2009 Workforce Solutions Customer Survey

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2009 Workforce Solutions Customer Satisfaction Survey

Introduction

The Institute for Policy and Economic Development (IPED) at the University of Texas at El Paso (UTEP) was contracted by Workforce Solutions - Upper Rio Grande (WSURG) Workforce Development Board (WDB) to conduct a customer satisfaction survey. For purposes of this survey, "customer" refers to individuals who have received WS-URG services (such as *job search*, *resume writing*, etc.) or have attended a WS-URG sponsored training program. The goals of the survey were to assess customer satisfaction with and the quality of services offered by WS-URG and to evaluate satisfaction with training programs. The survey was also designed to collect information on respondent employment status, level of education, and wages.

This report provides a summary of data collected between September 21 and November 22, 2009. The report also compares overall satisfaction with services offered by Workforce Solutions between the current survey and a satisfaction survey conducted in 2007.[1] Hereafter the survey conducted in 2007 is referred to as the "2007 Survey" and the current survey is referred to as the "2009 survey".

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[1] The client satisfaction survey is part of a larger evaluation that seeks to gauge satisfaction with WS-URG from a customer (job seeker), client (employer), and employee perspective.

Key Survey Findings

♦ 21% of customers who responded to the survey have attended a training program and a majority of these respondents indicate satisfaction with the type of training sponsored by Workforce Solutions

♦ The most frequently attended training programs are *Occupational/Vocational*, *GED* and *ESL*

♦ The top five most frequently received services include *Job Search Assistance, Job Search Basic, Workforce Service Orientation, Resume/Application/Interview Preparation,* and *Supervised Job Search*

♦ The highest levels of satisfaction are for the following services: *Workforce Service Orientation* (88% satisfaction)*, Resume/Application/Interview Preparation* (88% satisfaction), *Work Experience* (84%). The following each have 83% satisfaction: *Labor Market Information*, *Support Services*, *Job Search Basic*, and *Job Readiness/Employment Skills*

♦ 36% of the respondents who attended a Workforce Solutions sponsored training program are currently employed compared to 40% employment for those who did not receive training

♦ Of those who are employed and received training, 18% are employed in a field other than what they were trained in. Of these, the primary reason a respondent reports working outside the field for which they were trained is the *unavailability of jobs within the field they were trained*.

♦ Respondents who did not attend a WS-URG sponsored training program earn on average $1.30/hr more than those who attended training programs.

♦ Those who did not attend training out number those who did by 10.5 to 1 in terms of *Bachelor Degree's* and 16 to 1 in terms of *Master's/Ph.D.* degrees: i.e. out of 17 people who hold a *Master's* or *Ph.D. degree*, one of these attends a sponsored training program. For all other education levels, those who do not attend training out number the training group by less than 5 to 1. This is a potential explanation for the wage disparity between those who attend training and those who do not.

Methodology

The 2009 survey is a bilingual (English and Spanish) mixed-mode design: web based surveys (advertised via email addresses) are used in conjunction with telephone interviews.[2] The telephone survey was administered between September 21, 2009 and November 12, 2009 with email advertisements for the web based survey sent out at random between November 10 and November 22, 2009.

Survey Instrument

The final survey instrument is given in **Appendix – *A.1***. The bases for the instrument include the 2007 Survey (given in **Appendix – *A.2***) and a customer survey administered by WS-URG (Workforce Solutions Upper Rio Grande Customer Satisfaction Survey). The final instrument consists of 25 questions [3] designed to evaluate the following (the corresponding question numbers that address these areas are listed in parenthesis):

1) Training programs (*1*)
2) Service Satisfaction and Quality of Services (*2*, *18*)
3) Overall satisfaction (*3*)
4) Employment (*4* and *9*, *5*, *13*, *14*, *15*, *16*)
5) Wages (*6* and *10*, *7* and *11*, *8* and *12*)
6) Satisfaction with Customer Service offered by WS-URG Staff (*17*)
7) Demographics (*19* through *25*)

Customer List

Workforce Solutions-URG provided a list of 72,409 customers that have requested services or attended a sponsored training program within the WS-URG 2009 fiscal year. While this list represents the target population, not all customers had contact information available. Specifically, 8,779 customers had neither a phone number nor email on record, which precluded them from participating in the survey. Consequently, the sampling frame consisted of 63,630 customers that could be contacted either by phone or email.   A list of 14,208 customers was randomly selected from the sampling frame; contact was attempted with each customer on this list.

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[2] Contacting respondents via email and telephone is used to increase response rates and improve the probability that the results accurately represent the target population.
[3] Since several questions have multiple parts, the instrument consists of a total of 39 individual questions.

Sample Size and Response Rate

Over the data collection period, 1,329 WS-URG customers responded to and either completed the survey or completed a majority of the survey. The following surveys were omitted from results: incomplete (answered fewer than half of the survey questions) and surveys where the respondent did not answer **Question 3**, a three part question that asks respondents to describe their level of satisfaction with services offered by WS-URG. The final sample represents a response rate of 9.4%, which provides a margin of error of $\pm$ 2.6% at the 95% confidence level.

Overview of Survey Responses
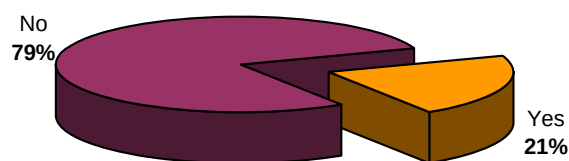
This overview presents results obtained from the 2009 Survey. Survey results are divided into the following categories: 1) Training Programs, 2) Service Satisfaction, 3) Customer Satisfaction Index, 4) Employment Status, 5) Wages, 6) Customer Service and 7) Demographics. Survey questions are identified in **bold italics** followed by a brief description of what was asked.

Training Programs

Question 1.a asks respondents whether or not they have attended training programs sponsored by Workforce Solutions-URG; **Figure 1.1** below illustrates customer responses.

- ♦ 21% (282 customers) *have attended* a training program
- ♦ 79% (1,041 customers) *have not attended* a training program
- ♦ Throughout this report, we refer to those who attended a sponsored training program as the "A*ttended Training*" or "*Training*" group and those who did not as the "*Did not Attend Training*" or "*No Training*" group

Figure 1.1 **– Have you attended a training program sponsored by WS-URG?**
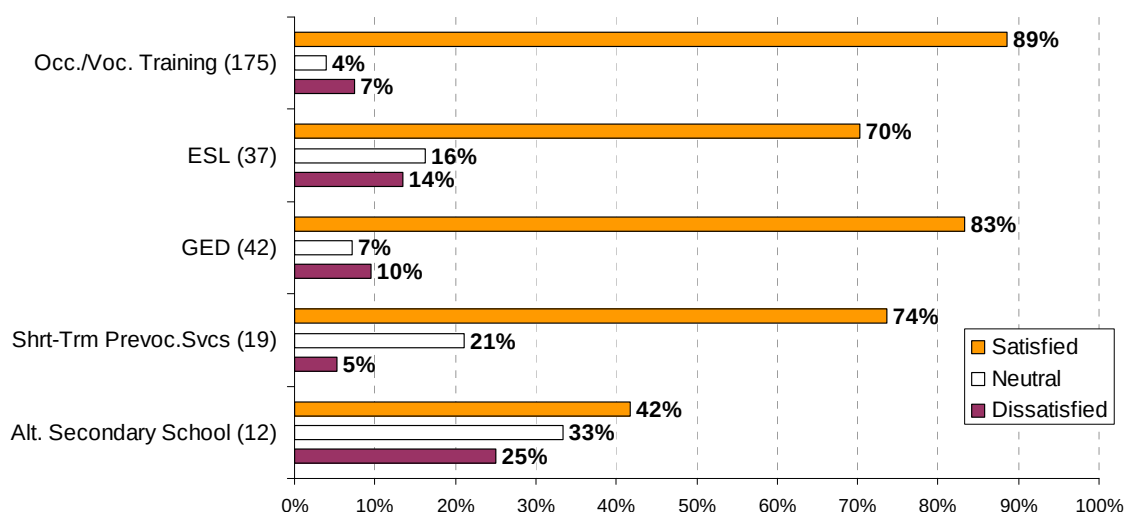
Question 1.b asks customers who answered "Yes" to **1.a** to indicate their level of satisfaction with the *type* of training (*Occupational/Vocational*, *ESL*, etc. – types of training are summarized in **Table 1.1**) they received. Results are presented in **Table 1.1** and **Figure 1.1**.

- ♦ Of the 282 respondents who have attended a training program, the majority, 62% or 175, participated in *Occupational/Vocational training*. Another 28% (79) have attended an *ESL* or *GED* program.
- ♦ In all cases except *Alternative Secondary School*, the majority of participants were either satisfied or very satisfied with their training (indicated as "Satisfied" in **Figure 1.1**)
- ♦ *Alternative Secondary School* received the lowest satisfaction ratings at 42% with 12 respondents receiving this type of training.

Table 1.1 – **Level of satisfaction with type of training program**

Service	Number Receiving Service	Percent Receiving Service
Occupational/Vocational Training	**175**	**62.1%**
English as a Second Language (ESL)	**37**	**13.1%**
General Equivalency Diploma (GED)	**42**	**14.9%**
Short-Term Prevocational Services	**19**	**6.7%**
Alternative Secondary School	**12**	**4.3%**

Note: Percents do not sum to one hundred because each respondent was able to check multiple programs

Figure 1.1 – **Level of satisfaction with type of training program**

Note: "Satisfied" includes all respondents who indicate being either "Satisfied" or "Very Satisfied" with the program. Similarly, "Dissatisfied" includes all responses where a respondent indicates being either "Dissatisfied" or "Very Dissatisfied" with the program.

<u>*Training Type by Zip Code*</u>
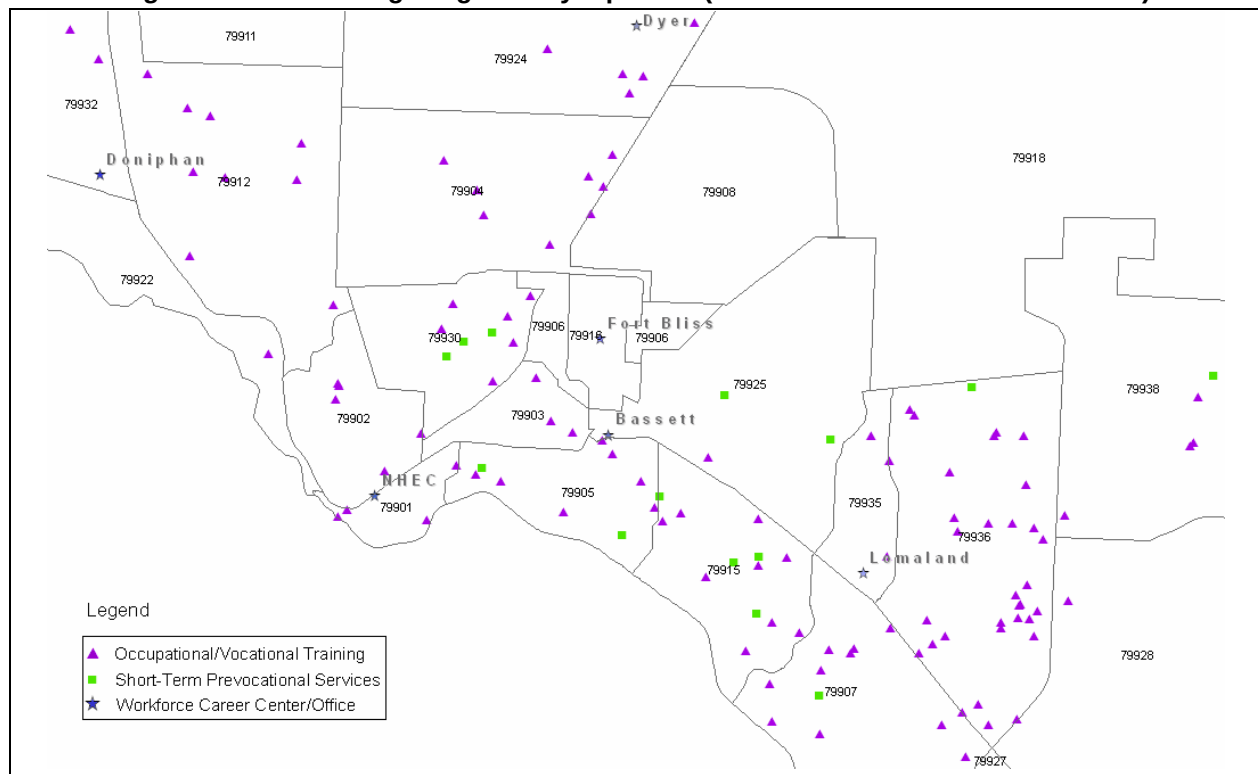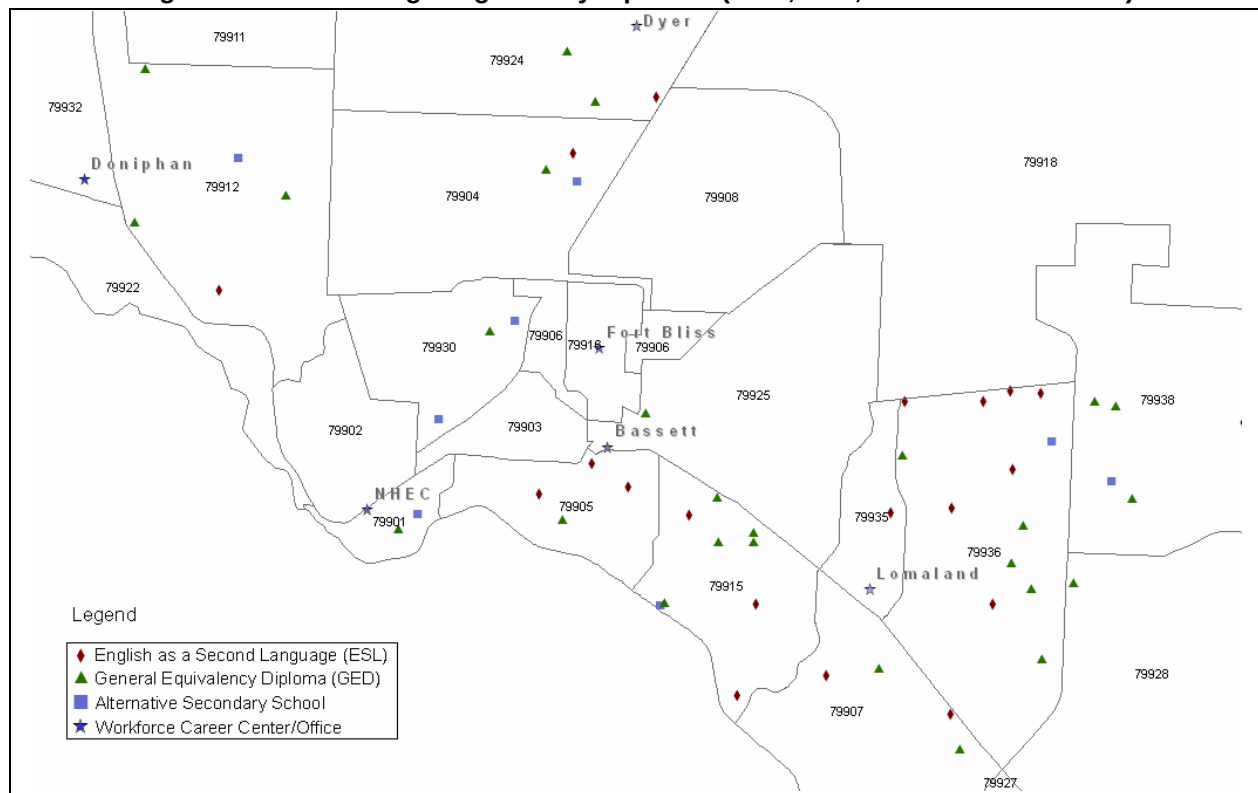
Table 1.2 shows type of training by Zip Code and **Figure 1.2** shows the corresponding spatial distribution in an ArcGIS (Geographic Information System) dot density map.

♦ Of the respondents who participated in *Occupational/Vocational training*, the majority report living within the following Zip Codes: 79907, 79912, 79924, 79936, and 79938 (see **Figure 1.2a**)

♦ A majority of respondents who attended *ESL* or *GED* live in Zip Codes 79907, 79915, 79927, 79928, 79936, and 79938 (see **Figure 1.2b**)

Table 1.2 – Training Program Attendance by Zip Code (Crosstab)

Zip Code	A.1	A.2	A.3	A.4	A.5
79835	1	-	-	-	-
79836	2	1	1	1	1
79838	6	2	1	1	-
79901	4	-	1	-	1
79902	5	-	-	-	-
79903	3	-	-	-	-
79904	7	1	1	-	1
79905	7	3	1	2	-
79907	11	3	5	1	-
79908	1	1	3	-	1
79912	10	-	-	-	-
79915	9	3	5	4	1
79922	1	-	-	-	-
79924	15	2	3	2	1
79925	1	-	1	2	-
79927	6	4	3	-	-
79928	6	2	4	-	1
79930	6	-	1	3	2
79932	2	-	-	-	-
79934	1	-	-	-	-
79935	2	1	-	-	-
79936	32	7	5	1	1
79938	10	2	4	1	1
79945	1	-	-	-	-

A.1 - Occupational/Vocational Training
A.2 - English as a Second Language (ESL)
A.3 - General Equivalency Diploma (GED)
A.4 - Short-Term Prevocational Services
A.5 - Alternative Secondary School

***Figure 1.2.a* – Training Programs by Zip Code (*Occ./Voc.* and *Short Term Prevoc.*)**

1 symbol (triangle or square) = 1 respondent

***Figure 1.2.b* – Training Programs by Zip Code (*GED*, *ESL*, and *Alt. Sec. School*)**

1 symbol (diamond, triangle, or square) = 1 respondent

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Question 1.c follows up with *type* of training and asks respondents to 1) identify *specific training program*(*s*) they have participated in and 2) specify whether or not they have completed the training. Results are presented in *Table 1.3*.

♦ The largest number or respondents have enrolled in *GED* and *ESL* programs, with 35 and 32 customers indicating enrollment respectively. Approximately one in three respondents enrolled in these programs has also completed the training program.

♦ The next four most popular training programs (and corresponding number of customers indicating enrollment) include the *Administrative Assistant* (18), *Computer/Network Technician* (17), *Customer Service Representative* (13) and *Medical Assistant* (10) programs.

♦ Open ended responses given in cases where a respondent was unsure about the specific training program include: *security guard*, *plastic technologies*, *cosmetology*, and *construction*

Training Program Recommendations

♦ Continue to make *Occupational and Vocational* training opportunities available

♦ Consider sponsoring training programs that build skills that can be applied to multiple occupations to increase a respondent's ability to work in various areas

Table 1.3 – **Specific Training Programs respondents have enrolled in**

Occupational/Vocational Training Program	Number Enrolled in the Program	Percent that Completed the Program
GED	35	29%
ESL	32	28%
Administrative Assistant	18	33%
Computer/Network Technician	17	47%
Customer Service Representative	13	23%
Medical Assistant	10	60%
Professional Commercial Driver Training	8	25%
General Office Skills Enhancement Training	5	80%
Medical/Clinical Assistant	5	40%
Building Maintenance	4	25%
Business and Customer Relations Associate	4	25%
Electrical Technician	4	75%
Health Information Technology	4	75%
Bookkeeping	3	33%
Diesel Technician	3	33%
Medical Billing and Coding	3	67%
Nurse Assestant	3	0%
Refrigeration and Air Conditioning	3	33%
Vocational Nurse	3	33%
Pharmacy Technician	2	50%
Pipe Welding	2	0%
Website/Graphic Design Specialist	2	100%
Advanced Welding Technology	1	100%
Chemical Dependency Technician	1	0%
Combination Welding	1	0%
Import/Export Administration	1	100%
Industrial Technology	1	0%
Intermediate Computer Operator Technology	1	0%
Medical Records and Health Information	1	0%
Network Administrator I	1	0%
Phlebotomy Technician	1	100%

Note: Responses indicating enrollment in a certificate, associate degree, or other occupational/vocational program not previously listed were not included in the analysis of the question as these responses did not clearly identify for which programs customers had been participants.

Service Satisfaction

Question 2 asks all respondents about their level of satisfaction with services provided by WS-URG such as *Job Search Assistance, Job Readiness/Employment Skills*, etc. **Table 2.1** ranks services by frequency of requests and shows corresponding percentages.

- ♦ The top five most frequently received services include *Job Search Assistance, Job Search Basic, Workforce Services Orientation, Resume/Application/Interview Preparation,* and *Supervised Job Search*

- ♦ The least frequently used services include *Unsubsidized Employment/Employment Entry*, *Employability Development Plan*, *Comprehensive Objective Assessment*, and *Community Service*

Figure 2.1 shows level of satisfaction per service. In each part of **Figure 2.1**, "Satisfied" shows the percentage of respondents who were either "Satisfied" or "Very Satisfied" with the services and "Dissatisfied" reports the percent of respondents who were either "Dissatisfied" or "Very Dissatisfied" with the corresponding service.

- ♦ For all service categories (*Employment*, *Summer Employment*, *Unsubsidized Employment*, *Job Search*, etc.) and for all specific services within each category, the majority of respondents are satisfied with the services they received from WS-URG.

- ♦ The highest levels of satisfaction are for the following: *Workforce Services Orientation* (88%)*, Resume/Application/Interview Preparation* (88% satisfaction), and *Work Experience* (84%). The following services each have an 83% satisfaction rating: *On the Job Training*, *Labor Market Information*, *Support Services*, *Job Search Basic*, and *Job Readiness/Employment Skills*.

- ♦ The services with the lowest levels of satisfaction, those where respondents report "Neutral", "Dissatisfied", or "Very Dissatisfied", include *Unsubsidized Employment/Employment Entry* and *Community Service*

Table 2.2 shows the top 6 services by Zip Code. The Zip Codes that originate the most service requests are 79904, 79907, 79912, 79915, 79924, and 79936. **Figures 2.2** through **2.7** show the geographic distribution of services for El Paso County.

### *Table 2.1* – **Services received from WS-URG and level of satisfaction with each service.**

| Service	Number Receiving Service	Percent Receiving Service
Job Search Assistance	684	51.5%
Job Search Basic	651	49.0%
Workforce Services Orientation	475	35.7%
Resume/Application/Interview Preparation	312	23.5%
Supervised Job Search	311	23.4%
Counseling	215	16.2%
Follow-Up Services	114	8.6%
On-the-Job Training	108	8.1%
Work Experience	108	8.1%
Support Services	105	7.9%
Labor Market Information	94	7.1%
Job Readiness/Employment Skills	88	6.6%
Summer Employment	86	6.5%
Case Management	85	6.4%
Subsidized Employment	71	5.3%
Leadership Development	58	4.4%
Tutoring/Study Skills/Instruction	55	4.1%
Mentoring	52	3.9%
Unsubsidized Emp./Employment Entry	41	3.1%
Employability Development Plan	41	3.1%
Comprehensive Objective Assessment	37	2.8%
Community Service	33	2.5%

Note: Percents do not sum to one hundred because each respondent was able to check multiple services

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Figure 2.1 – Services received from WS-URG and level of satisfaction with each service

Employment

Service	Dissatisfied	Neutral	Satisfied
On-the-Job Training (108)	5%	12%	83%
Work Experience (108)	3%	13%	84%
Subsidized Employment (71)	6%	24%	70%
Leadership Development (58)	7%	16%	78%

Summer/Unsubsidized Employment

Service	Dissatisfied	Neutral	Satisfied
Summer Employment (86)	6%	19%	76%
Unsub. Emp./Emp. Entry (41)	7%	37%	56%

Job Search/Job Readiness

Service	Dissatisfied	Neutral	Satisfied
Job Search Assistance (684)	13%	11%	76%
Supervised Job Search (311)	11%	8%	81%
Job Search Basic (651)	10%	8%	83%
Res./Appl./Int. Prep. (312)	3%	8%	88%
Job Rdy./Emp. Skills (88)	3%	14%	83%

Case Management/Mentoring/Tutoring

Service	Dissatisfied	Neutral	Satisfied
Case Management (85)	11%	13%	76%
Counseling (215)	9%	13%	78%
Mentoring (52)	10%	13%	77%
Tut./Study Skills/Instr. (55)	5%	15%	80%

Miscellaneous

Service	Dissatisfied	Neutral	Satisfied
Community Service (33)	15%	24%	61%
Comp. Obj. Assess. (37)	8%	22%	70%
Employ. Dev. Plan (41)	7%	15%	78%
Follow-Up Services (114)	12%	12%	75%
Support Services (105)	6%	11%	83%
Labor Market Information (94)	7%	10%	83%
WS Svcs. Orientation (475)	4%	8%	88%

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Table 2.2 – **Top 6 Services by Zip Code (Crosstab)**

Zip Code	E.1	E.2	E.3	F.2	G.1	P
79821	4	1	2	2	2	3
79835	7	2	4	2	1	4
79836	6	3	6	3	4	5
79838	7	3	7	2	5	7
79839	-	-	1	-	-	-
79849	14	7	20	5	7	15
79853	2	2	2	-	1	2
79901	14	6	9	3	5	5
79902	20	10	14	5	6	11
79903	14	7	16	6	11	10
79904	37	21	31	13	21	21
79905	28	8	24	9	12	17
79907	46	26	51	11	26	27
79908	-	-	1	-	1	1
79909	-	1	1	-	-	1
79911	-	-	1	-	-	-
79912	38	18	39	18	17	22
79915	35	21	34	13	20	27
79922	4	4	3	1	1	1
79923	-	-	1	-	-	-
79924	49	26	62	16	28	44
79925	25	8	23	10	11	12
79926	-	1	-	-	-	-
79927	21	8	22	5	11	23
79928	26	15	37	8	12	30
79929	1	1	1	-	-	1
79930	17	7	15	3	15	12
79932	17	9	16	6	4	9
79934	8	2	6	2	3	1
79935	10	5	11	4	3	9
79936	84	39	76	31	31	68
79937	1	-	2	-	-	-
79938	24	9	23	8	19	18
79939	-	-	1	-	-	-
79942	-	-	1	-	-	-
79945	-	-	1	-	-	-
79947	1	-	-	-	-	-
79948	1	-	-	-	-	-
79949	-	-	1	-	1	1
79984	-	-	1	-	-	-
88018	1	-	-	-	-	-
88021	-	-	1	-	-	-
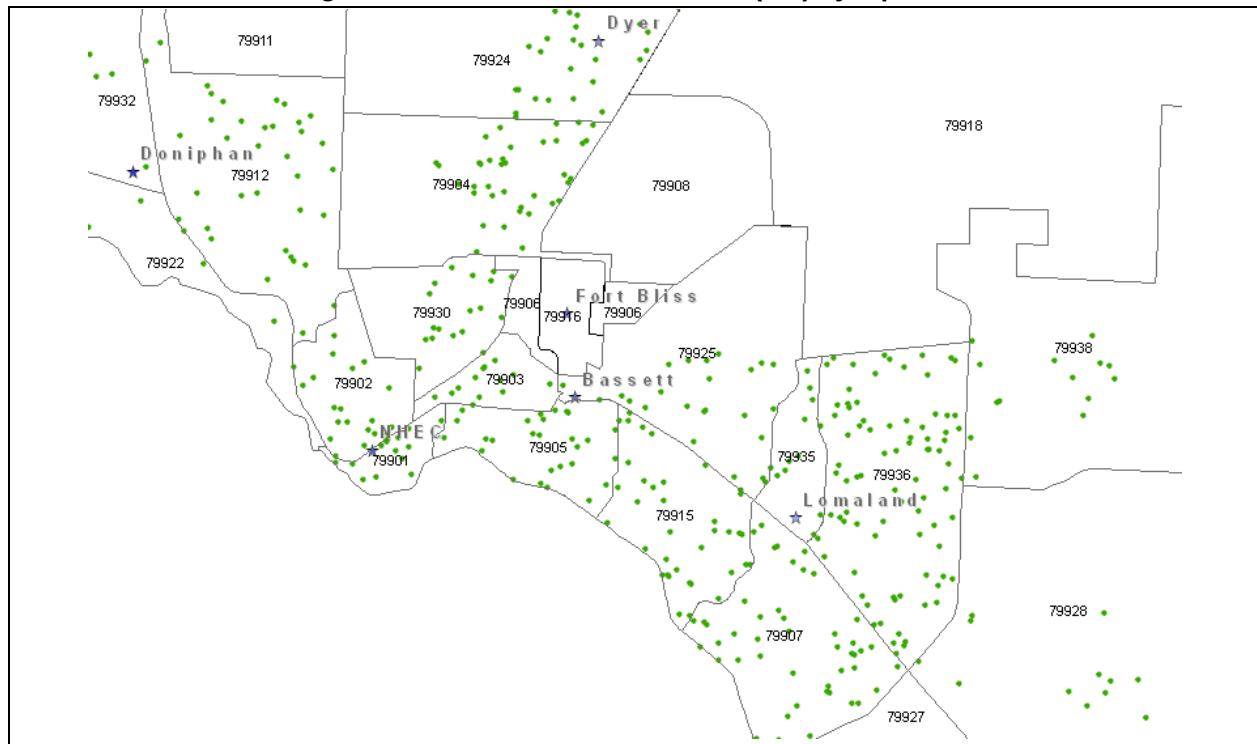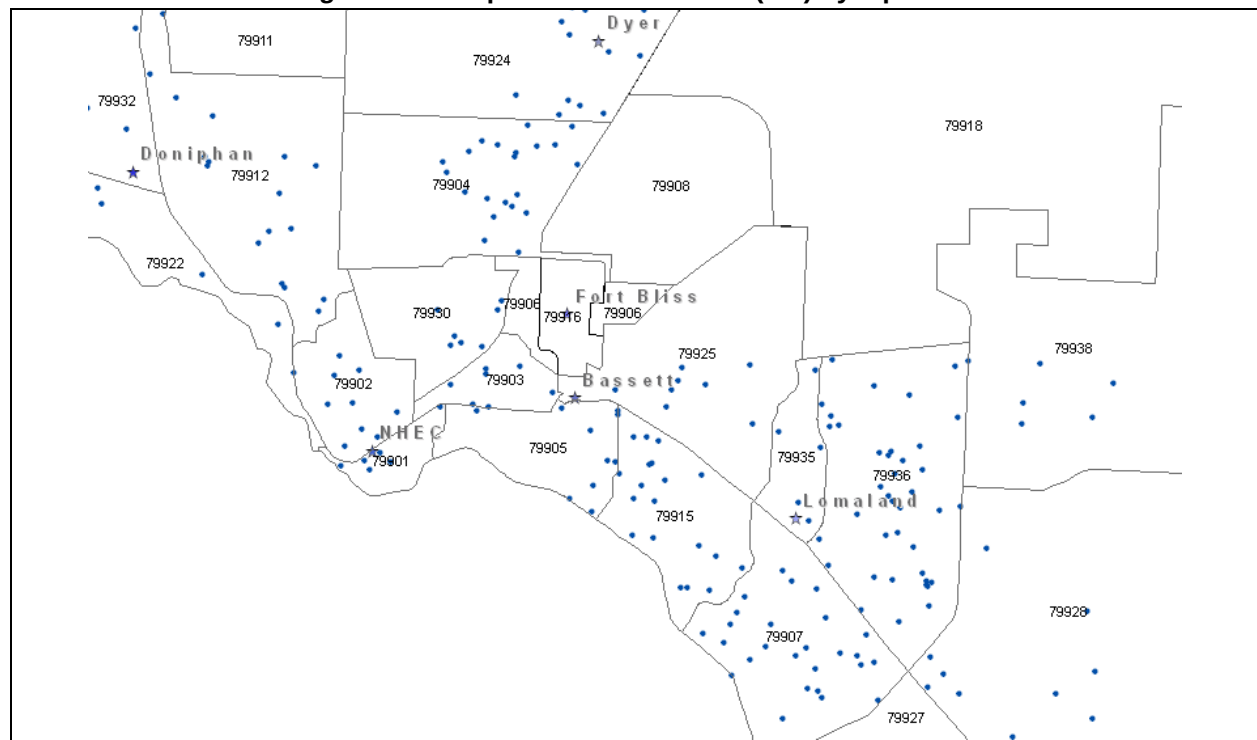
E.1 – Job Search Assistance F.2 – Counseling
E.2 – Supervised Job Search G.1 – Resume/Application/Interview Preparation
E.3 – Job Search Basic P – Workforce Services Orientation

Figure 2.2 – **Job Search Assistance (E.1) by Zip Code**
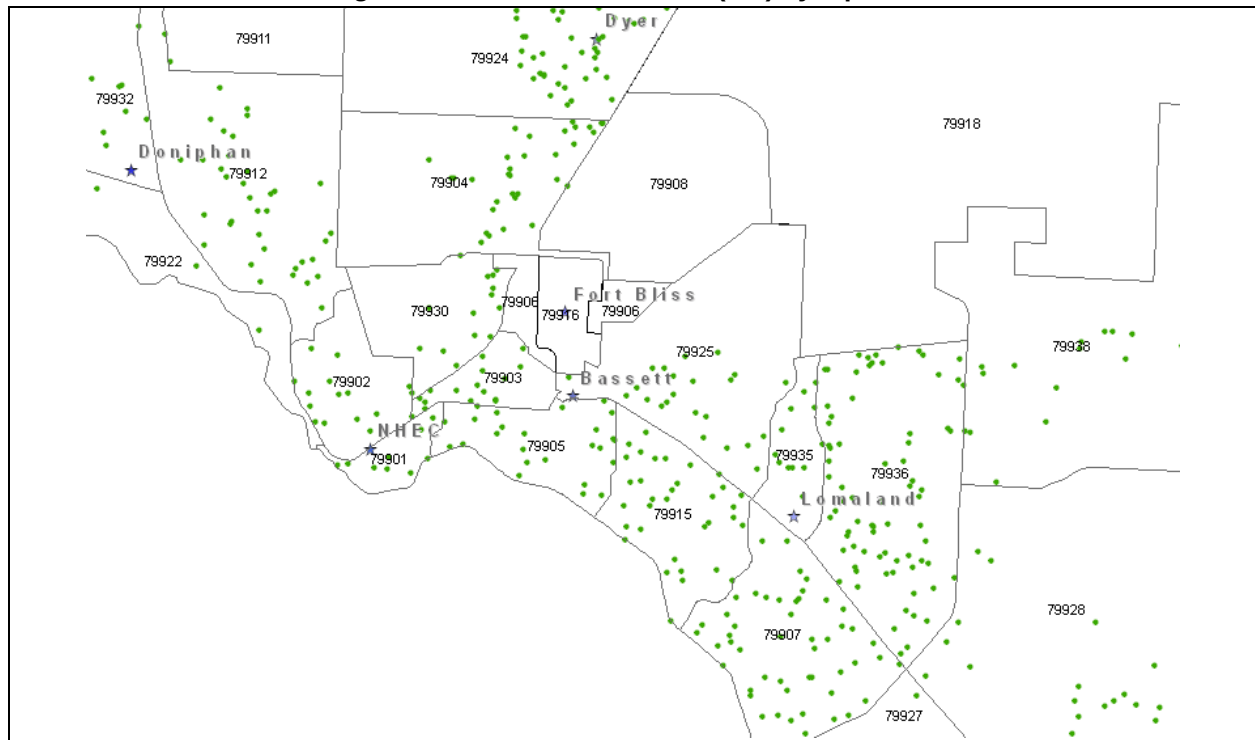
1 dot = 1 respondent
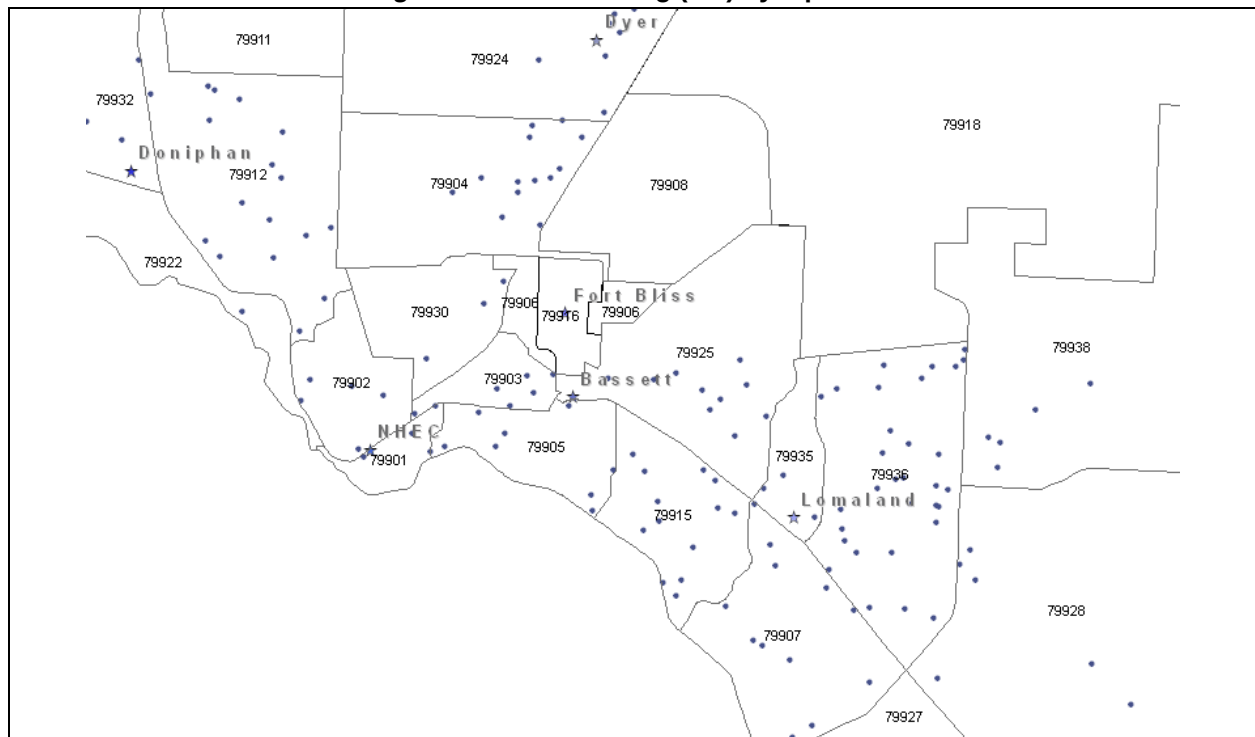
Figure 2.3 – **Supervised Job Search (E.2) by Zip Code**
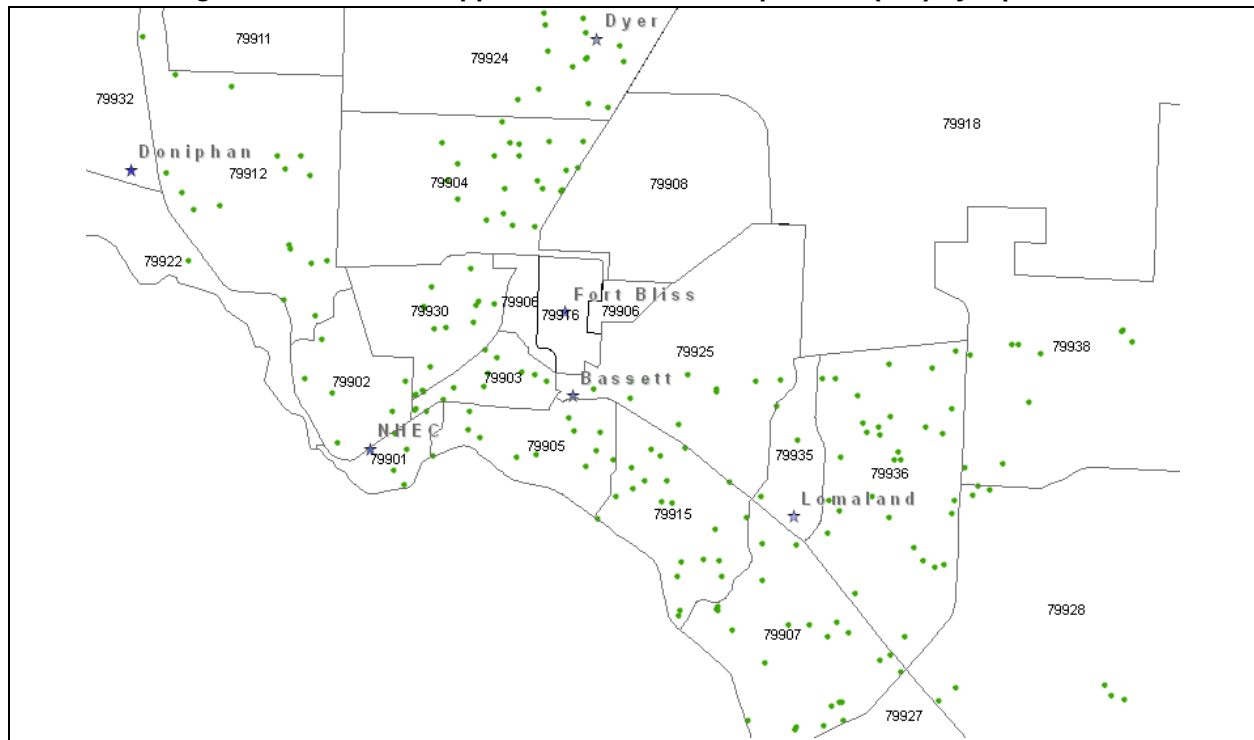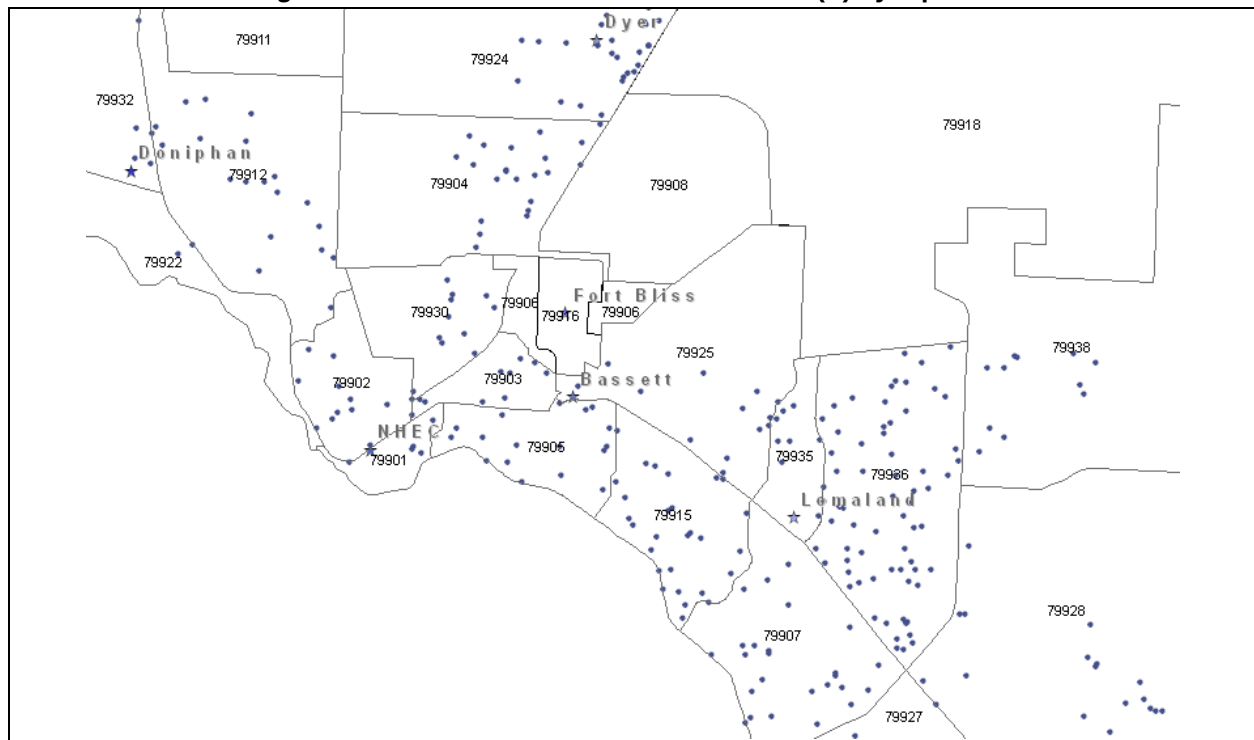
1 dot = 1 respondent

Figure 2.4 – Job Search Basic (E.3) by Zip Code

1 dot = 1 respondent

Figure 2.5 – Counseling (F.2) by Zip Code

1 dot = 1 respondent

Figure 2.6 – Resume/Application/Interview Preparation (G.1) by Zip Code

1 dot = 1 respondent

Figure 2.7 – Workforce Services Orientation (P) by Zip Code

1 dot = 1 respondent

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WS-URG Customer Satisfaction Index

This section reports results for overall customer satisfaction with WS-URG services. Comparisons are made between the 2007 and 2009 Surveys. The WS-URG *CustomerSI*, which provides an overall satisfaction index, is then presented. (The index is measured using three standard questions commonly used to measure customer satisfaction. These three questions are collectively referred to as the *Customer Satisfaction Index – CSI* questions.)
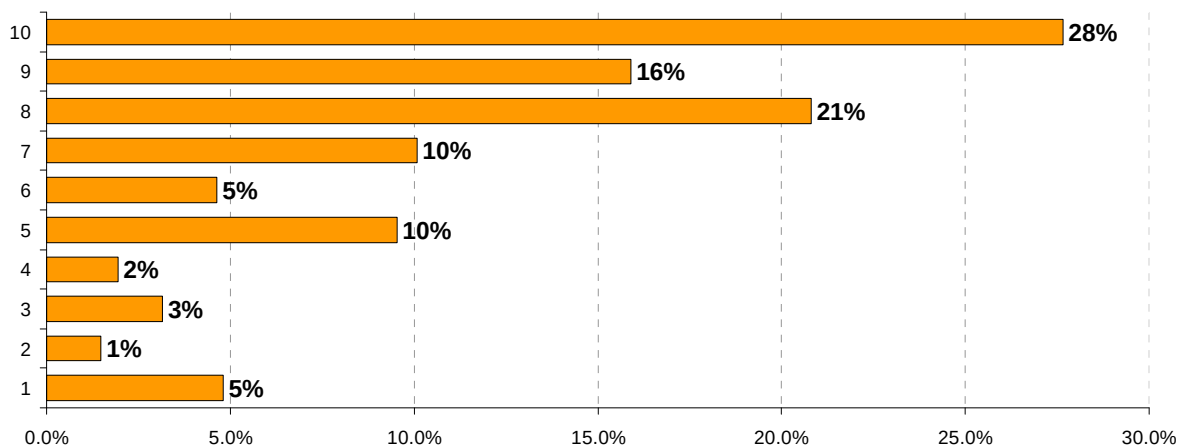
The *CSI* questions are rated on a scale from 1 to 10, where 1 means "very dissatisfied", "falls short of expectations", or "not very close to ideal" and 10 means "very satisfied", "exceeds expectations", or "very close to the ideal" depending on which question is asked. Results for the three questions are averaged and transformed to a scale from 0 to 100. ***Appendix - B*** provides more information on how the index is calculated.

The following results are based on surveys where respondents answered all three *CSI* questions in order to 1) improve accuracy and 2) provide direct comparisons to the 2007 survey. Eighty-one percent of respondents (1,081 out of 1,329) answered all three questions.

Overall Satisfaction: ***Question 3.a*** asks respondents to rate "Overall Level of Satisfaction" with services they have received from WS-URG. ***Figure 3.1*** shows total number of responses (in percent) for each point of the rating scale (from 1 to 10). Reported below the figure are response frequency (number of respondents who answered the question), average rating, and the customer satisfaction index (C*SI*) for this question. The *CSI* score is simply the average rating transformed to a number from 0 to 100. In summary:

♦   The average rating is **7.6** and corresponding CSI is **73**

♦   44% of respondents rated services provided by Workforce Solutions a 9 or 10

♦   31% of respondents rated services provided Workforce Solutions a 7 or 8

♦   26% rated services 6 or lower [4]

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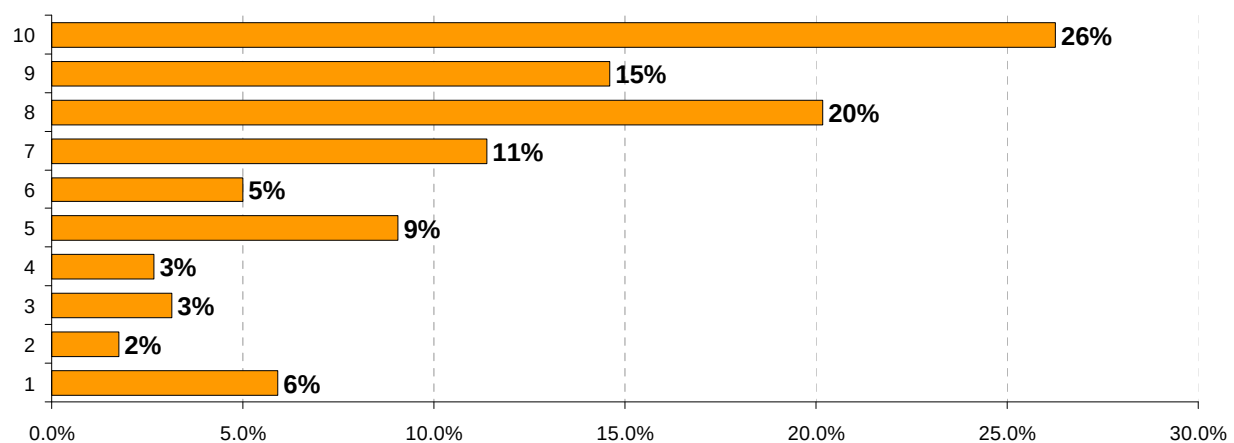
[4] Percentages do not add up to 100% due to round off error

Figure 3.1 – <u>Overall Satisfaction</u> with services provided by WS-URG

Response Frequency: ***1,081**; Avg. Rating*: **7.6**; *CSI Score*: **73**

<u>Met Expectations</u>: **Question 3.b** asks respondents to rate how well services have met their expectations and *Figure 3.2* shows results. In summary:

♦ The average rating is **7.4** and corresponding CSI is **71**
♦ 41% of respondents rated services provided by Workforce Solutions a 9 or 10
♦ 31% of respondents rated services provided Workforce Solutions a 7 or 8
♦ 28% rated services 6 or lower
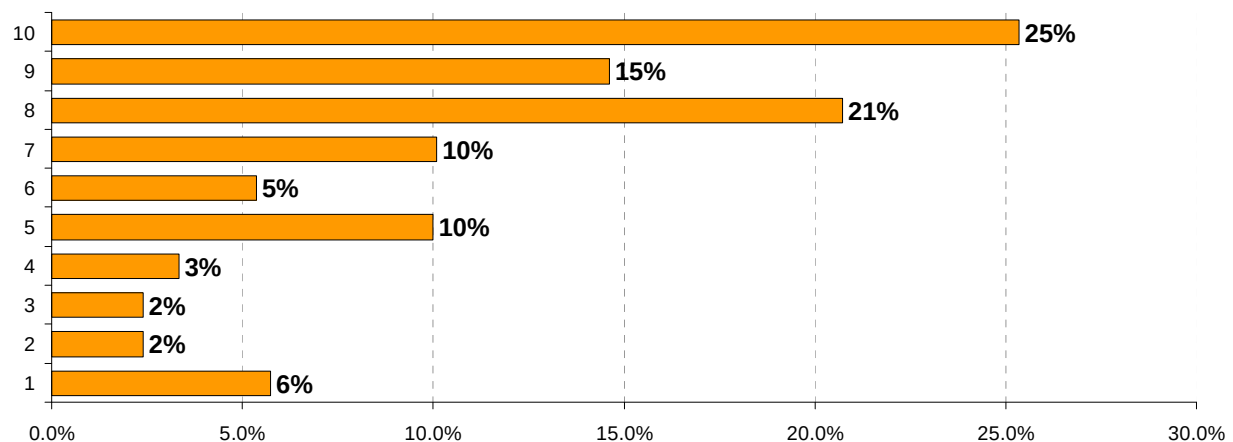
Figure 3.2 **– How well services provided by WS-URG have <u>*Met Expectations*</u>**

*Response Frequency: **1,081**; Avg. Rating*: **7.4**; *CSI Score*: **71**

<u>*Compare with Ideal*</u>: **Question 3.b** asks respondents to rate how well the services they have received compare to ideal services for people in their circumstances. **Figure 3.3** shows results:

- ♦   The average rating is **7.4** and corresponding CSI is **71**
- ♦   40% of respondents rated services provided by Workforce Solutions a 9 or 10
- ♦   31% of respondents rated services provided Workforce Solutions a 7 or 8
- ♦   28% rated services 6 or lower [5]

Figure 3.3 – How well services provided by WS-URG <u>*Compare with Ideal*</u>
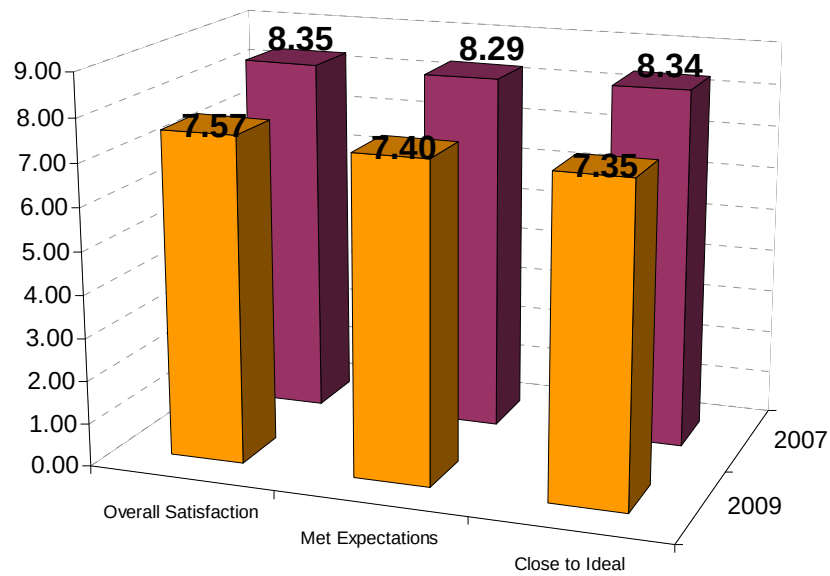
*Response Frequency: **1,081**; Avg. Rating*: **7.4**; *CSI Score*: **71**

The remainder of this section compares *average ratings* and *CSI scores* between the 2009 and 2007 surveys. The section concludes with a comparison between the 2009 and 2007 *WS-URG CustomerSI.*[6]
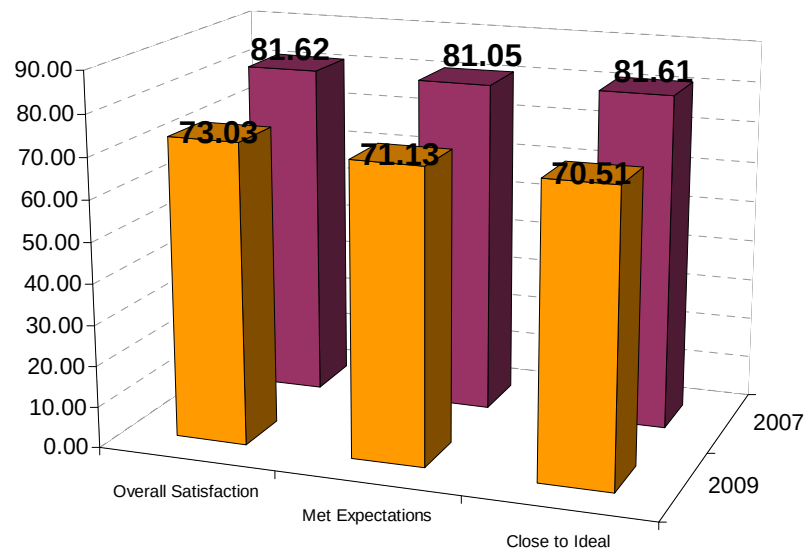
Figure 3.4 shows *average ratings* for 2007 and 2009 and **Figure 3.5** shows corresponding *CSI* scores. In each case, the 2009 ratings and scores have dropped from their previous levels in 2007. The 2009 averages show a decrease of approximately 9%. The corresponding decrease in *CSI* scores translates to approximately 11%.

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[5] Percentages do not add up to 100% due to round off error

[6] For the 2009 survey, the *CSI* questions were reformatted and slightly modified, but essentially ask the same question as what was asked in the 2007 survey. Because of this, comparisons can be made between the two. See **Appendix A.1** questions **3.a**, **3.b** and **3.c** and **Appendix A.2** questions **17**, **18**, and **19**.

Figure 3.4 – Average ratings by CSI question: 2007 vs. 2009 *
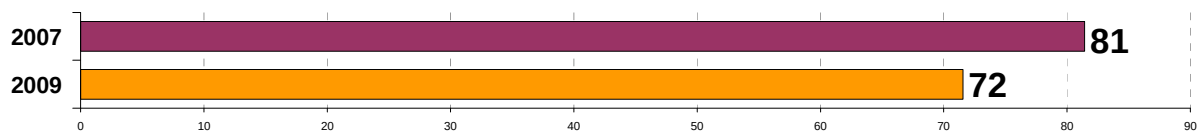
* Two decimal points are used to emphasize the slight differences between average ratings

Figure 3.5 – Customer Satisfaction Index Scores by CSI question: 2007 vs. 2009 *

* Two decimal points are used to emphasize the slight differences between index scores

Figure 3.6 shows a decrease in the overall WS-URG *CustomerSI* between 2009 and 2007. Here we see a nine point drop between 2007 and 2009 translates to an 11% decrease in the *CustomerSI*. In general, a score between 70 to 80 is considered acceptable, thus, while the WS-URG *CustomerSI* has fallen, it is still in the acceptable performance range.

Figure 3.6 **– WS-URG Customer Satisfaction Index Scores for 2007 and 2009**

Service and Overall Satisfaction Recommendation

♦ Consider implementation of WS-URG *CSI* on quarterly, bi-annually, or annually to
  o Track customer satisfaction by service and training program
  o Track changes in service strategy
♦ Note: the *CSI* can be incorporated into internal surveys conducted periodically by WS-URG
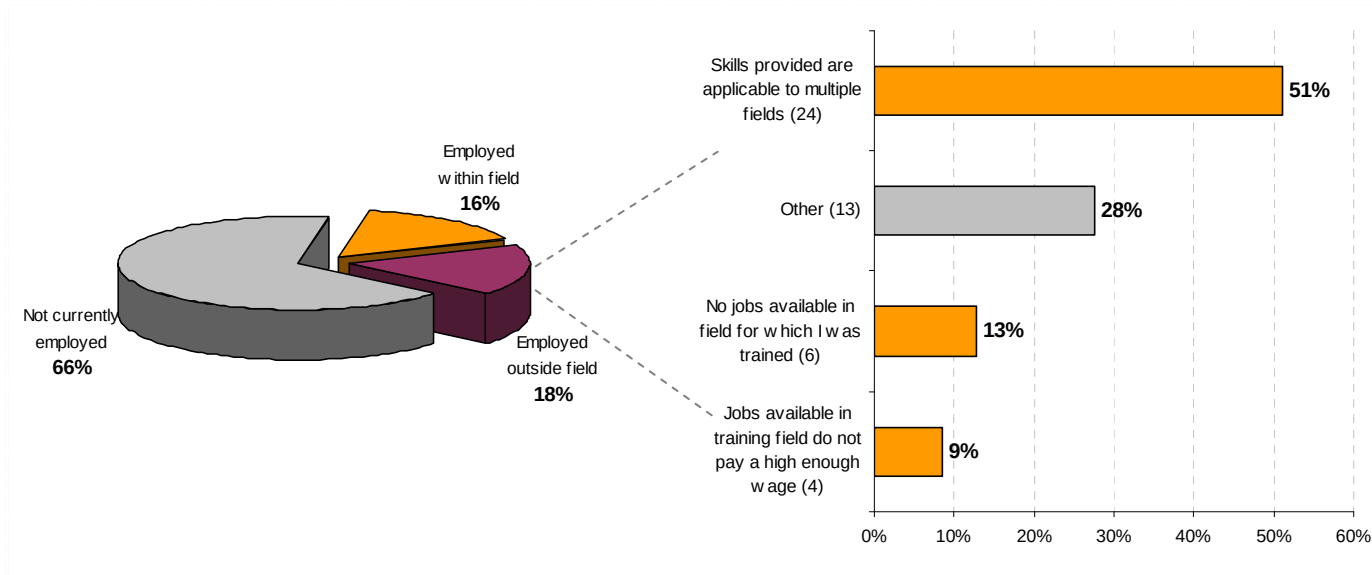
Employment Status

Recall ***Question 1.a*** asks respondents whether or not they attended a training program sponsored by WS-URG. If a respondent <u>attended</u> a training program, ***Question 4.a*** asked to specify whether they were 1) employed within the field they were trained; 2) employed outside their field; or 3) not employed (see ***Figure 4.1***). Respondents employed *outside their field of training* were asked to specify the primary reason for changing fields (***Question 4.b***). Note: respondents were also asked to specify additional reasons for changing fields if the primary reason was not listed as an option in ***4.b***. If a respondent <u>did not attend</u> a training program, they were only asked about their current employment status (***Question 9*** with results reported in ***Figure 4.3***). Finally, if respondent indicated being employed in ***Question 4.a*** and the respondent attended *ESL* or *GED*, they were asked if the programs helped them to gain employment (***Question 5***).

<u>Employment status of training program attendees</u>: ***Figure 4.1*** shows employment status of respondents who attended a WS-URG sponsored training program and the primary reason for changing fields if the respondent reports working outside their field of training.

♦ Less than half of the people who received training report being employed (34%).

♦ Of those who are employed and received training, 16% are employed in their field of training and 18% percent are employed outside their field.

♦ Of those working outside their field, the primary reason was reported as "*No jobs available in field for which I was trained*". Other reasons (16%) for changing fields include *career change*, *lack of experience*, *no GED*, *better pay*, and *age*.
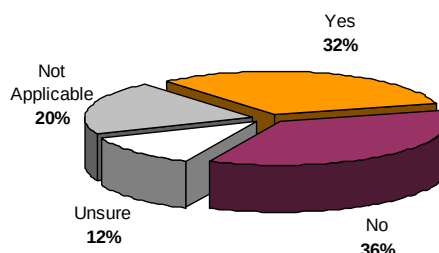
Figure 4.1 – **Employment status of customers who attended a training program and primary reason for working outside their training field**

<u>*ESL and GED training programs*</u>: In **Question 5** (**Figure 4.2**) respondents who attended *ESL* or *GED* programs were asked whether the programs helped them gain employment.

- ♦ 25 respondents answered **Question 5**.
- ♦ 32% of these (8 respondents) reported *ESL* or *GED* training helped them gain employment while 36% (9 respondents) said it did not

Figure 4.2 – **Has ESL and/or GED training helped you to gain employment?**
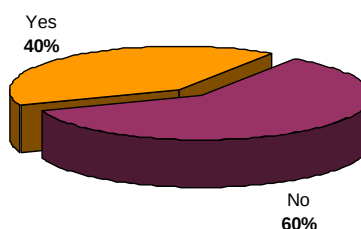
When we look at those who only attended *ESL* compared to those who only attended *GED*:

- ♦ 27 respondents report attending ESL training only (with 6 completing the training).[7] Of the 27 respondents, 9 are employed and of these, 2 report that *ESL* has helped them to gain employment whereas 4 report that it did not.
- ♦ 27 respondents report attending *GED* training only (with 4 completing the training). Of the 27 respondents, 11 are employed and of these, 4 report that the *GED* has helped them to gain employment whereas 3 report that it did not.

<u>*Employment status of respondents who did not attend a training program*</u>: Respondents who did not receive training were asked about their employment status in **Question 9**. Results show that 60% of the respondents who did not receive training (619 individuals) are also currently unemployed (**Figure 4.3**) while 40% (409) are currently employed.

Figure 4.3 – **Are you currently employed (Question 9)? (*Did not Attend Training*)**

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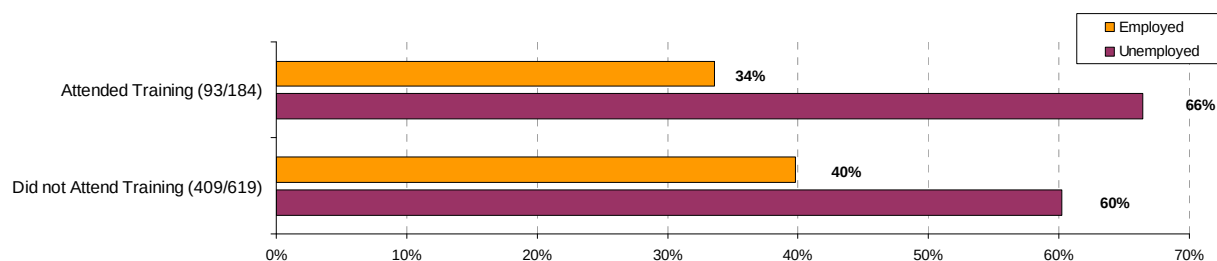
[7] i.e. these respondents attended *ESL* training and did not attend *GED* training.

Employment status comparison: **Figure 4.4** compares employment status between those who attended training and those who did not. The figure shows employment status for both groups and next to the group name in parenthesis are the numbers of individuals who report being employed and unemployed respectively. For example, of those who attended training, 93 or 34% report being employed whereas 184 or 66% report being unemployed.

From the figure we see that the relative number of employed individuals is greater for those who did not attend training compared to those who did (40% versus 34%). (From the perspective of unemployment, the relative percent of people who are unemployed is lower for those who did not attend a training program compared to those who did (60% compared to 66%).

Figure 4.4 – Employment status by training program attendance
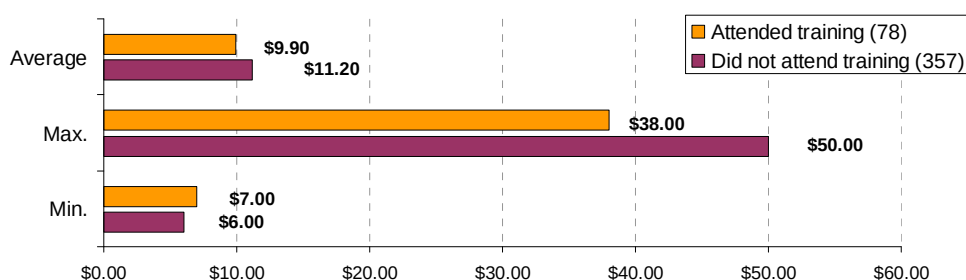
Wages

This section compares wages for respondents who did and did not attend a training program.

Hourly Wages: **Question 6.a** asked those who attended a training program to specify their hourly wages and **10.a** asked the same question to those who indicated they did not attend training. Wages were counted only if a respondent specified being employed (recall **Questions 4.a** and **9** ask about employment status). **Figure 6.1** shows reported hourly wages. Average, maximum, and minimum hourly wages are shown. In summary

♦ Average wages are $1.30 lower for those who attended training compared to those who did not
♦ The maximum reported wage is also lower for those who attended training compared to those who did ($38.00/hr vs. $50.00/hr)
♦ On the other hand, the minimum wage reported by those who attended training is higher compared to the reported minimum wages for the no training group.

Figure 6.1 – Hourly wage comparison
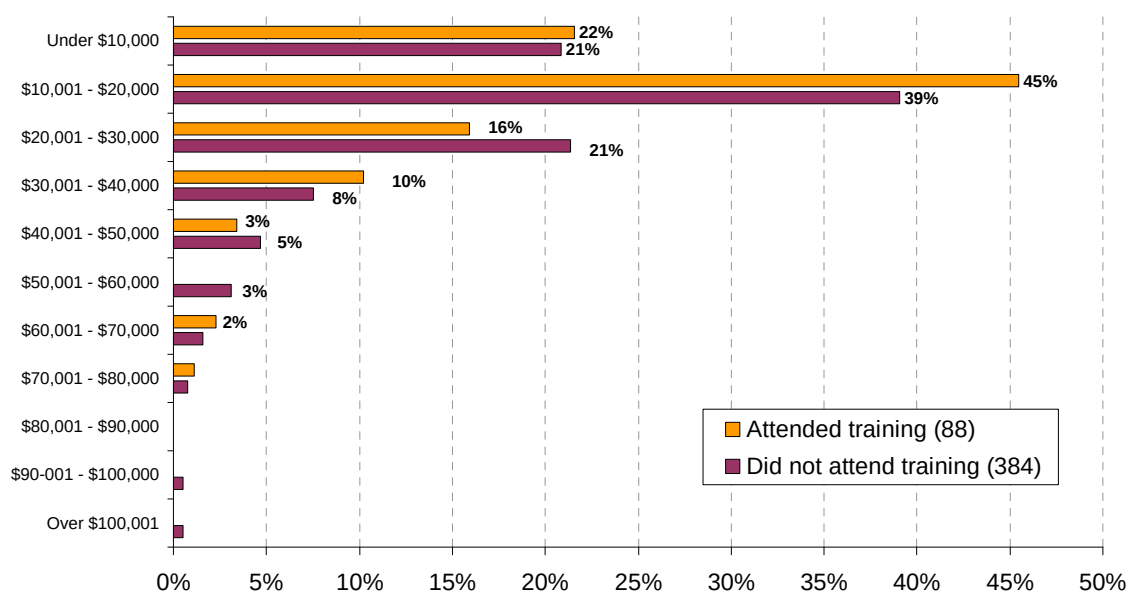
Annual Wages: **Questions 6.b** and **10.b** ask employed respondents to report current annual salary. **Figure 6.2** compares annual wages for those who attended training to those who did not. The total number of respondents who reported annual wages is reported in parenthesis in the figure's legend.

Salaries reported by those who attended training:
- ♦ 67% report annual salary below $20,000
- ♦ 26% report annual salary between $20,001 and $40,000
- ♦ 7% report annual salary above $40,001

Salaries reported by those who did not attend training:
- ♦ 60% report annual salary below $20,000
- ♦ 29% report annual salary between $20,001 and $40,000
- ♦ 9% report annual salary above $40,001
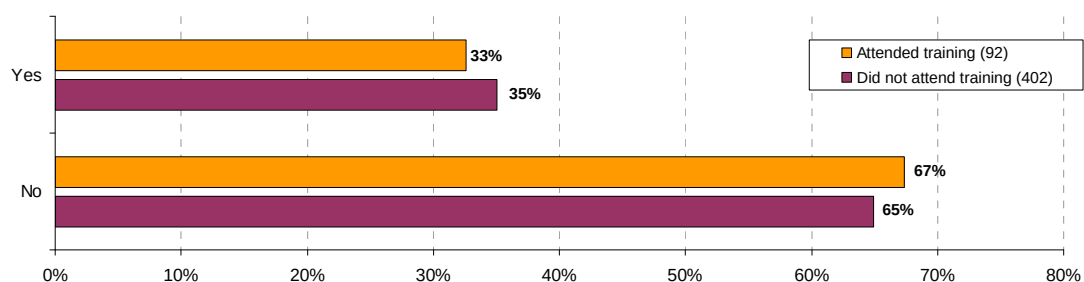
Figure 6.2 – Annual wage comparison

When annual wages are compared between the two groups we find:

♦ A larger percentage earns less than $20,000 for the received training group compared to the no training group (67% compared to 60%)

♦ A lower percentage earns between $20,001 and $30,000 for the received training group compared to the no training group (16% compared to 21%).

♦ The situation is reversed for the $30,001 to $40,000 range. In this case a larger percentage of the training group compared to the no training group (10% vs. 8%) reports a salary in this range.

♦ A small number (4) report annual wages above $90,001 (none of these attended training)

Questions 7 and *11* ask whether wages have increased over the last two years for those who have attended a training program and those who have not respectively. *Figure 7.1* compares results for the two groups: values in parenthesis next to legend labels show the number of respondents who answered the question. While a larger percentage of individuals who *did not attend training* report a wage increase over the last two years, the relative difference is not large (approximately 2%).

Figure 7.1 – **Have your wages increased over last two years?**

Questions 8.a, 8b, 8.c and *12.a*, *12.b*, *12.c* follow up with *Questions 7* and *11*. *Questions 8.a* and *8.b* ask for 1) the *primary reason for a wage increase*; and 2) *the amount of increase* (if applicable) for those who attended training. *Questions 12.a* and *12.b* pose the same question to those who did not receive training. *Figures 8.1* and *8.2* present results. In *Figure 8.1*, the "Other" category reflects open ended options that asked respondents to give other reasons for wage increases.

♦ For each group of respondents, the primary reasons for wage increases (not including the "Other" category) include *Annual Pay Raise* and *Promotion* (*Figure 8.1*).

♦ *Figure 8.2* shows the largest percentages of reported pay increases were under $100 per month for each group (50% for the training group vs. 42% for the non training group)

- ♦ Respondents who did not attend training report the following monthly wage increases in larger percentages compared to the *Attended Training* group: *$51 to $100*, *$201 to $300*, and *$301 to $500.*

- ♦ Respondents who attended training report the following monthly wage increases in larger percentages compared to the *No Training* group: *$26 to $50, $101 to $150*, and *$1000 or more.*

- ♦ 13% and 4% of the *Attended Training* and *Did not Attend Training* groups respectively report monthly wage increase greater that $1000/month.

Figure 8.1 **– What is the primary reason for the increase?**
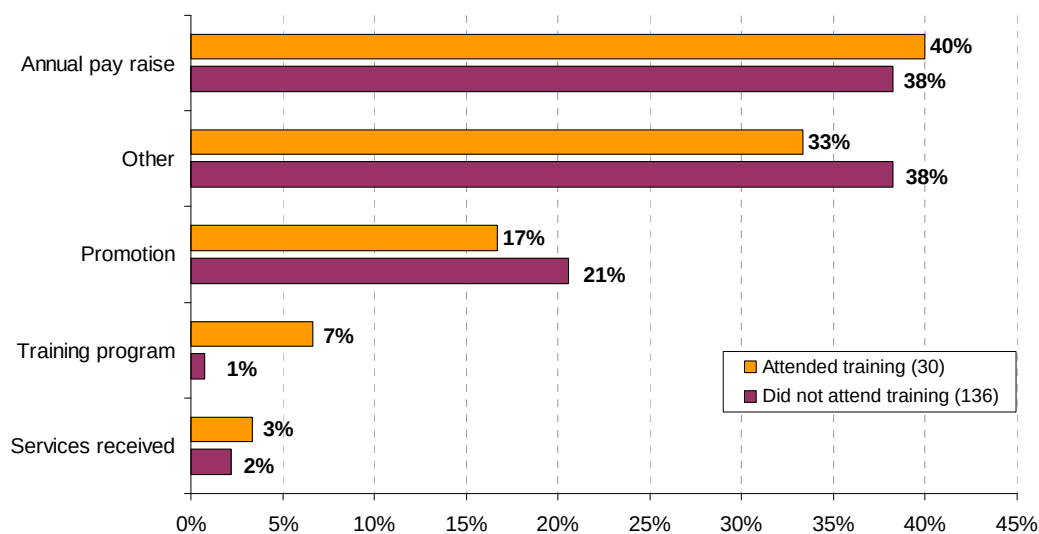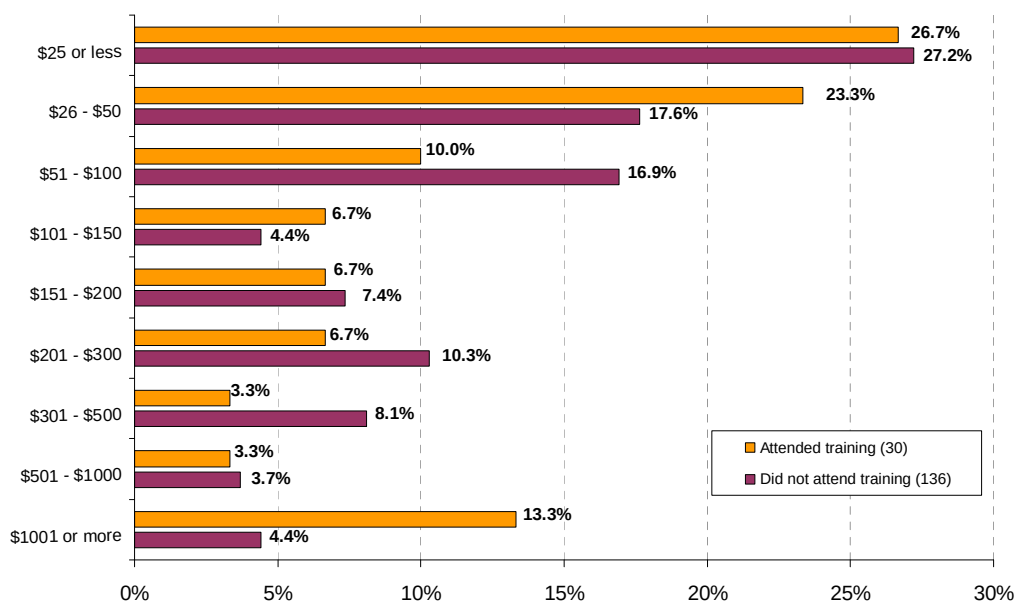
Figure 8.2 **– How much was the monthly salary increase?**

The following summarize "Other" responses as shown in *Figure 8.1*.

Other reasons for a wage increase for those who attended training:

♦ *Increase in the minimum wage*, *relocation*, *job evaluation*, *job change*, and *general pay increase*.

Other reasons for a wage increase for those who did not attend training: These results can be grouped into the following categories.
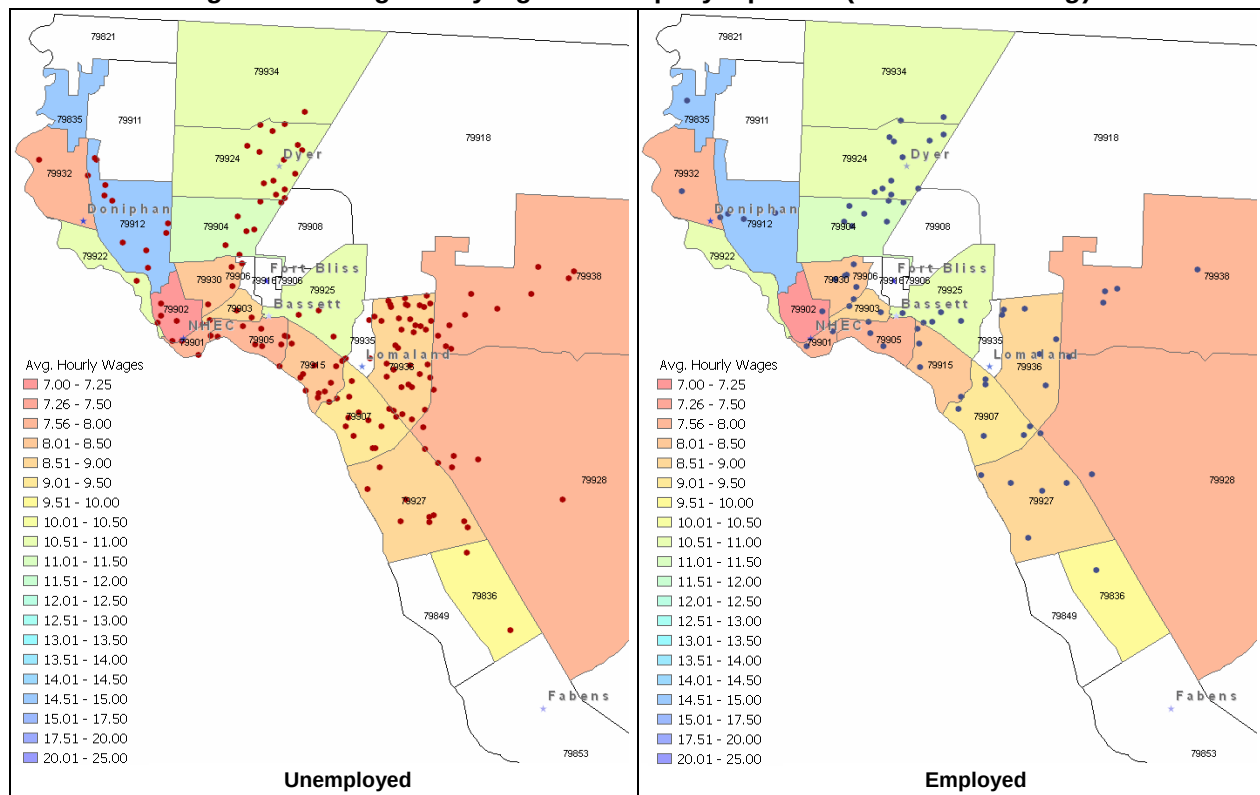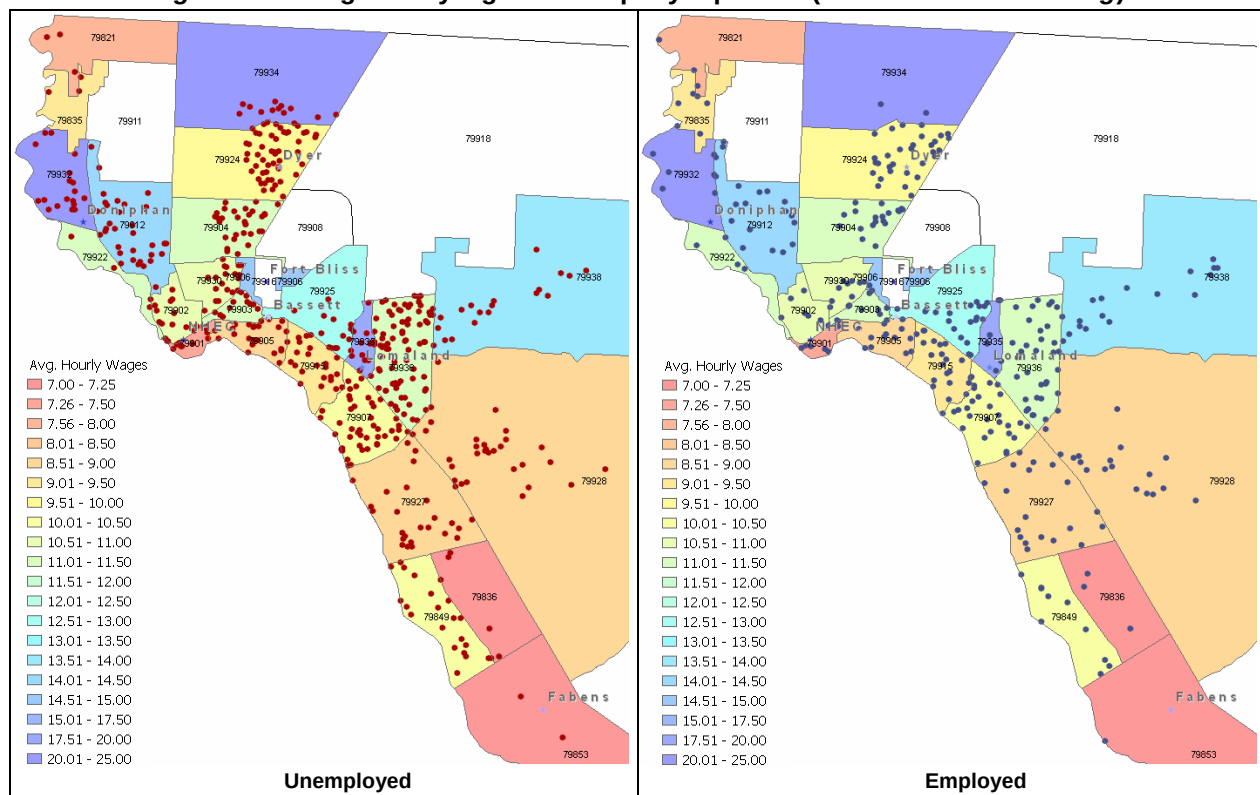
♦ Governmental: *state mandated increase, minimum wage increase*
♦ Educational: *knowledge, training, certification, degree*
♦ Self/Job related: *experience, performance, increased demand for qualifications, overtime, increased number of hours worked, different position or change in field changed jobs, relocated*

Employment and Wages by Zip Code: *Figures 8.3* and *8.4* give a perspective of average hourly wages by Zip Code for both the *Attended Training* and *Did not Attend Training* groups. (Recall that average hourly wages reported for each group respectively were $9.90 and $11.20). The spatial distribution of employment and unemployment for both groups by Zip Code throughout El Paso County is also shown.

♦ In the figures, one dot represents one respondent.
♦ Some Zip Codes are associated with higher hourly wages while others tend to be associated with lower hourly wages between the *Training* and *No Training* groups
♦ The hourly wage characteristics by Zip Code are different for the two groups. This is indicated by the different pattern of average wage distribution by Zip Code in *Figure 8.3* compared to *Figure 8.4*

Training and Wages Recommendations
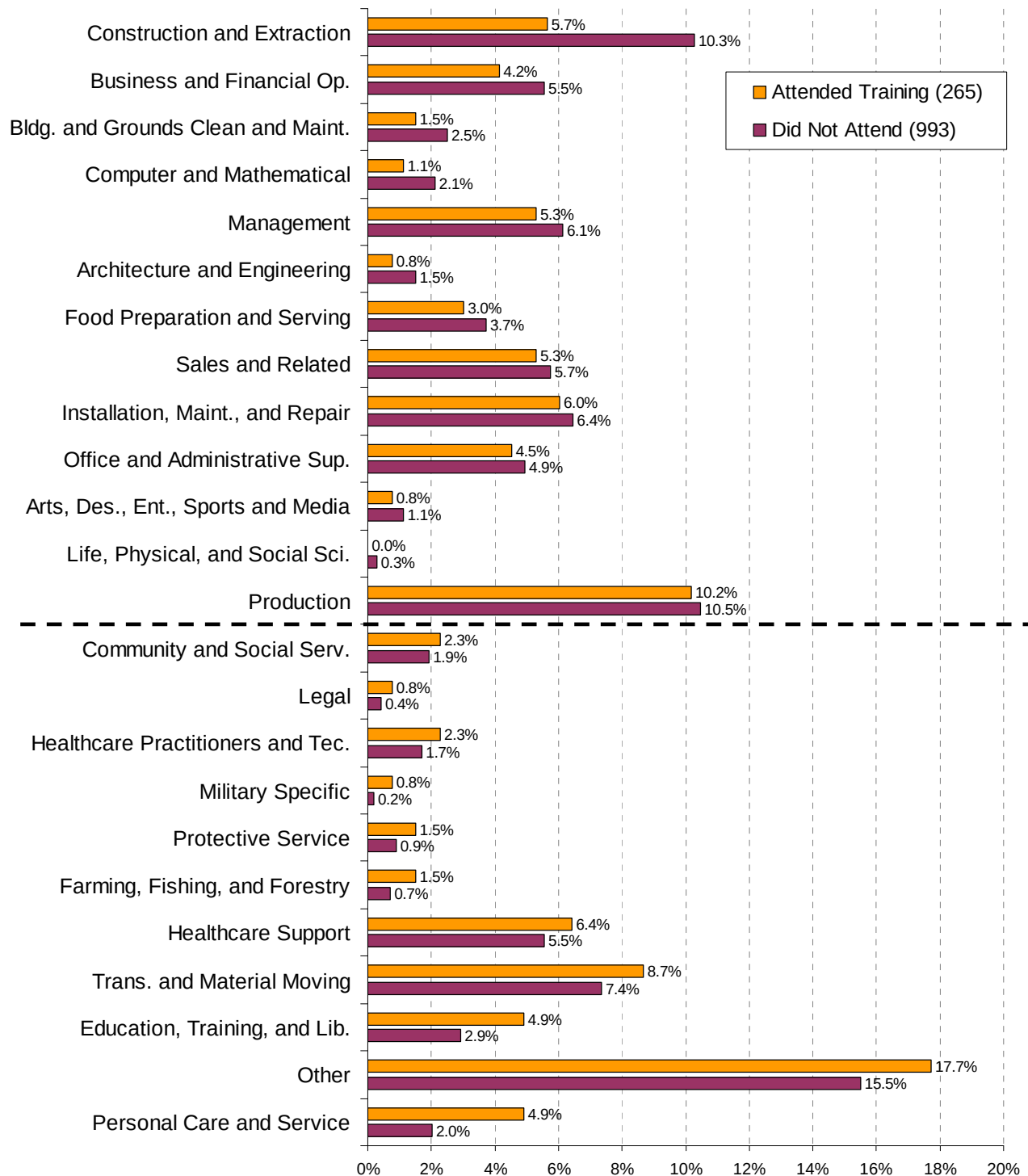
♦ Continue to provide opportunities to individuals who tend to seek training, especially in training programs associated with higher wages since these opportunities provide potential for large wage increases
♦ Further explore the relationship between wage increases and the following: training programs sponsored by WS-URG and services offered by WS-URG
♦ Increase training opportunities for individuals who live in Zip Codes that may be associated with lower hourly wages

Figure 8.3 – Avg. hourly wgs. and emp. by Zip Code (*Attended Training*)

Figure 8.4 – Avg. hourly wgs. and emp. by Zip Code (*Did not Attend Training*)

Occupation and Years Experience

Questions 13 asks respondents to identify their primary occupation. **Figure 13.1** compares the relative concentration of occupations for those who attended training and those who did not.

Figure 13.1 – Respondent Occupations
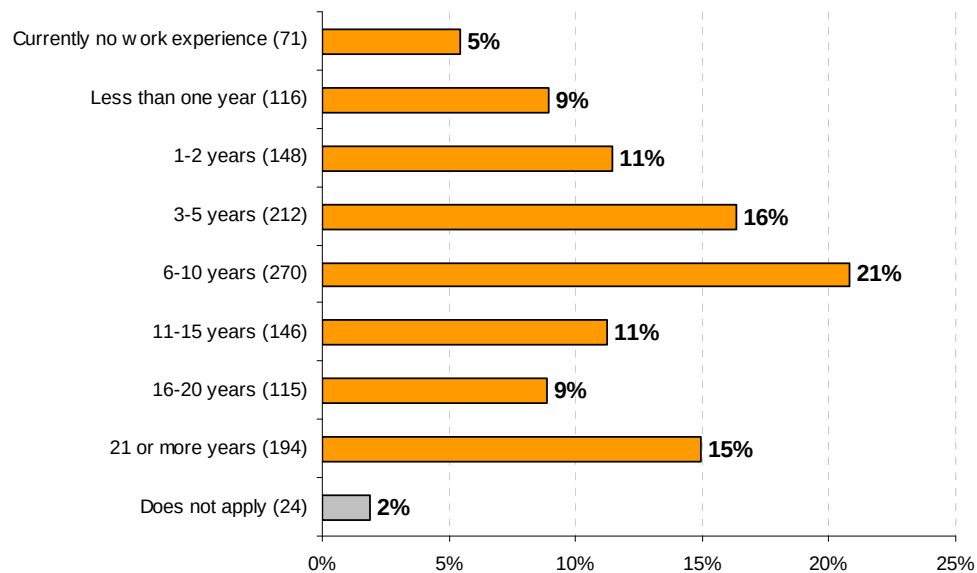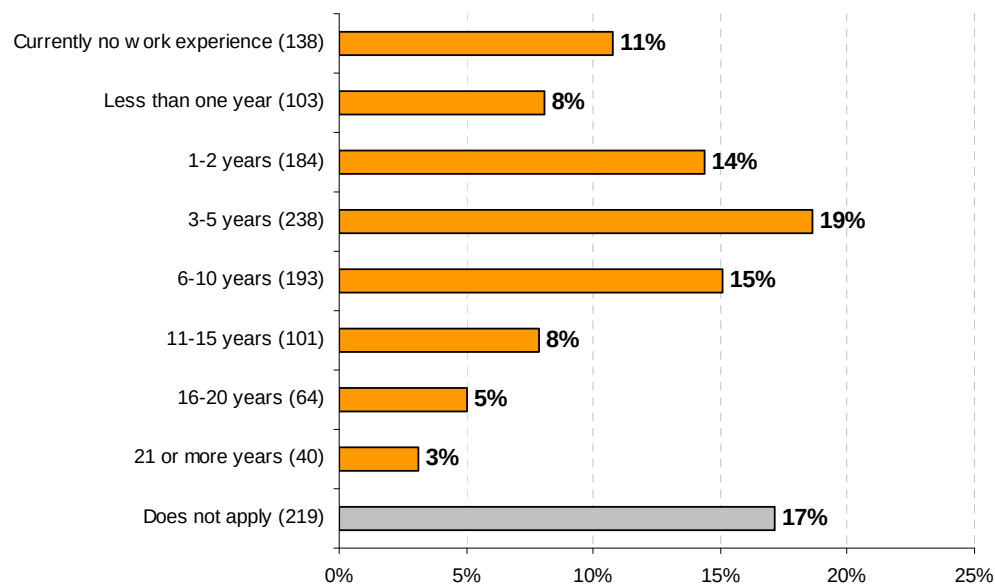
Note the following observations in **Figure 13**:

- ♦ Occupations that are above the dashed line have a higher percentage or concentration of respondents who *Did not Attend Training* (*Architecture/Engineering*, *Computer/Mathematical*, etc.)
- ♦ Occupations below the line show occupations with a higher concentration of those who *Attended Training* (*Military Specific*, *Personal Care*, etc.)
- ♦ Occupations *very close* to the dashed line indicate that they contain relatively equal percentages of each group. For instance, the relative percent of *Production* occupations are roughly equal for the two groups, 10.2% and 10.5% (with 27 out of 265 attending training and 104 out of 993 not attending training).
- ♦ Occupations *further* from the line indicate that there is a higher concentration of one group over the other. For instance, the relative percent of *Did not Attend Training* respondents is greater than those who attended training in *Construction/Extraction* (a difference of about 4.6%). On the other hand, the relative percent of *Attended Training* respondents is greater that those who did not attend training in *Personal Care and Service* (approximately 2.9% difference).
- ♦ The "Other" category captures open ended responses for respondents whose primary occupation was not listed in **Question 13**. Responses include: *student*, *housewife*, *government*, *labor*, *general*, *own business*, *flexible*, etc.

Questions 14 and **15** ask all respondents (regardless of whether they had received training) the number of years they have worked within (**Figure 14**) and outside (**Figure 15**) their primary occupation.

- ♦ 48% of all respondents say they have worked within their primary occupation between 1 and 10 years; similarly, 48% say they have worked outside their primary occupation for same amount of time.
- ♦ 35% of respondents say they have worked 11 years or more within their primary occupation, while less than half of that or 16% say they have spent the same amount of time working outside of their primary occupation.
- ♦ These findings suggest that although respondents have spent some time working both within and outside of their primary occupation, **in the long run, respondents have spent more time working within their primary occupation**.

Figure 14 – Number of years worked within primary occupation

Category	Percent
Currently no work experience (71)	5%
Less than one year (116)	9%
1-2 years (148)	11%
3-5 years (212)	16%
6-10 years (270)	21%
11-15 years (146)	11%
16-20 years (115)	9%
21 or more years (194)	15%
Does not apply (24)	2%

Figure 15 – Number of years worked outside primary occupation
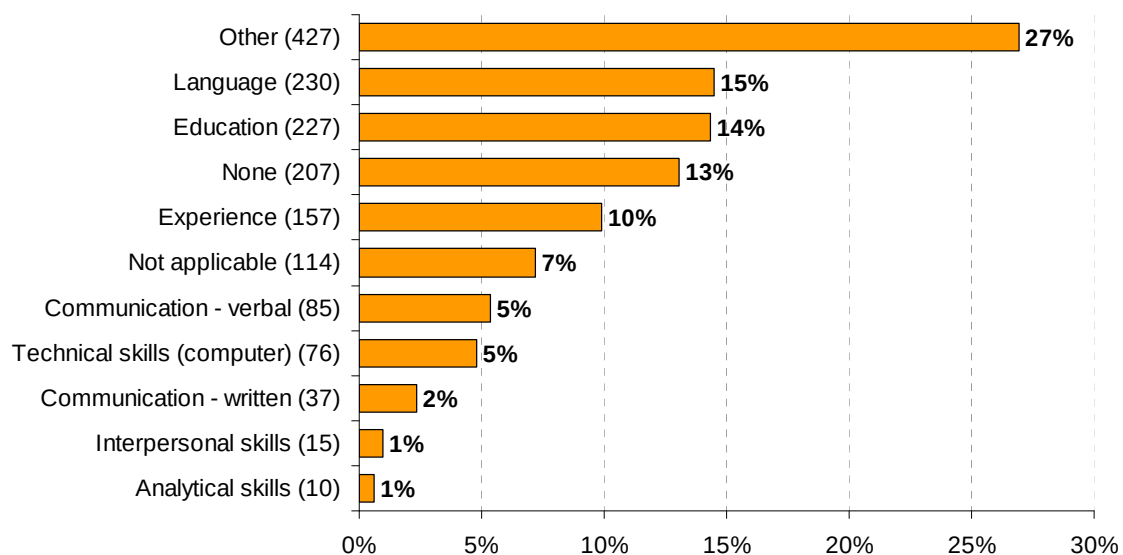
Category	Percent
Currently no work experience (138)	11%
Less than one year (103)	8%
1-2 years (184)	14%
3-5 years (238)	19%
6-10 years (193)	15%
11-15 years (101)	8%
16-20 years (64)	5%
21 or more years (40)	3%
Does not apply (219)	17%

Occupation Related Recommendations

♦ Expand opportunities for people in lower paying occupations to gain employment in higher paying occupations

♦ Increase opportunities for people to gain experience within their primary occupation

33

Problems faced in gaining employment

Question 16 asks respondents to report the main problems they have faced in gaining employment irrespective of their current employment status.

♦ The most commonly identified problems include *Language* (15%), *Education* (14%), *Experience* (10%), *Communication* (5%) and *Technical Skills* (less than 5%)

♦ A large percentage (27%) also report other problems faced in gaining employment. Responses can be categorized as: *legal status*, *lack of available jobs*, *high demand for available jobs*, *low pay*, *scheduling conflicts*, *health/disability*, *age*, *over qualification*, and *personal background*.

Figure 16 – **Problems faced in gaining employment**
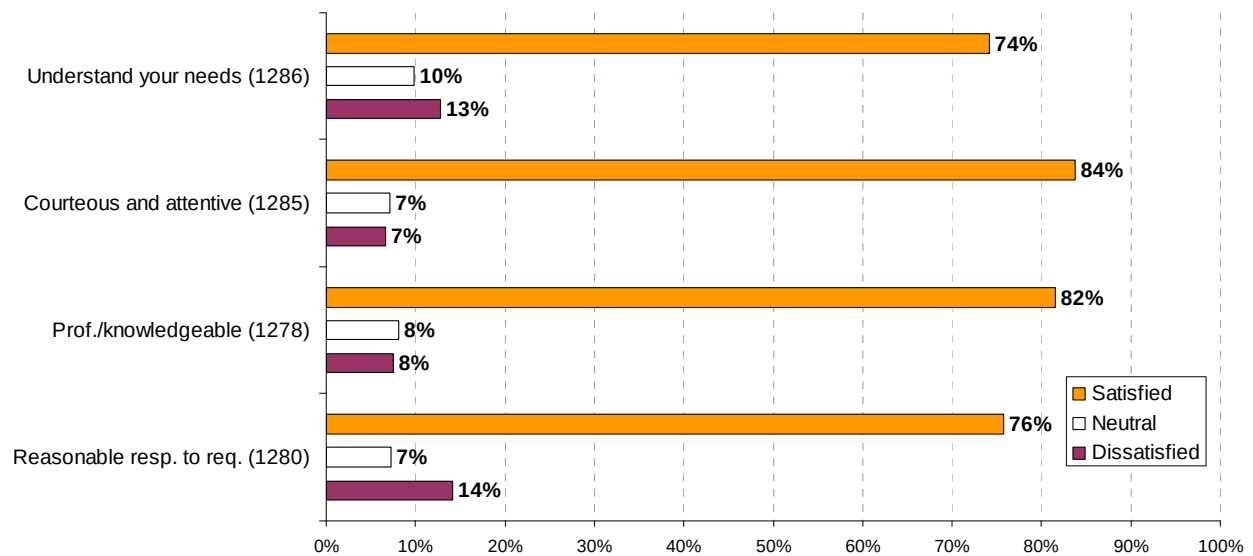
Workforce Center Staff Customer Service

Question 17 asks respondents to rate their "level of agreement" (**Figure 17**) with the statements regarding Workforce Solutions Career Center Staff.

- ♦ 74% agree or strongly agree that the staff understands their needs.
- ♦ 84% agree or strongly agree that the staff is courteous and attentive
- ♦ 82% agree or strongly agree that the staff is professional and knowledgeable.
- ♦ 76% agree or strongly agree that the staff responds to their requests for help in a reasonable amount of time

Figure 17 – **Level of agreement as it relates to Workforce Center Staff**

How can Workforce Solutions Better Serve You

Question 18 is an open ended question that asks customers "How could we have served you better?". There were approximately 540 responses, many of which (approximately 53%) emphasized customer satisfaction with Workforce Solutions in general.   The remaining comments (approximately 230) can be grouped into the following categories: *Job Match*, *Wait Times*, *Customer Service*, *Communication and Follow Up* and *Staff Training*. Specific comments that address these categories include:
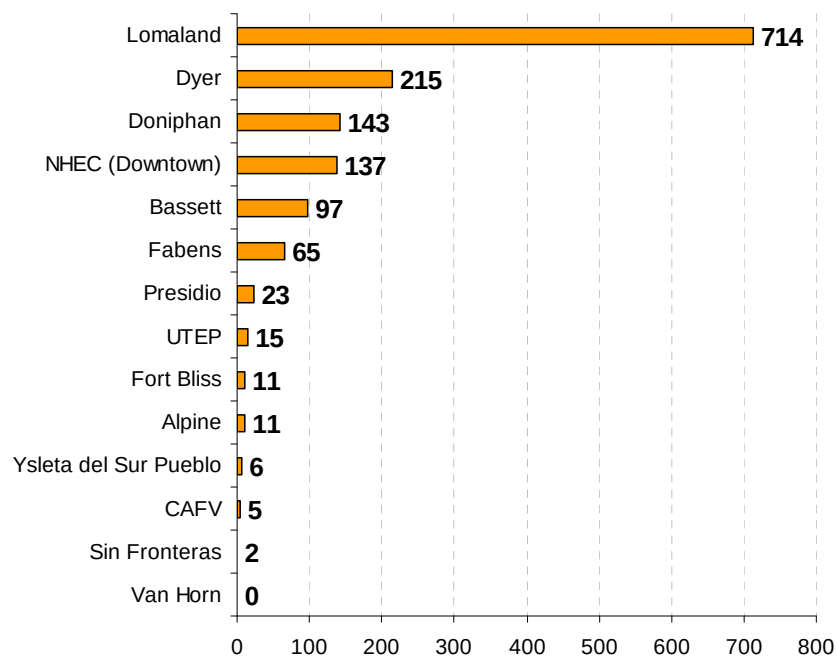
♦   *Job Match*: Several respondents expressed interest in being matched with higher paying, higher skill jobs. Others suggested using job matching services similar to what is offered on popular job search websites.

♦   *Wait times for assistance and counselor visits*: some respondents would like to see a decrease in wait times and response times for services. Suggestions include more staff available at busy centers and speeding up the automated login process.

♦   *Communication and follow up*: respondents expressed interest in receiving call backs, getting concise information via phone, getting follow up information from counselors on job applications, receiving updates on programs, updated information on job postings.

♦   *Staff training*; several respondents indicate that well informed and well trained staff help with conducting job searches, using computers, resume writing, etc.

♦   Other respondents expressed interest in free Spanish classes or training, consider the needs of people with disabilities, "older individuals" and veterans, computer training.

Respondent Characteristics (Demographics)

This section describes demographics reported by respondents. **Question 19** asks respondents to list all Workforce Centers they have visited. **Figure 19** shows results:
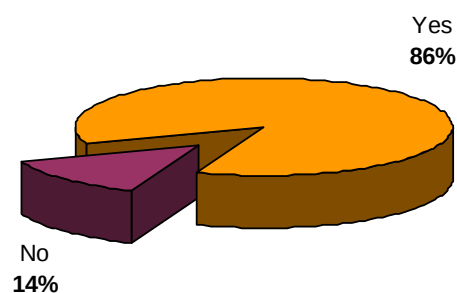
♦ The top five most frequently visited Workforce Centers reported by respondents are: *Lomaland*, *Dyer*, *Doniphan*, *Norman Haley* and *Bassett*.

Figure 19 – **Which employment center have you visited?**

Center	Value
Lomaland	714
Dyer	215
Doniphan	143
NHEC (Downtown)	137
Bassett	97
Fabens	65
Presidio	23
UTEP	15
Fort Bliss	11
Alpine	11
Ysleta del Sur Pueblo	6
CAFV	5
Sin Fronteras	2
Van Horn	0
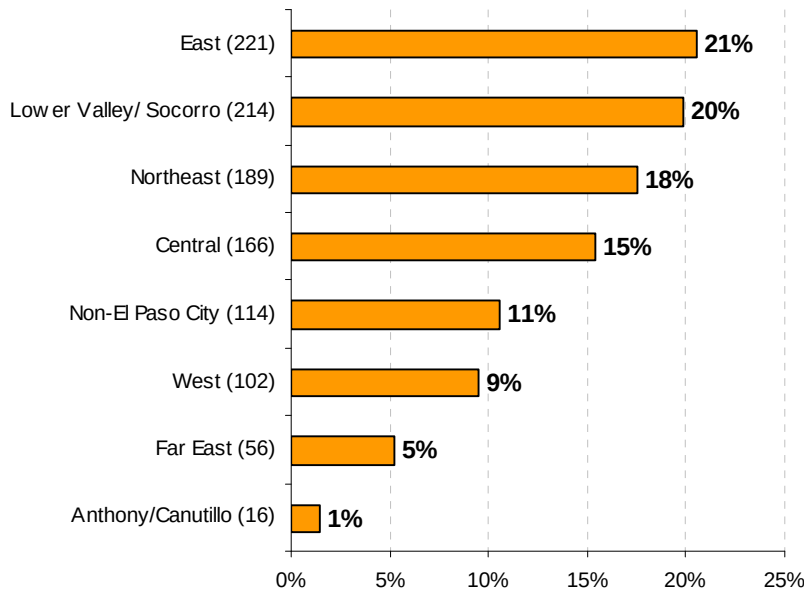
Question 20 asks whether or not a respondent lives in El Paso County. The overwhelming majority of respondents or 86 percent (1,106) live in El Paso County, while 14 percent (175) do not.

Figure 20 – **Do you live in El Paso County?**

Yes
86%

No
14%

37

Question 21 asks respondents to indicate the Zip Code in which they live if they report living in El Paso County. The following figure gives results on the area of the county in which respondents live based on the zip codes provided by respondents.
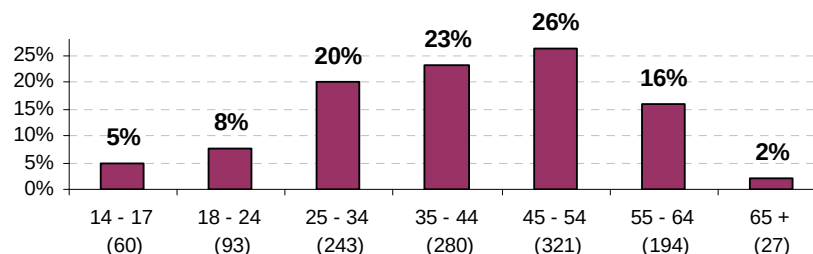
Figure 21 – **Residence within El Paso County based on zip codes**

Question 22 asks respondents the year in which they were born. **Figure 22** shows the respondents' age based on the year of birth provided.
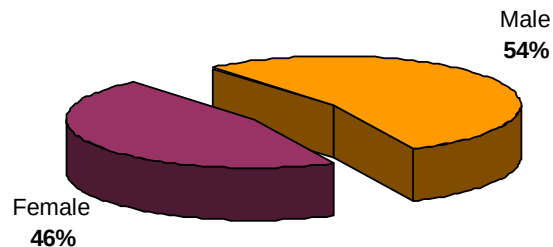
- ♦ A majority (69%) are between the ages of 25 and 54.
- ♦ 13% are between the ages of 14 and 24.
- ♦ 18% are over 55 years of age.

### *Figure 22* – **Respondents' Age**
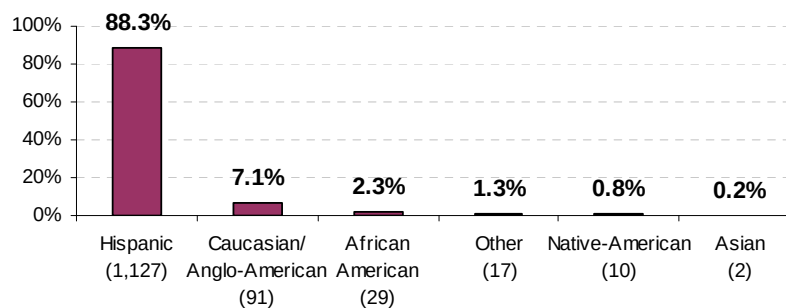
Question 23 asks respondent's gender. Fifty-four percent or 692 of respondents are male, while slightly fewer respondents were female (46 percent or 586).

Figure 23 **– Respondents' Gender**

Male
54%

Female
46%
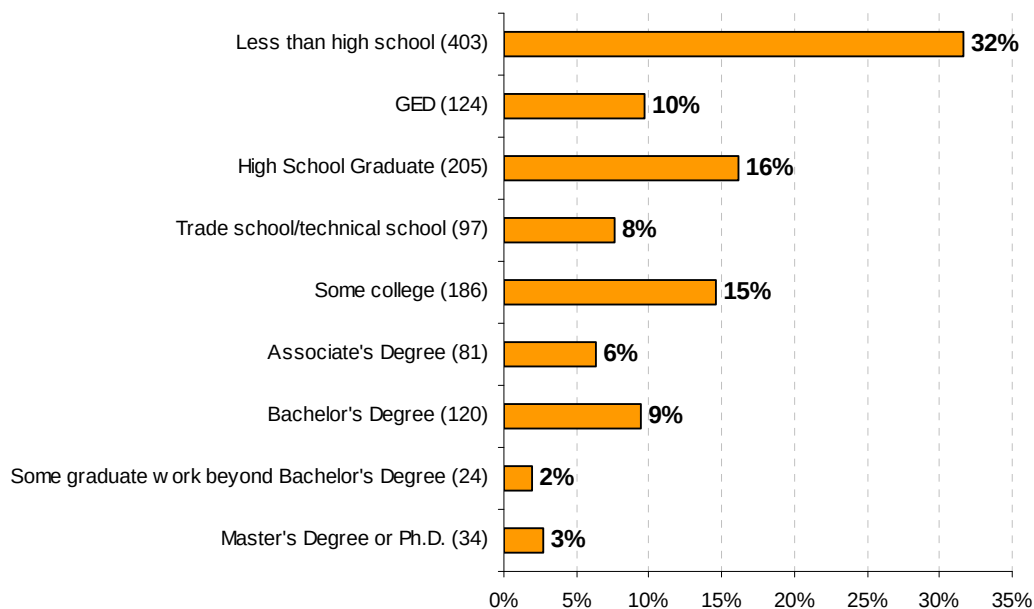
Question 24 asks about a respondent's ethnicity. Results show that the large majority, 88 percent, consider themselves Hispanic.

Figure 24 **– Respondents' Ethnicity**

Question 25 (*Figure 25.1*) asks about the highest level of schooling completed.

♦ 32% of respondents report having less than a high school education
♦ 26% of respondents have graduated from high school or acquired a *GED*
♦ 28% of respondents have received some college education, have gone to a trade/technical school, or have obtained an *Associate's Degree*
♦ 14% of respondents have received a *Bachelor's degree* or beyond

Figure 25.1 – Respondents' Level of Education

When comparing education level by attendance in a sponsored training program (**Figure 25.2**) we see:

- ♦ More people who *attended training* have *Less than High School*, *GED*, and *Associate Degrees* compared to those who did not attend training
- ♦ More people who did not attend training have *Trade/Technical School*, *Some College*, *Bachelor's Degree*, *Bachelor's Degree with some graduate school* and *Master's or Ph.D.*
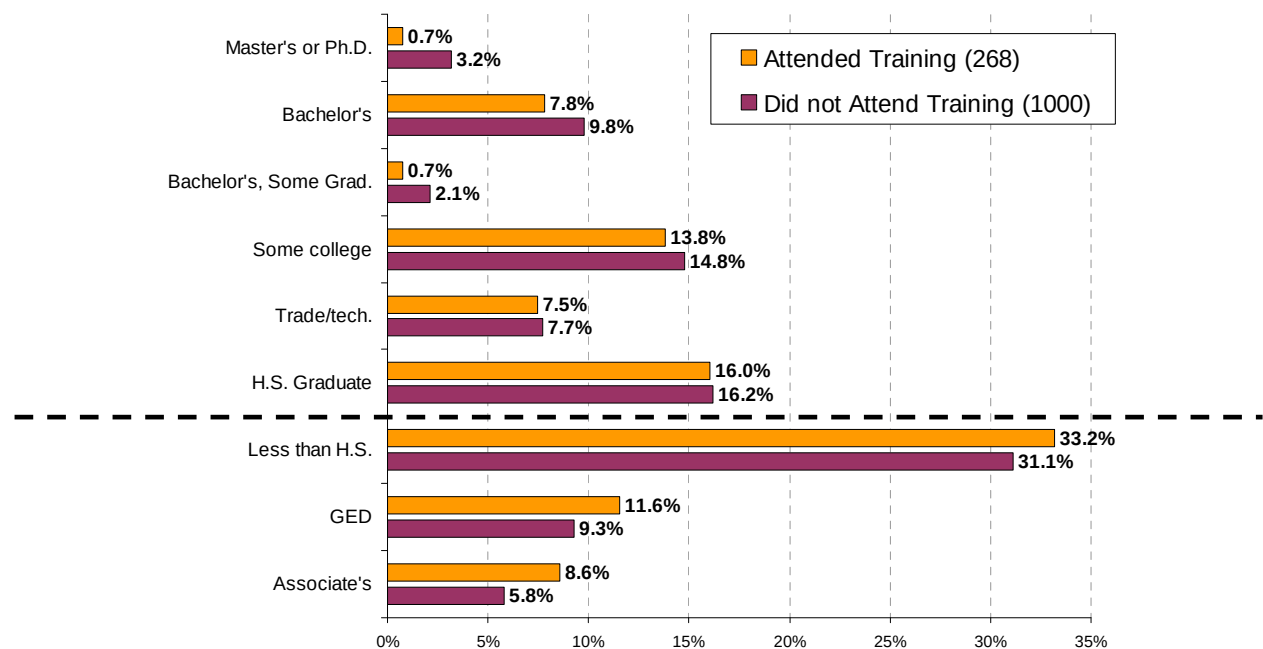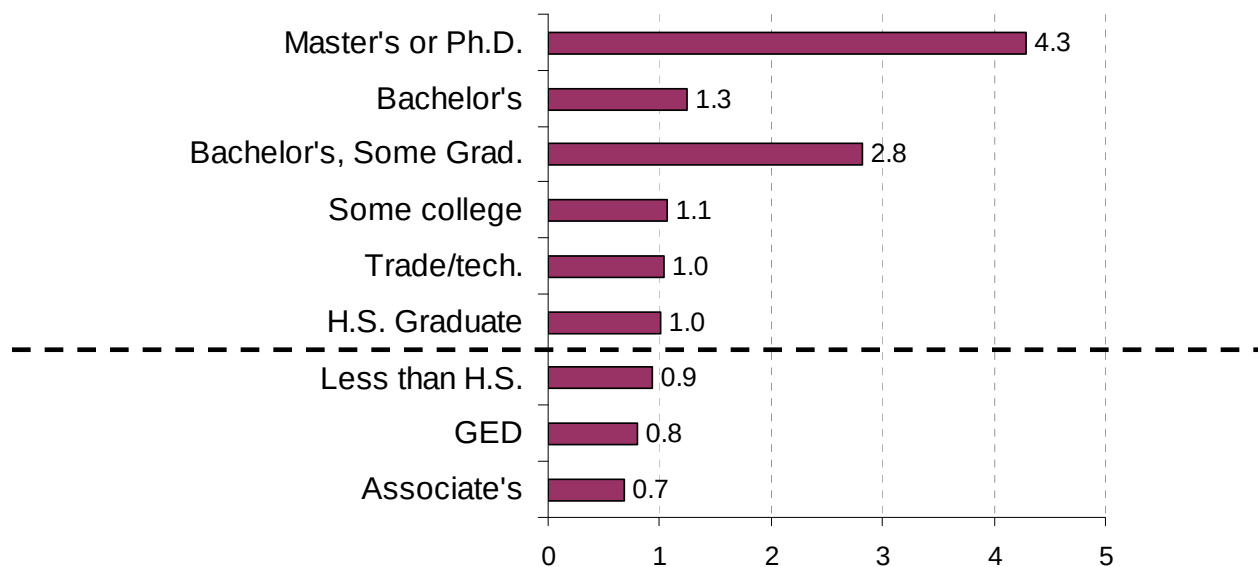
Figure 25.2 – Respondents' Level of Education (*Attended Training* vs. *Did not Attend Training*)

Figure 25.3 shows the ratio of *Attended Training* to *Did not Attend Training* for the percentages given in **Figure 25.2**. Note that the *Attended Training* group has a higher representation of *Bachelor's Some Grad.* and *Master's or Ph.D.* levels of education compared to the *Did not Attend Training* group.

Figure 25.2 – **Respondents' Level of Education (*Attended Training* vs. *Did not Attend Training*)**

When the same groups are compared relative to the total number of responses (1,268) we see those who did not attend training out number those who did by 10.5 to 1 in terms of *Bachelor's/Some Grad* and 16 to 1 in terms of *Master's or Ph.D.* – this means, for instance, out of 17 people who hold a *Master's or Ph.D.* degree, only one attends a sponsored training program. For all other levels, those who do not attend training out number the training group by less than five to one.

The final tables in this report show wages by level of education for both the training and no training groups. **Table 25.1** is a crosstab of hourly wages by level of education for the *Attended Training* group and **Table 25.2** is the corresponding crosstab for the *Did not Attend Training* group.

♦   The *Did not Attend Training* group has a higher representation of Bachelor Degree and beyond and wages above $10.00/hour

♦   The *Did not Attend Training* group has a higher representation of respondents who report earning $15.00/hour or more

Table 25.1 **– Crosstab of Hourly Wages vs. Level of Education (*Attended Training*)**

Hourly Wage	Less than H.S.	GED	H.S.	Trade / Tech.	Some College	Assoc. Deg.	Bach. Deg.	Some Grad.	Master's / Ph.D	Total
Less than $10.00	16	5	7	3	9	5	5	1	-	51
$10.01 to $15.00	3	1	4	2	3	3	1	0	-	17
$15.01 to $20.00	0	0	1	0	2	0	1	0	-	4
$20.01 to $25.00	0	0	0	0	0	0	1	0	-	1
$25.01 to $30.00	-	-	-	-	-	-	-	-	-	-
$30.01 to $35.00	-	-	-	-	-	-	-	-	-	-
$35.01 to $40.00	0	0	0	0	0	0	0	1	-	1
$40.01 or more	-	-	-	-	-	-	-	-	-	-
Total	19	6	12	5	14	8	8	2	-	74

Table 25.2 **– Crosstab of Hourly Wages vs. Level of Education (*Did not Attend Training*)**

Hourly Wage	Less than H.S.	GED	H.S.	Trade / Tech.	Some College	Assoc. Deg.	Bach. Deg.	Some Grad.	Master's / Ph.D	Total
Less than $10.00	85	28	32	19	31	6	13	0	2	216
$10.01 to $15.00	12	7	16	7	15	6	12	4	2	81
$15.01 to $20.00	5	1	2	1	3	1	7	3	1	24
$20.01 to $25.00	4	0	0	1	1	1	2	0	1	10
$25.01 to $30.00	0	0	1	1	2	0	2	0	0	6
$30.01 to $35.00	0	0	0	0	0	2	0	0	0	2
$35.01 to $40.00	0	0	0	0	0	0	1	0	0	1
$40.01 or more	0	0	0	1	0	0	1	0	2	4
Total	116	38	57	32	60	19	46	10	13	391

Summary of Recommendations

Meeting the needs of people in the workforce is a challenge. While some recommendations naturally arise when addressing people's desires such as providing high paying jobs and associated training, there are other recommendations that arise when looking at the data. Perhaps one of the most important recommendations is to carefully consider respondent feedback, as provided by data collected related to **Question 18**. Other recommendations have been pointed out throughout this report and are re-stated below:

Training Program Recommendations

♦ Continue to make *Occupational and Vocational* training opportunities available

♦ Consider sponsoring training programs that build skills that can be applied to multiple occupations to increase a respondent's ability to work in various areas

Service and Overall Satisfaction Recommendation

♦ Consider implementation of the *WS-URG CSI* on a quarterly, bi-annually, or annually to

  o Track customer satisfaction by service and training program

  o Track changes in service strategy

Training and Wages Recommendations

♦ Continue to provide opportunities to individuals who tend to seek training, especially in training programs associated with higher wages since these opportunities provide potential for large wage increases

♦ Further explore the relationship between wage increases and the following: training programs sponsored by WS-URG and services offered by WS-URG

♦ Increase training opportunities for individuals who live in Zip Codes that may be associated with lower hourly wages

Occupation Related Recommendations

♦ Expand opportunities for people in lower paying occupations to gain employment in higher paying occupations

♦ Increase opportunities for people to gain experience within their primary occupation

Appendix A-1

WORKFORCE SOLUTIONS-URG CUSTOMER SATISFACTION SURVEY - 2009

The Institute for Policy and Economic Development at UTEP is conducting a survey about your experiences with the services provided by Workforce Solutions – Upper Rio Grande. Your responses will help Workforce Solutions improve the services they provide to you and others. Your participation in this survey is voluntary. All personal information and responses will be kept confidential. Any responses you provide or choosing not to participate will not affect the receipt of services from Workforce Solutions-Upper Rio Grande (URG).

1.a. Have you attended a training program sponsored by WS-URG?
- a. Yes *enable   1.b 1.c 4.a 4.b 6.a 6.b 6.c 7*
- b. No *enable   9 10.a 10.b 11*

1.b. Which of the following types of training programs sponsored by Workforce Solutions-URG were you enrolled in? For each training program you were enrolled in, please specify your level of satisfaction: (**Note: if A.2 or A.3 are selected, then question 5 is enabled on the online survey**).

	TRAINING					
	TRAINING PROGRAMS	**En-rolled**	**Very Dissatisfied**	**Dissatisfied**	**Neutral**	**Satisfied**	**Very Satisfied**
A.1	Occupational/Vocational Training	☐	O	O	O	O	O
A.2	English as a Second Language (ESL)	☐	O	O	O	O	O
A.3	General Equivalency Diploma (GED)	☐	O	O	O	O	O
A.4	Short-Term Prevocational Services	☐	O	O	O	O	O
A.5	Alternative Secondary School	☐	O	O	O	O	O

1.c. Which of the following *training programs* were you enrolled in? For each training program you received, please indicate whether or not you completed the program.

SPECIFIC TRAINING PROGRAMS SPONSORED BY WORKFORCE SOLUTIONS-URG		
Specific Training Program sponsored by Workforce Solutions- URG	**Received**	**Completed**
Administrative Assistant	☐	☐
Administrative Assistant	☐	☐
Advanced Welding Technology	☐	☐
Automated Accounting	☐	☐
Automotive Mechanics	☐	☐
Bookkeeping	☐	☐
Building Maintenance	☐	☐
Business and Customer Relations Associate	☐	☐
Chemical Dependency Technician	☐	☐
Combination Welding	☐	☐
Computer/Network Technician	☐	☐
Customer Service Representative	☐	☐
Dental Assistant	☐	☐
Diesel Technician	☐	☐
Electrical Technician	☐	☐
ESL *enable 5*	☐	☐
GED *enable 5*	☐	☐
Financial Records Manager	☐	☐
General Office Skills Enhancement Training	☐	☐
Health Information Technology	☐	☐
Import/Export Administration	☐	☐

SPECIFIC TRAINING PROGRAMS SPONSORED BY WORKFORCE SOLUTIONS-URG		
Industrial Technology	☐	☐
Information Technology	☐	☐
Insurance Processor	☐	☐
Intermediate Computer Operator Technology	☐	☐
International Trade	☐	☐
Legal Information Specialist	☐	☐
Medical Assistant	☐	☐
Medical Billing and Coding	☐	☐
Medical Information Specialist	☐	☐
Medical Insurance Billing	☐	☐
Medical Records and Health Information	☐	☐
Medical/Clinical Assistant	☐	☐
MRI Technologist	☐	☐
Network Administrator I	☐	☐
Nurse Assistant	☐	☐
Pharmacy Technician	☐	☐
Phlebotomy Technician	☐	☐
Pipe Welding	☐	☐
Plumbing as a Metal Trades Program	☐	☐
Professional Commercial Driver Training	☐	☐
Refrigeration and Air Conditioning	☐	☐
Surgical Technologist	☐	☐
Vocational Nurse	☐	☐
Website/Graphic Design Specialist	☐	☐
Certificate Program (Please Specify)	☐	☐
Associate Degree Program (Please Specify)	☐	☐
Other - Occupational/Vocational Training Program (Please Specify)	☐	☐

2. The following table lists *Services* offered by Workforce Solutions-URG: Please place a check mark on the box for each *service* you have received under the column labeled "**Received**". For each training program you were enrolled in, please specify your level of satisfaction:

	SERVICES						
		Received	**Very Dissatisfied**	**Dissatisfied**	**Neutral**	**Satisfied**	**Very Satisfied**
	EMPLOYEMENT						
B.1	On-the-Job Training	☐	○	○	○	○	○
B.2	Work Experience	☐	○	○	○	○	○
B.3	Subsidized Employment	☐	○	○	○	○	○
B.4	Leadership Development	☐	○	○	○	○	○
	SUMMER EMPLOYMENT						
C	Summer Employment	☐	○	○	○	○	○
	UNSUBSIDIZED EMPLOYMENT						
D	Unsubsidized Emp./Employment Entry	☐	○	○	○	○	○
	JOB SEARCH						
E.1	Job Search Assistance	☐	○	○	○	○	○
E.2	Supervised Job Search	☐	○	○	○	○	○
E.3	Job Search Basic	☐	○	○	○	○	○
	CASE MANAGEMENT						
F.1	Case Management	☐	○	○	○	○	○
F.2	Counseling	☐	○	○	○	○	○
	JOB READINESS						
G.1	Resume/Application/Interview Preparation	☐	○	○	○	○	○
G.2	Job Readiness/Employment Skills	☐	○	○	○	○	○
	MENTORING						

H	Mentoring	☐	○	○	○	○	○
	TUTORING						
I	Tutoring/Study Skills/Instruction	☐	○	○	○	○	○
	MISCELLANEOUS						
J	Community Service	☐	○	○	○	○	○
K	Comprehensive Objective Assessment	☐	○	○	○	○	○
L	Employability Development Plan	☐	○	○	○	○	○
M	Follow-Up Services	☐	○	○	○	○	○
N	Support Services	☐	○	○	○	○	○
O	Labor Market Information	☐	○	○	○	○	○
P	Workforce Services Orientation	☐	○	○	○	○	○
Q	Other (Please specify below)	☐	○	○	○	○	○

(CUSTOMER SERVICE SATISFACTION INDEX)

For questions 3.a and 3.b, Consider *ALL* of the services you have received or are currently receiving from Workforce Solutions-URG.

3.a. On a scale of 1 to 10, where "**1"** is **"very dissatisfied"** and "**10"** is **"very satisfied"**,
     How would you rate your *overall satisfaction* **with the services**?

Very   **Very**
Dissatisfied
Satisfied

1	2	3	4	5	6	7	8	9	10
○	○	○	○	○	○	○	○	○	○

3.b. On a scale of 1 to 10, where "**1"** is **"falls short of expectations"** and **"10"** is **"exceeds expectations"**,
     To what extent have the services *met* your *expectations*?

Falls Short
Exceeds

1	2	3	4	5	6	7	8	9	10
○	○	○	○	○	○	○	○	○	○

For question 2.c, think about the *ideal set of services* for people in your circumstances.

3.c. On a scale of 1 to 10, where "**1"** is **"not very close to the ideal"** and "**10"** is **"very close to the ideal"**,
      How well do the services you received from Workforce Solutions-URG **compare with** the **"ideal"**?

Not Very   **Very**
Close   **Close**

1	2	3	4	5	6	7	8	9	10
○	○	○	○	○	○	○	○	○	○

4.a. Are you currently
     Employed *WITHIN* the field for which you were *trained*   *goto 5*
     Currently employed *OUTSIDE* the field for which you were trained
     Not Currently employed   *goto 13*

4.b. What was your primary reason for changing fields? (Please circle one)
     Skills provided are applicable to multiple fields
     No jobs available in field for which I was trained
     Jobs available in training field do not pay a high enough wage
     Other, please specify _____
5. If you have been enrolled in the **ESL** or **GED** programs, have these programs helped you gain employment?
     a.   Yes

    b.   No
    c.   Unsure
    d.   Not Applicable

6.a. What is your *current* hourly wage? _____

6.b. What is your *current* annual salary?
    a.   Under $10,000
    b. $10,001-$20,000
    c. $20,001-$30,000
    d. $30,001-$40,000
    e. $40,001-$50,000
    f. $50,001-$60,000
    g. $60,001-$70,000
    h. $70,001-$80,000
    i. $80,001-$90,000
    j. $90,001-$100,000
    k.   Over $100,001

7.   Have your wages increased over the last two years?
    a.   Yes   *enable   8.a 8.b 8.c*
    b.   No

8.a.   What is the **primary reason** for the increase?
    a.   Training program referred to by Workforce Solutions-URG
    b.   Services received from Workforce Solutions-URG
    c.   Annual pay raise
    d.   Promotion
    e.   Other (Please Specify) _____

8.b. Approximately how large was your **monthly** increase?
    a. $25 or less
    b. $26 - $50
    c. $51 - $100
    d. $101 - $150
    e. $151 - $200
    f. $201 - $300
    g. $301 - $500
    h. $501 - $1000
    i. $1000 or More

8.c. What was your hourly wage *before* the increase? _____

9. Are you currently employed?
    a.   Yes   *goto   10.a*
    b.   No   *goto   13*

10.a. What is your *current* hourly wage? _____

10.b. What is your *current* annual salary?
    a.   Under $10,000
    b. $10,001-$20,000
    a. $20,001-$30,000
    b. $30,001-$40,000
    c. $40,001-$50,000
    d. $50,001-$60,000
    e. $60,001-$70,000
    f. $70,001-$80,000

g. $80,001-$90,000
h. $90,001-$100,000
i. Over $100,001

11. Have your wages increased over the last two years?
   a. Yes   *enable   12.a 12.b 12.c*
   b. No

12.a. What is the **primary reason** for the increase?
   a. Training program referred to by Workforce Solutions-URG
   b. Services received from Workforce Solutions-URG
   c. Annual pay raise
   d. Promotion
   e. Other (Please Specify) _____

12.b. Approximately how large was your **monthly** increase?
   a. $25 or less
   b. $26 - $50
   c. $51 - $100
   d. $101 - $150
   e. $151 - $200
   f. $201 - $300
   g. $301 - $500
   h. $501 - $1000
   i. $1000 or More

12.c. What was your hourly wage *before* the increase? _____

13. Regardless of your current employment status, which of the following categories best describes your **primary occupation**?
   a. Management
   b. Business and Financial Operations
   c. Computer and Mathematical
   d. Architecture and Engineering
   e. Life, Physical, and Social Science
   f. Community and Social Services
   g. Legal
   h. Education, Training, and Library
   i. Arts, Design, Entertainment, Sports, and Media
   j. Healthcare Practitioners and Technical
   k. Healthcare Support
   l. Protective Service
   m. Food Preparation and Serving Related
   n. Building and Grounds Cleaning and Maintenance
   o. Personal Care and Service
   p. Sales and Related
   q. Office and Administrative Support
   r. Farming, Fishing, and Forestry
   s. Construction and Extraction
   t. Installation, Maintenance, and Repair
   u. Production
   v. Transportation and Material Moving
   w. Military Specific
   x. Other, please specify: _____

14. How many years have you worked *within* your **primary occupation**?
   a. Currently no work experience
   b. Less than one year

    c.   1-2 years
    d.   3-5 years
    e.   6-10 years
    f.   11-15 years
    g.   16-20 years
    h.   20 or more years
    i.   Does not apply

15. How many years have you worked *outside* your **primary occupation**?
    a.   Currently no work experience
    b.   Less than one year
    c.   1-2 years
    d.   3-5 years
    e.   6-10 years
    f.   11-15 years
    g.   16-20 years
    h.   20 or more years
    i.   Does not apply

16. Regardless of your current employment status, what are the main problems that you have you faced in gaining employment?
    a.   Communication – written
    b.   Communication – verbal
    c.   Analytical skills
    d.   Experience
    e.   Language
    f.   Education
    g.   Technical skills (computer)
    h.   Interpersonal skills
    i.   Lack of resources – child care, transportation, clothing
    j.   None
    k.   Not applicable
    l.   Other (Please Specify)

17. Please select your **level of agreement** with each of the following as it relates to Workforce Center staff:

The staff understand your needs

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure	Does Not Apply
O	O	O	O	O	O	O

The staff are courteous and attentive

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure	Does Not Apply
O	O	O	O	O	O	O

The staff are professional/knowledgeable

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure	Does Not Apply
O	O	O	O	O	O	O

The staff responded to your requests for help in a reasonable amount of time

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure	Does Not Apply
O	O	O	O	O	O	O

18. Please provide any additional information or comments, whether positive or negative, on your experiences with Workforce Solutions-URG.

DEMOGRAPHICS

19. Which employment center(s) you have visited:
    (Check all that apply)

    ☐ Alpine   ☐ Dyer   ☐ Fort Bliss   ☐ NHEC (Downtown)   ☐ Van Horn
    ☐ Doniphan   ☐ Fabens   ☐ Lomaland   ☐ Presidio   ☐ Ysleta del Sur Pueblo
    ☐ CAFV   ☐ UTEP   ☐ Bassett   ☐ Sin Fronteras

20. Do you live in El Paso County?
    a. Yes
    b. No   *goto 22*

21. What is your Zip Code?

22. What year were you born? _____

23. Gender
    a. Male
    b. Female

24. Do you consider yourself:
    a. Hispanic
    b. African-American
    c. Caucasian/Anglo-American
    d. Asian
    e. Native-American
    f. Other (Please Specify) _____

25. 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 A-2

UPPER RIO GRANDE AT WORK CUSTOMER/JOB SEEKER SATISFACTION SURVEY - 2007

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.

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
    b. Instructor
    c. Did your training program prepare you for the workplace environment?
    d. Instructional facilities
    e. Instructional equipment

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:
    a.   Courses of the training program
    b.   Instructor
    c.   Did your training program prepare you for the workplace environment?
    d.   Instructional facilities
    e.   Instructional equipment

15. Have you gained employment since the completion of your ESL or GED program?
    a.   Yes
    b.   No (SKIP TO QUESTION 9)
    c.   Still in program (SKIP TO QUESTION 9)

16. Do you feel that the ESL or GED program helped you gain employment?
    a.   Yes
    b.   No
    c.   Unsure

(CUSTOMER SERVICE SATISFACTION INDEX)

17. 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?

18. On a scale of 1 to 10 with "1" being "falls short of expectations" and "10" being "exceeds expectations," to what extent have the services met your expectations?

19. 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 well do you think the services you received compare with the ideal set of services for people in your circumstances?

20. What was your average wait time (minutes)?

21. Please provide additional information, either positive or negative, on experiences you may have had while enrolled in an Upper Rio Grande @ Work program.

DEMOGRAPHICS

1. How old are you?
    a.   under 18
    b.   18-25
    c.   26-30
    d.   31-35
    e.   36-40
    f.   41-45
    g.   46-50
    h.   51-60
    i.   61-70
    j.   70 or over

2. Do you live in El Paso?
   a. Yes
   b. No (skip to 3)
If yes, what is your zip code?

3. Do you consider yourself:
   a. Hispanic
   b. African-American
   c. Caucasian/Anglo-American
   d. Asian
   e. Native-American
   f. Other

4. Gender:
   a. Male
   b. Female

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

Workforce Solutions-URG *Customer Satisfaction Index* (*CustomerSI*)

The following questions are commonly utilized to calculate a customer satisfaction index (*CSI*):

1. How well did the services you received meet your expectation?
2. How well did the services you received compare to your "ideal"?
3. Overall, how satisfied are you with the services you received?

On a survey, each question asks respondents to provide a rating on a scale from 1 to 10. The *CSI* score (a number between 0 and 100) is calculated based on a weighted average of the responses to the three questions. A *CSI* can be used to evaluate, compare, and ultimately enhance customer satisfaction.[1]

The questions and formula used in calculating the index are in the public domain, which means they can be included in surveys without licensing restrictions. There are two common approaches used in practice to calculate a *CSI*. The first is employed by the American Customer Satisfaction Index (ACSI) organization.[2] This index is calculated based on propriety weights generated by ACSI. Licensing fees are required for applying the ASCI weights. Another approach to calculating a *CSI* is the Minnesota Customer Satisfaction Index (MsCSI) methodology.[3] The MsCSI calculates a satisfaction index by equally weighting the responses (i.e. calculating the average) of the three questions.

The primary reason for using three similar customer satisfaction questions is that an index made up of responses to two or more questions that ask about a similar idea is more reliable than looking at responses to a single question. That is, the index is less affected by a respondent who misreads or does not understand one question.

The WS-URG 2007 Survey included customized versions of the *CSI* questions given above. The same questions were also included in the 2009 Survey (slightly re-worded) for the purpose of direct comparison between the two surveys and to calculate a Workforce Solutions-URG Client Satisfaction Index (*WS-URG CustomerSI*) for the 2009 Survey.[4] The *WS-URG CustomerSI* gives an overall satisfaction rating of employers perceived satisfaction with the business services offered by Workforce Solutions-Business

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[1] http://prod.informaworld.com/smpp/content~content=a713600538~db=all~order=page
[2] For more information on the ASCI CSI visit http://www.theacsi.org/index.php
[3] For more information on the MsCSI visit http://www.deed.state.mn.us/customersurvey/csi.htm.
[4] While the *CSI* questions were included in the 2007 survey, the index was not calculated by IPED for the final report. Thus, while IPED has calculated the 2007 index for the 2009 report, direct CSI comparisons should be interpreted with caution.

Services Unit. The questions used in the survey to calculate the *WS-URG CustomerSI* are given in *Appendix A.1* (**Questions 3.a**, **3.b**, and **3.c**).

Calculating the WS-URG CustomerSI

Each WS-URG *CSI* question is rated on a scale of 1 to 10. The average of each question is calculated. The question results are then transformed to a scale from 0 to 100 using the following formula:

$$CustomerSI = \frac{1}{3}\left[\frac{Average(3.a)-1}{9} + \frac{Average(3.b)-1}{9} + \frac{Average(3.c)-1}{9} \right]$$

In the formula, *Average*(3.*a*), *Average*(*3.b*), and *Average*(3.*c*) are the average ratings for each question.

Interpreting the WS-URG CustomerSI

A WS-URG *CSI* of 0 means a respondent gave the lowest possible score on all three questions and 100 means a respondent gave the highest score on all three questions. A score of 70 indicates an average response of 7 on two out of three questions, with an average score of 8 on the remaining question. In general a score between 70 and 80 is considered acceptable, with scores below 70 indicating a lag.

Appendix C

2009 Workforce Solutions Customer Survey
Frequencies

q_1a - Have you attended a training program sponsored by Workforce Solutions-URG?

		Frequency	Valid Percent
Valid	Yes	282	21.3
	No	1041	78.7
	Total	1323	100.0
Missing	System	6	
Total		1329	

q_1b - Which of the following types of training programs were you enrolled in?

q_A1 - Occupational/Vocational Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	7	2.5	4.0	4.0
	Dissatisfied	6	2.1	3.4	7.4
	Neutral	7	2.5	4.0	11.4
	Satisfied	90	31.9	51.4	62.9
	Very Satisfied	65	23.0	37.1	100.0
	Total	175	62.1	100.0	
Missing	System	107	37.9		
Total		282	100.0		

q_A2 - English as a Second Language (ESL)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.4	2.7	2.7
	Dissatisfied	4	1.4	10.8	13.5
	Neutral	6	2.1	16.2	29.7
	Satisfied	14	5.0	37.8	67.6
	Very Satisfied	12	4.3	32.4	100.0
	Total	37	13.1	100.0	
Missing	System	245	86.9		
Total		282	100.0		

q_A3 - General Equivalency Diploma (GED)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	2	.7	4.8	4.8
	Dissatisfied	2	.7	4.8	9.5
	Neutral	3	1.1	7.1	16.7
	Satisfied	16	5.7	38.1	54.8
	Very Satisfied	19	6.7	45.2	100.0
	Total	42	14.9	100.0	
Missing	System	240	85.1		
Total		282	100.0		

q_A4 - Short-Term Prevocational Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	1	.4	5.3	5.3
	Neutral	4	1.4	21.1	26.3
	Satisfied	3	1.1	15.8	42.1
	Very Satisfied	11	3.9	57.9	100.0
	Total	19	6.7	100.0	
Missing	System	263	93.3		
Total		282	100.0		

q_A5 - Alternative Secondary School

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	3	1.1	25.0	25.0
	Neutral	4	1.4	33.3	58.3
	Satisfied	2	.7	16.7	75.0
	Very Satisfied	3	1.1	25.0	100.0
	Total	12	4.3	100.0	
Missing	System	270	95.7		
Total		282	100.0		

q_1c - Occupational/Vocational Training Programs and Training Completion

q_1c1a - Administrative Assistant

		Frequency	Valid Percent
Valid	1	18	100.0
Missing	System	264	
Total		282	

q_1c1b - Administrative Assistant Completed

		Frequency	Valid Percent
Valid	1	6	100.0
Missing	System	276	
Total		282	

q_1c2a - Advanced Welding Technology

		Frequency	Valid Percent
Valid	1	1	0.0
Missing	System	281	
Total		282	

q_1c2b - Advanced Welding Technology Completed

		Frequency	Valid Percent
Valid	1	1	100.0
Missing	System	281	
Total		282	

q_1c3 - Automated Accounting

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		282	

q_1c3b - Automated Accounting Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		282	

q_1c4 - Automotive Mechanics

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		282	

q_1c4b - Automotive Mechanics Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		282	

q_1c5 - Bookkeeping

		Frequency	Valid Percent
Valid	1	3	100.0
Missing	System	279	
Total		282	

q_1c5b - Bookkeeping Completed

		Frequency	Valid Percent
Valid	1	1	100.0
Missing	System	281	
Total		282	

q_1c6 - Building Maintenance

		Frequency	Valid Percent
Valid	1	4	100.0
Missing	System	278	
Total		282	

q_1c6b - Building Maintenance Completed

		Frequency	Valid Percent
Valid	1	1	100.0
Missing	System	281	
Total		282	

q_1c7 - Business and Customer Relations Associate

		Frequency	Valid Percent
Valid	1	4	100.0
Missing	System	278	
Total		282	

q_1c7b - Business and Customer Relations Associate Completed

		Frequency	Valid Percent
Valid	1	1	100.0
Missing	System	281	
Total		282	

q_1c8 - Chemical Dependency Technician

		Frequency	Valid Percent
Valid	1	1	100.0
Missing	System	281	
Total		282	

q_1c8b - Chemical Dependency Technician Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		282	

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q_1c9 - Combination Welding

		Frequency	Valid Percent
Valid	*1*	1	100.0
Missing	*System*	281	
Total		**282**	

q_1c9b - Combination Welding Completed

		Frequency	Valid Percent
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c10 - Computer/Network Technician

		Frequency	Valid Percent
Valid	*1*	17	100.0
Missing	*System*	265	
Total		**282**	

q_1c10b - Computer/Network Technician Completed

		Frequency	Valid Percent
Valid	*1*	8	100.0
Missing	*System*	274	
Total		**282**	

q_1c11 - Customer Service Representative

		Frequency	Valid Percent
Valid	*1*	13	100.0
Missing	*System*	269	
Total		**282**	

q_1c11b - Customer Service Representative Completed

		Frequency	Valid Percent
Valid	*1*	3	100.0
Missing	*System*	279	
Total		**282**	

q_1c12 - Dental Assistant

		Frequency	Valid Percent
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c12b - Dental Assistant Completed

		Frequency	Valid Percent
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c13 - Diesel Technician

		Frequency	Valid Percent
Valid	*1*	3	100.0
Missing	*System*	279	
Total		**282**	

q_1c13b - Diesel Technician Completed

		Frequency	Valid Percent
Valid	*1*	1	100.0
Missing	*System*	281	
Total		**282**	

q_1c14 - Electrical Technician

		Frequency	Valid Percent
Valid	*1*	3	100.0
Missing	*System*	278	
Total		**282**	

q_1c14b - Electrical Technician Completed

		Frequency	Valid Percent
Valid	*1*	3	100.0
Missing	*System*	279	
Total		**282**	

q_1c15 - ESL

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	32	11.3	100.0	100.0
Missing	System	250	88.7		
Total		282	100.0		

q_1c15b - ESL Completed

		Frequency	Valid Percent
Valid	*1*	9	100.0
Missing	*System*	273	
Total		**282**	

q_1c16 - GED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	35	12.4	100.0	100.0
Missing	System	247	87.6		
Total		282	100.0		

q_1c16b - GED Completed

		Frequency	Valid Percent
Valid	*1*	10	100.0
Missing	*System*	272	
Total		**282**	

q_1c17 - Financial Records Manager

		Frequency	Valid Percent
Valid	**1**	0	0.0
Missing	**System**	282	
Total		**282**	

q_1c17b - Financial Records Manager Completed

		Frequency	Valid Percent
Valid	**1**	0	0.0
Missing	**System**	282	
Total		**282**	

q_1c18 - General Office Skills Enhancement Training

		Frequency	Valid Percent
Valid	**1**	5	100.0
Missing	**System**	277	
Total		**282**	

q_1c19b - Health Information Technology Completed

		Frequency	Valid Percent
Valid	**1**	3	100.0
Missing	**System**	279	
Total		**282**	

q_1c19 - Health Information Technology

		Frequency	Valid Percent
Valid	**1**	4	100.0
Missing	**System**	278	
Total		**282**	

q_1c19b - Health Information Technology Completed

		Frequency	Valid Percent
Valid	**1**	3	100.0
Missing	**System**	279	
Total		**282**	

q_1c20 - Import/Export Administration

		Frequency	Valid Percent
Valid	**1**	1	0.0
Missing	**System**	281	
Total		**282**	

q_1c20b - Import/Export Administration Completed

		Frequency	Valid Percent
Valid	**1**	1	100.0
Missing	**System**	281	
Total		**282**	

q_1c21 - Industrial Technology

		Frequency	Valid Percent
Valid	**1**	1	100.0
Missing	**System**	281	
Total		**282**	

q_1c21b - Industrial Technology Completed

		Frequency	Valid Percent
Valid	**1**	0	0.0
Missing	**System**	282	
Total		**282**	

q_1c22 - Information Technology

		Frequency	Valid Percent
Valid	**1**	0	0.0
Missing	**System**	282	
Total		**282**	

q_1c22b - Information Technology Completed

		Frequency	Valid Percent
Valid	**1**	0	0.0
Missing	**System**	282	
Total		**282**	

q_1c23 - Insurance Processor

		Frequency	Valid Percent
Valid	**1**	0	0.0
Missing	**System**	282	
Total		**282**	

q_1c23b - Insurance Processor Completed

		Frequency	Valid Percent
Valid	**1**	0	0.0
Missing	**System**	282	
Total		**282**	

q_1c24 - Intermediate Computer Operator Technology

		Frequency	Valid Percent
Valid	**1**	1	100.0
Missing	**System**	281	
Total		**282**	

q_1c24b - Intermediate Computer Operator Technology Completed

		Frequency	Valid Percent
Valid	**1**	0	0.0
Missing	**System**	282	
Total		**282**	

q_1c25 - International Trade

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c25b - International Trade Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c26 - Legal Information Specialist

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c26b - Legal Information Specialist Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c27 - Medical Assistant

		Frequency	Valid Percent
Valid	1	10	100.0
Missing	System	272	
Total		**282**	

q_1c27b - Medical Assistant Completed

		Frequency	Valid Percent
Valid	1	6	100.0
Missing	System	276	
Total		**282**	

q_1c28 - Medical Billing and Coding

		Frequency	Valid Percent
Valid	1	3	100.0
Missing	System	279	
Total		**282**	

q_1c28b - Medical Billing and Coding Completed

		Frequency	Valid Percent
Valid	1	2	100.0
Missing	System	280	
Total		**282**	

q_1c29 - Medical Information Specialist

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c29b - Medical Information Specialist Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c30 - Medical Insurance Billing

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c30b - Medical Insurance Billing Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c31 - Medical Records and Health Information

		Frequency	Valid Percent
Valid	1	1	100.0
Missing	System	281	
Total		**282**	

q_1c31b - Medical Records and Health Information Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c32 - Medical/Clinical Assistant

		Frequency	Valid Percent
Valid	1	5	100.0
Missing	System	277	
Total		**282**	

q_1c32b - Medical/Clinical Assistant Completed

		Frequency	Valid Percent
Valid	1	2	100.0
Missing	System	280	
Total		**282**	

q_1c33 - MRI Technologist

		Frequency	*Valid Percent*
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c33b - MRI Technologist Completed

		Frequency	*Valid Percent*
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c34 - Network Administrator I Completed

		Frequency	*Valid Percent*
Valid	*1*	1	100.0
Missing	*System*	281	
Total		**282**	

q_1c34b - Network Administrator I Completed

		Frequency	*Valid Percent*
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c35 - Nurse Assistant

		Frequency	*Valid Percent*
Valid	*1*	3	100.0
Missing	*System*	279	
Total		**282**	

q_1c35b - Nurse Assistant Completed

		Frequency	*Valid Percent*
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c36 - Pharmacy Technician

		Frequency	*Valid Percent*
Valid	*1*	1	100.0
Missing	*System*	281	
Total		**282**	

q_1c36b - Pharmacy Technician Completed

		Frequency	*Valid Percent*
Valid	*1*	1	100.0
Missing	*System*	281	
Total		**282**	

q_1c37 - Phlebotomy Technician

		Frequency	*Valid Percent*
Valid	*1*	1	0.0
Missing	*System*	282	
Total		**282**	

q_1c37b - Phlebotomy Technician Completed

		Frequency	*Valid Percent*
Valid	*1*	1	100.0
Missing	*System*	281	
Total		**282**	

q_1c38 - Pipe Welding

		Frequency	*Valid Percent*
Valid	*1*	2	100.0
Missing	*System*	280	
Total		**282**	

q_1c38b - Pipe Welding Completed

		Frequency	*Valid Percent*
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c39 - Plumbing as a Metal Trades Program

		Frequency	*Valid Percent*
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c39b - Plumbing as a Metal Trades Program Completed

		Frequency	*Valid Percent*
Valid	*1*	0	0.0
Missing	*System*	282	
Total		**282**	

q_1c40 - Professional Commercial Driver Training

		Frequency	*Valid Percent*
Valid	*1*	8	100.0
Missing	*System*	274	
Total		**282**	

q_1c40b - Professional Commercial Driver Training Completed

		Frequency	*Valid Percent*
Valid	*1*	2	100.0
Missing	*System*	280	
Total		**282**	

q_1c41 - Refrigeration and Air Conditioning

		Frequency	Valid Percent
Valid	1	3	100.0
Missing	System	279	
Total		**282**	

q_1c41b - Refrigeration and Air Conditioning Completed

		Frequency	Valid Percent
Valid	1	1	100.0
Missing	System	281	
Total		**282**	

q_1c42 - Surgical Technologist

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c42b - Surgical Technologist Completed

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	282	
Total		**282**	

q_1c43 - Vocational Nurse

		Frequency	Valid Percent
Valid	1	3	100.0
Missing	System	279	
Total		**282**	

q_1c43b - Vocational Nurse Completed

		Frequency	Valid Percent
Valid	1	1	100.0
Missing	System	281	
Total		**282**	

q_1c44 - Website/Graphic Design Specialist

		Frequency	Valid Percent
Valid	1	2	0.0
Missing	System	280	
Total		**282**	

q_1c44b - Website/Graphic Design Specialist Completed

		Frequency	Valid Percent
Valid	1	2	100.0
Missing	System	280	
Total		**282**	

q_1c45 - Other Certificate Program

		Frequency	Valid Percent
Valid	1	44	100.0
Missing	System	238	
Total		**282**	

q_1c45b - Other Certificate Program Completed

		Frequency	Valid Percent
Valid	1	14	100.0
Missing	System	268	
Total		**282**	

q_1c46 - Other Associate Degree Program

		Frequency	Valid Percent
Valid	1	2	100.0
Missing	System	280	
Total		**282**	

q_1c46b - Other Associate Degree Program Completed

		Frequency	Valid Percent
Valid	1	2	100.0
Missing	System	280	
Total		**282**	

q_1c47 - Other Occupational/Vocational Training Program

		Frequency	Valid Percent
Valid	1	21	100.0
Missing	System	261	
Total		**282**	

q_1c47b - Other Occupational/Vocational Training Program Completed

		Frequency	Valid Percent
Valid	1	12	100.0
Missing	System	270	
Total		**282**	

q_2 - For each training program you were enrolled in, please specify your level of satisfaction

q_B1 - On-the-Job Training

		Frequency	Valid Percent
Valid	Very Dissatisfied	2	1.9
	Dissatisfied	3	2.8
	Neutral	13	12.0
	Satisfied	55	50.9
	Very Satisfied	35	32.4
	Total	108	100.0
Missing	System	1221	

q_B2 - Work Experience

		Frequency	Valid Percent
Valid	Very Dissatisfied	1	0.9
	Dissatisfied	2	1.9
	Neutral	14	13.0
	Satisfied	57	52.8
	Very Satisfied	34	31.5
	Total	108	100.0
Missing	System	1221	
Total		1329	

q_B3 - Subsidized Employment

		Frequency	Valid Percent
Valid	Very Dissatisfied	3	4.2
	Dissatisfied	1	1.4
	Neutral	17	23.9
	Satisfied	30	42.3
	Very Satisfied	20	28.2
	Total	71	100.0
Missing	System	1258	
Total		1329	

q_B4 - Leadership Development

		Frequency	Valid Percent
Valid	Very Dissatisfied	1	1.7
	Dissatisfied	3	5.2
	Neutral	9	15.5
	Satisfied	33	56.9
	Very Satisfied	12	20.7
	Total	58	100.0
Missing	System	1271	
Total		1329	

q_C - Summer Employment

		Frequency	Valid Percent
Valid	Very Dissatisfied	3	3.5
	Dissatisfied	2	2.3
	Neutral	16	18.6
	Satisfied	32	37.2
	Very Satisfied	33	38.4
	Total	86	100.0
Missing	System	1243	
Total		1329	

q_D - Unsubsidized Emp./Employment Entry

		Frequency	Valid Percent
Valid	Very Dissatisfied	2	4.9
	Dissatisfied	1	2.4
	Neutral	15	36.6
	Satisfied	17	41.5
	Very Satisfied	6	14.6
	Total	41	100.0
Missing	System	1288	
Total		1329	

q_E1 - Job Search Assistance

		Frequency	Valid Percent
Valid	Very Dissatisfied	33	4.8
	Dissatisfied	54	7.9
	Neutral	75	11.0
	Satisfied	276	40.4
	Very Satisfied	246	36.0
	Total	684	100.0
Missing	System	645	
Total		1329	

q_E2 - Supervised Job Search

		Frequency	Valid Percent
Valid	Very Dissatisfied	9	2.9
	Dissatisfied	26	8.4
	Neutral	24	7.7
	Satisfied	146	46.9
	Very Satisfied	106	34.1
	Total	311	100.0
Missing	System	1018	
Total		1329	

q_E3 - Job Search Basic

		Frequency	Valid Percent
Valid	Very Dissatisfied	18	2.8
	Dissatisfied	44	6.8
	Neutral	51	7.8
	Satisfied	262	40.2
	Very Satisfied	276	42.4
	Total	651	100.0
Missing	System	678	
Total		1329	

q_F1 - Case Management

		Frequency	Valid Percent
Valid	Very Dissatisfied	4	4.7
	Dissatisfied	5	5.9
	Neutral	11	12.9
	Satisfied	43	50.6
	Very Satisfied	22	25.9
	Total	85	100.0
Missing	System	1244	
Total		1329	

q_F2 - Counseling

		Frequency	Valid Percent
Valid	Very Dissatisfied	7	3.3
	Dissatisfied	13	6.0
	Neutral	28	13.0
	Satisfied	105	48.8
	Very Satisfied	62	28.8
	Total	215	100.0
Missing	System	1114	
Total		**1329**	

q_G1 - Resume/Application/Interview Preparation

		Frequency	Valid Percent
Valid	Very Dissatisfied	5	1.6
	Dissatisfied	5	1.6
	Neutral	26	8.3
	Satisfied	149	47.8
	Very Satisfied	127	40.7
	Total	312	100.0
Missing	System	1017	
Total		**1329**	

q_G2 - Job Readiness/Employment Skills

		Frequency	Valid Percent
Valid	Very Dissatisfied	2	2.3
	Dissatisfied	1	1.1
	Neutral	12	13.6
	Satisfied	42	47.7
	Very Satisfied	31	35.2
	Total	88	100.0
Missing	System	1241	

q_H - Mentoring

		Frequency	Valid Percent
Valid	Very Dissatisfied	2	3.8
	Dissatisfied	3	5.8
	Neutral	7	13.5
	Satisfied	25	48.1
	Very Satisfied	15	28.8
	Total	52	100.0
Missing	System	1277	
Total		**1329**	

q_I - Tutoring/Study Skills/Instruction

		Frequency	Valid Percent
Valid	Very Dissatisfied	1	1.8
	Dissatisfied	2	3.6
	Neutral	8	14.5
	Satisfied	26	47.3
	Very Satisfied	18	32.7
	Total	55	100.0
Missing	System	1274	

q_J - Community Service

		Frequency	Valid Percent
Valid	Very Dissatisfied	4	12.1
	Dissatisfied	1	3.0
	Neutral	8	24.2
	Satisfied	12	36.4
	Very Satisfied	8	24.2
	Total	33	100.0
Missing	System	1296	
Total		**1329**	

q_K - Comprehensive Objective Assessment

		Frequency	Valid Percent
Valid	Very Dissatisfied	2	5.4
	Dissatisfied	1	2.7
	Neutral	8	21.6
	Satisfied	17	45.9
	Very Satisfied	9	24.3
	Total	37	100.0
Missing	System	1292	
Total		**1329**	

q_L - Employability Development Plan

		Frequency	Valid Percent
Valid	Very Dissatisfied	2	4.9
	Dissatisfied	1	2.4
	Neutral	6	14.6
	Satisfied	19	46.3
	Very Satisfied	13	31.7
	Total	41	100.0
Missing	System	1288	
Total		**1329**	

q_M - Follow-Up Services

		Frequency	Valid Percent
Valid	Very Dissatisfied	6	5.3
	Dissatisfied	8	7.0
	Neutral	14	12.3
	Satisfied	54	47.4
	Very Satisfied	32	28.1
	Total	114	100.0
Missing	System	1215	

q_N - Support Services

		Frequency	Valid Percent
Valid	Very Dissatisfied	2	1.9
	Dissatisfied	4	3.8
	Neutral	12	11.4
	Satisfied	57	54.3
	Very Satisfied	30	28.6
	Total	105	100.0
Missing	System	1224	
Total		**1329**	

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q_O - Labor Market Information

		Frequency	Valid Percent
Valid	Very Dissatisfied	3	3.2
	Dissatisfied	4	4.3
	Neutral	9	9.6
	Satisfied	50	53.2
	Very Satisfied	28	29.8
	Total	94	100.0
Missing	System	1235	
Total		1329	

q_P - Workforce Services Orientation

		Frequency	Valid Percent
Valid	Very Dissatisfied	10	2.1
	Dissatisfied	11	2.3
	Neutral	36	7.6
	Satisfied	229	48.2
	Very Satisfied	189	39.8
	Total	475	100.0
Missing	System	854	
Total		1329	

q_3 - Customer Satisfaction Index

q_3a - Consider all of the services you have received or are currently receiving from Workforce Solutions-URG. How would you rate your overall satisfaction with the services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	52	4.8	4.8	4.8
	2	16	1.5	1.5	6.3
	3	34	3.1	3.1	9.4
	4	21	1.9	1.9	11.4
	5	103	9.5	9.5	20.9
	6	50	4.6	4.6	25.5
	7	109	10.1	10.1	35.6
	8	225	20.8	20.8	56.4
	9	172	15.9	15.9	72.3
	10	299	27.7	27.7	100.0
	Total	1081	100.0	100.0	

q_3b - Consider all of the services you have received or are currently receiving from Workforce Solutions-URG. To what extent have the services met your expectations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	64	5.9	5.9	5.9
	2	19	1.8	1.8	7.7
	3	34	3.1	3.1	10.8
	4	29	2.7	2.7	13.5
	5	98	9.1	9.1	22.6
	6	54	5.0	5.0	27.6
	7	123	11.4	11.4	38.9
	8	218	20.2	20.2	59.1
	9	158	14.6	14.6	73.7
	10	284	26.3	26.3	100.0
	Total	1081	100.0	100.0	

q_3c - Think about the ideal set of services for people in your circumstances. How well do the services you received from Workforce Solutions-URG compare with the ideal?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	62	5.7	5.7	5.7
	2	26	2.4	2.4	8.1
	3	26	2.4	2.4	10.5
	4	36	3.3	3.3	13.9
	5	108	10.0	10.0	23.9
	6	58	5.4	5.4	29.2
	7	109	10.1	10.1	39.3
	8	224	20.7	20.7	60.0
	9	158	14.6	14.6	74.7
	10	274	25.3	25.3	100.0
	Total	1081	100.0	100.0	

q_4 - Current Employment Status (subset - those who attended a training program - quesiton 1a)

q_4a

q_4a - Are you currently

		Frequency	Valid Percent
Valid	Employed within the field for which you were trained	44	15.9
	Employed outside the field for which you were trained	49	17.7
	Not currently employed	184	66.4
	Total	277	100.0
Missing	System	5	
Total		282	

q_4b

q_4b - What was your primary reason for changing fields?(Please circle one)

		Frequency	Valid Percent
Valid	Skills provided are applicable to multiple fields	6	12.8
	No jobs available in field for which I was trained	24	51.1
	Jobs available in training field do not pay a high enough wage	4	8.5
	Other	13	27.7
	Total	47	100.0
Missing	System	235	
Total		282	

q_5 - ESL and/or GED program evaluation (subset - those who participated in an ESL or GED training program - question 1b and 1c)

q_5 - Has the ESL and/or GED program helped you gain employment?

		Frequency	Valid Percent
Valid	Yes	8	32.0
	No	9	36.0
	Unsure	3	12.0
	Not applicable	5	20.0
	Total	25	100.0
Missing	System	46	
Total		71	

q_6 - Current Wages/Salary - (subset - those who have attended a training program and are employed - question 1a and 4)

q_6b - What is your current annual salary?

		Frequency	Valid Percent
Valid	Under $10,000	19	21.6
	$10,001 - $20,000	40	45.5
	$20,001 - $30,000	14	15.9
	$30,001 - $40,000	9	10.2
	$40,001 - $50,000	3	3.4
	$60,001 - $70,000	2	2.3
	$70,001 - $80,000	1	1.1
	Total	88	100.0
Missing	System	5	
Total		93	

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q_6_txt - What is your current hourly wage

		Frequency	Valid Percent
Valid	*7*	1	1.3
	7.25	23	29.5
	7.35	1	1.3
	7.4	3	3.8
	7.5	2	2.6
	7.55	2	2.6
	7.7	1	1.3
	7.71	1	1.3
	7.75	2	2.6
	8	6	7.7
	8.25	1	1.3
	8.35	1	1.3
	8.5	1	1.3
	8.85	1	1.3
	9	2	2.6
	10	6	7.7
	10.54	1	1.3
	10.6	1	1.3
	10.94	1	1.3
	11	2	2.6
	11.09	1	1.3
	11.18	1	1.3
	11.25	1	1.3
	12	4	5.1
	12.41	1	1.3
	13	1	1.3
	14	2	2.6
	14.5	1	1.3
	15	1	1.3
	16.25	1	1.3
	17.25	1	1.3
	17.48	1	1.3
	17.5	1	1.3
	23	1	1.3
	38	1	1.3
	Total	78	100.0
Missing	*System*	15	
Total		93	

q_7 - Wage increase over the last two years? (subset - those who have attended a training program and are employed - question 1a and 4)

q_7 - Have your wages increased over the last two years?

		Frequency	Valid Percent
Valid	*Yes*	30	32.6
	No	62	67.4
	Total	92	100.0
Missing	*System*	1	
Total		93	

q_8 - Wage Increase Details (subset - those who have attended a training program and are employed and have had a wage increase - question 1a, 4 and 7)

q_8a - What is the primary reason for the increase?

		Frequency	*Valid Percent*
Valid	*Training program referred to you by Workforce Solutions - URG*	2	6.7
	Services received from Workforce Solutions-URG	1	3.3
	Annual pay raise	12	40.0
	Promotion	5	16.7
	Other	10	33.3
	Total	**30**	**100.0**

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q_8b

q_8b - Approximately how large was your monthly increase?

		Frequency	Valid Percent
Valid	$25 or less	8	26.7
	$26 - $50	7	23.3
	$51 - $100	3	10.0
	$101 - $150	2	6.7
	$151 - $200	2	6.7
	$201 - $300	2	6.7
	$301 - $500	1	3.3
	$501 - $1000	1	3.3
	$1001 or more	4	13.3
	Total	30	100.0

q_8c_txt - What was your hourly wage before the increase?

		Frequency	Valid Percent
Valid	5	1	3.8
	5	1	3.8
	6	1	3.8
	6	1	3.8
	6	2	7.7
	6	1	3.8
	7	1	3.8
	7	2	7.7
	7	2	7.7
	7	1	3.8
	7	2	7.7
	8	2	7.7
	9	4	15.4
	14	1	3.8
	18	1	3.8
	20	2	7.7
	37	1	3.8
	Total	26	100.0
Missing	System	4	
Total		30	

q_ 9 - Current Employment Status (subset - those who have not attended a training program - question 1a)

q_9 - Are you currently employed?

		Frequency	Valid Percent
Valid	Yes	409	39.8
	No	619	60.2
	Total	1028	100.0
Missing	System	13	
Total		1041	

q_10 - Current Wg./Salary (subset - those who have not attended a training program and are employed - question 1a and 9)

q_10b - What is your current annual salary?

		Frequency	Valid Percent
Valid	Under $10,000	80	20.8
	$10,001 - $20,000	150	39.1
	$20,001 - $30,000	82	21.4
	$30,001 - $40,000	29	7.6
	$40,001 - $50,000	18	4.7
	$50,001 - $60,000	12	3.1
	$60,001 - $70,000	6	1.6
	$70,001 - $80,000	3	0.8
	$90,001 - $100,000	2	0.5
	Over $100,001	2	0.5
	Total	384	100.0
Missing	System	25	
Total		409	

q_10_txt - What is your current hourly wage?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	1	.2	.3	.3
	6.00	2	.5	.6	.8
	6.25	1	.2	.3	1.1
	6.55	1	.2	.3	1.4
	6.75	1	.2	.3	1.7
	7.00	1	.2	.3	2.0
	7.20	1	.2	.3	2.2
	7.25	92	22.5	25.7	27.9
	7.35	3	.7	.8	28.8
	7.40	5	1.2	1.4	30.2
	7.50	15	3.7	4.2	34.4
	7.55	2	.5	.6	34.9
	7.61	1	.2	.3	35.2
	7.75	2	.5	.6	35.8
	7.95	1	.2	.3	36.0
	8.00	29	7.1	8.1	44.1
	8.13	1	.2	.3	44.4
	8.25	4	1.0	1.1	45.5
	8.26	1	.2	.3	45.8
	8.30	1	.2	.3	46.1
	8.50	9	2.2	2.5	48.6
	8.55	1	.2	.3	48.9
	8.60	1	.2	.3	49.2
	8.63	1	.2	.3	49.4
	8.75	2	.5	.6	50.0
	8.80	2	.5	.6	50.6
	9.00	10	2.4	2.8	53.4
	9.19	1	.2	.3	53.6
	9.25	1	.2	.3	53.9
	9.27	1	.2	.3	54.2
	9.50	7	1.7	2.0	56.1
	9.70	1	.2	.3	56.4
	9.92	1	.2	.3	56.7
	10.00	21	5.1	5.9	62.6
	10.25	1	.2	.3	62.8
	10.43	1	.2	.3	63.1
	10.50	4	1.0	1.1	64.2
	10.75	2	.5	.6	64.8
	10.84	1	.2	.3	65.1
	10.86	1	.2	.3	65.4
	11.00	10	2.4	2.8	68.2
	11.25	2	.5	.6	68.7
	11.50	2	.5	.6	69.3
	11.65	2	.5	.6	69.8
	12.00	13	3.2	3.6	73.5
	12.50	3	.7	.8	74.3
	12.54	1	.2	.3	74.6
	12.62	1	.2	.3	74.9
	12.63	1	.2	.3	75.1
	12.75	2	.5	.6	75.7
	13.00	11	2.7	3.1	78.8
	13.26	2	.5	.6	79.3
	13.50	3	.7	.8	80.2
	13.75	1	.2	.3	80.4
	13.76	1	.2	.3	80.7
	14.00	3	.7	.8	81.6
	14.90	1	.2	.3	81.8
	15.00	15	3.7	4.2	86.0
	15.30	1	.2	.3	86.3
	15.50	1	.2	.3	86.6
	15.87	1	.2	.3	86.9
	16.00	3	.7	.8	87.7
	16.85	1	.2	.3	88.0
	17.00	5	1.2	1.4	89.4
	17.24	1	.2	.3	89.7
	17.94	1	.2	.3	89.9
	18.00	4	1.0	1.1	91.1
	19.00	2	.5	.6	91.6
	19.50	1	.2	.3	91.9
	20.00	4	1.0	1.1	93.0
	20.50	1	.2	.3	93.3
	21.00	3	.7	.8	94.1
	22.00	3	.7	.8	95.0
	24.00	3	.7	.8	95.8
	25.00	2	.5	.6	96.4
	25.30	1	.2	.3	96.6
	26.12	1	.2	.3	96.9
	26.80	1	.2	.3	97.2
	28.50	1	.2	.3	97.5
	29.00	1	.2	.3	97.8
	30.00	1	.2	.3	98.0
	32.00	2	.5	.6	98.6
	36.05	1	.2	.3	98.9
	41.00	1	.2	.3	99.2
	45.00	1	.2	.3	99.4
	50.00	2	.5	.6	100.0
	Total	358	87.5	100.0	
Missing	System	51	12.5		
Total		409	100.0		

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q_11 – Wg. incr. last two years? (subset - have not attended a training program and employed - question 1a and 9)

q_11 - Have your wages increased over the last two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	141	34.5	35.1	35.1
	No	261	63.8	64.9	100.0
	Total	402	98.3	100.0	
Missing	System	7	1.7		
Total		409	100.0		

q_12 – Wg. incr. Details (subset – hav not attended a training program, employed, received wg. incr. - question 1a, 9, 11)

q_12a - What is the primary reason for the increase?

		Frequency	Valid Percent
Valid	*Training program referred to you by Workforce Solutions - URG*	1	0.7
	Services received from Workforce Solutions-URG	3	2.2
	Annual pay raise	52	38.2
	Promotion	28	20.6
	Other	52	38.2
	Total	136	100.0
Missing	*System*	5	
Total		141	

q_12b

q_12b - Approximately how large was your monthly increase?

		Frequency	Valid Percent
Valid	$25 or less	37	27.2
	$26 - $50	24	17.6
	$51 - $100	23	16.9
	$101 - $150	6	4.4
	$151 - $200	10	7.4
	$201 - $300	14	10.3
	$301 - $500	11	8.1
	$501 - $1000	5	3.7
	$1001 or more	6	4.4
	Total	136	100.0
Missing	System	5	
Total		141	

q_12c_txt - What was your hourly wage before the increase?

		Frequency	Valid Percent
Valid	0	3	2.5
	4.25	1	0.8
	6	2	1.7
	6.25	9	7.6
	6.4	2	1.7
	6.5	5	4.2
	6.55	4	3.4
	6.75	4	3.4
	6.8	2	1.7
	6.85	2	1.7
	7	3	2.5
	7.1	1	0.8
	7.15	1	0.8
	7.25	6	5.1
	7.4	1	0.8
	7.5	3	2.5
	7.55	1	0.8
	8	2	1.7
	8.2	2	1.7
	8.23	1	0.8
	8.25	2	1.7
	8.7	1	0.8
	9	6	5.1
	9.25	1	0.8
	9.5	1	0.8
	10	10	8.5
	10.5	1	0.8
	10.8	1	0.8
	11	2	1.7
	11.2	1	0.8
	11.5	1	0.8
	12	5	4.2
	12.15	1	0.8
	12.25	2	1.7
	12.74	1	0.8
	12.75	1	0.8
	13	5	4.2
	14	5	4.2
	15	3	2.5
	16	1	0.8
	17	2	1.7
	18	2	1.7
	19.25	1	0.8
	20	2	1.7
	22	1	0.8
	23	1	0.8
	24	1	0.8
	25	1	0.8
	25.97	1	0.8
	Total	118	100.0
Missing	System	23	
Total		141	

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q_13 - Primary Occupation, Attended Training (left) vs Did not Attend Training (right)

q_13 - Regardless of your current employment status,which of the following categories best describes your primary occupation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Management	14	5.0	5.3	5.3
	Business and Financial Operations	11	3.9	4.2	9.4
	Computer and Mathematical	3	1.1	1.1	10.6
	Architecture and Engineering	2	.7	.8	11.3
	Community and Social Services	6	2.1	2.3	13.6
	Legal	2	.7	.8	14.3
	Education, Training, and Library	13	4.6	4.9	19.2
	Arts, Design, Entertainment, Sports, and Media	2	.7	.8	20.0
	Healthcare Practitioners and Technical	6	2.1	2.3	22.3
	Healthcare Support	17	6.0	6.4	28.7
	Protective Service	4	1.4	1.5	30.2
	Food Preparation and Serving Related	8	2.8	3.0	33.2
	Building and Grounds Cleaning and Maintenance	4	1.4	1.5	34.7
	Personal Care and Service	13	4.6	4.9	39.6
	Sales and Related	14	5.0	5.3	44.9
	Office and Administrative Support	12	4.3	4.5	49.4
	Farming, Fishing, and Forestry	4	1.4	1.5	50.9
	Construction and Extraction	15	5.3	5.7	56.6
	Installation, Maintenance, and Repair	16	5.7	6.0	62.6
	Production	27	9.6	10.2	72.8
	Transportation and Material Moving	23	8.2	8.7	81.5
	Military Specific	2	.7	.8	82.3
	Other	47	16.7	17.7	100.0
	Total	265	94.0	100.0	
Missing	System	17	6.0		
Total		282	100.0		

q_13 - Regardless of your current employment status,which of the following categories best describes your primary occupation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Management	61	5.9	6.1	6.1
	Business and Financial Operations	55	5.3	5.5	11.7
	Computer and Mathematical	21	2.0	2.1	13.8
	Architecture and Engineering	15	1.4	1.5	15.3
	Life, Physical, and Social Science	3	.3	.3	15.6
	Community and Social Services	19	1.8	1.9	17.5
	Legal	4	.4	.4	17.9
	Education, Training, and Library	29	2.8	2.9	20.8
	Arts, Design, Entertainment, Sports, and Media	11	1.1	1.1	22.0
	Healthcare Practitioners and Technical	17	1.6	1.7	23.7
	Healthcare Support	55	5.3	5.5	29.2
	Protective Service	9	.9	.9	30.1
	Food Preparation and Serving Related	37	3.6	3.7	33.8
	Building and Grounds Cleaning and Maintenance	25	2.4	2.5	36.4
	Personal Care and Service	20	1.9	2.0	38.4
	Sales and Related	57	5.5	5.7	44.1
	Office and Administrative Support	49	4.7	4.9	49.0
	Farming, Fishing, and Forestry	7	.7	.7	49.7
	Construction and Extraction	102	9.8	10.3	60.0
	Installation, Maintenance, and Repair	64	6.1	6.4	66.5
	Production	104	10.0	10.5	76.9
	Transportation and Material Moving	73	7.0	7.4	84.3
	Military Specific	2	.2	.2	84.5
	Other	154	14.8	15.5	100.0
	Total	993	95.4	100.0	
Missing	System	48	4.6		
Total		1041	100.0		

q_13 - Regardless of your current employment status,which of the following categories best describes your primary occupation?

		Frequency	Valid Percent
Valid	**Management**	61	6.1
	Business and Financial Operations	55	5.5
	Computer and Mathematical	21	2.1
	Architecture and Engineering	15	1.5
	Life, Physical, and Social Science	3	0.3
	Community and Social Services	19	1.9
	Legal	4	0.4
	Education, Training, and Library	29	2.9
	Arts, Design, Entertainment, Sports, and Media	11	1.1
	Healthcare Practitioners and Technical	17	1.7
	Healthcare Support	55	5.5
	Protective Service	9	0.9
	Food Preparation and Serving Related	37	3.7
	Building and Grounds Cleaning and Maintenance	25	2.5
	Personal Care and Service	20	2.0
	Sales and Related	57	5.7
	Office and Administrative Support	49	4.9
	Farming, Fishing, and Forestry	7	0.7
	Construction and Extraction	102	10.3
	Installation, Maintenance, and Repair	64	6.4
	Production	104	10.5
	Transportation and Material Moving	73	7.4
	Military Specific	2	0.2
	Other	154	15.5
	Total	993	100.0
Missing	**System**	48	
Total		1041	

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q_14 - Years within Primary Occupation?

q_14 - How many years have you worked within your primary occupation?

		Frequency	Valid Percent
Valid	Currently no work experience	71	5.5
	Less than one year	116	9.0
	1-2 years	148	11.4
	3-5 years	212	16.4
	6-10 years	270	20.8
	11-15 years	146	11.3
	16-20 years	115	8.9
	21 or more years	194	15.0
	Does not apply	24	1.9
	Total	1296	100.0
Missing	System	33	
Total		**1329**	

q_15 - Years outside Primary Occupation?

q_15 - How many years have you worked ouside your primary occupation?

		Frequency	Valid Percent
Valid	Currently no work experience	138	10.8
	Less than one year	103	8.0
	1-2 years	184	14.4
	3-5 years	238	18.6
	6-10 years	193	15.1
	11-15 years	101	7.9
	16-20 years	64	5.0
	21 or more years	40	3.1
	Does not apply	219	17.1
	Total	1280	100.0
Missing	System	49	
Total		**1329**	

q_16 - Problems gaining employment?

q_16a - Communication - written

		Frequency	Valid Percent
Valid	1	37	100.0
Missing	System	1292	
Total		**1329**	

q_16b - Communication - verbal

		Frequency	Valid Percent
Valid	1	85	100.0
Missing	System	1244	
Total		**1329**	

q_16c - Analytical skills

		Frequency	Valid Percent
Valid	1	10	100.0
Missing	System	1319	
Total		**1329**	

q_16d - Experience

		Frequency	Valid Percent
Valid	1	157	100.0
Missing	System	1172	
Total		**1329**	

q_16e - Language

		Frequency	Valid Percent
Valid	1	230	100.0
Missing	System	1099	
Total		**1329**	

q_16f - Education

		Frequency	Valid Percent
Valid	1	227	100.0
Missing	System	1102	
Total		**1329**	

q_16g - Technical skills (computer)

		Frequency	Valid Percent
Valid	1	76	100.0
Missing	System	1253	
Total		1329	

q_16h - Interpersonal skills

		Frequency	Valid Percent
Valid	1	15	100.0
Missing	System	1314	
Total		1329	

q_16i - Lack of resources - child care, transportation, clothing

		Frequency	Valid Percent
Valid	1	62	100.0
Missing	System	1267	
Total		1329	

q_16j - None

		Frequency	Valid Percent
Valid	1	207	100.0
Missing	System	1122	
Total		1329	

q_16k - Not applicable

		Frequency	Valid Percent
Valid	1	114	100.0
Missing	System	1215	
Total		1329	

q_16l - Other

		Frequency	Valid Percent
Valid	1	427	100.0
Missing	System	902	
Total		1329	

q_17 - Satisfaction with the Workforce Center Staff

q_17a - The staff understand your needs

		Frequency	Valid Percent
Valid	Strongly Disagree	64	5.0
	Disagree	100	7.8
	Neutral	126	9.8
	Agree	568	44.2
	Strongly Agree	386	30.0
	Not Sure	15	1.2
	Does not apply	27	2.1
	Total	1286	100.0
Missing	System	43	
Total		1329	

q_17b - The staff are courteous and attentive

		Frequency	Valid Percent
Valid	Strongly Disagree	38	3.0
	Disagree	47	3.7
	Neutral	91	7.1
	Agree	626	48.7
	Strongly Agree	450	35.0
	Not Sure	7	0.5
	Does not apply	26	2.0
	Total	1285	100.0
Missing	System	44	
Total		1329	

q_17c - The staff are professional/knowledgeable

		Frequency	Valid Percent
Valid	Strongly Disagree	41	3.2
	Disagree	55	4.3
	Neutral	104	8.1
	Agree	631	49.4
	Strongly Agree	411	32.2
	Not Sure	9	0.7
	Does not apply	27	2.1
	Total	1278	100.0
Missing	System	51	
Total		1329	

q_17d - The staff responded to your requests for help in a reasonable amount of time

		Frequency	Valid Percent
Valid	Strongly Disagree	94	7.3
	Disagree	87	6.8
	Neutral	93	7.3
	Agree	603	47.1
	Strongly Agree	367	28.7
	Not Sure	7	0.5
	Does not apply	29	2.3
	Total	1280	100.0
Missing	System	49	
Total		1329	

Demographics q_1 - Employment Center (full)

q_19a - Alpine

		Frequency	Valid Percent
Valid	1	11	100.0
Missing	System	1318	
Total		1329	

q_19b - Bassett

		Frequency	Valid Percent
Valid	1	97	100.0
Missing	System	1232	
Total		1329	

q_19c - CAFV

		Frequency	Valid Percent
Valid	1	5	100.0
Missing	System	1324	
Total		1329	

q_19d - Doniphan

		Frequency	Valid Percent
Valid	1	143	100.0
Missing	System	1186	
Total		1329	

q_19e - Dyer

		Frequency	Valid Percent
Valid	1	215	100.0
Missing	System	1114	
Total		1329	

q_19f - Fabens

		Frequency	Valid Percent
Valid	1	65	100.0
Missing	System	1264	
Total		1329	

q_19g - Fort Bliss

		Frequency	Valid Percent
Valid	1	11	100.0
Missing	System	1318	
Total		1329	

q_19h - Lomaland

		Frequency	Valid Percent
Valid	1	714	100.0
Missing	System	615	
Total		1329	

q_19i - NHEC (Downtown)

		Frequency	Valid Percent
Valid	1	137	100.0
Missing	System	1192	
Total		1329	

q_19j - PresidioYsleta del Sur Pueblo

		Frequency	Valid Percent
Valid	1	23	100.0
Missing	System	1306	
Total		1329	

q_19k - Sin Fronteras

		Frequency	Valid Percent
Valid	1	2	100.0
Missing	System	1327	
Total		1329	

q_19l - UTEP

		Frequency	Valid Percent
Valid	1	15	100.0
Missing	System	1314	
Total		1329	

q_19m - Van Horn

		Frequency	Valid Percent
Valid	1	0	0.0
Missing	System	1329	
Total		1329	

q_19n - Ysleta

		Frequency	Valid Percent
Valid	1	6	100.0
Missing	System	1323	
Total		1329	

Demographics q_2 - Do you live in El Paso County? (full for q20 and subset of q20 - those who live in El Paso - q21)

q_20 - Do you live in El Paso County?

		Frequency	Valid Percent
Valid	*Yes*	1106	86.3
	No	175	13.7
	Total	1281	100.0
Missing	*System*	48	
Total		**1329**	

Zip Code Recode into Regions of El Paso

		Frequency	Valid Percent
	Anthony and Canutillo	16	0.0
	West	102	0.1
	Central	166	0.2
	Northeast	189	0.2
	East	221	0.2
	Lower Valley/Socorro	214	0.2
	Non-El Paso City	114	0.1
	Far East	56	0.1
	Total	**1078**	**1.0**

q_21_txt - What is your zip code

		Frequency	Valid Percent
Valid		9	0.8
	79821	6	0.5
	79835	10	0.9
	79836	10	0.9
	79838	12	1.1
	79839	1	0.1
	79849	29	2.6
	79853	2	0.2
	79901	24	2.2
	79902	28	2.5
	79903	28	2.5
	79904	65	5.9
	79905	49	4.4
	79907	94	8.5
	79908	1	0.1
	79909	2	0.2
	79911	1	0.1
	79912	69	6.2
	79915	61	5.5
	79922	7	0.6
	79923	1	0.1
	79924	105	9.5
	79925	43	3.9
	79926	1	0.1
	79927	59	5.3
	79928	61	5.5
	79929	1	0.1
	79930	37	3.3
	79932	25	2.3
	79934	18	1.6
	79935	21	1.9
	79936	157	14.2
	79937	3	0.3
	79938	56	5.1
	79939	1	0.1
	79942	1	0.1
	79945	1	0.1
	79947	1	0.1
	79948	1	0.1
	79949	2	0.2
	79984	1	0.1
	88008	1	0.1
	88018	1	0.1
	Total	**1106**	**100.0**

Demographics q_3 - Age (full)

q_22_txt - What year were you born

		Frequency	Valid Percent
Valid		111	8.4
	1930	1	0.1
	1935	2	0.2
	1937	1	0.1
	1938	4	0.3
	1939	2	0.2
	1940	3	0.2
	1941	4	0.3
	1942	4	0.3
	1944	6	0.5
	1945	7	0.5
	1946	12	0.9
	1947	18	1.4
	1948	8	0.6
	1949	16	1.2
	1950	15	1.1
	1951	20	1.5
	1952	27	2.0
	1953	30	2.3
	1954	41	3.1
	1955	37	2.8
	1956	30	2.3
	1957	32	2.4
	1958	29	2.2
	1959	34	2.6
	1960	33	2.5
	1961	32	2.4
	1962	35	2.6
	1963	24	1.8
	1964	35	2.6
	1965	30	2.3
	1966	21	1.6
	1967	32	2.4
	1968	27	2.0
	1969	20	1.5
	1970	31	2.3
	1971	37	2.8
	1972	28	2.1
	1973	28	2.1
	1974	26	2.0
	1975	24	1.8
	1976	29	2.2
	1977	20	1.5
	1978	27	2.0
	1979	20	1.5
	1980	26	2.0
	1981	28	2.1
	1982	24	1.8
	1983	21	1.6
	1984	24	1.8
	1985	19	1.4
	1986	19	1.4
	1987	13	1.0
	1988	14	1.1
	1989	5	0.4
	1990	13	1.0
	1991	10	0.8
	1992	18	1.4
	1993	18	1.4
	1994	17	1.3
	1995	7	0.5
	Total	**1329**	**100.0**

Age Cohorts

		Frequency	Valid Percent
Valid	*14 - 17*	60	4.9
	18 - 24	93	7.6
	25 - 34	243	20.0
	35 - 44	280	23.0
	45 - 54	321	26.4
	55 - 64	194	15.9
	65 +	27	2.2
	Total	1218	100.0
Missing	*System*	111	
Total		**1329**	

A-23

Demographics q_4 - Gender (full)

q_23 - Gender

		Frequency	*Valid Percent*
Valid	*Male*	692	54.1
	Female	586	45.9
	Total	1278	100.0
Missing	*System*	51	
Total		**1329**	

Demographics q_5 - Ethnicity (full)

q_24 - Do you consider yourself:

		Frequency	Valid Percent
Valid	*Hispanic*	1127	88.3
	African American	29	2.3
	Caucasian/Anglo-American	91	7.1
	Asian	2	0.2
	Native-American	10	0.8
	Other	17	1.3
	Total	1276	100.0
Missing	*System*	53	
Total		**1329**	

q_24_txt - Other ethnicity

		Frequency	*Valid Percent*
Valid		1318	99.2
	American	1	0.1
	American with Mexican culture	1	0.1
	American	1	0.1
	Arab	1	0.1
	Both Hispanic and Native American.	1	0.1
	Crio	1	0.1
	Greek	1	0.1
	HUMAN	**1**	**0.1**
	Mexican and German	1	0.1
	Pacific Islander	1	0.1
	Phillapeno American	1	0.1
	Total	1329	100.0

Demographics q_6 – Education, Attended Training (full)

q_25 - What was the last level of school you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than high school	403	30.3	31.6	31.6
	GED	124	9.3	9.7	41.4
	High School Graduate	205	15.4	16.1	57.5
	Trade school/technical school	97	7.3	7.6	65.1
	Some college	186	14.0	14.6	79.7
	Associate's Degree	81	6.1	6.4	86.0
	Bachelor's Degree	120	9.0	9.4	95.4
	Some graduate work beyond Bachelor's Degree	24	1.8	1.9	97.3
	Master's Degree or Ph.D.	34	2.6	2.7	100.0
	Total	1274	95.9	100.0	
Missing	System	55	4.1		
Total		1329	100.0		

Demographics q_6 – Education, Attended Training

q_25 - What was the last level of school you completed?

		Frequency	Valid Percent
Valid	*Less than high school*	311	31.1
	GED	93	9.3
	High School Graduate	162	16.2
	Trade school/technical school	77	7.7
	Some college	148	14.8
	Associate's Degree	58	5.8
	Bachelor's Degree	98	9.8
	Some graduate work beyond Bachelor's Degree	21	2.1
	Master's Degree or Ph.D.	32	3.2
	Total	1000	100
Missing	*System*	41	
Total		1041	

Demographics q_6 – Education, Did not Attend Training

q_25 - What was the last level of school you completed?

		Frequency	Valid Percent
Valid	*Less than high school*	89	33.2
	GED	31	11.6
	High School Graduate	43	16.0
	Trade school/technical school	20	7.5
	Some college	37	13.8
	Associate's Degree	23	8.6
	Bachelor's Degree	21	7.8
	Some graduate work beyond Bachelor's Degree	2	0.7
	Master's Degree or Ph.D.	2	0.7
	Total	268	100.0
Missing	*System*	14	
Total		282	