

10-1-2007

# Upper Rio Grande at Work Customer Satisfaction Survey 2007

Daniel J. Quiñones

*University of Texas at El Paso*, [djquinones@utep.edu](mailto:djquinones@utep.edu)

Carlos Olmedo

*University of Texas at El Paso*, [colmedo@utep.edu](mailto:colmedo@utep.edu)

Dennis L. Soden

*University of Texas at El Paso*, [desoden@utep.edu](mailto:desoden@utep.edu)

Follow this and additional works at: [http://digitalcommons.utep.edu/iped\\_techrep](http://digitalcommons.utep.edu/iped_techrep)



Part of the [Business Commons](#), and the [Economics Commons](#)

Comments:

IPED Technical Report: 2007-15

---

## Recommended Citation

Quiñones, Daniel J.; Olmedo, Carlos; and Soden, Dennis L., "Upper Rio Grande at Work Customer Satisfaction Survey 2007" (2007).  
*IPED Technical Reports*. Paper 70.

[http://digitalcommons.utep.edu/iped\\_techrep/70](http://digitalcommons.utep.edu/iped_techrep/70)

This Article is brought to you for free and open access by the Institute for Policy and Economic Development at DigitalCommons@UTEP. It has been accepted for inclusion in IPED Technical Reports by an authorized administrator of DigitalCommons@UTEP. For more information, please contact [lweber@utep.edu](mailto:lweber@utep.edu).

## **Upper Rio Grande at Work Customer Satisfaction Survey 2007**

Daniel J. Quiñones, MPA  
Carlos Olmedo, MS  
and  
Dennis L. Soden, PhD

Institute for Policy and Economic Development  
El Paso, TX 79968-0703  
(915) 747-7974  
FAX: (915) 747-7948

IPED TR 2007-15



## Upper Rio Grande at Work Customer Satisfaction Survey 2007

The Institute for Policy and Economic Development (IPED) at the University of Texas at El Paso (UTEP) was contracted by the Upper Rio Grande Workforce Development Board (URGWDB) to conduct a customer satisfaction survey as one component of a larger evaluation project. Customer satisfaction as defined in this survey includes quality of training/instructional facilities and equipment as well as overall effectiveness of URGWDB services. The goal of this research is to assess the quality of URGWDB as a provider of services designed to help workers gain employment and as an organization that has the processes in place to adapt and implement change to improve.

Survey questions were designed to determine respondents' perceptions on training programs, asking respondents to rate components of the programs using a 1 to 10 scale. The questions also provide insight on job seekers' opinions on why employment may not have been found yet. Respondents were also given the opportunity to share any experiences while using URGWDB's services.

### Methodology

The survey instrument was developed by IPED and URGWDB staff. The survey consisted of multiple choice and open-ended questions, the latter of which allowed job seekers to provide detailed information, whether positive or negative, on aspects of URGWDB's services not adequately captured by the multiple choice questions. The survey was distributed via telephone and postal mail to users of URGWDB services. Surveys were administered via telephone in June 2007. Respondents who had not been contacted were then mailed surveys in July 2007. Contacting individuals in multiple waves via both telephone and postal mail is a common method in survey research used to increase response rates and improve the probability that the results accurately represent the target population. Over the two-month period, 699 URGWDB customers responded to the survey, 35% of the total sample, which provides a margin of error of 3.8 percent (+ or -). Response rates in the region for similar surveys hover at between 9-20%.

### Overview of Survey Responses<sup>1</sup>

The majority of those responding to the survey:

- ✓ Indicated satisfaction with the components of the instructional programs covered by this survey, as in all cases the majority of responses were above the midpoint (5);

---

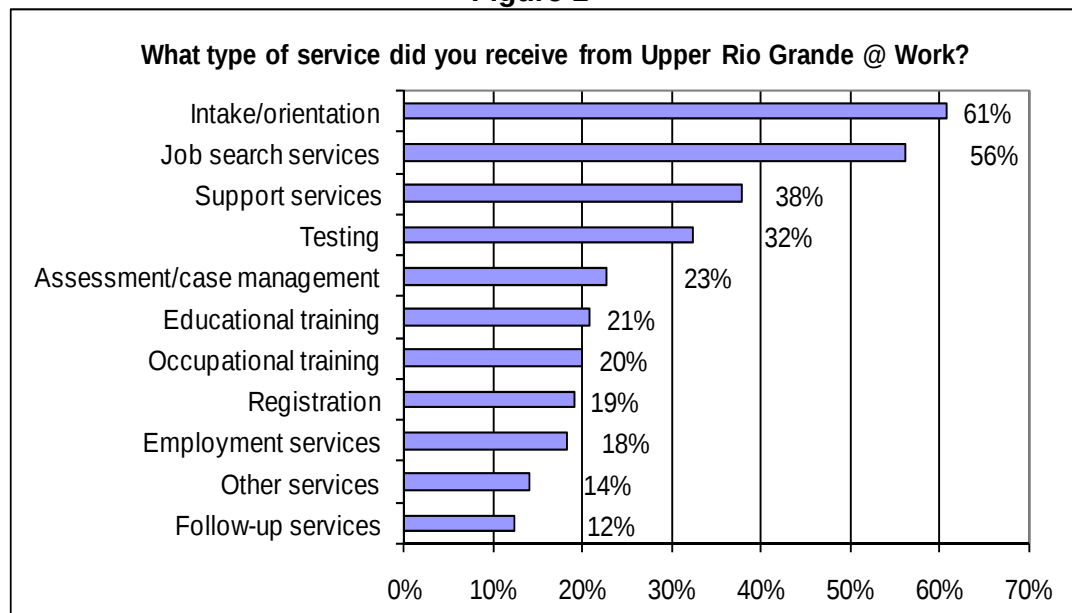
<sup>1</sup> The survey can be found in Appendix A; the statistical results reference can be found in Appendix B.

- ✓ Rated their “overall satisfaction” with the services a 7 or higher on a scale of 1-10;
- ✓ Used URGWDB’s intake/orientation service
- ✓ Waited less than 20 minutes before receiving assistance, with over one-third of respondents waiting less than 10 minutes.

### Services Used by URGWDB Customers

As part of URGWDB’s mission to provide opportunities for workers, the service used most by respondents (61%) was intake/orientation, which consists of initial job readiness or assessment. As Figure 1 shows, more than half of the respondents (56%) also used URGWDB’s job search services. Other commonly used services included support services (38%); while these services are not intended to improve workers’ skills, they are intended to help them overcome obstacles preventing them from working, such as cases in which a parent cannot afford childcare and must stay home with the children rather than work or needs assistance with gas money. Other commonly used services included testing in areas such as spelling, math, and reading (32%); and occupational training (20%). Lesser-used services included “other” (tax credit eligibility, job fair notice, and others not listed) (14%); registration (19%); and follow-up services on unemployment claims, job searches and group counseling (12%).

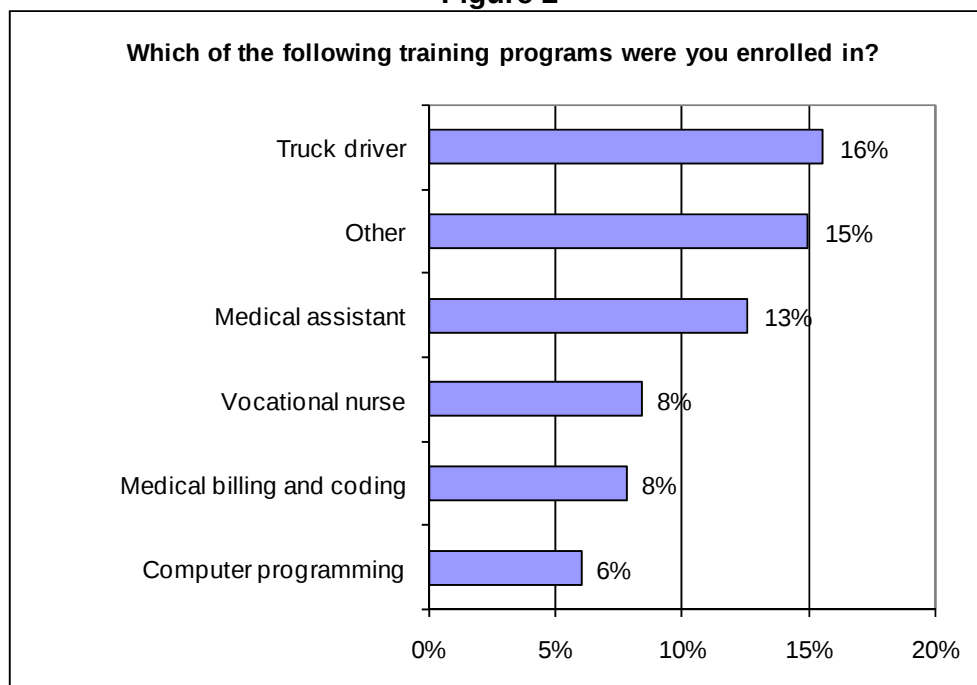
**Figure 1**



## Use of and Satisfaction with Occupational Training by URGWDB Customers

Providing job opportunities for workers requires training them with the skills needed for today and tomorrow's job market. Only one in five respondents (20%) indicated they had received occupational training. Those respondents were then asked what type of training they received. The survey instrument listed 34 occupational training programs. The 6 top training programs among respondents, 3 of which are in health care, are shown below in Figure 2. Of the 34 programs, 10 had not been used by any respondents, such as criminal justice/homeland security; basic business office technologies; and plastics technology.

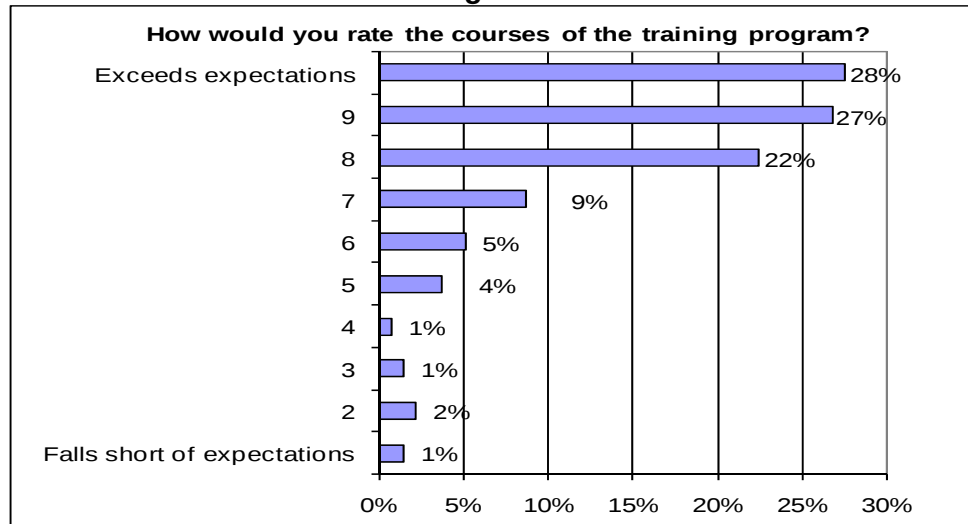
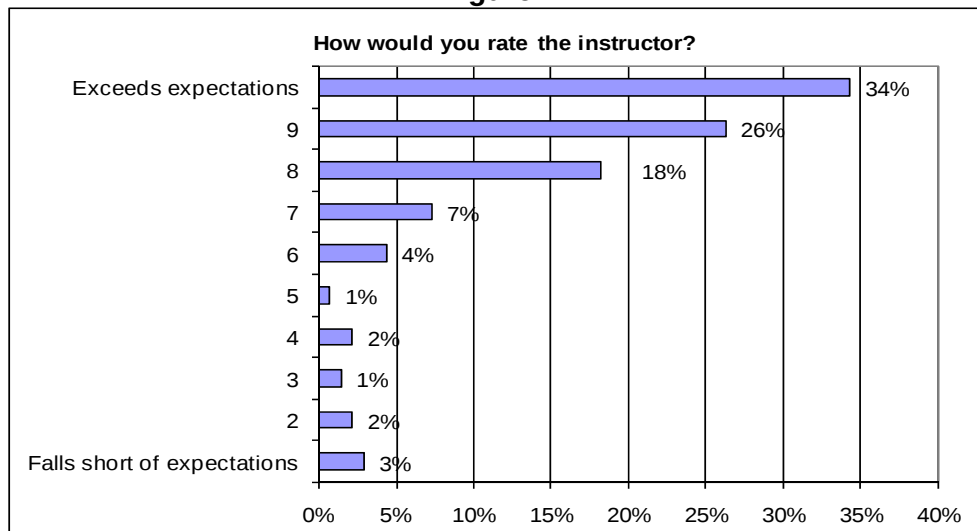
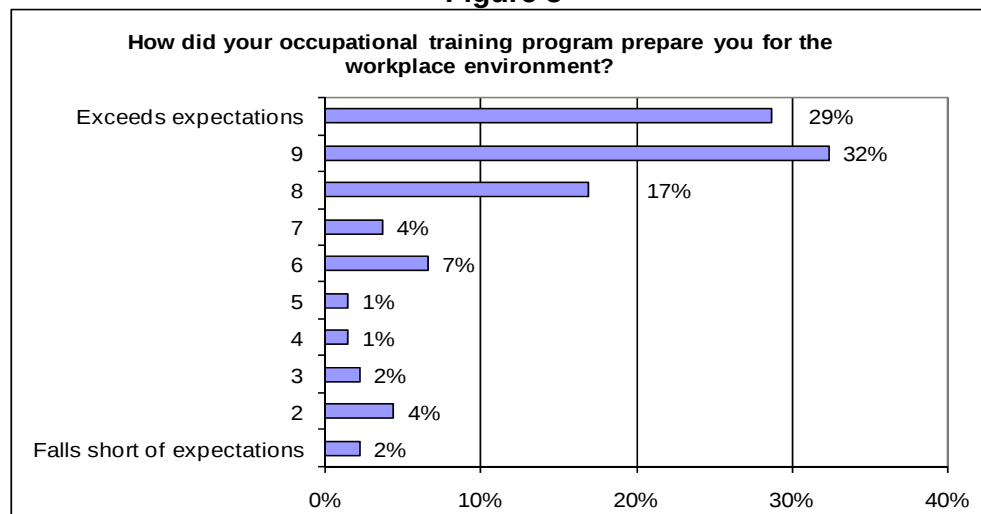
**Figure 2**

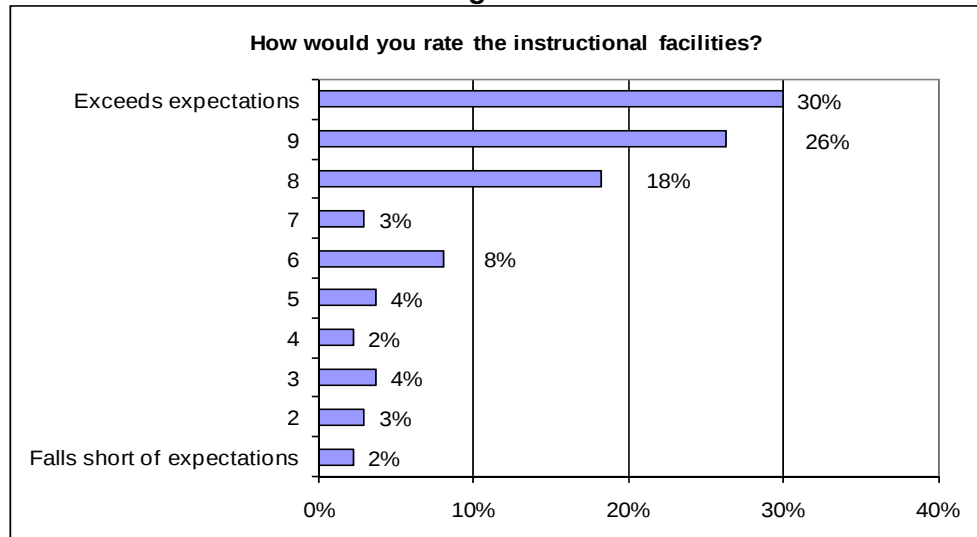
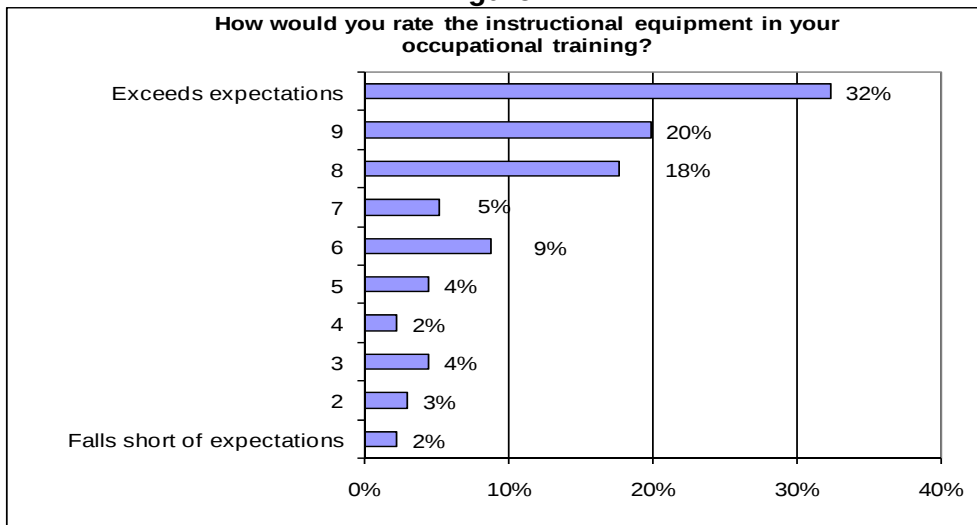
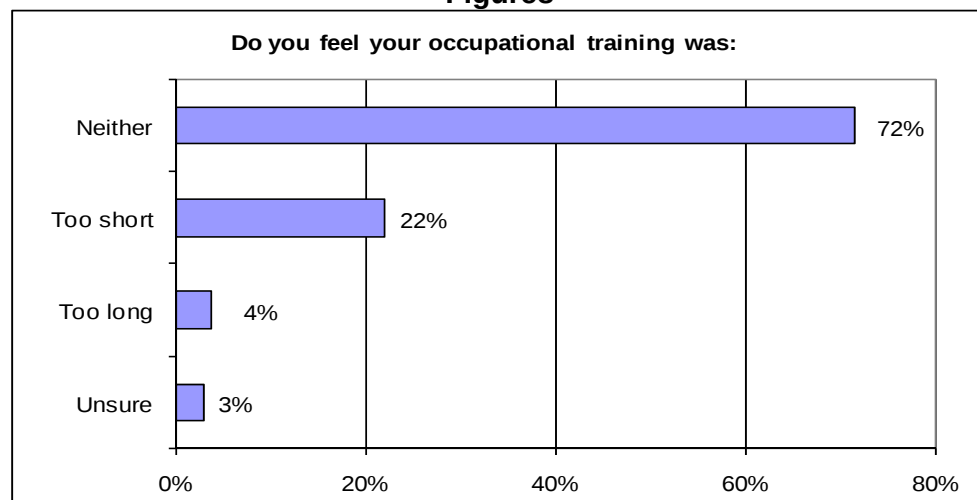


Respondents who indicated using training were then asked about their satisfaction with the training they received. Using 10-point scales, with “1” being “falls short of expectations” and “10” being “exceeds expectations,” respondents were asked to rate the following: program of instruction; instructor; applicability of training to workplace setting; instructional facilities; and instructional equipment. For the 5 components of training listed on the survey instrument, a majority of respondents gave a rating of 9 or higher (Figures 3-7). Respondents were also asked what they thought of the length of the training program (Figure 8).

While most results were positive, below-midpoint ratings for courses of the program and instructor each accounted for 9% of responses (Figures 3-4). Further, at least 1 in 10 respondents rated preparation for workplace environment and instructional facilities and equipment below the midpoint of 5 and lower (Figures 5-7). For length of training program, nearly three-quarters

of respondents (72%) felt their training programs were neither “too long” nor “too short” (Figure 8). Further, more than 1 in 5 respondents (22%) felt their training was “too short.” Addressing such ratings may prove somewhat difficult as training programs are usually administered by third-party contractors, but can, and may, be addressed in minimum qualifications for training providers.

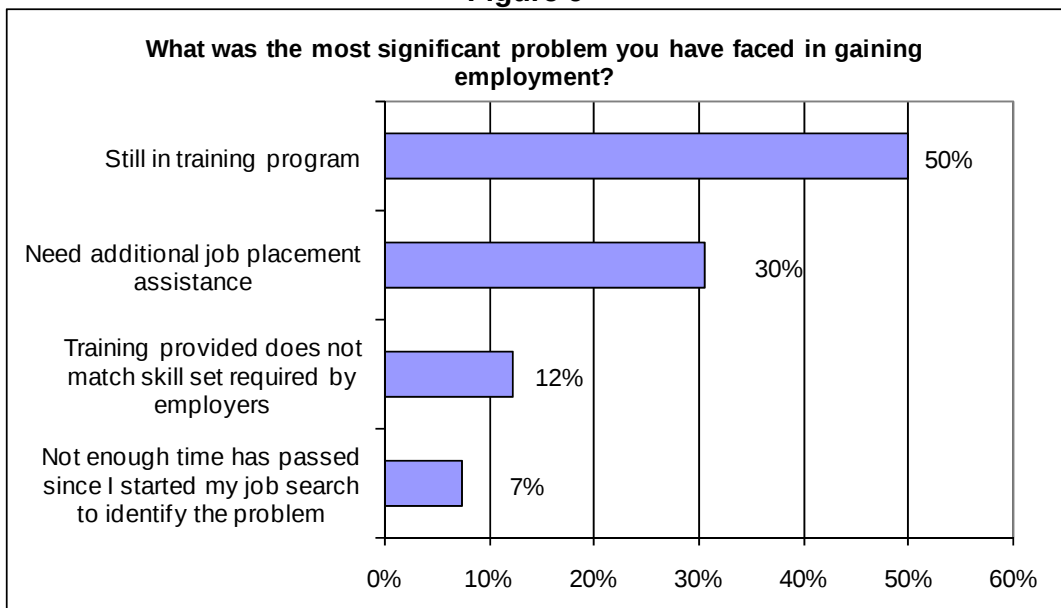
**Figure 3****Figure 4****Figure 5**

**Figure 6****Figure 7****Figure8**

## From Training to Employment

After rating the components of the training programs, respondents were asked if they had gained employment in the field for which they were trained. This question was intended to gauge how effective training programs are in helping a worker find employment. A majority of respondents (63%) indicated they had not yet found employment. Respondents who had not found employment were then asked to rank the top 3 problems they have faced in finding employment (Figure 9). While one-half of respondents indicated that they were still in their training program, nearly one-third (30%) indicated the need for additional job placement assistance” as the most significant problem, which may be directly related to the nearly one-half of service seekers who do not use URGWDB job search services (Figure 1). Other problems listed were not having enough time since starting their job search to identify the problem and “training provided does not match skill set required by employers,” in addition to “other,” which respondents could fill in on their own. Commonly written-in responses included not knowing English and lack of experience.

**Figure 9**



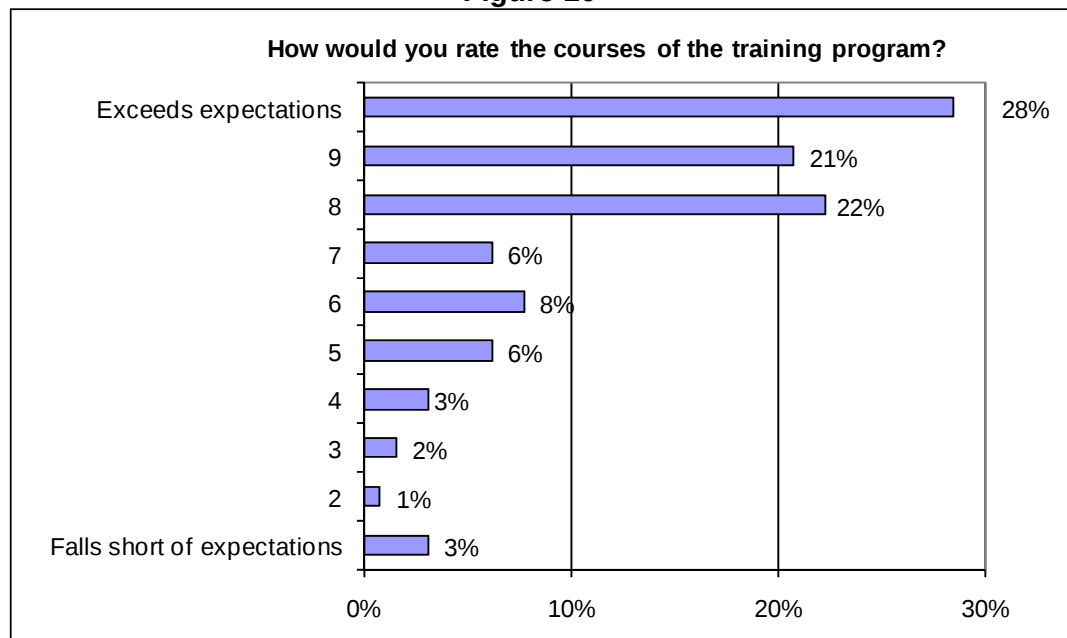
On the survey performed last year, a crosstab analysis was done between which occupational training respondents enrolled in and whether or not employment had been gained in the field in which the respondent was trained; this analysis showed that all but one of the 12 enrolled in International Schools had found employment. In this survey, a similar trend was found as 7 of the 8 respondents who indicated enrolling at International Schools for occupational training had found employment in the field for which they were trained. This can be indicative of high demand for workers in that occupation and/or a very effective job placement assistance program.

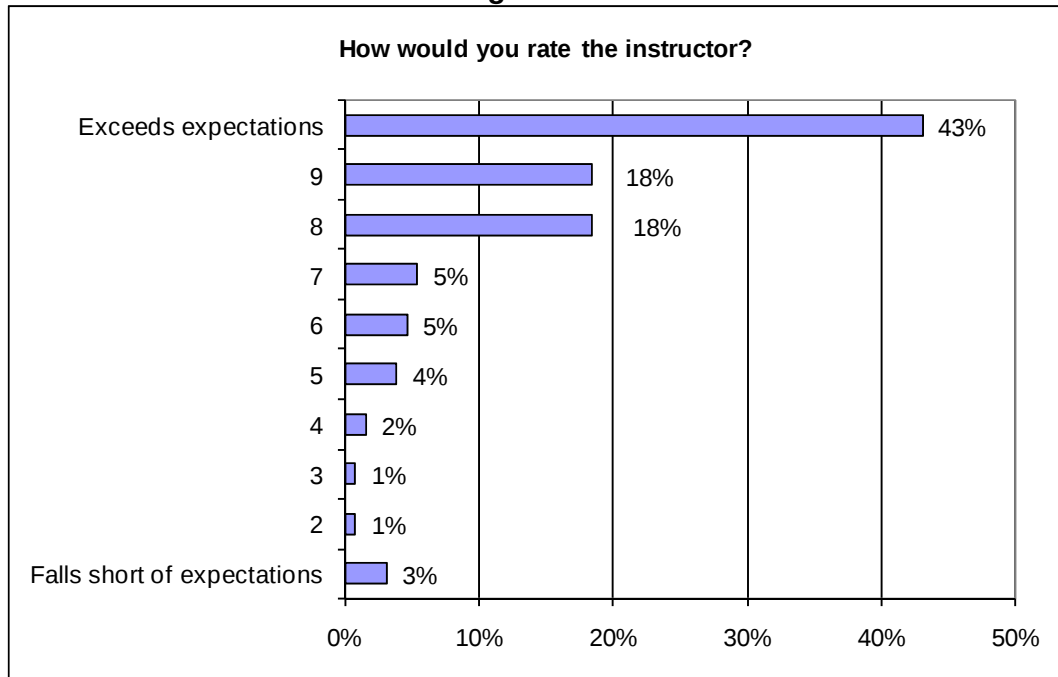
## Use of and Satisfaction with Educational Training by URGWDB Customers

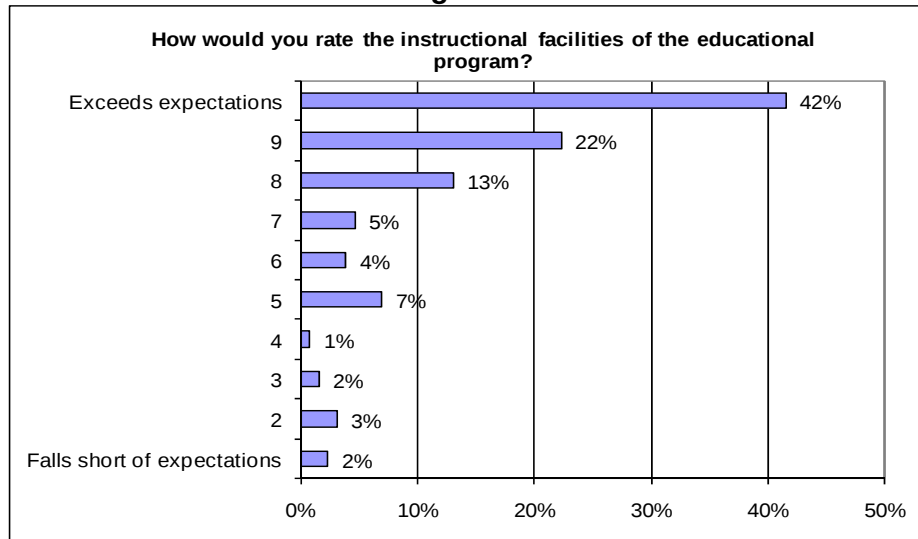
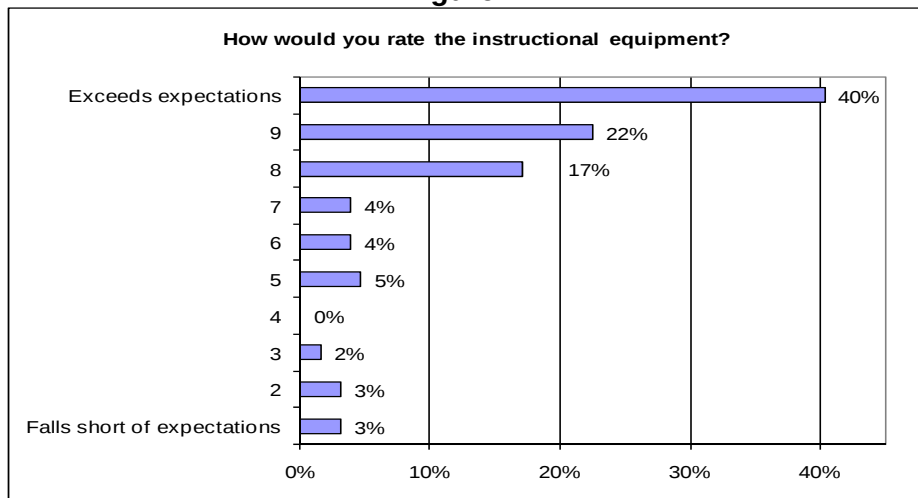
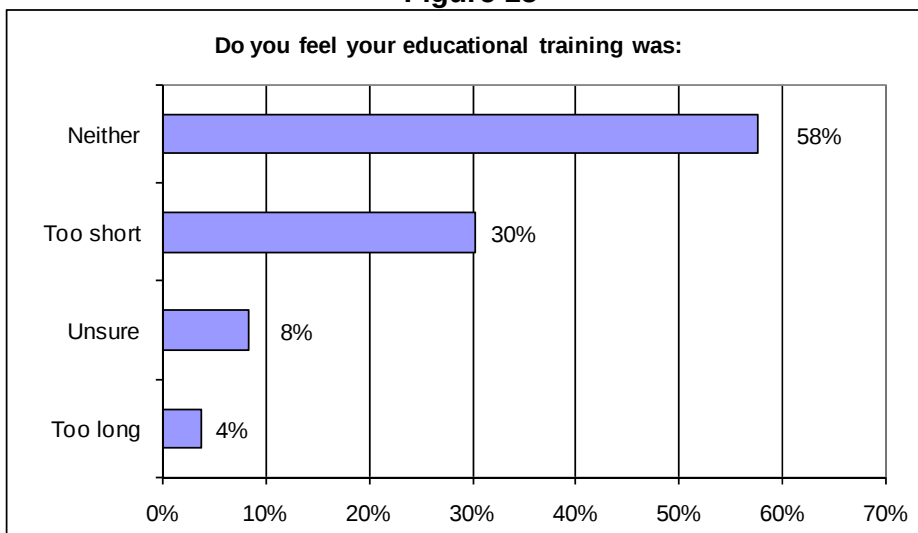
As important as proper training is, URGWDB realizes that some customers may not meet job requirements such as having a high school diploma or equivalent and the ability to speak English. To help those job seekers meet such requirements, URGWDB offers educational training such as English as a Second Language (ESL) classes and classes to earn their GED, an equivalent to a high school diploma.

Respondents indicating having enrolled in either type of educational training mentioned above (21%) were asked a battery of questions similar to those asked of respondents indicating having enrolled in occupational training. Similar to customer ratings for occupational training, customers had mostly favorable ratings for educational training as well (Figures 10-14). Nearly 2 of 5 respondents felt all aspects of the programs (Figures 11-14), except the courses themselves (Figure 10), exceeded their expectations. For those same aspects, at least 3 of 5 respondents gave a rating of 9 or “exceeds expectations.” The difference between ratings seems to lie above the midpoint as no more than 15% of respondents provided below-midpoint ratings for any aspect of the educational training programs. Almost three-fifths of respondents felt their educational training was neither too long nor too short (Figure 15). Nearly one-third (30%), however, felt the training was too short. This could imply that despite having completed their training, some job seekers do not feel prepared going into the workforce.

**Figure 10**



**Figure 11****Figure 12**

**Figure 13****Figure 14****Figure 15**

## Overall Customer Satisfaction

All respondents were asked 3 rating questions to gauge their overall satisfaction with URGWDB's services. Using a 10-point scale, respondents were asked to rate their satisfaction with services, to what extent the services met expectations, and how close to the ideal the services are. Roughly 3 of 5 respondents gave ratings of 9 or higher for each measure of satisfaction, an improvement over last year's survey.

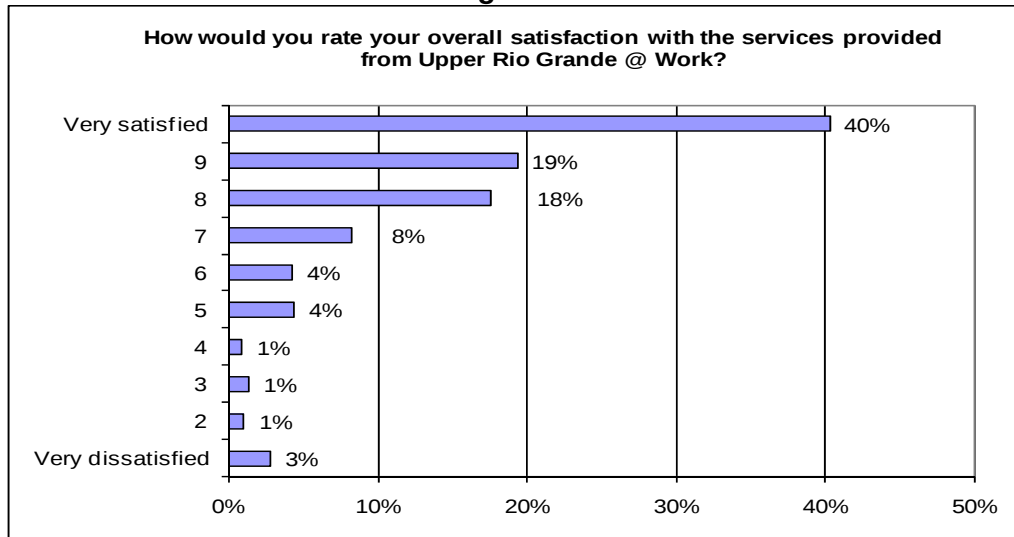
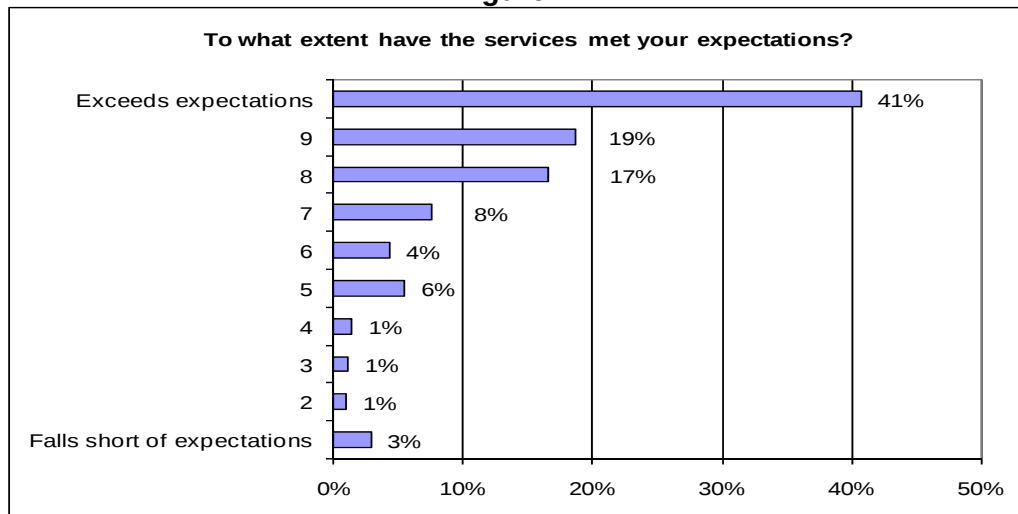
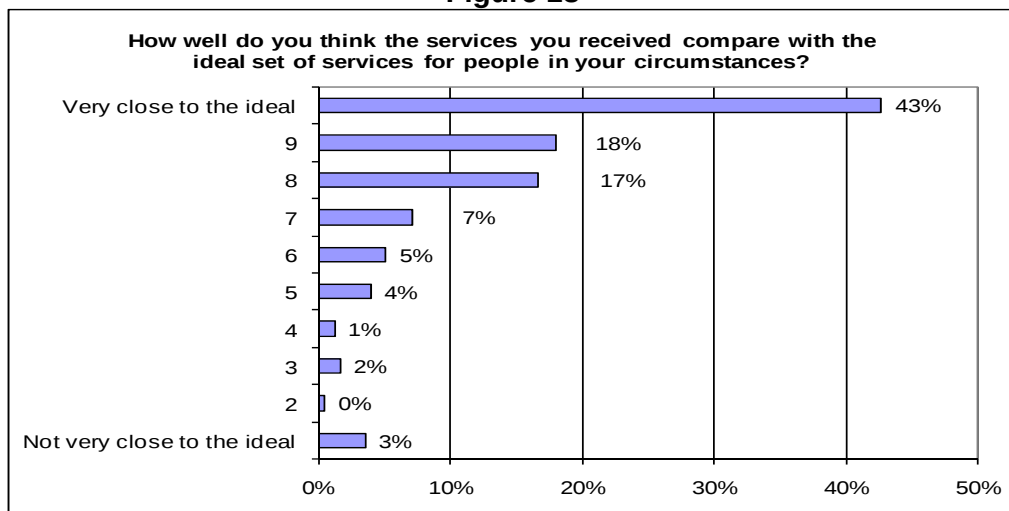
For overall satisfaction with services, 2 of 5 respondents (40%) gave the highest rating, and nearly 3 out of 4 (77%) gave a rating of 8 or higher (Figure 16). Below-midpoint ratings, however, accounted for 10% of responses. These results imply that while a majority of respondents are at least satisfied with the services received, more than 1 in 10 is less than satisfied.

When asked "to what extent have the services met your expectations," roughly 3 out of 4 respondents (77%) gave a rating of 8 or higher (Figure 17). Below midpoint ratings were received from 12% of respondents for this measure.

Respondents were finally asked to rate how ideal the services were (Figure 18). Over three-quarters (78%) gave a rating of 8 or higher. Below-midpoint ratings were received from 1 in 10 respondents.

For each measure, the percentage of below-midpoint ratings decreased from last year's survey. While this is an improvement, some respondents still feel the services can be improved.

A crosstab analysis revealed that gaining employment may have influenced some respondents as ratings of 7 or higher for all 3 measures were received from a higher percentage of those respondents who gained employment than from those who did not. The specific types of training in which this group is involved in should be reviewed on a regular basis, as the survey response database can be matched with URGWDB records.

**Figure 16****Figure 17****Figure 18**

## **Appendix A**

### **Survey**

**DISCLAIMER: Your responses to the following survey are solely for use by the Institute for Policy and Economic Development. The information you provide is confidential and will not affect your receipt or use of our services and programs.**

Survey 4: Customer survey

1. What type of service did you receive from Upper Rio Grande at Work? Please select all that apply.
  - a. Intake/orientation (initial job readiness or assessment)
  - b. Assessment/case management (skills testing, mentoring, counseling)
  - c. Job search services (job placement, job search, computer assistance)
  - d. Employment services (community service, subsidized employment)
  - e. Follow-up services (job search follow-up, follow-up group counseling, follow-up on unemployment insurance claim)
  - f. Support services (health care, childcare, transportation, rental or housing assistance, substance abuse treatment)
  - g. Registration (food stamps, WIA, migrant, dislocated worker)
  - h. Testing (spelling, math, reading)
  - i. Other services (tax credit eligibility, job fair notice, application update, and other services not covered above)
  - j. Educational training (GED, ESL)
  - k. Occupational training (on-the-job training, specific vocational training)

**IF YOU SELECTED J AND/OR K, PROCEED TO QUESTION 2; OTHERWISE SKIP TO QUESTION 13**

2. Which of the following training programs were you enrolled in (please select all that apply)?
  - a. Administrative assistant
  - b. Associate of applied science and health information technology/medical office Specialist
  - c. Associates in business administration/business management
  - d. Automated accounting/bookkeeping or accounting clerk
  - e. Bachelor in business administration/business management
  - f. Bachelor of science in computer information systems
  - g. Basic business office technologies
  - h. Basic peace officer
  - i. Bilingual computer office skills
  - j. Bilingual electrical assistant
  - k. Bilingual electrical maintenance and repair
  - l. Bilingual introduction to construction technology
  - m. Computer information systems manager/network administrator/computer network technician
  - n. Computer operator/office technology
  - o. Computer programming
  - p. Customer service representative
  - q. Computer support specialist
  - r. Computer support technician
  - s. Criminal justice/Homeland security
  - t. Data support specialist
  - u. Diesel Mechanic
  - v. ESL
  - w. GED
  - x. Heating ventilation and air-conditioning
  - y. Insurance processor
  - z. Legal assistant
  - aa. Medical assistant
  - bb. Medical billing and coding
  - cc. Medical office specialist-transcriptionist
  - dd. Network operations technician
  - ee. Plastics technology
  - ff. Shipping and receiving clerk
  - gg. Shipping receiving and warehouse operations
  - hh. Truck driver

- ii. Web site/graphic design specialist
- jj. Vocational nurse

**IF RESPONDENT HAS ENROLLED IN MORE THAN ONE INSTRUCTIONAL PROGRAM, APPLY QUESTIONS 3-6 ONLY TO THE RESPONDENT'S MOST RECENT PROGRAM, EVEN IF STILL ENROLLED**

3. How many months was/is your instructional program? \_\_\_\_\_
4. Do you feel your training program was/is:
  - a. Too long
  - b. Too short
  - c. Neither
  - d. Unsure (**DO NOT SAY**)
5. In what school were you enrolled? \_\_\_\_\_
6. On a scale of 1-10, with "1" being "falls short of expectations" and "10" being "exceeds expectations," how would you rate the following:
 

|    |                                                                      |   |   |   |   |   |   |   |   |   |    |
|----|----------------------------------------------------------------------|---|---|---|---|---|---|---|---|---|----|
| a. | Courses of the training program                                      | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| b. | Instructor                                                           | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| c. | Did your training program prepare you for the workplace environment? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| d. | Instructional facilities                                             | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| e. | Instructional equipment                                              | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
7. Have you been able to gain employment **in the field for which you were trained?**
  - a. Yes (**SKIP TO QUESTION 13**)
  - b. No
8. What are the top 3 problems you have faced in gaining employment (with 1 being the most significant problem and 3 being the least significant)
  - \_\_\_Need additional job placement assistance
  - \_\_\_Training provided does not match skill set required by employers
  - \_\_\_Not enough time has passed since I started my job search to identify the problem
  - \_\_\_Still in training program
  - \_\_\_Other, please specify \_\_\_\_\_
9. Have you been able to gain employment outside the field for which you were trained?
  - a. Yes
  - b. No (**SKIP TO QUESTION 13**)
10. What was your main reason for changing fields:
  - a. Skills provided are applicable to multiple fields
  - b. No jobs available in field for which I was trained
  - c. Jobs available in training field do not pay a high enough wage
  - d. Other, please specify \_\_\_\_\_

**ASK QUESTION 7 ONLY IF RESPONDENT WAS ENROLLED IN ESL OR GED TRAINING; OTHERWISE SKIP TO QUESTION 9:**

11. How many months was/is your instructional program? \_\_\_\_\_
12. Do you feel your training program was/is:
  - a. Too long
  - b. Too short
  - c. Neither
  - d. Unsure (**DO NOT SAY**)
13. In what school were you enrolled? \_\_\_\_\_
14. On a scale of 1-10, with "1" being "falls short of expectations" and "10" being "exceeds expectations," how would you rate the following:



5. What was the last level of school you completed?
- a. Less than high school
  - b. GED
  - c. High school graduate
  - d. Trade school/technical school
  - e. Some college
  - f. Associate's degree
  - g. Bachelor's degree
  - h. Some graduate work beyond bachelor's degree
  - i. Master's degree or Ph.D

## **Appendix B**

### **Frequency Tables**

Question #1 – Pages 20-22

Question #2 – Pages 22-28

Questions #3-4 – Page 29

Question #6 – Pages 29-31

Question #7 – Page 32

Question #8 – Pages 32-33

Questions #9-10 – Page 33

Questions #11-12 – Page 34

Question #14 – Page 34-36

Questions #15-17 – Page 37

Questions #18-19 – Page 38

Question #20 – Page 39

Respondent Information #1-2 – Page 39

Respondent Information #3-5 – Page 40

**Q1a. What type of service did you receive from Upper Rio Grande @ Work?**  
**Intake/orientation (initial job readiness or assessment)**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 425       | 60.8    | 100.0         | 100.0              |
| Missing | System | 274       | 39.2    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q1b. What type of service did you receive from Upper Rio Grande @ Work?**  
**Assessment/case management (skills testing, mentoring, counseling)**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 159       | 22.7    | 100.0         | 100.0              |
| Missing | System | 540       | 77.3    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q1c. What type of service did you receive from Upper Rio Grande @ Work?**  
**Job search services (job placement, job search, computer assistance)**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 393       | 56.2    | 100.0         | 100.0              |
| Missing | System | 306       | 43.8    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q1d. What type of service did you receive from Upper Rio Grande @ Work?**  
**Employment services (community service, subsidized employment)**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 128       | 18.3    | 100.0         | 100.0              |
| Missing | System | 571       | 81.7    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q1e. What type of service did you receive from Upper Rio Grande @ Work?**  
**Follow-up services (job search follow-up, follow-up group counseling, follow-up on unemployment insurance claim)**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 87        | 12.4    | 100.0         | 100.0              |
| Missing | System | 612       | 87.6    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q1f. What type of service did you receive from Upper Rio Grande @ Work?  
Support services (health care, childcare, transportation, rental or housing  
assistance, substance abuse treatment)**

|         |        | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
|---------|--------|-----------|---------|---------------|-----------------------|
| Valid   | Yes    | 264       | 37.8    | 100.0         | 100.0                 |
| Missing | System | 435       | 62.2    |               |                       |
| Total   |        | 699       | 100.0   |               |                       |

**Q1g. What type of service did you receive from Upper Rio Grande @ Work?  
Registration (food stamps, WIA, migrant, dislocated worker)**

|         |        | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
|---------|--------|-----------|---------|---------------|-----------------------|
| Valid   | Yes    | 133       | 19.0    | 100.0         | 100.0                 |
| Missing | System | 566       | 81.0    |               |                       |
| Total   |        | 699       | 100.0   |               |                       |

**Q1h. What type of service did you receive from Upper Rio Grande @ Work?  
Testing (spelling, math, reading)**

|         |        | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
|---------|--------|-----------|---------|---------------|-----------------------|
| Valid   | Yes    | 226       | 32.3    | 100.0         | 100.0                 |
| Missing | System | 473       | 67.7    |               |                       |
| Total   |        | 699       | 100.0   |               |                       |

**Q1i. What type of service did you receive from Upper Rio Grande @ Work?  
Other services (tax credit eligibility, job fair notice, application update, and  
other services not covered above)**

|         |        | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
|---------|--------|-----------|---------|---------------|-----------------------|
| Valid   | Yes    | 98        | 14.0    | 100.0         | 100.0                 |
| Missing | System | 601       | 86.0    |               |                       |
| Total   |        | 699       | 100.0   |               |                       |

**Q1j. Did you enroll in any educational training such as ESL or GED classes?**

|         |        | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
|---------|--------|-----------|---------|---------------|-----------------------|
| Valid   | Yes    | 146       | 20.9    | 21.6          | 21.6                  |
|         | No     | 529       | 75.7    | 78.4          | 100.0                 |
|         | Total  | 675       | 96.6    | 100.0         |                       |
| Missing | System | 24        | 3.4     |               |                       |
| Total   |        | 699       | 100.0   |               |                       |

**Q1k. Were you enrolled in any occupational training such as on-the-job training or specific vocational training?**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 140       | 20.0    | 20.8          | 20.8               |
|         | No     | 532       | 76.1    | 79.2          | 100.0              |
|         | Total  | 672       | 96.1    | 100.0         |                    |
| Missing | System | 27        | 3.9     |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2a. Which of the following training programs were you enrolled in?  
Administrative assistant**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 6         | .9      | 100.0         | 100.0              |
| Missing | System | 693       | 99.1    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2b. Which of the following training programs were you enrolled in? Associate of applied science and health information technology/medical office Specialist**

|                | Frequency | Percent |
|----------------|-----------|---------|
| Missing System | 699       | 100.0   |

**Q2c. Which of the following training programs were you enrolled in?  
Associates in business administration/business management**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 2         | .3      | 100.0         | 100.0              |
| Missing | System | 697       | 99.7    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2d. Which of the following training programs were you enrolled in?  
Automated accounting/bookkeeping or accounting clerk**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 2         | .3      | 100.0         | 100.0              |
| Missing | System | 697       | 99.7    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2e. Which of the following training programs were you enrolled in? Bachelor in business administration/business management**

|                | Frequency | Percent |
|----------------|-----------|---------|
| Missing System | 699       | 100.0   |

**Q2f. Which of the following training programs were you enrolled in? Bachelor of science in computer information systems**

|                | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid Yes      | 1         | .1      | 100.0         | 100.0              |
| Missing System | 698       | 99.9    |               |                    |
| Total          | 699       | 100.0   |               |                    |

**Q2g. Which of the following training programs were you enrolled in? Basic business office technologies**

|                | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid Yes      | 1         | .1      | 100.0         | 100.0              |
| Missing System | 698       | 99.9    |               |                    |
| Total          | 699       | 100.0   |               |                    |

**Q2h. Which of the following training programs were you enrolled in? Basic peace officer**

|                | Frequency | Percent |
|----------------|-----------|---------|
| Missing System | 699       | 100.0   |

**Q2i. Which of the following training programs were you enrolled in? Bilingual computer office skills**

|                | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid Yes      | 1         | .1      | 100.0         | 100.0              |
| Missing System | 698       | 99.9    |               |                    |
| Total          | 699       | 100.0   |               |                    |

**Q2j. Which of the following training programs were you enrolled in? Bilingual electrical assistant**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 2         | .3      | 100.0         | 100.0              |
| Missing | System | 697       | 99.7    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2k. Which of the following training programs were you enrolled in? Bilingual electrical maintenance and repair**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 1         | .1      | 100.0         | 100.0              |
| Missing | System | 698       | 99.9    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2l. Which of the following training programs were you enrolled in? Bilingual introduction to construction technology**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 4         | .6      | 100.0         | 100.0              |
| Missing | System | 695       | 99.4    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2m. Which of the following training programs were you enrolled in? Computer information systems manager/network administrator/computer network technician**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 3         | .4      | 100.0         | 100.0              |
| Missing | System | 696       | 99.6    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2n. Which of the following training programs were you enrolled in? Computer operator/office technology**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 5         | .7      | 100.0         | 100.0              |
| Missing | System | 694       | 99.3    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2o. Which of the following training programs were you enrolled in?**  
**Computer programming**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 10        | 1.4     | 100.0         | 100.0              |
| Missing | System | 689       | 98.6    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2p. Which of the following training programs were you enrolled in?**  
**Customer service representative**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 3         | .4      | 100.0         | 100.0              |
| Missing | System | 696       | 99.6    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2q. Which of the following training programs were you enrolled in?**  
**Computer support specialist**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 1         | .1      | 100.0         | 100.0              |
| Missing | System | 698       | 99.9    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2r. Which of the following training programs were you enrolled in?**  
**Computer support technician**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 2         | .3      | 100.0         | 100.0              |
| Missing | System | 697       | 99.7    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2s. Which of the following training programs were you enrolled in? Criminal justice/Homeland security**

|         |        | Frequency | Percent |
|---------|--------|-----------|---------|
| Missing | System | 699       | 100.0   |

**Q2t. Which of the following training programs were you enrolled in? Data support specialist**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 1         | .1      | 100.0         | 100.0              |
| Missing | System | 698       | 99.9    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2u. Which of the following training programs were you enrolled in? Diesel Mechanic**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 8         | 1.1     | 100.0         | 100.0              |
| Missing | System | 691       | 98.9    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2v. Which of the following training programs were you enrolled in? Heating ventilation and air-conditioning**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 5         | .7      | 100.0         | 100.0              |
| Missing | System | 694       | 99.3    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2w. Which of the following training programs were you enrolled in? Insurance processor**

|                | Frequency | Percent |
|----------------|-----------|---------|
| Missing System | 699       | 100.0   |

**Q2x. Which of the following training programs were you enrolled in? Legal assistant**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 1         | .1      | 100.0         | 100.0              |
| Missing | System | 698       | 99.9    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2y. Which of the following training programs were you enrolled in? Medical assistant**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 21        | 3.0     | 100.0         | 100.0              |
| Missing | System | 678       | 97.0    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2z. Which of the following training programs were you enrolled in? Medical billing and coding**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 13        | 1.9     | 100.0         | 100.0              |
| Missing | System | 686       | 98.1    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2aa. Which of the following training programs were you enrolled in? Medical office specialist-transcriptionist**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 4         | .6      | 100.0         | 100.0              |
| Missing | System | 695       | 99.4    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2bb. Which of the following training programs were you enrolled in? Network operations technician**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 1         | .1      | 100.0         | 100.0              |
| Missing | System | 698       | 99.9    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2cc. Which of the following training programs were you enrolled in? Plastics technology**

|         |        | Frequency | Percent |
|---------|--------|-----------|---------|
| Missing | System | 699       | 100.0   |

**Q2dd. Which of the following training programs were you enrolled in?  
Shipping and receiving clerk**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 2         | .3      | 100.0         | 100.0              |
| Missing | System | 697       | 99.7    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2ee. Which of the following training programs were you enrolled in? Shipping receiving and warehouse operations**

|                | Frequency | Percent |
|----------------|-----------|---------|
| Missing System | 699       | 100.0   |

**Q2ff. Which of the following training programs were you enrolled in? Truck driver**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 26        | 3.7     | 100.0         | 100.0              |
| Missing | System | 673       | 96.3    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2gg. Which of the following training programs were you enrolled in? Web site/graphic design specialist**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 1         | .1      | 100.0         | 100.0              |
| Missing | System | 698       | 99.9    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q2hh. Which of the following training programs were you enrolled in? Vocational nurse**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 14        | 2.0     | 100.0         | 100.0              |
| Missing | System | 685       | 98.0    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q3. How many months was/is your occupational training program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Less than 3                 | 7         | 1.0     | 9.7           | 9.7                |
|         | 4-5                         | 8         | 1.1     | 11.1          | 20.8               |
|         | 6 to less than 1 year       | 33        | 4.7     | 45.8          | 66.7               |
|         | 1 year to less than 2 years | 16        | 2.3     | 22.2          | 88.9               |
|         | 2 years or more             | 8         | 1.1     | 11.1          | 100.0              |
|         | Total                       | 72        | 10.3    | 100.0         |                    |
| Missing | System                      | 627       | 89.7    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q4. Do you feel your training program was/is:**

|         |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid   | Too long  | 5         | .7      | 3.6           | 3.6                |
|         | Too short | 30        | 4.3     | 21.9          | 25.5               |
|         | Neither   | 98        | 14.0    | 71.5          | 97.1               |
|         | Unsure    | 4         | .6      | 2.9           | 100.0              |
|         | Total     | 137       | 19.6    | 100.0         |                    |
| Missing | System    | 562       | 80.4    |               |                    |
| Total   |           | 699       | 100.0   |               |                    |

**Q6a. How would you rate the courses of the occupational training program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 2         | .3      | 1.4           | 1.4                |
|         | 2                           | 3         | .4      | 2.2           | 3.6                |
|         | 3                           | 2         | .3      | 1.4           | 5.1                |
|         | 4                           | 1         | .1      | .7            | 5.8                |
|         | 5                           | 5         | .7      | 3.6           | 9.4                |
|         | 6                           | 7         | 1.0     | 5.1           | 14.5               |
|         | 7                           | 12        | 1.7     | 8.7           | 23.2               |
|         | 8                           | 31        | 4.4     | 22.5          | 45.7               |
|         | 9                           | 37        | 5.3     | 26.8          | 72.5               |
|         | Exceeds expectations        | 38        | 5.4     | 27.5          | 100.0              |
|         | Total                       | 138       | 19.7    | 100.0         |                    |
| Missing | System                      | 561       | 80.3    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q6b. How would you rate the instructor of the occupational training program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 4         | .6      | 2.9           | 2.9                |
|         | 2                           | 3         | .4      | 2.2           | 5.1                |
|         | 3                           | 2         | .3      | 1.5           | 6.6                |
|         | 4                           | 3         | .4      | 2.2           | 8.8                |
|         | 5                           | 1         | .1      | .7            | 9.5                |
|         | 6                           | 6         | .9      | 4.4           | 13.9               |
|         | 7                           | 10        | 1.4     | 7.3           | 21.2               |
|         | 8                           | 25        | 3.6     | 18.2          | 39.4               |
|         | 9                           | 36        | 5.2     | 26.3          | 65.7               |
|         | Exceeds expectations        | 47        | 6.7     | 34.3          | 100.0              |
|         | Total                       | 137       | 19.6    | 100.0         |                    |
| Missing | System                      | 562       | 80.4    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q6c. How did your occupational training program prepare you for the workplace environment?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 3         | .4      | 2.2           | 2.2                |
|         | 2                           | 6         | .9      | 4.4           | 6.6                |
|         | 3                           | 3         | .4      | 2.2           | 8.8                |
|         | 4                           | 2         | .3      | 1.5           | 10.3               |
|         | 5                           | 2         | .3      | 1.5           | 11.8               |
|         | 6                           | 9         | 1.3     | 6.6           | 18.4               |
|         | 7                           | 5         | .7      | 3.7           | 22.1               |
|         | 8                           | 23        | 3.3     | 16.9          | 39.0               |
|         | 9                           | 44        | 6.3     | 32.4          | 71.3               |
|         | Exceeds expectations        | 39        | 5.6     | 28.7          | 100.0              |
|         | Total                       | 136       | 19.5    | 100.0         |                    |
| Missing | System                      | 563       | 80.5    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q6d. How would you rate the instructional facilities of the occupational training program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 3         | .4      | 2.2           | 2.2                |
|         | 2                           | 4         | .6      | 2.9           | 5.1                |
|         | 3                           | 5         | .7      | 3.6           | 8.8                |
|         | 4                           | 3         | .4      | 2.2           | 10.9               |
|         | 5                           | 5         | .7      | 3.6           | 14.6               |
|         | 6                           | 11        | 1.6     | 8.0           | 22.6               |
|         | 7                           | 4         | .6      | 2.9           | 25.5               |
|         | 8                           | 25        | 3.6     | 18.2          | 43.8               |
|         | 9                           | 36        | 5.2     | 26.3          | 70.1               |
|         | Exceeds expectations        | 41        | 5.9     | 29.9          | 100.0              |
|         | Total                       | 137       | 19.6    | 100.0         |                    |
| Missing | System                      | 562       | 80.4    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q6e. How would you rate the instructional equipment of the occupational training program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 3         | .4      | 2.2           | 2.2                |
|         | 2                           | 4         | .6      | 2.9           | 5.1                |
|         | 3                           | 6         | .9      | 4.4           | 9.6                |
|         | 4                           | 3         | .4      | 2.2           | 11.8               |
|         | 5                           | 6         | .9      | 4.4           | 16.2               |
|         | 6                           | 12        | 1.7     | 8.8           | 25.0               |
|         | 7                           | 7         | 1.0     | 5.1           | 30.1               |
|         | 8                           | 24        | 3.4     | 17.6          | 47.8               |
|         | 9                           | 27        | 3.9     | 19.9          | 67.6               |
|         | Exceeds expectations        | 44        | 6.3     | 32.4          | 100.0              |
|         | Total                       | 136       | 19.5    | 100.0         |                    |
| Missing | System                      | 563       | 80.5    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q7. Have you been able to gain employment in the field for which you were trained?**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 53        | 7.6     | 37.1          | 37.1               |
|         | No     | 90        | 12.9    | 62.9          | 100.0              |
|         | Total  | 143       | 20.5    | 100.0         |                    |
| Missing | System | 556       | 79.5    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q8a. What are the top 3 problems you have faced in gaining employment? Need additional job placement assistance**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Most significant | 25        | 3.6     | 34.2          | 34.2               |
|         | Second           | 28        | 4.0     | 38.4          | 72.6               |
|         | Third            | 20        | 2.9     | 27.4          | 100.0              |
|         | Total            | 73        | 10.4    | 100.0         |                    |
| Missing | System           | 626       | 89.6    |               |                    |
| Total   |                  | 699       | 100.0   |               |                    |

**Q8b. What are the top 3 problems you have faced in gaining employment? Training provided does not match skill set required by employers**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Most significant | 10        | 1.4     | 17.2          | 17.2               |
|         | Second           | 26        | 3.7     | 44.8          | 62.1               |
|         | Third            | 22        | 3.1     | 37.9          | 100.0              |
|         | Total            | 58        | 8.3     | 100.0         |                    |
| Missing | System           | 641       | 91.7    |               |                    |
| Total   |                  | 699       | 100.0   |               |                    |

**Q8c. What are the top 3 problems you have faced in gaining employment? Not enough time has passed since I started my job search to identify the problem**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Most significant | 6         | .9      | 12.0          | 12.0               |
|         | Second           | 18        | 2.6     | 36.0          | 48.0               |
|         | Third            | 26        | 3.7     | 52.0          | 100.0              |
|         | Total            | 50        | 7.2     | 100.0         |                    |
| Missing | System           | 649       | 92.8    |               |                    |
| Total   |                  | 699       | 100.0   |               |                    |

**Q8d. What are the top 3 problems you have faced in gaining employment? Still in training program**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Most significant | 41        | 5.9     | 73.2          | 73.2               |
|         | Second           | 7         | 1.0     | 12.5          | 85.7               |
|         | Third            | 8         | 1.1     | 14.3          | 100.0              |
|         | Total            | 56        | 8.0     | 100.0         |                    |
| Missing | System           | 643       | 92.0    |               |                    |
| Total   |                  | 699       | 100.0   |               |                    |

**Q9. Have you been able to gain employment outside the field for which you were trained?**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 13        | 1.9     | 14.4          | 14.4               |
|         | No     | 77        | 11.0    | 85.6          | 100.0              |
|         | Total  | 90        | 12.9    | 100.0         |                    |
| Missing | System | 609       | 87.1    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q10. What was your main reason for changing fields?**

|         |                                                                | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------------------------------------------|-----------|---------|---------------|--------------------|
| Valid   | Other                                                          | 3         | .4      | 23.1          | 23.1               |
|         | No jobs available in field for which I was trained             | 9         | 1.3     | 69.2          | 92.3               |
|         | Jobs available in training field do not pay a high enough wage | 1         | .1      | 7.7           | 100.0              |
|         | Total                                                          | 13        | 1.9     | 100.0         |                    |
| Missing | System                                                         | 686       | 98.1    |               |                    |
| Total   |                                                                | 699       | 100.0   |               |                    |

**Q11. How many months is/was your ESL or GED program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Less than 3                 | 2         | .3      | 2.4           | 2.4                |
|         | 4-5                         | 12        | 1.7     | 14.5          | 16.9               |
|         | 6 to less than 1 year       | 34        | 4.9     | 41.0          | 57.8               |
|         | 1 year to less than 2 years | 27        | 3.9     | 32.5          | 90.4               |
|         | 2 years or more             | 8         | 1.1     | 9.6           | 100.0              |
|         | Total                       | 83        | 11.9    | 100.0         |                    |
| Missing | System                      | 616       | 88.1    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q12. Do you feel your ESL or GED program was/is:**

|         |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid   | Too long  | 5         | .7      | 3.8           | 3.8                |
|         | Too short | 40        | 5.7     | 30.3          | 34.1               |
|         | Neither   | 76        | 10.9    | 57.6          | 91.7               |
|         | Unsure    | 11        | 1.6     | 8.3           | 100.0              |
|         | Total     | 132       | 18.9    | 100.0         |                    |
| Missing | System    | 567       | 81.1    |               |                    |
| Total   |           | 699       | 100.0   |               |                    |

**Q14a. How would you rate the courses of the ESL or GED program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 4         | .6      | 3.1           | 3.1                |
|         | 2                           | 1         | .1      | .8            | 3.8                |
|         | 3                           | 2         | .3      | 1.5           | 5.4                |
|         | 4                           | 4         | .6      | 3.1           | 8.5                |
|         | 5                           | 8         | 1.1     | 6.2           | 14.6               |
|         | 6                           | 10        | 1.4     | 7.7           | 22.3               |
|         | 7                           | 8         | 1.1     | 6.2           | 28.5               |
|         | 8                           | 29        | 4.1     | 22.3          | 50.8               |
|         | 9                           | 27        | 3.9     | 20.8          | 71.5               |
|         | Exceeds expectations        | 37        | 5.3     | 28.5          | 100.0              |
|         | Total                       | 130       | 18.6    | 100.0         |                    |
| Missing | System                      | 569       | 81.4    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q14b. How would you rate the instructor of the ESL or GED program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 4         | .6      | 3.1           | 3.1                |
|         | 2                           | 1         | .1      | .8            | 3.8                |
|         | 3                           | 1         | .1      | .8            | 4.6                |
|         | 4                           | 2         | .3      | 1.5           | 6.2                |
|         | 5                           | 5         | .7      | 3.8           | 10.0               |
|         | 6                           | 6         | .9      | 4.6           | 14.6               |
|         | 7                           | 7         | 1.0     | 5.4           | 20.0               |
|         | 8                           | 24        | 3.4     | 18.5          | 38.5               |
|         | 9                           | 24        | 3.4     | 18.5          | 56.9               |
|         | Exceeds expectations        | 56        | 8.0     | 43.1          | 100.0              |
|         | Total                       | 130       | 18.6    | 100.0         |                    |
| Missing | System                      | 569       | 81.4    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q14c. Did your ESL or GED program prepare you for the workplace environment?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 4         | .6      | 3.1           | 3.1                |
|         | 2                           | 3         | .4      | 2.3           | 5.4                |
|         | 3                           | 2         | .3      | 1.5           | 6.9                |
|         | 4                           | 4         | .6      | 3.1           | 10.0               |
|         | 5                           | 6         | .9      | 4.6           | 14.6               |
|         | 6                           | 5         | .7      | 3.8           | 18.5               |
|         | 7                           | 10        | 1.4     | 7.7           | 26.2               |
|         | 8                           | 16        | 2.3     | 12.3          | 38.5               |
|         | 9                           | 31        | 4.4     | 23.8          | 62.3               |
|         | Exceeds expectations        | 49        | 7.0     | 37.7          | 100.0              |
|         | Total                       | 130       | 18.6    | 100.0         |                    |
| Missing | System                      | 569       | 81.4    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q14d. How would you rate the instructional facilities of the ESL or GED prpogram?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 3         | .4      | 2.3           | 2.3                |
|         | 2                           | 4         | .6      | 3.1           | 5.4                |
|         | 3                           | 2         | .3      | 1.5           | 6.9                |
|         | 4                           | 1         | .1      | .8            | 7.7                |
|         | 5                           | 9         | 1.3     | 6.9           | 14.6               |
|         | 6                           | 5         | .7      | 3.8           | 18.5               |
|         | 7                           | 6         | .9      | 4.6           | 23.1               |
|         | 8                           | 17        | 2.4     | 13.1          | 36.2               |
|         | 9                           | 29        | 4.1     | 22.3          | 58.5               |
|         | Exceeds expectations        | 54        | 7.7     | 41.5          | 100.0              |
|         | Total                       | 130       | 18.6    | 100.0         |                    |
| Missing | System                      | 569       | 81.4    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q14e. How would you rate the instructional equipment of the ESL or GED program?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 4         | .6      | 3.1           | 3.1                |
|         | 2                           | 4         | .6      | 3.1           | 6.2                |
|         | 3                           | 2         | .3      | 1.6           | 7.8                |
|         | 5                           | 6         | .9      | 4.7           | 12.4               |
|         | 6                           | 5         | .7      | 3.9           | 16.3               |
|         | 7                           | 5         | .7      | 3.9           | 20.2               |
|         | 8                           | 22        | 3.1     | 17.1          | 37.2               |
|         | 9                           | 29        | 4.1     | 22.5          | 59.7               |
|         | Exceeds expectations        | 52        | 7.4     | 40.3          | 100.0              |
|         | Total                       | 129       | 18.5    | 100.0         |                    |
| Missing | System                      | 570       | 81.5    |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q15. Have you gained employment since the completion of your ESL or GED program?**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Yes              | 25        | 3.6     | 17.7          | 17.7               |
|         | No               | 74        | 10.6    | 52.5          | 70.2               |
|         | Still in program | 42        | 6.0     | 29.8          | 100.0              |
|         | Total            | 141       | 20.2    | 100.0         |                    |
| Missing | System           | 558       | 79.8    |               |                    |
| Total   |                  | 699       | 100.0   |               |                    |

**Q16. Do you feel that the ESL or GED program helped you gain employment?**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 18        | 2.6     | 69.2          | 69.2               |
|         | No     | 7         | 1.0     | 26.9          | 96.2               |
|         | Unsure | 1         | .1      | 3.8           | 100.0              |
|         | Total  | 26        | 3.7     | 100.0         |                    |
| Missing | System | 673       | 96.3    |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**Q17. On a scale of 1 to 10 with "1" being "very dissatisfied" and "10" being "very satisfied," how would you rate your overall satisfaction with the services provided from Upper Rio Grande @ Work?**

|         |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid   | Very dissatisfied | 19        | 2.7     | 2.8           | 2.8                |
|         | 2                 | 7         | 1.0     | 1.0           | 3.8                |
|         | 3                 | 9         | 1.3     | 1.3           | 5.1                |
|         | 4                 | 6         | .9      | .9            | 6.0                |
|         | 5                 | 30        | 4.3     | 4.4           | 10.3               |
|         | 6                 | 29        | 4.1     | 4.2           | 14.5               |
|         | 7                 | 57        | 8.2     | 8.3           | 22.8               |
|         | 8                 | 121       | 17.3    | 17.6          | 40.4               |
|         | 9                 | 133       | 19.0    | 19.3          | 59.7               |
|         | Very satisfied    | 277       | 39.6    | 40.3          | 100.0              |
|         | Total             | 688       | 98.4    | 100.0         |                    |
| Missing | System            | 11        | 1.6     |               |                    |
| Total   |                   | 699       | 100.0   |               |                    |

**Q18. On a scale of 1 to 10 with “1” being “falls short of expectations” and “10” being “exceeds expectations,” how would you rate your overall satisfaction with the services provided from Upper Rio Grande @ Work?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Falls short of expectations | 20        | 2.9     | 2.9           | 2.9                |
|         | 2                           | 7         | 1.0     | 1.0           | 3.9                |
|         | 3                           | 8         | 1.1     | 1.2           | 5.1                |
|         | 4                           | 10        | 1.4     | 1.5           | 6.5                |
|         | 5                           | 38        | 5.4     | 5.5           | 12.0               |
|         | 6                           | 30        | 4.3     | 4.4           | 16.4               |
|         | 7                           | 52        | 7.4     | 7.5           | 23.9               |
|         | 8                           | 114       | 16.3    | 16.5          | 40.5               |
|         | 9                           | 129       | 18.5    | 18.7          | 59.2               |
|         | Exceeds expectations        | 281       | 40.2    | 40.8          | 100.0              |
|         | Total                       | 689       | 98.6    | 100.0         |                    |
| Missing | System                      | 10        | 1.4     |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q19. On a scale of 1 to 10 with “1” being “not very close to the ideal” and “10” being “very close to the ideal,” how would you rate your overall satisfaction with the services provided from Upper Rio Grande @ Work?**

|         |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid   | Not very close to the ideal | 24        | 3.4     | 3.5           | 3.5                |
|         | 2                           | 3         | .4      | .4            | 3.9                |
|         | 3                           | 11        | 1.6     | 1.6           | 5.5                |
|         | 4                           | 8         | 1.1     | 1.2           | 6.7                |
|         | 5                           | 27        | 3.9     | 3.9           | 10.6               |
|         | 6                           | 35        | 5.0     | 5.1           | 15.7               |
|         | 7                           | 49        | 7.0     | 7.1           | 22.8               |
|         | 8                           | 114       | 16.3    | 16.6          | 39.4               |
|         | 9                           | 124       | 17.7    | 18.0          | 57.4               |
|         | Very close to the ideal     | 293       | 41.9    | 42.6          | 100.0              |
|         | Total                       | 688       | 98.4    | 100.0         |                    |
| Missing | System                      | 11        | 1.6     |               |                    |
| Total   |                             | 699       | 100.0   |               |                    |

**Q20. What was your average wait time (minutes)?**

|         |                    | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid   | Less than 10       | 221       | 31.6    | 38.0          | 38.0               |
|         | 10 to less than 20 | 157       | 22.5    | 27.0          | 65.1               |
|         | 20 to less than 30 | 46        | 6.6     | 7.9           | 73.0               |
|         | 30 to less than 60 | 93        | 13.3    | 16.0          | 89.0               |
|         | 60 or more         | 64        | 9.2     | 11.0          | 100.0              |
|         | Total              | 581       | 83.1    | 100.0         |                    |
| Missing | System             | 118       | 16.9    |               |                    |
| Total   |                    | 699       | 100.0   |               |                    |

**R11. How old are you?**

|         |          | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------|-----------|---------|---------------|--------------------|
| Valid   | under 18 | 48        | 6.9     | 7.0           | 7.0                |
|         | 18-25    | 134       | 19.2    | 19.4          | 26.4               |
|         | 26-30    | 86        | 12.3    | 12.5          | 38.9               |
|         | 31-35    | 73        | 10.4    | 10.6          | 49.5               |
|         | 36-40    | 85        | 12.2    | 12.3          | 61.8               |
|         | 41-45    | 85        | 12.2    | 12.3          | 74.2               |
|         | 46-50    | 87        | 12.4    | 12.6          | 86.8               |
|         | 51-60    | 74        | 10.6    | 10.7          | 97.5               |
|         | 61-70    | 17        | 2.4     | 2.5           | 100.0              |
|         | Total    | 689       | 98.6    | 100.0         |                    |
| Missing | System   | 10        | 1.4     |               |                    |
| Total   |          | 699       | 100.0   |               |                    |

**R12. Do you live in El Paso?**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Yes    | 675       | 96.6    | 97.8          | 97.8               |
|         | No     | 15        | 2.1     | 2.2           | 100.0              |
|         | Total  | 690       | 98.7    | 100.0         |                    |
| Missing | System | 9         | 1.3     |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**RI3. Do you consider yourself:**

|         |                          | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------|-----------|---------|---------------|--------------------|
| Valid   | Hispanic                 | 648       | 92.7    | 93.9          | 93.9               |
|         | African-American         | 12        | 1.7     | 1.7           | 95.7               |
|         | Caucasian/Anglo-American | 24        | 3.4     | 3.5           | 99.1               |
|         | Asian                    | 2         | .3      | .3            | 99.4               |
|         | Native-American          | 4         | .6      | .6            | 100.0              |
|         | Total                    | 690       | 98.7    | 100.0         |                    |
| Missing | System                   | 9         | 1.3     |               |                    |
| Total   |                          | 699       | 100.0   |               |                    |

**RI4. Gender**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | Male   | 213       | 30.5    | 31.1          | 31.1               |
|         | Female | 472       | 67.5    | 68.9          | 100.0              |
|         | Total  | 685       | 98.0    | 100.0         |                    |
| Missing | System | 14        | 2.0     |               |                    |
| Total   |        | 699       | 100.0   |               |                    |

**RI5. What was the last level of school you completed?**

|         |                                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------------|-----------|---------|---------------|--------------------|
| Valid   | Less than high school                       | 239       | 34.2    | 34.8          | 34.8               |
|         | GED                                         | 95        | 13.6    | 13.8          | 48.6               |
|         | High school graduate                        | 123       | 17.6    | 17.9          | 66.5               |
|         | Trade school/technical school               | 67        | 9.6     | 9.8           | 76.3               |
|         | Some college                                | 114       | 16.3    | 16.6          | 92.9               |
|         | Associate's degree                          | 18        | 2.6     | 2.6           | 95.5               |
|         | Bachelor's degree                           | 19        | 2.7     | 2.8           | 98.3               |
|         | Some graduate work beyond bachelor's degree | 6         | .9      | .9            | 99.1               |
|         | Master's degree or Ph.D.                    | 6         | .9      | .9            | 100.0              |
|         | Total                                       | 687       | 98.3    | 100.0         |                    |
| Missing | System                                      | 12        | 1.7     |               |                    |
| Total   |                                             | 699       | 100.0   |               |                    |