



**2007**

# **Employer Workforce Training Needs and Practices Survey**

**by**

**Workforce Training and Education Coordinating Board**

**In partnership with**

**Washington State Department of Employment Security  
The Association of Washington Business (AWB)  
The Washington Chamber of Commerce Executives'**

**Long Form**



## Workforce Training and Education Coordinating Board

*128 10 Avenue SW ♦ PO Box 43105 ♦ Olympia, WA 98504-3105*

Phone: (360) 753-5662 ♦ Fax: (360) 586-5862 ♦ Web: [www.wtb.wa.gov](http://www.wtb.wa.gov) ♦ Email: [wtecb@wtb.wa.gov](mailto:wtecb@wtb.wa.gov)

8/1/07

### **Upcoming Employer Workforce Training Needs and Practices Survey**

About 51 percent of employers in Washington State reported in 2005 that they had difficulty hiring qualified job applicants. Does your company have the same experience today? What about your industry or your region? What employers are doing to solve this problem?

In 2005, about one-third of employers said that the skills required for work had increased in the last three years. What skills do you want your future workers to possess? What level of education should they have to adequately perform the work you hire them to do? Where should the State invest money to train your future workers?

Tell the State by participating in the statewide Employer Workforce Needs and Practices Survey.

Starting in August, the Workforce Training and Education Coordinating Board, a state agency, will conduct a survey to measure the workforce training needs and practices of Washington employers. Results are used to measure the difficulty that Washington employers have in finding qualified applicants, future needs for skilled employees, and types of training that employers provide themselves. The State uses these results to guide budget allocations for workforce development.

This is the Workforce Board's sixth biennial survey since 1995. The survey is co-sponsored by the Association of Washington Business (AWB), and the Washington Chamber of Commerce Executives.

The Workforce Board will publish reports on statewide survey results, and results by industry and region. Various industries have used the results to guide their workforce development efforts with the state legislature. Results for your region will be supplied to your region's Workforce Development Council, which will use the information to help coordinate workforce training programs in your area.

To see the previous report, follow the link below:

[http://www.wtb.wa.gov/Documents/Emp06\\_000.doc](http://www.wtb.wa.gov/Documents/Emp06_000.doc)

For the previous report by Workforce Development Area, visit:

<http://www.wtb.wa.gov/Documents/WDCReport2006.pdf>

For the previous report by industry sector, see:

<http://www.wtb.wa.gov/Documents/IndustryReport2006.pdf>

You have been selected randomly to participate in the 2007 survey. Within a month you will be contacted by Northwest Research Group, a company hired by the Workforce Board to administer the survey. By participating in the survey, you will be entered into a random drawing for free admission to the Workforce and Economic Development Leadership Conference to be held November 13<sup>th</sup> through 15<sup>th</sup> at the Sheraton Hotel in Tacoma. For details of the Conference, please visit [www.wtb.wa.gov](http://www.wtb.wa.gov).

Thank you for your participation and cooperation in the coming survey.

# Employer Needs and Practices Survey 2007

## WHAT IS THIS STUDY?

The Washington State Legislature directs the Workforce Training and Education Coordinating Board (WTECB), a state agency, to conduct an evaluation of the state's major workforce training programs. This is WTECB's sixth biannual survey since 1995. The survey is sponsored by Washington State Department of Employment Security, the Association of Washington Business (AWB), and the Washington Chamber of Commerce Executives.

## WHO GETS THE RESULTS AND BENEFITS?

WTECB will publish reports on statewide survey results, and results by industries and regions. Various industries have used the reported data to coordinate their workforce development efforts with state legislative actions. Results for your region will be supplied to your regional Workforce Development Council, which will use the information to help coordinate workforce training programs in your area. We will share your individual answers with this regional board only if you request. In addition, we will send you a summary of the results, at your request.

## SURVEY ADMINISTRATION

VENDOR has been contracted to administer this survey to ensure the confidentiality of your responses. VENDOR is collecting survey responses, providing alternative methods for completing the survey, and tabulating the results of this study for WTECB. You may also receive a telephone call from VENDOR reminding you to return your completed questionnaire or to complete the survey via telephone or online.

If you would prefer, VENDOR has provided two alternative options for you to complete this survey:

- a) Online – An exact copy of this survey is also available in an online format. To access the survey online, open your internet browser and type the following address:

<http://survey.vendor.com/wtecb.htm>

In order for VENDOR to keep a record of all employers who have been invited to participate, you will need to enter the 5-digit serial number that is printed on the bottom of the page in this questionnaire as the login ID number for this web survey.

If you have any questions or difficulties accessing the online version of the survey, please contact xxxx, Associate Project Manager, via email ([xxxx@vendor.com](mailto:xxxx@vendor.com)) or during regular business hours at 1-800-XXX-XXX (toll-free) or XXX-XXX-XXXX (local).

- b) Telephone – Trained staff are available from 8:00 AM to 5:00 PM (PST) to administer this survey over the telephone. You may call the toll-free survey line at 1-XXX-XXX-XXXX and reference extension #XXX. In order for VENDOR to keep a record of all employers who have been invited to participate, you will need to provide the survey staff with the 5-digit serial number that is printed on the bottom of the page in this questionnaire.

If you have any questions regarding the telephone version of the survey, please contact xxxx, Associate Project Manager, via email ([xxxx@vendor.com](mailto:xxxx@vendor.com)) or during regular business hours at 1-800-XXX-XXXX (toll-free) or XXX-XXX-XXXX (local).

**All of your responses will be kept confidential and used only for research purposes unless you tell us otherwise (Question 27).** We have coded the questionnaires so we can determine who has responded, but will not report the results in any way that could identify you. Answers to all questions are voluntary, but we ask that you not skip questions unless the instructions tell you do so.

**PLEASE RETURN YOUR COMPLETED SURVEY BY November 15, 2007.**

**ABOUT THE QUESTIONNAIRE DESIGN:**

This questionnaire has been designed so that the data can be compiled using an optical scanner. Answers are given in one of two ways. For most questions, you will indicate your response by filling in the appropriate bubble. Only one answer can be chosen for each question. Please thoroughly fill in the bubble with a black ballpoint pen and do not make any additional marks outside the bubble. In the example below, the answers “No” and “Some Difficulty” are selected.

- |                                  |     |                       |                                  |                       |                       |
|----------------------------------|-----|-----------------------|----------------------------------|-----------------------|-----------------------|
|                                  |     | Much                  | Some                             | No                    | Not                   |
| <input type="radio"/>            | Yes | Difficulty            | Difficulty                       | Difficulty            | Applicable            |
| <input checked="" type="radio"/> | No  | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other answers are indicated in numeral form. These are comb-style fields in which you write out the numbers yourself. This is commonly used in questions asking you to indicate the percentage of your employees that meet a specific criteria. In the example below, a company indicated that 45% of its employees have a Bachelor’s degree.

G. A baccalaureate (B.A. or B.S.) degree..... 

	4	5
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 %

Some fields are closed boxes and are marked “Office use only.” Please do not write in these fields.

**SKIPPING QUESTIONS THAT DO NOT APPLY:**

Some questions do not apply to you. Depending on your response to some questions, you will be instructed to skip over questions that do not apply. Instructions are **PRINTED IN CAPITAL LETTERS**. In the example below, a person answering “Yes” would continue to the next question. A person answering “No” would skip to page 11 and begin with question 24.

- Yes
- No      **SKIP TO PAGE 11, QUESTION 24**

For questions about this survey, please contact either yyyy or xxxx, Associate Project Managers, via email ([yyyy@vendor.com](mailto:yyyy@vendor.com) / [xxxx@vendor.com](mailto:xxxx@vendor.com)) or during regular business hours at **1-800-XXX-XXXX** (toll-free) or **XXX-XXX-XXXX** (local).



# Workforce Training Needs and Practices of Washington State Employers 2007

## SECTION A: RECENT HIRING AND DIFFICULTIES IN FINDING QUALIFIED APPLICANTS

These first questions are about whether you have hired new employees in the last 12 months and about any difficulties you may have experienced in finding qualified applicants.

1. Has your firm/organization hired any new employees in the last twelve (12) months?
  - Yes
  - No
  
2. In the last 12 months, did your firm/organization have any difficulty finding qualified applicants for any of the jobs you were trying to fill?
  - Yes
  - No -- SKIP TO SECTION B, **QUESTION 9**
  
3. How did your firm/organization respond to the difficulty finding qualified applicants?  
 MORE THAN ONE RESPONSE IS POSSIBLE.  
 PLEASE ANSWER YES OR NO FOR EACH STATEMENT.

a. Did not fill the job opening	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
b. Hired a less qualified applicant	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
c. Outsourced work or purchased services from another firm	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
d. Increased overtime hours for current workers	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
e. Increased recruiting efforts	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
f. Increased wages to attract more applicants	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
g. Other, specify _____			

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4. Please indicate the occupation for which your firm/organization had the most difficulty finding qualified applicants in the last 12 months.

\_\_\_\_\_

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5. Sometimes firms/organizations may experience difficulty in finding qualified applicants with the formal education required to perform certain jobs. In general, how much difficulty has your firm/organization experienced in the last 12 months finding qualified applicants with the different education levels listed below?

PLEASE FILL IN ONLY ONE CIRCLE IN EACH ROW.

IF YOU DID NOT NEED EMPLOYEES WITH THAT LEVEL OF EDUCATION, FILL THE CIRCLE FOR "NOT APPLICABLE" IN THAT ROW.

	Much Difficulty	Some Difficulty	No Difficulty	NA / Don't Know
a. Neither a high school diploma nor a GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. A high school diploma or GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Some college course work beyond high school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. A vocational diploma or certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. A vocational associate degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. An academic associate (A.A. or A.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. A baccalaureate (B.A. or B.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. A master's (M.A. or M.S.) degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. A doctoral (Ph.D.) or professional degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Firms/organizations may also experience difficulty finding qualified applicants with certain kinds of abilities and job skills. How much difficulty has your firm/organization had finding employees with the following skills?

	Much Difficulty	Some Difficulty	No Difficulty	NA / Don't Know
a. Reading skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Writing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Math skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. English as a Second language skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Occupation-specific skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Computer skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Team work skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Problem solving or critical thinking skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Positive work habits and attitudes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Ability to accept supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Ability to adapt to changes in duties and responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Which of the following has resulted from your firm's difficulty finding qualified applicants? PLEASE INDICATE YES OR NO FOR EACH STATEMENT.

a.	Lowered overall productivity	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
b.	Reduced product or service quality	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
c.	Reduced production output or sales	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
d.	Prevented your firm/organization from expanding its facilities	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
e.	Prevented your firm/organization from developing new products or services	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know
f.	Caused your firm/organization to move some operations out of Washington State	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA / Don't Know

8. Firms/organizations may experience difficulty with entry-level workers hired in the last 6 months. How much difficulty has your firm/organization experienced with entry-level workers demonstrating the following skills?

		Much Difficulty	Some Difficulty	No Difficulty	NA / Don't Know
a.	Speaks so others can understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Listen actively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Read with understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Observe critically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Cooperate with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Resolve conflict and negotiate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Use math to solve problems and communicate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Solve problems and make decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Take responsibility for learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Use information and communications technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SECTION B: FUTURE NEEDS FOR SKILLED EMPLOYEES

9. Now we would like you to think about future needs of your firm/organization. How will your firm's/organization's need for employees with each of the types of education listed below change in the next five years?

Employees with ....	Increase	Stay About the Same	Decrease	Not Needed
a. Neither a high school diploma nor a GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. A high school diploma or GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Some college course work beyond high school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. A vocational diploma or certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. A vocational associate degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. An academic associate (A.A. or A.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. A baccalaureate (B.A. or B.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. A master's (M.A. or M.S.) degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. A doctoral (Ph.D.) or professional degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SECTION C: EMPLOYEE TRAINING YOU PROVIDE

10. In the last three years, have the skills required to adequately perform production or support jobs (primary or front-line services or support jobs) increased, decreased, or remained the same?
- Increased
  - Remained the Same
  - Decreased

### CLASSROOM TRAINING THAT YOU PROVIDE

These next questions are about classroom training, workshops, or seminars your firm/organization uses to train its employees. Please count only types of training that last four hours or longer (a half day). This training may be offered at the worksite or at another location and may occur during the working hours or at other times. These may be conducted either by personnel from your firm/organization or by sources outside your firm/organization. Examples include seminars, lectures, workshops, or audio-visual presentations. If you provide no classroom training, please answer the next question and then skip to page question 23, which asks about on-the-job training.

11. Did your firm/organization provide or pay for any classroom training, workshops, or seminars (lasting at least four hours) for any employees in the last 12 months?
- Yes
  - No -- SKIP TO QUESTION 23

12. For each type of employee listed below, approximately what percentage received classroom training, workshops, or seminars (lasting at least 4 hours) in the last 12 months?

Because we are interested in the percentage of each type of employee that receives training, the numbers you enter below will likely not add up to 100. If your answer is “none” for a particular type of employee, enter “0” on that line. If your firm does not have a particular type of employee, leave the line blank.

- a. **Managerial and administrative occupations**—top and middle-level managers, administrators, and executives whose primary duties are policy making, planning, staffing, directing, or controlling the activities of establishments |\_|\_|\_| %
- b. **Professional occupations**—persons concerned with the theoretical or practical aspects of fields (e.g., science, art, education, law, and business relations) where substantial postsecondary educational preparation, or equivalent on-the-job training or experience, is required |\_|\_|\_| %
- c. **Technical and paraprofessional occupations**—technicians, programmers, and people who provide technical support (especially in health, engineering, aviation, computer programming, and law) where positions require at least some postsecondary educational preparation or equivalent on-the-job training |\_|\_|\_| %
- d. **Marketing and sales-related occupations**—persons selling goods or services and other individuals directly related to sales |\_|\_|\_| %
- e. **Clerical and administrative support occupations**—persons performing clerical tasks, such as typing, filing, operating a computer, keeping records (personnel, stock, producing, billing, etc.), and preparing and distributing mail |\_|\_|\_| %
- f. **Service occupations**—workers in occupations relating to protective service, food service, health assisting service, cleaning and building service, and personal service |\_|\_|\_| %
- g. **Production, construction, operation, maintenance, and material-handling occupations**—all skilled, semi-skilled, and unskilled workers performing machine and manual tasks involving production, construction, operation, maintenance, repair, and material-handling |\_|\_|\_| %
- h. **Agricultural, forestry, fishing, and related occupations**—workers concerned with agricultural production, forestry, and fishing. Also included in this group are agriculture-related workers, such as animal caretakers and groundskeepers |\_|\_|\_| %
- i. **Other, specify:** \_\_\_\_\_ |\_|\_|\_| %

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13. Approximately what percent of your current employees would you say need further training in a formal program, such as that taught at a community college or private vocational-technical school, in order to reach the current level of productivity and competence that your company needs. IF NONE, ENTER "0".

(13a)    % Needing further training at Community and technical colleges

(13b)    % Needing further training at four-year colleges and universities

14. In the last three years, has the percentage of your employees who receive classroom training, workshops, or seminars of some kind increased, decreased, or stayed about the same?

- Increased
- Remained the Same – SKIP TO QUESTION 16
- Decreased – SKIP TO QUESTION 16

15. Which of the following are reasons for your increase in training?  
PLEASE INDICATE YES OR NO FOR EACH STATEMENT.

	Yes	No	NA / Don't Know
a. Changes in products or services you provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Changes in technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Changes in the organization of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Need to improve the quality of your output	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Need to improve worker productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. New hires did not have necessary skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. To help employees develop more positive attitudes and work habits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. To keep up with competition from foreign countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. To keep up with competitors at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. To improve the morale of employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. To develop a more flexible and versatile workforce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. To promote the personal or career development of employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Legal requirements forced us to increase training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Other, specify: _____			

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## TRAINING YOU PROVIDE THROUGH BY PUBLIC COMMUNITY OR TECHNICAL COLLEGES

16. Has your firm/organization ever had an arrangement with a community or technical college to provide education and training services to your employees?

- Yes
- No -- SKIP TO **QUESTION 18**

17. Why did you select a community or technical college to conduct training?

PLEASE INDICATE YES OR NO FOR EACH STATEMENT.

a. Cost-effective value for money	<input type="radio"/> Yes	<input type="radio"/> No	NA / Don't Know
b. Quality of instruction	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
c. Community or technical college customized the training program for our needs	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
d. Convenient location	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
e. Training programs referred to us by other businesses	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
f. Contracted with community or technical college in past with satisfactory results	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
g. Other, specify: _____			<input type="radio"/>

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## TYPES OF CLASSROOM TRAINING THAT YOU PROVIDE

Next, we would like to ask specifically about three types of classroom training you may have provided to your employees. These types of training are: Work-place practices, Basic skills, and Job-specific skills.

Work-place practices may include training in policies and practices that affect employee relations (e.g., work-place diversity or sexual harassment training), affect employee health and safety (e.g., work-place safety and health requirements), and the work environment (e.g., how to work in teams, how to improve work performance, etc.).

18. In the last 12 months, did your firm/organization provide or pay for classroom training, workshops, or seminars (lasting at least four hours) in *work-place practices* for any employee?

- Yes
- No

Basic skills training is training in reading, writing, arithmetic, and English language skills.

19. In the past 12 months, did your firm/organization provide or pay for classroom training, workshops, or seminars (lasting at least four hours) in *basic skills* for any employee?
- Yes
  - No

Job-specific skills training includes training that upgrades employee skills, extends employee skills, or otherwise qualifies workers for a specific occupation.

20. In the past 12 months, did your firm/organization provide or pay for classroom training, workshops, or seminars (lasting at least four hours) in *job-specific skills* for any employee?
- Yes
  - No

### TUITION REIMBURSEMENT THAT YOU PROVIDE

The next questions refer to tuition reimbursement, which is one way that some employers pay for classroom training.

21. Did your firm/organization have a tuition reimbursement program for any employee during the past 12 months?
- Yes
  - No -- SKIP TO QUESTION 23
22. Was your tuition reimbursement program restricted to job-related training only?
- Yes
  - No

### ON-THE-JOB TRAINING THAT YOU PROVIDE

These next questions refer to on-the-job training. During on-the-job training, the worker is learning from someone else the duties that the job requires while performing work. We are specifically interested in the extent to which firms provide on-the-job training that includes a formal plan or agreement. In answering these questions, please include all employees: full-time, part-time, temporary, seasonal, salaried, and hourly.

23. Did your firm/organization provide at least 4 hours of on-the-job training that was described in a *written plan or agreement* for any employees in the last 12 months?
- Yes
  - No -- SKIP TO SECTION D, QUESTION 25

24. For each type of employee listed below, approximately what percentage received on-the-job training in the last 12 months?

Because we are interested in the percentage of each type of employee that receives training, the numbers you enter below will likely not add up to 100. If your answer is “none” for a particular type of employee, enter “0” on that line. If your firm does not have a particular type of employee, leave the line blank.

- a. **Managerial and administrative occupations**—top and middle-level managers, administrators, and executives whose primary duties are policy making, planning, staffing, directing, or controlling the activities of establishments |\_|\_|\_| %
- b. **Professional occupations**—persons concerned with the theoretical or practical aspects of fields (e.g., science, art, education, law, and business relations) where substantial postsecondary educational preparation, or equivalent on-the-job training or experience, is required |\_|\_|\_| %
- c. **Technical and paraprofessional occupations**—technicians, programmers, and people who provide technical support (especially in health, engineering, aviation, computer programming, and law) where positions require at least some postsecondary educational preparation or equivalent on-the-job training |\_|\_|\_| %
- d. **Marketing and sales-related occupations**—persons selling goods or services and other individuals directly related to sales |\_|\_|\_| %
- e. **Clerical and administrative support occupations**—persons performing clerical tasks, such as typing, filing, operating a computer, keeping records (personnel, stock, producing, billing, etc.), and preparing and distributing mail |\_|\_|\_| %
- f. **Service occupations**—workers in occupations relating to protective service, food service, health assisting service, cleaning and building service, and personal service |\_|\_|\_| %
- g. **Production, construction, operation, maintenance, and material-handling occupations**—all skilled, semi-skilled, and unskilled workers performing machine and manual tasks involving production, construction, operation, maintenance, repair, and material-handling |\_|\_|\_| %
- h. **Agricultural, forestry, fishing, and related occupations**—workers concerned with agricultural production, forestry, and fishing. Also included in this group are agriculture-related workers, such as animal caretakers and groundskeepers |\_|\_|\_| %
- i. **Other, specify:** \_\_\_\_\_ |\_|\_|\_| %

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## SECTION D: BACKGROUND INFORMATION ON YOUR FIRM

**25.** What percent of your firm's/organization's current employees are in jobs that require each of the educational levels listed below?

Write zero (0) if you have no employees in a category. Your answers to parts (a) through (i) of this question should total 100 percent.

a. Neither a high school diploma nor a GED	_ _ _ _	%
b. A GED or high school diploma	_ _ _ _	%
c. Some college course work or training beyond high school	_ _ _ _	%
d. A vocational diploma or certificate	_ _ _ _	%
e. A vocational associate degree	_ _ _ _	%
f. An academic associate (A.A. or A.S.) degree	_ _ _ _	%
g. A baccalaureate (B.A. or B.S.) degree	_ _ _ _	%
h. A master's (M.A. or M.S.) degree from a college or university	_ _ _ _	%
i. A doctoral (Ph.D.), or professional degree from a college or university	_ _ _ _	%
<b>TOTAL</b>	<b><u>1 0 0</u></b>	<b>%</b>

**26.** What percentage of your non-supervisory employees uses computers in their jobs?  
IF NONE, ENTER "0".

				% Using computers
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**27.** We would also like to know if anyone in your firm/organization who was hired in the last 12 months attended, or was trained by, one of the following six types of institutions or programs. Please indicate YES for each institution or program that trained at least one of your employees within the past 12 months, and NO for each institution or program that was not utilized.

a. High school vocational education programs	<input type="radio"/> Yes	<input type="radio"/> No	NA / Don't Know
b. Community or technical colleges vocational training programs	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
c. Workforce Investment Act (WIA), Workforce Development Council (WDC) or WorkSource programs	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
d. Private vocational/technical schools	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
e. Apprenticeship programs	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
f. Adult basic skills classes such as GED and English as a Second Language	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
g. Four-year colleges or universities.	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>

28. Are you willing to share your answers to this questionnaire with staff of your local Workforce Development Council? This will help them to identify employers with skill development needs.  
If your answer is No, your individual responses will not be shared with Workforce Development Council staff.

- Yes
- No

## YOUR COMMENTS?

Please use the space provided below for your comments about this survey. Feel free to make suggestions about important topics or issues that we may not have covered. And let us know about any problems you encountered in the survey, such as unclear instructions or questions that were difficult to understand.


**Thank you for your time and effort in participating in this survey.**

Please return the complete survey in the postage paid envelope to:

VENDOR  
Address 1  
Address 2  
City, ST ZIP

For questions, please contact yyyy or xxxx, Associate Project Managers,  
via email ([yyyy@vendor.com](mailto:yyyy@vendor.com) / [xxxx@vendor.com](mailto:xxxx@vendor.com))  
or during regular business hours at 1-800-XXX-XXXX (toll-free) or XXX-XXX-XXXX (local).