MEMORANDUM

April 10, 2007

TO:     Elizabeth J. Stroble
        Senior Vice President, Provost and Chief Operating Officer

FROM:    Ronald F. Levant
         Dean, Buchtel College of Arts and Sciences

RE:      Merit Salary Guidelines and Criteria

The attached merit salary guidelines and criteria have been approved by the Faculty of the Department of Modern Languages on February 19, 2007. I have approved all attached guidelines and criteria.

If you concur, we ask that you also approve the guidelines and criteria.


C. Einstein
Department Chair or Faculty Representative

4-10-07
Date

O. Levant
Dean

4/11/07
Date

S. Stroble
Senior Vice President, Provost and Chief Operating Officer

4/23/07
Date
DEPARTMENT OF MODERN LANGUAGES
Merit Evaluation Criteria

1. The weighting will be: Teaching 50%, Research 30%, Service 10%, with a floating 10% that each full-time tenured or probationary faculty member can add to the category of his/her choice with the Department Chair’s approval. The choice of weights must be communicated in writing to the department chair by the individual faculty member prior to the second Friday of each fall semester. The weights selected will be submitted with the annual report. If no other choice has been specified, the default weight of Teaching 40%, Research 40%, Service 20% will be used.

As noted above, with the approval of the Department Chair faculty may choose the relative weightings for teaching, research, and service that will be used in their annual merit evaluation. However, these weightings may be quite different from their actual load. For example, a tenured faculty member who teaches three courses per semester may feel that he/she is in a particularly good period with regard to research and request that 10% of their merit evaluation be added or subtracted to any category. Hence, there is no implication that their merit weightings will in any way reflect their load.

College lecturers will have weighting: 100% Teaching, and Instructors will have the weighting: Teaching 70%, Research 10%, Service 20%.

2. Two scores will be computed for each merit evaluation, the first being the annual score for the prior academic year (summer, fall, spring), and the second being the three-year average of the annual scores for the three prior academic years (e.g., for the first merit evaluation, the annual score encompasses academic year 2005-2006, while the three-year score is the average of the scores for academic years 2003-2004, 2004-2005 and 2005-2006.) The Chair will use the criteria below to calculate the annual score and also the three-year average for each faculty member, automatically using the higher of the two scores for the purposes of merit allocation decisions. (When new faculty are hired, they initially will be evaluated based on their activity since the beginning of their appointment, and subsequently by annual activity until they reach the three-year mark and are in sync with the other faculty.)

3. Exceptional situations may occur. For example, in semesters or years when a faculty member is on leave (e.g., PDL or sick leave), he/she will not have taught or performed normal service, but may have research to show for merit evaluation for that period. In such cases, when the faculty member is evaluated for merit for that year, under the categories of Teaching and Service he/she will receive either the score of their prior year or their last 3-year average, whichever is higher. If the faculty member is on leave for one semester of the year, then this policy will apply for that semester only and these points will be averaged with the points earned during the other semester(s) of work.

4. Publications will be given full credit (see “Other Additional Points” on pg. 4 under the Research Category) when they appear in print, in accordance with University policy.

5. Rating system: A maximum rating score of 5 can be achieved in each category.
   Unsatisfactory = 1
   Satisfactory  = 2
   Meritorious   = 3
   Outstanding  = 4
   Extraordinary = 5
By multiplying the rating score in each category by the weight scale selected by the faculty member and approved by the Department Chair, the minimum total point value that a faculty member can achieve = 1 and the maximum total point value that a faculty member can achieve = 5.

E.g., if a faculty member selects a 60%, 30%, 10% weight scale and is rated unsatisfactory in every category:

\[
\begin{align*}
1 \times 60\% &= 0.6 \\
1 \times 30\% &= 0.3 \\
1 \times 10\% &= 0.1 \\
\text{TOTAL} &= 1.0
\end{align*}
\]

E.g., if a faculty member selects a 60%, 30%, 10% weight scale and is rated extraordinary in every category:

\[
\begin{align*}
5 \times 60\% &= 3.0 \\
5 \times 30\% &= 1.5 \\
5 \times 10\% &= 0.5 \\
\text{TOTAL} &= 5.0
\end{align*}
\]

We start with the assumption that “satisfactory” means that you are satisfying your basic job description, and “unsatisfactory” means you are not. Below we define what satisfactory means for each category, and as long as you meet that standard you get a 2. A faculty member who does not meet that standard is considered “unsatisfactory.” Additional points may accumulate in each category only if one has met the standard of “satisfactory.”

A. Teaching:

A satisfactory rating means that: 1) you are actually showing up and teaching your assigned classes (absences excused by illness, etc. notwithstanding); 2) you keep reasonable office hours and are otherwise available to students; 3) there are not substantial documented student complaints against you; and 4) on your IDEA evaluations, under the category of Excellent Teacher (raw score) in the chart of “your converted average when compared to all classes in the IDEA database,” you average in no less than the 38-44 range (the “Lower Next 20%” level).

Rating system:

<table>
<thead>
<tr>
<th>Unsatisfactory</th>
<th>= 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfactory</td>
<td>= 2-2.99</td>
</tr>
<tr>
<td>Meritorious</td>
<td>= 3-3.99</td>
</tr>
<tr>
<td>Outstanding</td>
<td>= 4-5.99</td>
</tr>
<tr>
<td>Extraordinary</td>
<td>= 6+</td>
</tr>
</tbody>
</table>

An unsatisfactory rating means that you have failed to achieve a satisfactory rating of 2.

A satisfactory rating means that in addition to fulfilling the requirements stated above you have accumulated up to 2.99 points from the additional points below.

A meritorious rating means that you have accumulated from 3-3.99 pts from the points below.

An outstanding rating means that you have accumulated from 4 to 5.99 pts from the points below.

An extraordinary rating means that you have accumulated 6 or more pts from the points below.
Additional points (if rated ‘satisfactory’ or above by Chair; no additional points can be earned if rated ‘unsatisfactory’): An average IDEA score of at least 38-44 is a necessary condition for being “satisfactory.”

<table>
<thead>
<tr>
<th>Average IDEA score for all classes taught</th>
<th>additional points added</th>
</tr>
</thead>
<tbody>
<tr>
<td>45</td>
<td>0.2</td>
</tr>
<tr>
<td>46</td>
<td>0.3</td>
</tr>
<tr>
<td>47</td>
<td>0.4</td>
</tr>
<tr>
<td>48</td>
<td>0.5</td>
</tr>
<tr>
<td>49</td>
<td>0.6</td>
</tr>
<tr>
<td>50</td>
<td>0.7</td>
</tr>
<tr>
<td>51</td>
<td>0.8</td>
</tr>
<tr>
<td>52</td>
<td>0.9</td>
</tr>
<tr>
<td>53</td>
<td>1.0</td>
</tr>
<tr>
<td>54</td>
<td>1.2</td>
</tr>
<tr>
<td>55</td>
<td>1.4</td>
</tr>
<tr>
<td>56</td>
<td>1.6</td>
</tr>
<tr>
<td>57</td>
<td>1.8</td>
</tr>
<tr>
<td>58</td>
<td>2.0</td>
</tr>
<tr>
<td>59</td>
<td>2.2</td>
</tr>
<tr>
<td>60</td>
<td>2.4</td>
</tr>
<tr>
<td>61</td>
<td>2.6</td>
</tr>
<tr>
<td>62</td>
<td>2.8</td>
</tr>
<tr>
<td>63 or over</td>
<td>3.0</td>
</tr>
</tbody>
</table>

Director of Honor’s Thesis: 1-2 pts
Director of Graduate Essay: 1-2 pts
Supervision of independent studies: 0.25-0.5-pt per credit hour
Reader on honor’s thesis, graduate essay, thesis or dissertation committee: 0.25 - 0.5 pt per student
Attendance at teaching workshops: 0.2 pt per workshop, up to 1 pt
Organization of Teaching Workshop: 0.5 – 1.5 pts.
Course Coordinator: up to 2 pts
New course development (i.e., creating a new course not in catalogue): up to 3 pts.
New course preparation: up to 2 pts
Incorporation of innovative teaching methodologies or new technology: 0.5 up to 1.5 pt.
(higher pts for first time incorporation, lower pts for continuing use)
Teaching load is three different preparations per semester: 0.5 pt per year (0.25 pt. per semester)
Teaching awards: up to 3 pts, (College: 1 pt; university: 2 pt; state or national: 3 pts.).
Oral Proficiency Interview Training: 1.5 pts
OPI Training rounds: 2 pts
OPI Certification: 2 pts
OPI Interviews: .25 pt (per interview)
Other: up to 2 pts

B. Research:
A satisfactory rating means that you are staying current in the research of your field, actively doing research and writing. Evidence of this will be maintenance of graduate
faculty category 1 status by tenure-track and tenured faculty (i.e., at least one publication every five years), regardless of the distribution of workload. The publication of works that grant graduate faculty status will still merit the additional points noted below.

Unsatisfactory = 1  
Satisfactory = 2-2.99  
Meritorious = 3-5.99  
Outstanding = 6-8.99  
Extraordinary = 9+

An unsatisfactory rating means that you have failed to achieve a satisfactory rating of 2.

A satisfactory rating means that in addition to fulfilling the requirements stated above you have accumulated up to 2.99 points from the additional points below.

A meritorious rating means that you have accumulated from 3-5.99 points from the points below.
An outstanding rating means that you have accumulated from 6 to 8.99 points from the points below.
An extraordinary rating means that you have accumulated 9 points or more from the points below.

Additional points:
Publications:
Books in print: 8 to 12 pts for 2 successive years
   --Manuscript submitted: 1-2 pts. (one time only per MS)
   --Manuscript accepted: 2-3 pts.
-Book editor: 3 pts
Articles or book chapters: up to 2-3 pts each (peer-reviewed)
   --non peer-reviewed/conference proceedings, .50 to 1
   --article submitted, 0.5 pt (one time only per article)
   --article accepted, 1 pt.
   --article-length translation, 1-2 pts
Book reviews/encyclopedia entry: 0.25-1 pt
Papers reprinted in new publication: 0.5 pt
Presentations at state/regional conferences, colloquia, universities, etc.: up to 1 pt per presentation
Attendance at conference(s): .25 per event attended (Maximum 2 events)
Editor, co-editor of journal: 1-3 pts
Refereeing article for journal: .5-1 pts
Submission of applications for research grants: 0.25-3 pts
Award of research grants (e.g., NEH summer seminars with grant funding): 1-3 pts
Attending Workshop on Professional Development (e.g., on scholarship of teaching, effective teaching, grant writing) .25 (per workshop). Maximum 2 events.
Roundtable or Poster Session participant: .50 (per event)
Other (e.g., presentation of research project to department, organizing/directing a scholarly workshop [e.g., NEH summer seminars]): Up to 2 pts

All the above research must meet the same criteria as specified in our RTP guidelines: “Quality of scholarship is always of primary concern. Committees must judge merit,
originality and appropriate length in considering the relative value of scholarship. All publications as well as papers read at professional meetings and outcomes from professional development activities must consist of substantial research, criticism, theory, or interpretation which requires special academic expertise or makes an original contribution to knowledge in fields pertinent to the study of modern languages, linguistics, pedagogy, literatures, and cultures.” This standard for publications also applies to other forms of research activity.

In cases of co-authored work, the faculty member will make the case for the proportion of work that he/she deserves credit for, and the Chair will decide the proportion of merit points to assign.

Articles appearing in conference proceedings do not count, prima facie, as independent publications, as one receives merit credit for these with the conference presentation.

C. Service to University, College, Department, Community:
A satisfactory rating means that: 1) you regularly attend department meetings, represent the department at student recruitment/public relations events, and/or write letters of recommendation or peer evaluations; 2) that you take care of your share of student advising (with a significant number of students changing to another advisor signaling a deficiency); and 3) that you take your turn attending graduation. (A pattern of failure to attend the meetings of any committee one is a member of signifies a deficiency in service).

NOTE: Membership on a committee does not necessarily constitute service. One must actually perform a service on the committee to warrant merit.

<table>
<thead>
<tr>
<th>Rating</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsatisfactory</td>
<td>1</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>2-2.99</td>
</tr>
<tr>
<td>Meritorious</td>
<td>3-4.99</td>
</tr>
<tr>
<td>Outstanding</td>
<td>5-6.99</td>
</tr>
<tr>
<td>Extraordinary</td>
<td>7+</td>
</tr>
</tbody>
</table>

An unsatisfactory rating means that you have failed to achieve a satisfactory rating of 2.

A satisfactory rating means that in addition to fulfilling the requirements stated above you have accumulated up to 2.99 points from the additional points below.

A meritorious rating means that you have accumulated from 3-4.99 points from the additional points below.

An outstanding rating means that you have accumulated from 5 to 6.99 points from the additional points below.

An extraordinary rating means that you have accumulated 7 points or more from the additional points below.

Additional points (if rated “satisfactory” or above by Chair; no additional points can be earned if rated “unsatisfactory”):
Development and/or running a study-abroad program: up to 3 pts
Department Committee chair/officer (if active): 1-2 pts per committee
Department Committee member (if active): .5-1 pt
College or University Committee member: 0.5-1 pt per committee
College or University Committee chair/officer (if active): 1-2 pt per committee
Executive committee officer of Faculty Senate, etc.: up to 4 pts
Other committee work (Faculty Senate, etc.): up to 2 pts
Student organization advisor, Akron-AAUP departmental liaison, etc: up to 0.5-1 pt per position
Maintaining department website: up to 2 pts
Discipline related service to community (service teaching, etc.): up to 0.5 pt per activity, maximum 2 pts total
Spanish Section Chair: 2-4
French Section Chair: 1-3
Director of LRC: 1-3 pts
Director of Graduate Studies: 1-3
Program Director: 1-3
Professional Awards at College, University, State, National, International Levels (per award: 1-3)
Other (e.g., guest speaking for classes or special events): maximum 2 pts

Each of the three categories includes the option of "Other" to cover any relevant work not anticipated in these guidelines. In this and other cases where variable points are available, the faculty member will request the point value he/she believes is fair and explain why (providing documentation), and the chair will decide the final number of points to award in that instance. The chair will strive to be consistent in giving faculty members similar points for similar activities, even though faculty may differ in the points they request for similar activities.

6. By a designated date (with at least 2 weeks notice) each faculty member will submit an annual report to the Chair. This report will include the attached checklist to itemize activities/accomplishments in the categories of Teaching, Research, and Service for the prior academic year, from the first day of the prior period to the last day of the prior period. In cases where variable points are available, the faculty member will request the point value he/she believes is fair and explain why. The faculty member may include any supporting materials considered relevant. The Chair will then evaluate the report and any other relevant considerations, and make a final point assignment in each category between 1 and 5, rounding to the nearest 10th (e.g., 3.75 becomes 3.80). Then the point value for each category will be multiplied by the appropriate weight (e.g., for 60% multiply points by .6), the three resulting numbers will be added, and the final number will be rounded to the nearest one/tenth point (e.g., 3.75 becomes 3.80). This final number is the faculty member’s final merit score for that year, and will be plugged into the merit formula provided in the contract. When multiple years are considered, this is the number that will be averaged with the corresponding totals from other years.
DEPARTMENT OF MODERN LANGUAGES
Checklist to Submit with Annual Report

Name: ____________________________________________

Year: ____________________________________________

Weighting scale:  Teaching _____%  Research _____%  Service _____%

In the three categories below, identify all your activities for the prior academic year.

In cases where variable points are available, you should request the point value you believe is fair and explain why (providing documentation).

Attach any supporting materials that you believe are relevant.

Total your points at the end of each category.

Each of the three categories includes the option of “Other” to cover any relevant work not anticipated in these guidelines. In this and other cases, where variable points are available, the faculty member will request the point value he/she believes is fair and explain why (providing documentation), and the chair will decide the final number of points to award in that instance. The chair will strive to be consistent in giving faculty members similar points for similar activities, even though faculty may differ in the points they request for similar activities.

To calculate your final merit score: multiply the rating score in each category (between 1 and 5, using quarter-point gradations) by that category’s weight, then add these three numbers together, rounding to the nearest quarter point (it should be something between 1 and 5).

Teaching Points _____  X  Teaching Weight _______  = _______

Research Points _____  X  Research Weight _______  = _______

Service Points _____  X  Service Weight _______  = _______

Total of these three numbers is FINAL MERIT SCORE = _______

(This is your self evaluation, but remember, the Chair may come up with different numbers depending on various factors).
A. Teaching:

A satisfactory rating means that:
1) you are actually showing up and teaching your assigned classes (absences excused by illness, etc. notwithstanding);
2) you keep reasonable office hours and are otherwise available to students;
3) there are not substantial documented student complaints against you; and
4) on your IDEA evaluations, in the chart of “your converted average when compared to all classes in the IDEA database under the category of Excellent Teacher (raw score),” you average in no less than the 38-44 range (the “Lower Next 20%’ level).

Meets the minimal definition of “satisfactory” (yes, mark 2; no, mark 1):

Additional points
(If rated ‘satisfactory’ or above by Chair; no additional points can be earned if rated ‘unsatisfactory’):

Course evaluations:

<table>
<thead>
<tr>
<th>Average IDEA score for all classes taught</th>
<th>additional points added</th>
</tr>
</thead>
<tbody>
<tr>
<td>45</td>
<td>0.2</td>
</tr>
<tr>
<td>46</td>
<td>0.3</td>
</tr>
<tr>
<td>47</td>
<td>0.4</td>
</tr>
<tr>
<td>48</td>
<td>0.5</td>
</tr>
<tr>
<td>49</td>
<td>0.6</td>
</tr>
<tr>
<td>50</td>
<td>0.7</td>
</tr>
<tr>
<td>51</td>
<td>0.8</td>
</tr>
<tr>
<td>52</td>
<td>0.9</td>
</tr>
<tr>
<td>53</td>
<td>1.0</td>
</tr>
<tr>
<td>54</td>
<td>1.2</td>
</tr>
<tr>
<td>55</td>
<td>1.4</td>
</tr>
<tr>
<td>56</td>
<td>1.6</td>
</tr>
<tr>
<td>57</td>
<td>1.8</td>
</tr>
<tr>
<td>58</td>
<td>2.0</td>
</tr>
<tr>
<td>59</td>
<td>2.2</td>
</tr>
<tr>
<td>60</td>
<td>2.4</td>
</tr>
<tr>
<td>61</td>
<td>2.6</td>
</tr>
<tr>
<td>62</td>
<td>2.8</td>
</tr>
<tr>
<td>63 or over</td>
<td>3.0</td>
</tr>
</tbody>
</table>

Director of Honor’s Thesis: 1-2 pts

Director of Graduate Essay: 1-2 pts

Supervision of independent studies: 0.25-.5 pt per credit hour

Reader on honor’s thesis, graduate essay, thesis or dissertation committee: 0.25-0.5 pt per student

Attendance at teaching workshops: 0.2 pt per workshop, up to 1 pt
Organization of teaching workshops: 0.5 to 1.5 pts per workshop

Course Coordinator: up to 2 pts

New course development (i.e., creating a new course not in catalogue): up to 3 pts

New Course Preparation: up to 2 pts

Incorporation of innovative teaching methodologies or new technology: 0.5-1.5 pts
(higher pts for first time incorporation, lower pts for continuing use)

Teaching load is three different preparations per semester: 0.5 pt per year (0.25 pt. per semester)

Teaching awards: up to 3 pts, (College: 1 pt; university: 2 pt; state or national: 3 pts.).

OPI Training: 1.5 pts

OPI Training Rounds: 2 pts

OPI Certification: 2 pts

OPI Interviews: .25 per interview

Other: up to 2 pts

TOTAL Teaching Points

B. Research:
A satisfactory rating means that you are staying current in the research of your field, actively doing research and writing. Evidence of this will be maintenance of graduate faculty category 1 status by tenure-track and tenured faculty (i.e., at least one publication every five years), regardless of the distribution of workload. The publication of works that grant graduate faculty status will still merit the additional points noted below.
Meets the minimal definition of “satisfactory” (yes, mark 2; no, mark 1)

Publications:
Books in print: 8 to 12 pts for 2 successive years
    --Manuscript submitted: 1-2 pts.
        --Manuscript accepted: 2-3 pts.
    -Book editor: 3 pts

Articles or book chapters: up to 2-3 pts each (peer-reviewed)
    --non peer-reviewed/conference proceedings, 0.50-1pts.
    --article submitted, 0.5 pt
    --article accepted, 1 pt.
    --article-length translation, 1-2 pts
Book reviews/encyclopedia entry: 0.25-1 pt

Papers reprinted in new publication: 0.5 pt

Presentations at state/regional conferences, colloquia, universities, etc.: up to 1 pt. per

Attendance at Conferences: .25 pts (Maximum 2 events)

Editor/Co-Editor per journal: 1-3 pts

Refereeing article for journal: .5-1 pt

Submission of applications for research grants: 0.25-3 pts

Award of research grants (e.g., NEH summer seminars with grant funding): 1-3 pts

Attending Workshop on Professional Development (e.g., on scholarship of teaching, effective teaching, grant writing) .25 (per workshop). Maximum 2 events.

Roundtable or Poster Session participant: .5 (per event)

Other (e.g., presentation of research project to department, organizing/directing a scholarly workshop [e.g., NEH summer seminars]): Up to 2 pts

TOTAL Research Points

All the above research must meet the same criteria as specified in our RTP guidelines: “Quality of scholarship is always of primary concern. Committees must judge merit, originality and appropriate length in considering the relative value of scholarship. All publications as well as papers read at professional meetings and outcomes from professional development activities must consist of substantial research, criticism, theory, or interpretation which requires special academic expertise or makes an original contribution to knowledge in fields pertinent to the study of modern languages, linguistics, pedagogy, literatures, and cultures.” This standard for publications also applies to other forms of research activity.

In cases of co-authored work, the faculty member will make the case for the proportion of work that he/she deserves credit for, and the Chair will decide the proportion of merit points to assign.

Articles appearing in conference proceedings do not count, prima facie, as independent publications, as one receives merit credit for these with the conference presentation.

C. Service to University, College, Department, Community:

A satisfactory rating means that:
1) You regularly attend department meetings, represent the department at student recruitment/public relations events, and/or write letters of recommendation or peer evaluations;
2) You take care of your share of student advising (with a significant number of students changing to another advisor signaling a deficiency); and
3) You take your turn attending graduation.
A pattern of failure to attend the meetings of any committee one is a member of signals a deficiency in service.

NOTE: Membership on a committee does not necessarily constitute service. One must actually perform a service on the committee to warrant merit.

Meets the minimal definition of “satisfactory” (yes, mark 2; no, mark 1):

<table>
<thead>
<tr>
<th>Additional points</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(If rated ‘satisfactory’ or above by Chair; no additional points can be earned if rated ‘unsatisfactory’):</td>
<td></td>
</tr>
<tr>
<td>Creation, development and/or running a study-abroad program: 3 pts</td>
<td></td>
</tr>
<tr>
<td>Department Committee chair/officer (if active): 1-2 pt per committee</td>
<td></td>
</tr>
<tr>
<td>Department Committee member (if active): 0.5-1 pt</td>
<td></td>
</tr>
<tr>
<td>College or University Committee member: 0.5-1 pt per committee</td>
<td></td>
</tr>
<tr>
<td>College or University Committee chair/officer: 1-2 pts per committee</td>
<td></td>
</tr>
<tr>
<td>Executive committee officer of Faculty Senate, etc.: up to 4 pts</td>
<td></td>
</tr>
<tr>
<td>Other committee work (Faculty Senate, etc.): up to 2 pts.</td>
<td></td>
</tr>
<tr>
<td>Student organization advisor, Akron-AAUP departmental liaison, etc: 0.5-1 pt</td>
<td></td>
</tr>
<tr>
<td>per position</td>
<td></td>
</tr>
<tr>
<td>Maintaining department website: up to 2 pts</td>
<td></td>
</tr>
<tr>
<td>Discipline related service to community: up to 0.5 pt per activity, maximum 2 pts total</td>
<td></td>
</tr>
<tr>
<td>Spanish Section Chair: 2-4</td>
<td></td>
</tr>
<tr>
<td>French Section Chair: 1-3</td>
<td></td>
</tr>
<tr>
<td>Director of LRC: 1-3 pts</td>
<td></td>
</tr>
<tr>
<td>Director of Graduate Studies: 1-3</td>
<td></td>
</tr>
<tr>
<td>Program Director: 1-3</td>
<td></td>
</tr>
<tr>
<td>Professional Awards at College, University, State, National, International Levels (per award: 1-3)</td>
<td></td>
</tr>
<tr>
<td>Other (e.g., guest speaking for classes or special events): maximum 2 pts</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL Service Points ____