

# Annual Report

**2020**

## Students' Legal Aid Office

Faculty of Law  
of Palacký University  
in Olomouc



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Právnická  
fakulta



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Univerzita  
Palackého  
v Olomouci

Dear clients, teachers, students, supporters of the Students' Legal Aid Office,

The team of the Students' Legal Aid Office (hereinafter also referred to as the "SLAO"), which is an entity ran under the Centre for Clinical Legal Education (hereinafter also referred to as the "CCLE") as an independent workplace of the Faculty of Law, Palacký University in Olomouc, has prepared an annual report for you, which will provide you with an overview of the activities of the Students' Legal Aid Office in the year 2020 that was difficult in many aspects.

In the annual report, you may read about the new premises of the Students' Legal Aid Office, which projects the Students' Legal Aid Office has taken part in and how it coped with operating during the Covid-19 pandemic. For lovers of numbers and graphs, in the next part of the annual report, data on the number of solved cases, students and their supervisors, as well as the time spent on solved cases are analysed in detail. You may then get to know those who provided legal counselling to the clients of the Students' Legal Aid Office in 2020.

In the yearbook, you will also learn what you may expect from the Students' Legal Aid Office if you decide to visit it. You will find out in what form legal aid is provided, how it is ensured that the outputs of the students who will primarily take care of you are of a high quality and professional in all respects so that you can rely on such legal aid. There are also important contacts and information on where to find the Students' Legal Aid Office.

We hope you find the following text interesting!

The Students' Legal Aid Office

Faculty of Law  
Palacký University in Olomouc,  
Centre for Clinical Legal Education  
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Olomouc 2020



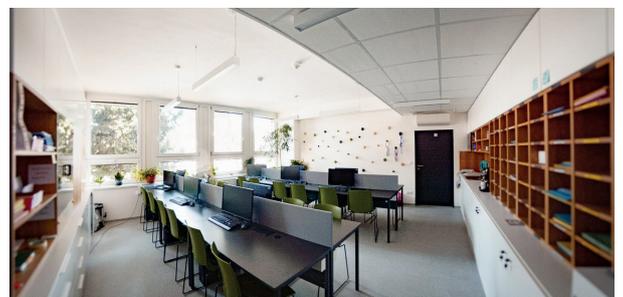
# 1 News in the Students' Legal Aid Office in 2020

## 1.1 New premises

The goal the SLAO team set itself in preparing this annual report is to present the new premises of the SLAO. Their construction relates to the overall reconstruction of building B of the UP Faculty of Law, which took place as part of the project **“Development of the PF UP infrastructure to improve the quality of educational activities and the internationalization of studies.”**

The area of the new premises compared to the original office of the Students' Legal Aid Office is the most significant benefit. In the original premises, students could only use six computers for work and there was one office for meeting clients (except for the balcony located outside the office of the Students' Legal Aid Office). In addition, this place was not soundproofed in any way and therefore, the conversation with the client could be disturbed by the noise of students working on cases.

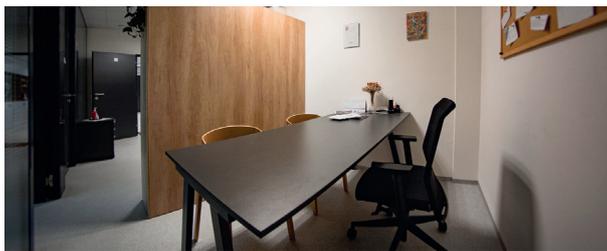
The new SLAO premises consist of three separate walk-through offices. The first office is intended for clients and the head of the SLAO. Two separate booths are reserved for clients ensuring peace and discretion when discussing the case with students.



There is a separate computer room for the students – the second office where they can spend time working on solving legal issues and having lively discussions with others. This second office also includes a small kitchenette with a coffee machine and kitchen facilities.

The third office is intended for meetings. It consists of a classroom where seminars of clinical education, skill subjects and professional ethics subjects take place, as well as regular meetings of the clinics of the Students' Legal Aid Office. A pleasant sofa for meetings of small groups or a friendly meeting of students and teachers is part of this office as well.

The office is decorated in neutral colours, such as white and grey, or the pattern of natural wood. With large windows, it looks airy, welcoming and professional. We expect it to be fully occupied with the re-opening of face-to-face teaching.



## 1.2 Field Workshop for Students

The Centre for Clinical Legal Education usually organizes an on-site weekend workshop for new and existing members of the Students' Legal Aid Office before the beginning of the semester. The workshop helps students to get familiar with the activities of the Students' Legal Aid Office and their duties, as well as to get to know their future colleagues and some supervisors in an informal atmosphere. Every day is packed with a programme consisting of teaching blocks, in which students learn about the operation of the Students' Legal Aid Office in an interactive way and acquire the practical skills necessary for providing legal counselling. The programme also includes space for team building activities.

Since the year 2020 was specific for the SLAO activities in many respects, the limitations associated with the pandemic also affected the possibility of holding such a workshop. It was only possible to implement a field workshop in February 2020, then the pandemic was already in full force and the universities were closed down. The autumn workshop was therefore held at the faculty and the SLAO functioned in on-line mode only.



3. Legal aid is provided primarily to persons who cannot afford paid legal aid, i.e., they do not have enough financial resources to pay for the legal services of a lawyer. We recommend clients whose financial situation allows them to use the professional services of an attorney, who, unlike the Students' Legal Aid Office, may also provide legal representation and, as a rule, does not need as much time to provide his/her services as students in the Students' Legal Aid Office.

4. The Students' Legal Aid Office does not provide legal advice in the field of corporate law, restitution law and criminal law in matters that require representation by a legal representative. The Students' Legal Aid Office does not accept clients who are already being provided with legal assistance by another entity.

5. The Students' Legal Aid Office does not provide legal representation in courts or other bodies and does not act on behalf of the client. The clients perform all acts in their case by themselves and in their own name.

6. The clients always determine the next course of action in their case. Students providing legal advice within the Students' Legal Aid Office cannot decide these questions for the clients or advise them on how to make a decision.

7. The Students' Legal Aid Office is only liable for damage caused as a result of the provision of legal aid if, during the provision of legal assistance, students or supervisors culpably breached their obligations arising from the internal regulations of the Students' Legal Aid Office.

8. The client has no legal right to the provision of legal aid. Students' Legal Aid Office reserves the right to refuse or terminate the provision of legal aid. For example, a violation of the rules for the provision of legal aid by the client, failure to provide all the required information for the preparation of legal advice, full capacity of the Students' Legal Aid Office or the excessive complexity of the case may be the reason for refusal or termination.

9. Legal aid is provided both in the form of written legal advice, which is given to the client, and in the form of an oral consultation. Legal advice usually takes at least one month, but in some complex cases, it may take longer.

## 1.3 Projects

The Students' Legal Aid Office is also involved in projects related to the practical teaching of law and the provision of legal assistance by students.

### 1.3.1 STARS

S.T.A.R.S. - Skills Transfers In Academia: A Renewed Strategy is one of the projects in which the Students' Legal Aid Office has actively participated. The project started on 1st September 2017 and lasted until 31st August 2020. Teachers and students from a total of five world universities were the participants. Joint meetings were dedicated to sharing experience from clinical legal education and attended by students from the following universities - Université du Luxembourg, Università degli Studi Roma Tre, Università degli Studi di Brescia, Romanian-American University Bucharest and Palacký University in Olomouc.

Students who had worked at the SLAO for a long time had the opportunity to participate in this project as part of the summer school in Luxembourg (Université du Luxembourg) and the winter school in Rome (Università degli Studi Roma Tre), where they shared experience with other participants connected with the activities of individual legal clinics and could also practice solving a legal case in an international group of students and then present it to others.

An online conference that took place on 4th December 2020 was the output of the project. Dr. Maxim Tomoszek, the Vice-Dean of the UP Faculty of Law, who made a contribution to the standards of activity of student legal clinics was one of the speakers. The mentioned standards are one of the outputs of this project. The SLAO can proudly state that its activities meet these **standards** to the maximum extent possible.



You can learn more about the project at the **project website**.



### 1.3.1 Aurora



It is a consortium of nine European universities that share the same values in education. They intensively focus on research and at the same time pay a significant amount of attention to the topics of sustainable development and other current issues of contemporary society, including climate change and digitization. The members of the alliance are: Vrije Universiteit Amsterdam, Netherlands, University of East Anglia, Norwich, Great Britain, University of Duisburg-Essen, Duisburg, Germany, Universität Innsbruck, Austria, Copenhagen Business School, Denmark, University of Iceland, Reykjavik, Iceland, Universitat Rovira i Virgili, Tarragona, Spain, University Federico II of Naples, Naples, Italy and Palacký University in Olomouc, Czech Republic.

Within the Aurora project, there are several groups from universities across the alliance dedicated to specific topics. Dr. Lucia Madleňáková, the head of the Centre is involved in the group focusing on the social impact of teaching at universities. Dr. Veronika Tomoszková and dr. Maxim Tomoszek are involved in the group focusing on the involvement of communities in the life of universities (and vice versa).

### 1.3.2 IHES

This project aims to build activities focusing on the real needs of society. IHES wants to test different approaches in two different regions in a quasi-experimental design: Catalonia and the Olomouc region. Its goal is to generate knowledge that can be easily transferred from the regions and partners involved in the project. The entire project is based on a multi-level inclusive approach, focusing on universities and their networks, social actors and their networks and regional governments.

The following institutions are involved in the project: Universitat Rovira i Virgili, Generalitat de Catalunya and Grupo Santander, all of which are located in Spain, Academic Cooperation Association and Lifelong Learning Platform, which are

During the entire period of work on the case, the students are supervised by their supervisors, who discuss the case with the students and monitor whether their legal analysis is on the right track, alert them to possible mistakes or professional resources that contain the key to the solution. Before handing over written legal advice by a student to a client, it shall always be approved by the supervisor, even after any minor modification. Legal advice is ideally given to the client in person. In exceptional circumstances and upon agreement, students may send legal advice by mail or electronically. Students are able to provide legal advice even without physical contact with clients therefore, not even the Covid-19 pandemic stopped them. In the future, clients do not have to hesitate to contact the Students' Legal Aid Office even if the situation does not improve or if they are not able to visit the Students' Legal Aid Office in person for some other reason.

The purpose of legal advice is to provide a legal analysis of the case and outline all possible ways of solving it, including possible risks. However, the choice of solution and its implementation is up to the client. Students may prepare documents for a pleading, letter or contract, however, they cannot act on behalf of clients and therefore, the clients shall take any steps in their case themselves.

## 5.4 Rules for providing legal aid

1. Legal aid within the framework of the Students' Legal Aid Office is provided by students under the supervision of teachers of the Faculty of Law, Palacký University in Olomouc who are attorneys registered in the in the Bar list kept by the Czech Bar Association or trainee attorneys registered in the list of trainee attorneys kept by the Czech Bar Association (hereinafter referred to as "supervisors").
2. Legal aid consists in the analysis of all information provided by the client regarding the case and its goal is to clarify the legal dimension of the case and propose options of proceeding in the case.

The Students' Legal Aid Office is here primarily for those clients who cannot afford the services of lawyers from the financial point of view. Students at the Faculty of Law of Palacký University have the opportunity to develop professional skills, understanding of the ethical aspects of the legal profession, try what the profession is like and apply the acquired knowledge in the context of real examples within the SLAO.

The Students' Legal Aid Office focuses on a wide range of legal problems, most often in the branch of civil law, family law, execution and insolvency. The supervisors who oversee the processing of specific legal advice are always experts in the branch of law to which the specific case dealt with falls.

There is a competitive hiring procedure to the Students' Legal Aid Office. Students may apply by means of an application form, which is available on the electronic bulletin board in the winter and summer semesters, usually one month before the beginning of the semester. The application shall then be sent to the email address: [irena.rihova@upol.cz](mailto:irena.rihova@upol.cz). In addition to success in the selection process, participation in the field workshop, which takes place the weekend before the beginning of the semester or in the first week of the semester (if the pandemic situation allows for it) is also a condition for admission.

## 5.3 How is legal aid provided

The Students' Legal Aid Office accepts new and existing clients with new cases every few weeks of the semester. The initial interview with the client is conducted by the students themselves. At the beginning, they explain to the client how the Students' Legal Aid Office works and what they may expect from it. They will also find out what issue the client faces and whether it is a case that the Students' Legal Aid Office can deal with. They will record all information in the file and take over the necessary documents from the client. The client is then assigned to a specific pair of students who work under the supervision of their supervisor. This pair then contacts the client by phone and arranges the next steps with him/her.

located in Belgium, and Palacký University in Olomouc, Global Impact Institute s.r.o. and the Olomouc Region located in the Czech Republic.

On behalf of the Centre, its leaders dr. Lucia Madleňáková and dr. Martina Grochová have been involved in the project.

You may learn more about the project at the [project website](#).



## 2 Students' Legal Aid Office in numbers

The annual report you are currently reading covers the summer semester of the academic year 2019/2020 and the winter semester of the academic year 2020/2021, i.e., the activities of the SLAO in 2020.

A total of 42 students under the leadership of 18 supervisors (including 8 attorneys) worked in the Students' Legal Aid Office **in the summer semester** (even though a state of emergency was declared due to the covid-19 epidemic and the universities were closed). Students worked on a total of **89** cases, while out of this number, legal advice was provided to clients in 76 cases, the rest of the cases were rejected for various reasons (non-cooperation of the client, termination on his/her part, etc.).

Most cases involved the civil law section (execution, inheritance, divorce, transfer of property from parents to children, wills, etc.) and also from the administrative law section (various neighbourhood disputes, access roads to land, etc.). In total, students spent 1,422 hours working on cases, from which follows that each student worked approximately 34 hours on the cases.

**In the winter semester** (again during the state of emergency and the closure of universities), 20 students worked in pairs under the guidance of 13 supervisors (including 5 lawyers). The students worked on a total of 44 cases, while of this number, legal advice was provided to clients in 40 cases, 4 cases were rejected for various reasons (non-cooperation of the client, termination by him/her, etc.).

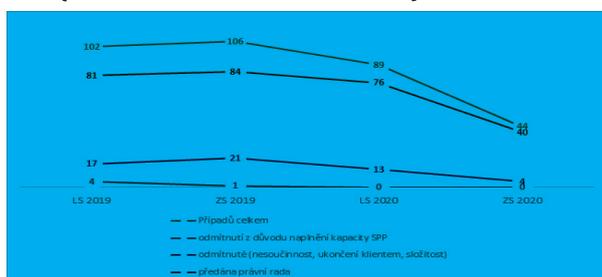
Most cases were from the civil law section again (execution, inheritance, divorce, transfer of property from parents to children, wills, etc.), as well as from the administrative section. In total, students spent 659 hours solving the cases, which amounts to approximately 33 hours of work on the cases per one student. For clarity, these numbers are presented in the following tables and graphic representations below.

**Table No. 1: Cases submitted to SLAO in 2019 and 2020**

	Summer Semester 2019	Winter Semester 2019	Summer Semester 2020	Winter Semester 2020
Number of cases in total	102	106	89	44
Refusal due to full capacity of the SLAO	4	1	0	0
Rejected (non-cooperation, termination by the client, complexity)	17	21	13	4
Provided legal advice	81	84	76	40

The Table shows that the outbreak of the covid-19 pandemic and related measures affected the total number of cases in which, in the first wave (i.e. in March 2020), when the situation still allowed for some clients to be accepted in person, the effect of the measures was smaller than in the second wave (i.e. in the winter semester 2020). This is also the reason why none of the clients were rejected due to full capacity. In comparison with 2019, when there were no restrictions, the Students' Legal Aid Office received a total of 102 cases in the summer semester of 2019, and 106 cases in the winter semester of the academic year 2019–2020. Therefore, it may be stated that the pandemic had an effect on the number of cases with which people turned to the Students' Legal Aid Office. From graph No. 1 below, it may be deduced that the pandemic also caused a decrease in the number of cases during 2020 by about 50%.

**Graph No. 1: Development of the number of cases submitted to the SLAO and the way they are handled in 2020 compared to 2019**



## 5 Contacts and practical information

### 5.1 Contact

Office of the Students' Legal Aid Office:  
Faculty of Law, Palacký University in Olomouc  
17. listopadu 8  
Olomouc 771 11  
(building B, turn left when walking past the reception and then enter the first door on the left)

e-mail: [studentskapravniporadna@upol.cz](mailto:studentskapravniporadna@upol.cz)  
phone: 585 637 616

web: <https://www.pf.upol.cz/verejnost/>

You may find the annual report of the Students' Legal Aid Office for the years 2016–2019 [HERE](#).



### 5.2 About the Students' Legal Aid Office

Legal aid education at Faculty of Law, Palacký University began in 1996 in cooperation with the American university Maurice A. Deane School of Law, Hofstra University in New Hempstead. It was the very first legal clinic in Central Europe, which is an interesting fact. Its activities were further developed from 2002, while in 2006 there was a significant reformation of its activities thanks to the project Development of practical forms of teaching at PF UP.

In its early days, the Students' Legal Aid Office helped clients mainly in the areas of civil and administrative law, while since 2015, clients may also turn to it with cases from the area of criminal law. In 2020, the Students' Legal Aid Office acquired new facilities, while its office moved to the renovated part of building B of the Faculty of Law.

The Students' Legal Aid Office is a practical educational activity in which students of the PF UP in Olomouc under the guidance of teachers and practicing lawyers solve the real cases of clients, to whom they provide an analysis of their situation based on a meeting with them.

## 4 Our students

In 2020, you were able to meet the following students in the Students' Legal Aid Office:

### Summer semester 2020

Balská Gabriela, Bartáková Veronika, Boráková Renáta, Bret Prokop, Bublíková Kristýna, Černochová Adriana, Dangová Thu Minh, Dvorská Tereza, Herzánová Kristýna, Holišová Monika, Kapková Valerie, Kaprálová Kateřina, Kasperčíková Adéla, Klevetová Elena, Komárková Jitka, Kotrlová Markéta, Králová Sára, Křepelka Jaroslav, Landa Matěj, Malátová Michaela, Martínková Barbora, Mencová Nela, Misařová Kristýna, Musialová Barbora, Pečka Petr, Pokorná Antonie, Půlpán Patrik, Schubertová Hana, Schuranová Kateřina, Skalková Kateřina, Skrbelová Aneta, Svobodová Karolína, Steinbauer Boris, Šamárková Hana, Šoustková Alžběta, Špačková Kristýna, Tichý Pavel, Urbášek Karel, Váca Martin, Vaicová Natálie, Valentová Aneta, Viceníková Zuzana

### Winter semester 2020

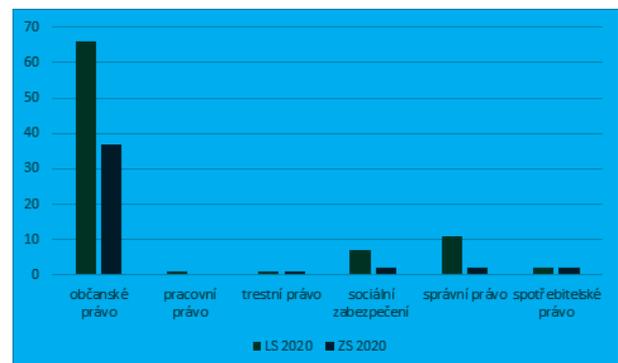
Boráková Renáta, Dangová Thu Minh, Holišová Monika, Jaroměřský Filip, Kadaňková Karolína, Kasperčíková Adéla, Krabíková Klára, Králová Sára, Kuběnová Tereza, Mádrová Karolína, Malá Eva, Monczková Kristýna, Oujezská Alžběta, Půlpán Patrik, Schuranová Kateřina, Skrbelová Aneta, Šamárková Hana, Tichý Pavel, Vrbatová Natálie, Zavadilová Adéla

Table No. 2: Number of cases by branch of law in 2020

	Summer Semester 2020	Winter Semester 2020
Civil Law	66	37
Labour Law	1	0
Criminal Law	1	1
Social Security Law	7	2
Administrative Law	11	2
Consumer Law	2	2

The vast majority of legal cases are from the field of civil law, as this is an area that includes a wide spectrum of life situations with which clients need advice from a legal point of view, which is a long-term trend in the Students' Legal Aid Office. This trend was also evident in 2020.

Graph No. 2: Number of cases by branch of law in 2020



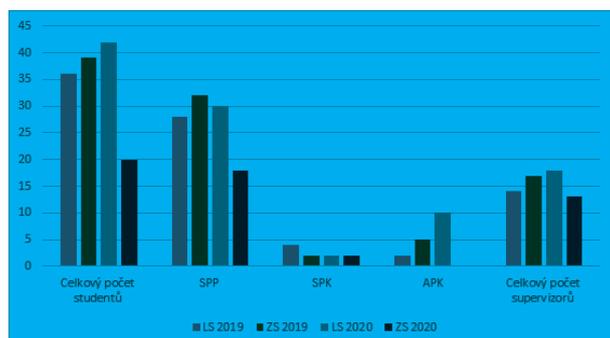
The number of students who apply to the Students' Legal Aid Office for an individual semester varies between 26-50 students. As it may be deduced from graph no. 3, in 2020 there was again a decrease in the number of students within the year 2020, however, when it comes to comparison with 2019, when in the summer semester 36 students joined the Students' Legal Aid Office, in the winter semester, the number of students amounted to 39, in the summer semester of 2020, there was even more interest in the Students' Legal Aid Office. The winter semester 2020 saw a decrease in

the number of students due to the introduction of on-line teaching, in particular, again by about half. Due to the reduction in the number of case ideas, the number of students working on cases had to be reduced in order to meet the teaching objective of the SLAO. By default, the number of cases per pair of students in SLAO per semester is 4-5. With the reduction in the number of accepted clients, it was not possible to accept all students who would be interested in participating in the SLAO. Therefore, based on the experience of Summer Semester 2020, the maximum number of students in SLAO was set at 20. This is also related to the decrease in the number of supervisors, which is directly related to the number of admitted students.

In the past, legal advice within the SLAO was internally divided into several subjects: SLAO, CLC – Consumer Law Clinics and ALC – Administrative Law Clinics. In the winter semester of 2020, the work was rationalised and some subjects were combined with the subject of the Students' Legal Aid Office. The Clinic of Law and Entrepreneurship and the Clinic of Administrative Law were dissolved. However, this does not mean that legal advice will not continue to be provided in these areas. The agenda, which before the merger was under the responsibility of the mentioned two subjects, was only transferred under the SLAO agenda. This explains the absence of data in the KPPO and ALC column for the year 2020, when cases that would otherwise fall under these clinics were dealt with in SLAO.

**Graph No. 3: The number of students and supervisors involved in the operation of the SLAO in 2020**

SLAO = Students' Legal Aid Office; CLC = Consumer Law Clinics; ALC = Administrative Law Clinics;



### 3 Students' Legal Aid Office in the media

The activities of the Students' Legal Aid Office may be noted in media! In 2020, you could read about the Students' Legal Aid Office in the Helena v krabici magazine in the issue of 19th October 2020.



You could also hear about the SLAO in the [Interview](#) on Czech Radio (Český rozhlas), the Olomouc radio station with dr. Lucía Madleňáková, who is the head of Centre. She explained the work of the Students' Legal Aid Office in the interview.



The Students' Legal Aid Office is also mentioned [on the website Faculty of Law, UP in Olomouc](#).



**Table No. 7: Median of time spent on one case in 2019 and 2020**

	Summer Semester 2019	Winter Semester 2019	Summer Semester 2020	Winter Semester 2020
Median	10:00	11:00	9:30	14:05

**Graph No. 7: Median of time spent on one case in 2019 and 2020**

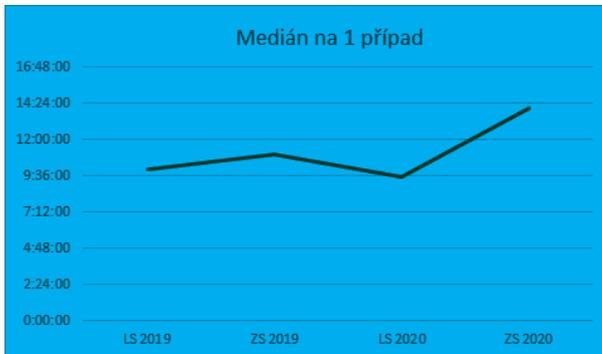


Table No. 7 shows that overall, the median of time per case was lower in 2019, but these are not significantly different values. It may be said that although 2020 with all the restrictions due to the pandemic was atypical for the operation of SLAO, the students coped well with the difficult situation when they could neither spend time in SLAO premises working on cases, nor meet with clients in person.

In general, it is appropriate to add that the median of time does not only indicate the efficiency of students at work, but it is also necessary to take into account the complexity of some cases, or the possibilities of some clients, as far as providing cooperation to students is concerned, and in 2020, even the pandemic situation.

Individuals (natural persons) traditionally come to SLAO for legal advice, while more often, they are women. In 2020, 56% of clients were women, and 37% were men. Groups, which are most often married or partner couples or relatives, are a kind of separate category. These are represented as 7% of clients in 2020.

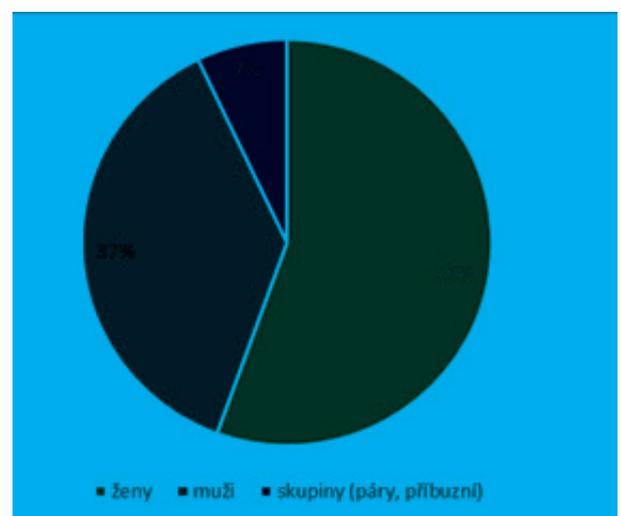
Legal entities turn to the Students' Legal Aid Office exceptionally, which is probably also due to the condition of not being able to contact a lawyer for financial reasons, while business corporations usually have a lawyer or attorney at hand and the Students' Legal Aid Office can only serve start-ups or some associations.

Compared to the year 2019, when women made up 57.5% of the clients, men 41.5% and groups or couples only 1%, it may be said that there is a certain trend in which more women seek legal help in SLAO.

**Table No. 4: Representation of individual client groups in 2020 compared to 2019**

	2019	2020
women	119	70
men	86	47
groups (couples, relatives)	2	9

**Graph No. 4: Representation of individual client groups in 2020**



From table no. 6, it follows that one student worked on a case in the winter semester of 2020 for an average of approximately 33 hours, and in total, students devoted 658 hours to the Students' Legal Aid Office, which corresponds to the fact that in the winter semester there were approximately half as many cases as in the previous semester. However, the average per student remained the same.

The administrative law section is the winner in terms of the number of hours per case, which is closely followed by the consumer law section, which typically involved cases of disputes with an airline company or contracts with a travel agency.

**Table No. 6: Time spent by students working on cases in the winter semester 2020**

Time						
in total	per 1 student	median of time per 1 case	according to individual sections		according to individual sections per 1 case	
658:25:00	32:55:15	14:05:00	O	538:00:00	O	14:32:26
			O-P	0:00:00	O-P	0:00:00
			O-T	0:00:00	O-T	0:00:00
			T	0:30:00	T	0:30:00
			SZ	38:40:00	SZ	19:20:00
			S	41:00:00	S	20:30:00
SPOT	40:15:00	SPOT	20:07:30			

**Graph No. 6: Time spent by students working on cases in 2020 compared to 2019**

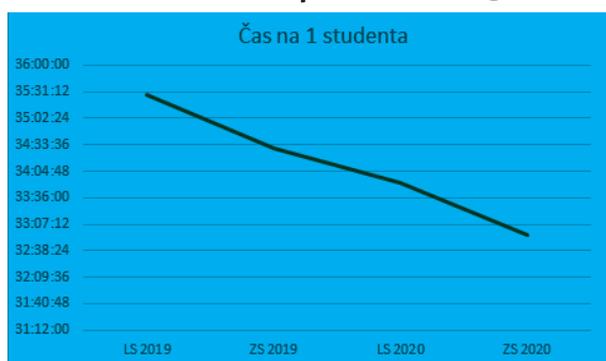


Table no. 5 and 6, also displays the median of time spent working on one case. In the summer semester, the median of time spent on one case was 9 hours and 30 minutes, while in the winter semester students spent 14 hours and 5 minutes working on one case. These values correspond to the fact that, on average, one student works for 12–15 hours on one case.

On average, students spend approximately 30 hours per semester working on the cases assigned to them. Processing one file takes an average of 12-15 hours.

It was not different in 2020 either. Table No. 5 shows that on average, one student spent almost 34 hours of his/her time working in the Students' Legal Aid Office during the summer semester. In total, the students worked for 1,422 hours in the summer semester of 2020. From the table, it may also be deduced that solving cases from the field of social security law (SSL) took the students the most time, i.e. they spent an average of 17 hours on such a case. A number of these cases concerned the consequences of the declaration of the state of emergency. In the number of hours spent on one case, civil law cases come second and administrative law cases come third.

**Table No. 5: Time spent by students working on cases in the summer semester 2020**

Time						
in total	per 1 student	median of time per 1 case	according to individual sections		according to individual sections per 1 case	
1422:25:00	33:52:01	9:30:00	O	1099:45:00	O	16:39:46
			O-P	4:55:00	O-P	4:55:00
			O-T	4:15:00	O-T	4:15:00
			T	8:45:00	T	8:45:00
			SZ	119:55:00	SZ	17:07:51
			S	165:50:00	S	15:04:33
SPOT	19:00:00	SPOT	9:30:00			

O = civil law section, O-P = civil law - labour law section, O-T = civil law - criminal law section, T = criminal law section, SZ = social security law section, S = administrative law section, SPOT = consumer law section

**Graph No. 5: Total time spent by students working on cases in 2020 compared to 2019**

