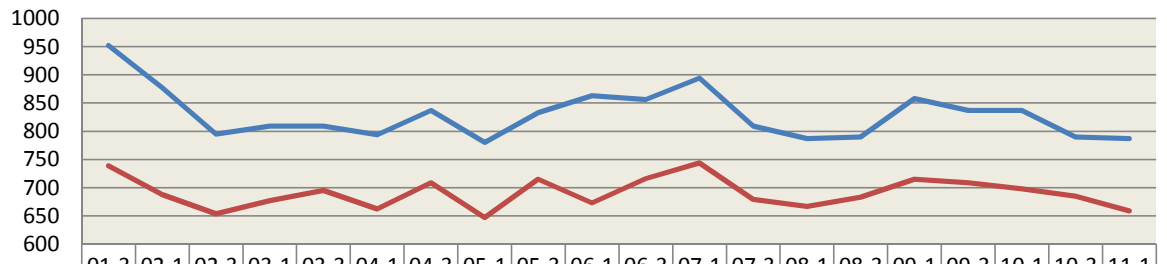


TOTAL RETURN RATE SUMMARY



	01-3	02-1	02-3	03-1	03-3	04-1	04-3	05-1	05-3	06-1	06-3	07-1	07-3	08-1	08-3	09-1	09-3	10-1	10-3	11-1
— Packets Distributed to Instructors	952	877	795	809	809	794	837	780	833	863	856	894	809	787	790	858	837	837	790	787
— Packets Returned to IR Office	739	688	654	677	695	662	709	647	715	673	716	744	679	667	683	715	709	698	685	659
— Percentage Returned	78%	78%	82%	84%	86%	83%	85%	83%	86%	78%	84%	83%	84%	85%	86%	83%	85%	83%	87%	84%