support

Students who had experienced any of these unwanted experiences were asked which UU offices they contacted, reasons that kept them from contacting any UU offices, and who else they told about their experience.









Responses to individual items related to unwanted sexual contact

The following table indicates the percent of students who responded "Yes" to the individual items that contribute to a determination of whether a student has experienced harassment, stalking, intimate partner / domestic violence (IPV/DV), sexual assault, and sexual misconduct as defined by the AAU Campus Climate survey. For the questions about sexual assault and sexual misconduct, definitions and examples were included as applicable. Note that a determination of stalking requires that the respondent experience one or more of the behaviors *multiple times by the same person*; additional questions were used to ascertain this part of the definition.

Since you have been a student at the University of Utah	Percent Yes	Туре
<u>Harassment</u> Experiencing one or more of the following behaviors that interfered with th or professional performance, limited the respondent's ability to participate or created an intimidating, hostile or offensive social, academic or work env	in an acade	
has a student, or someone employed by or otherwise associated with University of Utah made sexual remarks or told jokes or stories that were insulting or offensive to you?	26.0	Harassment
has a student, or someone employed by or otherwise associated with University of Utah made inappropriate or offensive comments about your or someone else's body, appearance or sexual activities?	27.0	Harassment
has a student, or someone employed by or otherwise associated with University of Utah said crude or gross sexual things to you or tried to get you to talk about sexual matters when you didn't want to?	14.2	Harassment
has a student, or someone employed by or otherwise associated with University of Utah emailed, texted, tweeted, phoned, or instant messaged offensive sexual remarks, jokes, stories, pictures or videos to you that you didn't want?	8.5	Harassment
has a student, or someone employed by or otherwise associated with University of Utah continued to ask you to go out, get dinner, have drinks or have sex even though you said, "No"?	8.9	Harassment
has anyone not affiliated with the University done any of these harassing behaviors?	25.6	Harassment
Stalking Experiencing one or more of the behaviors on at least two separate occasion a way that made the respondent afraid for their personal safety. Thus, an ex- not meet the definition of stalking, and follow-up questions are used to deter behaviors. has someone made unwanted phone calls, sent emails, voice, text or instant messages, or posted messages, pictures or videos on social networking sites in a way that made you afraid for your personal safety?	xperience b	y itself does
has someone showed up somewhere or waited for you when you did not want that person to be there in a way that made you afraid for your personal safety?	8.1	Stalking
has someone spied on, watched or followed you, either in person or using devices or software in a way that made you afraid for your personal safety?	5.4	Stalking
<u>Intimate Partner Violence (IPV)</u> Experiencing one or more of the following behaviors from a partner.		
has a partner controlled or tried to control you? Examples of controlling behavior could be when a partner: kept you from going to classes or pursuing your educational goals did not allow you to see or talk with friends	5.4	IPV

has a partner threatened to physically harm you, someone you love, or themselves?	4.1	IPV
has a partner used any kind of non-consensual physical force against you? Examples could be when someone: bent your fingers or bit you strangled, slapped, punched or kicked you hit you with something other than a fist attacked you with a weapon, or otherwise physically hurt or injured you	2.7	IPV
<u>Sexual misconduct and sexual assault</u> A range of experiences of sexual contact that are nonconsensual or unwante	ed.	
has someone used physical force or threats of physical force to do the following with you: <i>sexual penetration or oral sex</i>	3.9	Sexual Assault
has someone used physical force or threats of physical force in an unsuccessful attempt to do any of the following with you: <i>sexual penetration or oral sex</i>	3.3	Sexual Assault
has someone used physical force or threats of physical force to do any of the following with you: <i>sexual touching</i>	9.4	Sexual Assault
has any of the following happened to you while you were unable to consent or stop what was happening because you were passed out, incapacitated due to drugs or alcohol, or asleep: <i>sexual penetration or oral sex</i>	3.6	Sexual Assault
has any of the following happened to you while you were unable to consent or stop what was happening because you were passed out, incapacitated due to drugs or alcohol, or asleep: <i>sexual touching</i>	5.6	Sexual Assault
has someone had contact with you involving penetration or oral sex by threatening serious non-physical harm or promising rewards such that you felt you must comply? With examples	0.8	Sexual Misconduct
has someone had contact with you involving kissing or other sexual touching by threatening serious non-physical harm or promising rewards such that you felt you must comply? <i>With examples</i>	1.1	Sexual Misconduct
has someone had contact with you involving penetration or oral sex without your active, ongoing voluntary agreement? <i>With examples</i>	6.4	Sexual Misconduct
has someone kissed or sexually touched you without your active, ongoing voluntary agreement? With examples	9.7	Sexual Misconduct



Appendix 1: References

Cantor, D., Fisher, B., Chibnall, S., Townsend, R., Lee, H., Bruce, C., Thomas, G. (2017). *Report on the AAU Campus Climate Survey on Sexual Assault and Sexual Misconduct*. Retrieved from Association of American Universities website: <u>https://www.aau.edu/key-issues/aau-climate-survey-sexual-assault-and-sexual-misconduct-2015</u>

RAINN. (2020). Key Terms and Phrases. Retrieved from <u>https://www.rainn.org/articles/key-terms-and-phrases</u>

Appendix 2: Email Invitation to Students

Subject: It's on Us to Stop Sexual Misconduct: Please Take the Survey

Dear {student's first name},

We need your help! As part of our ongoing effort to improve campus safety, we would like you to participate in the 2020 Campus Climate Survey. This anonymous questionnaire gathers information about students' experiences with interpersonal violence—including sexual assault, sexual misconduct, domestic violence, stalking, harassment and other forms of relationship violence.

This survey asks about your perceptions of social situations, experiences with interpersonal violence, and awareness of reporting and support resources available at the U.

Follow this link to the Survey: Take the Survey

Or copy and paste the URL below into your internet browser:

The data we receive will help us better understand our students' experiences and where we need to focus and/or increase resources and services and refine policies. By participating in the survey, you will help to shape a culture of safety at the U.

Your answers are confidential and protected. After you complete the survey, the link with your name, email and IP address will be broken so that no one is able to connect them to your survey answers. The results are presented in summary form so no individual can be identified.

This survey will take most students approximately 15 minutes to complete. It may take up to 30 minutes for some individuals. Participation is voluntary and your decision on whether or not to take the survey has no effect on your student status.

Some language used in the survey is explicit and some people may find it uncomfortable, but it is important that we ask the questions in this way so that you are clear on what we mean. You may skip questions you are not comfortable answering; you also may exit the survey at any point.

If you have any questions or feel harmed after participating in this research, please contact Jason Ramirez, associate vice president for student affairs, 801-581-7066 or jasonramirez@sa.utah.edu.

If you would like to speak with a victim-survivor advocate, please contact the Center for Student Wellness at 801-581-7779 or advocate@sa.utah.edu or visit advocate.wellness.utah.edu/. Information about safety resources at the U also is available at safeu.utah.edu.

In appreciation for your participation, everyone who completes the survey will have the option of entering a drawing to receive one of 50 \$25 Amazon gift cards. The drawing is separate from the survey and is not linked to your survey responses. And again, thank you for helping us better understand how we can best serve and protect our students.

Sincerely,

Jason Ramirez Associate Vice President for Student Affairs/Dean of Students

To opt out of reminder emails for this survey, please email your UNID to assessment@sa.utah.edu

Appendix 3: Campus Climate Report Definitions

Terms Used within the AAU Survey (see Cantor, et al., 2017)

Sexual misconduct and sexual assault: A range of experiences of sexual contact that are nonconsensual or unwanted.

Sexual penetration: When one person puts a penis, finger, or object inside someone else's vagina or anus; or when someone's mouth or tongue makes contact with someone else's genitals.

Sexual touching: Kissing; or touching someone's breast, chest, crotch, groin, or buttocks; or grabbing, groping, or rubbing against the other in a sexual way, even if the touching is over the other's clothes.

Physical force: When someone was holding the respondent down with his or her body weight, pinning the respondent's arms, hitting or kicking the respondent, or using or threatening to use a weapon against the respondent.

Incapacitation: When the respondent was unable to consent or stop what was happening because the respondent was passed out, asleep or incapacitated due to drugs or alcohol.

Coercion: Threatening serious non-physical harm or promising rewards such that the respondent felt that they must comply. Examples include: threatening to give the respondent bad grades or cause trouble for the respondent at work; promising good grades or a promotion at work; threatening to share damaging information about the respondent with the respondent's family, friends, or authority figures; or threatening to post damaging information about the respondent the respondent online.

Consent: Active, ongoing voluntary agreement. Examples of a *lack of consent* include: initiating sexual activity despite the respondent's refusal; ignoring the respondent's cues to stop or slow down; went ahead without checking in or while the respondent was still deciding; or otherwise failed to obtain the respondent's consent.



Harassment: One or more of five sets of behavior that interfered with the respondent's academic or professional performance, limited the respondent's ability to participate in an academic program, or created an intimidating, hostile or offensive social, academic or work environment. The five sets of behaviors are the following: made sexual remarks or told jokes or stories that were insulting or offensive to the respondent; made inappropriate or offensive comments about the respondent's or someone else's body, appearance or sexual activities; said crude or gross sexual things to the respondent or tried to get the respondent to talk about sexual matters when the respondent didn't want to; emailed, texted, tweeted, phoned, or instant messaged offensive sexual remarks, jokes, stories, pictures or videos to the respondent that the respondent didn't want; or continued to ask the respondent to go out, get dinner, have drinks or have sex even though the respondent said, "No."

Partner relationship: Casual relationship or hook-up; steady or serious relationship; or marriage, civil union, domestic partnership, or cohabitation

Intimate Partner Violence: Experiences in which the partner controlled or tried to control the respondent (e.g., kept them from going to classes or pursuing their educational goals; did not allow them to see or talk with friends or family; made decisions for them such as, where they go or what they wear or eat; threatened to "out" them to others); threatened to physically harm the respondent or someone the respondent loves, or themselves; or used any kind of physical force against the respondent (e.g., bent the respondents' fingers or bit the respondent; choked, slapped, punched or kicked the respondent; hit the respondent with something other than a fist; or attacked the respondent with a weapon, or otherwise physically hurt or injured the respondent).

Stalking: Experiencing one or more of the behaviors on at least two separate occasions by the same person, in a way that made the respondent afraid for their personal safety. Behaviors are the following: made unwanted phone calls, sent emails, voice, text or instant messages, or posted messages, pictures or videos on social networking sites; showed up somewhere or waited for the respondent when the respondent did not want that person to be there; or spied on, watched or followed the respondent either in person or using devices or software.

Terms used within the report that did not appear in the survey (RAINN, 2020)

Survivor: Refers to individuals in the recovery process or to the aftereffects of these experiences

Victim: Used when referring to specific experiences as reported in the survey and contained in this report.

Note that the term "victim" is generally used, rather than survivor, in following with the standard to use "victim" when referring to specific experiences and "survivors" when referring to individuals in the recovery process or to the aftereffects of these experiences (RAINN, 2020).

